



HUMAN SERVICES

Presentation March 19, 2014

HUMAN SERVICES

HUMAN SERVICES STAFF:

1 Human Services Director, 1 Assistant Director Human Services,
0.71 Human Services Case Manager, 1 Elderly Outreach Caseworker,
1 Senior Center Director, 1 Administrative Secretary

ADMINISTRATIVE RESPONSIBILITIES

- To research funding opportunities to increase level of services to residents without increasing cost to Town budget
- To coordinate with local organizations and state and federal agencies to assure programs offered are available to residents
- To disseminate information about programs and services to the community
- To provide emergency services / programs in accordance with Town's Operational Emergency Plans

2014 THS Career Day



ADMINISTRATIVE RESPONSIBILITIES (CONT.)

- To identify the needs of the community as they relate to Human Services functions, and research ways to address these needs
- To identify and prepare grant applications, administration and project coordination in compliance with State and Federal laws
- To serve as the Fair Housing Officer for the Town of Tolland (Human Services Director)
- To provide assistance to community projects as requested by Town Manager or Town Council (Human Services Director)

Individual, Child and Family Welfare

(INCLUDING ENTITLEMENT PROGRAMS)

Provide multi-systemic services and resources, enabling low-income residents and those in crisis situations to access a broad variety of needed services

- Assist low-income residents in identifying their eligibility for and submitting applications for a multitude of local, state and federal services that will help these residents to maintain a basic standard of living
- Assist residents/families who are facing a shelter crisis such as utility shut-off, loss of heat, eviction or foreclosure
- Coordinate Holiday Care and Share Program
- Referrals / Coordination of services in support of residents' welfare, and/or as required by law
- Provide oversight to Housing Rehabilitation Loan Program



2014 Care & Share

Mental Health Services

The Mental Health Services activity center reflects a coordinated effort of the Human Services Director, Assistant Director and Case Manager

- Provide crisis intervention, assessment, short-term confidential counseling, case management and referral services, as appropriate, for uninsured/underinsured Tolland youth/families/residents when symptoms/behaviors are causing significant distress or impairment in family, academic and/or social/occupational functioning, so that these residents can function safely within the community and enjoy a higher quality of life; includes providing counseling and supportive services as defined in the School-Community Emergency Response Plan
- Provide referral services, assessments, crisis intervention and case management within their specific areas of expertise; all are Mandated Child Abuse/Elder Abuse Reporters

Mental Health Services (cont.)

- Provide assessments and evaluations for other agencies such as court systems, DCF or other mental health providers as appropriate
- The Human Services Director provides general oversight and supervision, and may provide direct case management when ethical or legal issues pose potential repercussions to the Town

Youth Services Prevention & Youth Development Programs

Plans, organizes, implements and evaluates Prevention, Child & Adolescent Development, Outreach programs for youth and families, and opportunities for youth to thrive and function as responsible members of the community.

➤ Tolland Youth Services Community Theater (TYSCT)



Coffee House Mar. 2014



Summer Youth Theater
Shrek the Musical July 2013

Coming to Tolland this summer!



Wizard of Oz July 2014

- College Field Experience Program (Internships)
- Collaborative Youth Development Programs with Schools, Family Resource Center, Other Agencies and Organizations

Youth Services Prevention & Youth Development Programs (cont.)

- **Local Prevention Council (LPC)**- collaboration of Town, School, and Community representatives
 - Addresses substance abuse, addictions and other related issues affecting youth and the community
 - Dept. of Mental Health & Addiction Services/ERASE (*East of the River Action for Substance Abuse Elimination*) Grant funding (\$3.1K)
 - 2010 Tolland Student Substance Use and Related Behaviors Survey (*next scheduled in spring 2014*)
 - March 2014- **ANNUAL PAWS CONFERENCE** for middle/high school youth
- **VOICES**- collaboration of Youth Services, THS Administration & Resident State Troopers to address global issues of concern to students;
 - To date- bullying, alcohol/substance use prevention
Current focus- Teens & Mental Health
 - OPM Police & Youth Grant funding (\$10K/yr for 3 years)
 - April 2013- **DRUGS, ALCOHOL, TEENS & TRUTH** Community Panel Discussion; Rx Drug Take-Back Day
 - May 2013- **CHRIS HERRIN- UNGUARDED** presentation for THS students; May 2014 speaker to be determined
 - Community service project- '*Necessities Drive*'



Elderly Outreach / Case Management

The Elderly Outreach Caseworker assists residents 60 or older in accessing resources/services critical to sustaining basic health, welfare and safety needs.

- Assist residents in identifying their eligibility for and submitting applications for a variety of programs
- As a trained CHOICES counselor, provide information and assistance about Medicare and other related health insurance options
- Provide in-home assessment to identify the elder's unique needs and capabilities in an effort to enhance level of functioning and maximize independence
- Provide support to the individual and their families experiencing the loss of a loved one, loss of independence and/or health related problems. This support is also provided through home visitation, hospital and nursing home visits

Tolland Food Pantry

The Food Pantry relies on strong community support to ensure that all residents in need have enough to eat while preserving at all times the self-esteem and dignity of the individual.

- Provide access to nutritious non-perishable food items for residents who are on fixed incomes or have limited financial resources
- Solicit, collect, inspect, categorize and distribute donated non-perishable food items
- Recruit and train volunteers to assist with the Food Pantry
- Provide residents who are participating in the program with nutritional education and assessment for resources that may further benefit the resident



Tolland Food Pantry

BUDGET

	<u>\$ Change</u>
Human Services:	(\$5,866)
The most significant changes are:	
Budgeted salary decrease	Payroll – (\$12,154)
restructuring of positions within the Human Services Department	due to
A-Ride increase	H.V.C.C. Dial- +\$ 7,345
an increase in Program funding from the State of Connecticut	due to
Transportation in July 2013; FY13-14 budget had been	Department of
	increased by

FUNCTION	ACTIVITY		PROGRAM					CODE
Community Services	Human Services		Human Services					320-00
Line Item Description	2010-2011 Actual	2011-2012 Actual	2012-2013 Actual	2013-2014 Adopted	2013-2014 Amended	2014-2015 Department Proposed	2014-2015 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL	243,143	245,601	253,276	253,555	241,400	241,401	241,401	
Human Services Director								
Family Counselor								
Administrative Secretary								
Youth Services Coordinator								
Elderly Outreach Worker								
COMMUNICATIONS	590	640	855	1,200	1,200	720	720	
DUES AND MEMBERSHIPS	984	1,086	1,103	1,103	1,103	788	788	
OTHER SERVICES AND FEES	1,831	12,227	2,226	2,000	2,000	2,000	2,000	
TRAINING AND DEVELOPMENT	184	150	190	620	620	370	370	
TRAVEL REIMBURSEMENT	620	688	611	656	656	644	644	
OFFICE SUPPLIES	711	763	885	945	945	945	945	
PROGRAM MATERIALS	975	1,144	884	800	800	800	800	
HOCKANUM VALLEY	52,942	46,324	48,508	48,508	55,853	55,853	55,853	
VISITING NURSES	8,710	8,319	8,320	8,320	8,320	8,320	8,320	
PAYROLL EXPENDITURES	243,733	246,241	254,131	253,555	242,600	242,121	242,121	
OPERATING EXPENDITURES	66,958	70,702	62,726	64,152	70,297	69,720	69,720	
TOTAL HUMAN SERVICES	310,690	316,943	316,858	317,707	312,897	311,841	311,841	-1.85%

FUNCTION	ACTIVITY			PROGRAM				CODE
Community Services	Human Services			Senior Center Services				310-00
Line Item Description	2010-2011 Actual	2011-2012 Actual	2012-2013 Actual	2013-2014 Adopted	2013-2014 Amended	2014-2015 Department Proposed	2014-2015 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL Senior Center Director	38,965	39,598	40,383	40,113	40,113	40,113	40,113	
DUES AND MEMBERSHIPS	85	85	105	85	85	85	85	
OTHER SERVICES AND FEES	1,668	1,853	1,583	1,824	1,824	1,920	1,920	
TRAINING AND DEVELOPMENT	0	0	15	100	100	100	100	
OFFICE SUPPLIES	293	354	349	350	350	350	350	
AGRICULTURAL AND CUSTODIAL	0	0	0	400	400	0	0	
SENIOR CITIZEN PROGRAMS	3,999	4,175	3,918	4,000	4,000	4,000	4,000	
PAYROLL EXPENDITURES	38,965	39,598	40,383	40,113	40,113	40,113	40,113	
OPERATING EXPENDITURES	6,046	6,467	5,970	6,759	6,759	6,455	6,455	
TOTAL SENIOR CENTER SERVICES	45,010	46,065	46,353	46,872	46,872	46,568	46,568	-0.65%

Major Projects to be Completed by June 30, 2014

- Cross Farms Concession Facility – final walk-through will occur early spring
- Geothermal Retrofit Hicks Building – Tecton is currently processing closing of project
- Honeywell ESCO Project
- Library Expansion Grant – complete RFQ/RFP for Architectural Services
- Parker School Elderly Housing – act as staff liaison
- Small Cities Grant Elevator for 1st Level – attend Application Workshop Jan. 2014
- STEAP Application 2014 for Library expansion

HUMAN SERVICES

ACCOMPLISHMENTS~PROGRAMS/SERVICES

- Responded to increased demand for fuel assistance, foreclosure prevention services and budget counseling
- Identified and made available resources and entitlement programs to assist in meeting the needs of residents
- Continued to provide crisis intervention, assessment, short-term counseling, case management and referral services, as appropriate, for uninsured/underinsured Tolland residents of all ages
- Coordinated with other community agencies & resources to respond to needs of residents in crisis
- Restructured Human Services staffing to better respond to residents' needs
- Enhanced statistical system documenting use of Human Services activities, services and programs

HUMAN SERVICES

ACCOMPLISHMENTS~PROGRAMS/SERVICES

(cont.)

- Secured \$34,338 Grant funding in support of Youth Services Programming from various State and Federal agencies
- Produced Tolland Youth Services Community Theater summer musical performance of “*Shrek the Musical*” and 4 Coffee House performances
- Continued 3rd year of VOICES program at THS, addressing significant youth issues as identified in Tolland Student Substance Use & Related Behaviors Survey Report
- Encouraged intergenerational participation in department programs
- Continued utilization of community volunteers and college interns to expand services to residents
- Enhanced community outreach through e-blast, web pages and social media to inform residents of available services, programs and resources

HUMAN SERVICES

ACCOMPLISHMENTS ~ GRANTS

- Provided project administration for Small Cities \$300,000 Housing Rehabilitation Grant
- Provided budgetary and project management for the Geothermal HVAC Retrofit at Hicks Memorial Municipal Center and Library
- Provided budgetary and project management for STEAP grant, State Bond Funds, and Jeremy Worrell Grant for and Tolland High School Athletic Field
- Provided budgetary and project management for STEAP grant for Cross Farms Concession Facility
- Assisted WPCA and Town Planner with DEEP 2012 Clean Water Fund Grant- to WPCA Facility Plan
- Developed the RFQ/RFP process with Library Director for Library Architectural Services
- Secured Dial-A-Ride Matching Grant \$29,382

HUMAN SERVICES GOALS ~

PROGRAMS/SERVICES

- Continue to meet the demand for services from residents facing financial hardships and emotional crisis
- Identify and make available to residents all entitlement programs and resources that can provide relief
- Continue to provide crisis intervention, assessment, short-term counseling, case management and referral services, as appropriate, for uninsured/underinsured Tolland residents of all ages
- Continue to coordinate implementation strategies to address substance use issues identified in Tolland School Substance Use & Related Behaviors Survey; pursue opportunity to update survey in spring 2014

HUMAN SERVICES GOALS ~

PROGRAMS/SERVICES (cont.)

- Continue to develop opportunities for intergenerational participation in Human Services programming
- Continue utilization of volunteers and college interns to maintain services to residents and provide youth programming while working within budget restrictions
- Continue to improve statistical system to document usage of Human Services activities as necessary
- Continue use of internet and electronic media, including social media to inform residents of Human Services programs & services

HUMAN SERVICES GOALS ~ GRANTS

- Pursue grants that will enhance the quality of life for the residents of Tolland
- Pursue STEAP grant for the expansion of the Tolland Public Library; assist with project management and construction administration
- Close out two STEAP grants; Cross Farms Concession Facility and Tolland High School Stadium Field
- Pursue Small Cities Funding for a first level ADA elevator
- Provide assistance to the Access Agency Inc. to secure grant funding to construct additional senior housing
- Continue to assist the Tolland Energy & Facilities Task Force with lowering the utility costs of municipal government
- Provide Project Coordination for Honeywell Investment Audit for Town Buildings
- Provide project oversight of the 2012 Small Cities Housing Rehabilitation Program

HUMAN SERVICES GOALS ~ GRANTS (CONT.)

- Continue to assist the Tolland Energy Task Force with lowering the utility costs of municipal government
- Help to secure grant funding to construct senior housing
- Assist with the completion of the Geothermal HVAC conversion design of the Hicks Memorial Municipal Building and Library
- Seek Small Cities funding for the Housing Rehabilitation Program
- Assist with the development of standard policies, procedures, bid and contract documents
- Seek college interns to assist the Tolland Energy Task Force to accomplish their goals

SENIOR CENTER

Provides social, educational and recreational services and program activities designed to serve residents age 60 and older

ADMINISTRATIVE RESPONSIBILITIES

- Provide recreational, social and educational programs to senior residents
- Provide a monthly newsletter to detail upcoming services & events, identify benefit and educational programs, report on community news and other segments which are of interest to seniors and their families
- Secure additional funds to offset the operational cost of programs and purchase equipment which enhances the programs or comfort of the participants
- Serve as a community resource by providing information on aging, and providing resources and support to assist caregivers

SENIOR CENTER

ADMINISTRATIVE RESPONSIBILITIES (CONT)

- Provide compassionate support to individuals/families experiencing loss of a loved one, loss of independence and/or health-related problems

The Senior Center Director:

- Oversees Senior Center facility needs, including safety precautions
- Supervises opening of Senior Center during hot weather for use as a Cooling Center
- Manages the Senior Center Emergency Shelter as needed, and oversees volunteers who assist during emergencies; the Shelter may be open on a 24-hour basis, providing shelter, showers and food



Celebrate Tolland Bake Sale



Prepping the Garden



Enjoying Sr. Center Deck



Exercise Program



Computer Class



Games with High School Students



Painting Class



Bird House Building



Senior Center Chefs

SENIOR CENTER ~ ACCOMPLISHMENTS

- Introduction of new programs in response to interests of senior residents
e.g. 'Pen N' Tell 'writing group;

'Board of Health'



'Getting to Know You'
life stories



- Continued offering successful ongoing Senior Center programs
(e.g. Senior Chorus; twice-weekly nutritious lunches & monthly Birthday lunch; AARP Driving Class; craft, exercise and special interest classes and activities; senior trips, etc.)
- Offered both beginner and experienced computer labs to better meet need for residents of differing computer abilities
- Continued to offer health clinics/programs (blood pressure/blood sugar clinics, life line screenings; Bloodmobile)
- Held Annual Senior Center Variety Show, offering intergenerational entertainment
- Enhanced statistical system to better document use of Senior Center activities, services and programs

SENIOR CENTER ~ GOALS

- Network with other Senior Centers to develop and offer programs that meet the needs and lifestyle of all seniors, including the 'Baby-Boomers'
- Continue to research, plan and design exercise programs to accommodate a wide range of physical abilities
- Expand collaborations with school system to increase intergenerational opportunities
- Expand programs to facilitate active learning; computer training classes, healthy aging, caregivers services
- Support the expansion of Library programs, including those that could be conducted at the Senior Center
- Implement biannual needs assessment survey
- Develop plan to maximize healthy food choices for weekly luncheons and special senior meal events
- Continue the "giving back" program, with Senior Center volunteers assisting with Town activities



LIBRARY

Presentation March 19, 2014

RESPONSIBILITIES

LIBRARY – 1 Director, 5.97 Staff

Administration

This activity center is under the direction of a professional librarian, the Library Director. The Director is responsible for the management and provision of library services for the community in accordance with library policies and procedures.

Bibliographic Instruction (BI)

BI involves training users to use online databases, Public Access Computers (PACs), Microsoft products and the Internet. Training occurs on an as needed basis based on customer demand. This activity center is also responsible for maintenance and troubleshooting of the library's computers. This activity serves the needs of those enrolled in a formal program of education or who are pursuing their education through a program of home schooling. This activity addresses the need for skills related to finding, evaluating, and using information effectively.

RESPONSIBILITIES

Children's Programming

Children's Programming introduces Tolland's children to reading and social interaction. This activity encourages Tolland children to become life long learners and to perform other essential daily tasks. The need for people to meet and interact with others in the community is also addressed.

Circulation

The purpose of this activity center is to handle customer transactions in a manner that ensures patrons receive prompt and courteous service. This activity center is responsible for the charging and discharging of library materials in a variety of formats. In addition, Circulation handles patron registration, collects overdue fines, places holds, handles general questions at the desk and on the phone, and takes care of faxing.

RESPONSIBILITIES

Networking

This activity involves attending workshops and conferences to keep up-to-date on changes in the library field. This activity also involves participation in several consortia to enhance programs and services offered by the library.

Outreach

Outreach involves visits to people in the community who cannot easily get to the library, such as the elderly, disabled, children in daycare and other group settings and others with special needs. The goal is to bring library services to those with limited access.

Public Relations

This activity center is responsible for marketing and promoting the library's services to the residents of Tolland via various means such as brochures, the website, calendars, displays and informational packets for new residents.

RESPONSIBILITIES

Reader's Advisory

Reader's Advisory involves consultations with patrons on reading selections. This activity aids residents in satisfying their recreational reading desires and enriching their literary experiences.

Reference Services

The Reference Services Unit is responsible for the timely and accurate response to users' questions using print, online research databases and the Internet. This unit is not engaged in general questions, but more research oriented issues. This activity meets the needs of Tolland residents for information and answers inquiries on a broad array of topics related to work, school and personal life. The unit satisfies the need to assist patrons in making informed consumer choices and to help residents become more self-sufficient.

RESPONSIBILITIES

Serials

The Serials Unit is responsible for the acquisition of materials that are acquired in successive parts and include magazines, journals, newspapers and annuals.

Technical Services

The Technical Services Unit is responsible for ensuring the timely acquisition, cataloging, processing and maintenance of the Library's collections, print and media.



Puppet Theatre Haomin

Take Your Child to the Library



Budget

Library Services:	<u>\$ Change</u>
	+\$665

Payroll – Salary increase

Service Contract – Removing typewriter

Other Services and Fees – Reduction in Bibliomation fees by \$548

Professional Services – Anonymous donation of \$325 continued

Training and Development – Reduced by \$100

FUNCTION	ACTIVITY		PROGRAM					CODE
Community Services	Library Services		Library Services					400-00
Line Item Description	2010-2011	2011-2012	2012-2013	2013-2014	2013-2014	2017-2015	2014-2015	% Increase
	Actual	Actual	Actual	Adopted	Amended	Department	Manager	Over
						Proposed	Proposed	Adopted
REGULAR PAYROLL	305,424	298,036	311,193	311,869	313,278	313,277	313,277	
Library Services Director								
Reference Librarian								
Children's Librarian								
Library Technical Assistant								
Library Circulation Assistant (4)								
PROFESSIONAL SERVICES	325	325	325	0	0	0	0	
SERVICE CONTRACTS	189	168	190	190	190	95	95	
DUES AND MEMBERSHIPS	500	560	560	560	560	560	560	
OTHER SERVICES AND FEES	30,668	30,668	30,055	29,153	29,153	28,605	28,605	
TRAINING AND DEVELOPMENT	145	275	410	685	685	585	585	
TRAVEL REIMBURSEMENT	246	0	0	0	0	0	0	
OFFICE SUPPLIES	3,000	2,982	3,056	3,000	3,000	3,000	3,000	
PROGRAM MATERIALS	31,969	1,519	1,696	1,500	1,500	1,500	1,500	
BOOKS AND SUBSCRIPTIONS	43,041	44,800	35,066	36,650	36,650	36,650	36,650	
PAYROLL EXPENDITURES	305,424	298,036	311,193	311,869	313,278	313,277	313,277	
OPERATING EXPENDITURES	110,082	81,297	71,357	71,738	71,738	70,995	70,995	
TOTAL LIBRARY SERVICES	415,506	379,332	382,550	383,607	385,016	384,272	384,272	0.17%

Friends of the Tolland Public Library Support

- Museum Passes
- Event Keeper – online calendar of library events
- Wowbrary – online notification of new library items
- BookPage – monthly newsletter devoted to books and reading
- Overdrive Advantage program – additional ebook and audiobook selections exclusively for Tolland patrons
- Purchased shelving cubes for Marshall Anderson collection
- Program funding

Tolland Public Library Foundation Support

- Databases – Ancestry, Auto Repair Reference Center, JobNOW, and Consumer Reports
- Eaton-Dimock-King Author series
- Year of the Young Adult initiative – programs and materials for patrons from 12 years of age through high school which included How to Pay for College, Astronomy, Poetry Slam, Hunger Games book discussion series
- Sponsored the Lighten Up at Your Library program series
- Purchased educational workstation for children 6-12 years of age
- Supported the literary initiative, 1,000 Books Before Kindergarten
- Purchased high school required reading books

Major Projects to be completed by June 30, 2014

- Request for Qualifications/Proposals for Building Expansion
- STEAP Grant
- Small Cities Grant
- Meet and Select Architect(s)
- Building Expansion Design
- Windows XP Update
- LibraryAware Training
- Foundation Business Series
- State Library Space Guidelines Recommendation
- Online Community Newsletter

Accomplishments

- Wrote and was awarded \$1,000,000 from the State of Connecticut Library Construction Grant
- Applied for a STEAP grant
- Presented information about the library expansion to numerous civic groups
- Continued to work with the Tolland Public Library Foundation on the Year of the Young Adult program series
- Worked with the Tolland Public Library Foundation on the Eaton/Dimock/King Author Series
- Worked with Friends of the Tolland Public Library to obtain Book Page, Wowbrary, Event Keeper, and the Overdrive Advantage program.

Accomplishments

- Collaborated with the Friends of Tolland Public Library to obtain new museum passes
- Worked with the Friends on Friends-sponsored programs
- Participated in Celebrate Tolland, issuing new library cards and information packets of programs and services offered by the library
- Continued a library participation program in recycling DVDs, CDs and plastic cases to a recycling center in New Hampshire
- Expanded adult program offerings
- Participated in planning a Regional One Book Community Reading Program, East of the River Reads
- Formed a Strategic Planning Committee and worked with the committee to revise the library's strategic plan
- Instituted quarterly Staff meetings

Accomplishments

- Revised the Meeting Room policy and the Circulation policy
- Increased the frequency of staff meetings to bi-monthly from quarterly
- Wrote a Technology Plan
- Displayed Fair Housing materials
- Presented a Fair Housing Story Time
- Participated in the Connecticut Library Association (CLA) Annual Conference
- Participated in the CLA Support Staff professional development seminar

Accomplishments

- Increased circulation of materials, number of library visits, number of programs and number of program participants
- De-selection and consolidation of the print reference collection
- Creative use of the adult materials area
- Reformatting of adult book discussions
- Use of automated summer reading program software for children and youth
- Introduction of the program, 1,000 Books Before Kindergarten, a literary initiative

Accomplishments

- Cooperation with Tolland Middle School in obtaining and circulating the school wide read, *Wonder* by R. J. Palacio
- Introduction of first youth chess group
- Collaboration with the Tolland Family Resource Center to provide a story/playgroup for families
- Attended Technology Task Force meetings
- Member of the State of Connecticut Library Space Needs Task Force

Goals and Objectives

- Work with the Town Manager, Director of Human Services and the architect to expand the Library into the adjacent gymnasium
- Continue to apply for grants from organizations such as Hartford Foundation for Public Giving to offset the cost of the library expansion
- Continue to work with Senior Center staff to implement library related programming at the Senior Center
- Continue development of Library Technology Plan as one part of a long-range plan for library services
- Continue to work with The Friends of the Tolland Public Library to enhance library services

Goals and Objectives

- Work with the Tolland Public Library Foundation to offer enhanced services with funding from the Phoebe King and Elizabeth King Eaton Endowment
- Continue to use volunteers for special projects and to encourage their participation in Friends of the Tolland Public Library efforts
- Monitor efficiency and pricing of the Library's present Integrated Library System provider and of the competition
- Continue to work with staff to efficiently run operations
(Town Council Goal – Expand the review of operational policies for increased revenue potentials and/or operational cost savings (i.e. the renting of Town facilities, schools, ball fields, parks to private groups, etc.)

Goals and Objectives

- Continue to update the Library's policies and procedures
- Increase and enhance library publicity
- Tailor program offerings to Tolland citizen's needs
- Work with the Tolland 300th Celebration Committee

Statistics

- Total number of registered borrowers: 6,342
- Library circulation totaled: 123,482 transactions
- Number of programs: 213
- Number of attendees at library programs: 4,484
- Library visits: 77,231
- Number of reference questions: 9,929

Needs

- Expansion of the library into the gym which would result in a larger program room, small study spaces and small group meeting rooms
- Introduction of patron self-service checkout using RFID (Radio-Frequency Identification). This technology is being used not only for patron privacy and efficiency but it also enables libraries to manage their inventory and reduce loss
- Replace aging computers, printers, operating systems and software
- Addition of a part-timer to plan and run Young Adult programs. The Children's Librarian is currently running two service areas and conducting about two hundred programs each year.



RECREATION

Presentation March 19, 2014

Recreation Statistics

	Actual 2012-2013	Estimated 2013-2014	Anticipated 2014-2015
Pre-School Program Participants	139	102	110
Youth Sports Participants	888	828	828
Youth Program Participants	965	915	920
Adult Sports Program Participants	366	449	455
Adult Education Program *drop due to loss of fitness classes	344*	286	300
Trips & Special Events	2,005	1,822	1,822
Pavilion Events * pavilion not open 2011-12	89	90	90
Lodge Events	145	160	160

BUDGET

We continue to work towards the goal of being completely funded by non-tax revenue sources.

Recreation:	<u>\$ Change</u>
	(0)

Professional Services: \$4,000 for Celebrate Tolland Festival.

FUNCTION	ACTIVITY			PROGRAM				CODE
Community Services	Recreation and Adult Education			Recreation and Adult Education				500-00
Line Item Description	2010-2011 Actual	2011-2012 Actual	2012-2013 Actual	2013-2014 Adopted	2013-2014 Amended	2014-2015 Department Proposed	2014-2015 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL	117,298	118,492	120,870	80,928	80,928	80,928	80,928	
Recreation and Adult Education Director								
Administrative Secretary								
PROFESSIONAL SERVICES	0	0	0	4,000	4,000	4,000	4,000	
PAYROLL EXPENDITURES	117,298	118,492	120,870	80,928	80,928	80,928	80,928	
OPERATING EXPENDITURES	0	0	0	4,000	4,000	4,000	4,000	
TOTAL RECREATION AND ADULT EDUCATION	117,298	118,492	120,870	84,928	84,928	84,928	84,928	0.00%

Recreation Survey Results Summary

- Excellent response indicative of a good cross section of the population needed 390 got 402 giving us a
- 1) Age 19-35 (39) Age 36-50 (170) Age 51-65 (110) Age 65+ (87)
- Best way to receive information about programs is
 - 1) Direct Emails
 - 2) Town Newsletter
 - 3) Tolland Patch
 - 4) Tolland website
- 78% felt they were sufficiently informed about recreation programs in Town
- Do you or your family participate in Tolland recreation activities?
 - 23% yes 77% no

Survey Results Continued

- Reasons why not?
48% not interested in what's offered. 46% too busy. other
- If you participated how would you rate your overall satisfaction.
- 37% said good. 23% said excellent 4% said fair 1 person said poor
- Do you currently participate in similar programs elsewhere?
- 21% said yes, 79% said no
- What types of programs would you be interested in?
- Nature passive 20% Nature active 26% Fine Arts 24%
- Enrichment programs 18% After school programs 15%
- Health & Fitness 34% Sports Programs 23%
- Family Activities 18% Educational programs 27%
- Guest Speakers 18% Special Events 26%

Major Projects to be Completed by June 30, 2014

- Start-up and Operation of Cross Farms Concession Stand
- Operation of All Weather Turf Field
- Improvements to Lodge
- Improvements to Recreation Center
- Improvements to Programs and Operating Systems
- Work on Trails and Pathways
- Work on Special Events and Fundraisers
- Continue working with Adams Adventure Group

Accomplishments

- Started new programs including an After School program for middle and intermediate school age children.
- Increased use of Recreation Center by for-profit and non-profit groups and families.
- Developed use and rental policies for the new all weather field at the high school.
- Developed and completed a town-wide survey for the Recreation Department and Library.
- Assisted with the creation of a bathroom/concession stand at the Cross Farms Recreation Area.
- Made changes to office operations to continue meeting the needs of residents efficiently despite reductions in staff.

Accomplishments

- Continued working with the Pathway Committee on maintaining and creating trails in town.
- Held multiple fundraising events for the Recreation Scholarship fund to support people in need.
- Held various special events throughout the year including Celebrate Tolland, Town Hall Trick or Treat, Sundae in the Park, Letters to Santa and more.
- Met with other Towns to look at ways to share resources and improve services.
- Worked with local groups to develop more nature and fitness oriented programs.

Accomplishments

- Continued to make changes and improvements to programs and activities in order to keep costs low and make efficient use of limited resources.
- Expanded the Ed2go program to include more career oriented programs to provide residents with more learning opportunities and created new marketing to increase enrollment numbers.

Department Needs

- Additional parking.
- Improvement to outside lighting.
- A floor cleaning machine and meeting room furniture is needed for the Recreation Center.
- We need more assistance in the form of volunteers and funding for special events.
- Additional temporary staffing is needed.

Department Goals & Objectives

- Continue to look for ways to increase revenue from rental of new turf field, from the sale of advertising signs and other opportunities.
- Continue working on improvements to the Tolland Recreation Center to increase rental revenue and usage. (On-going)
- Develop and carry out plans for the operation of the new concession facility at Cross Farms. (Spring 2014)
- Use the survey results to work on increasing overall attendance in programs and activities and to improve operational efficiency. (Spring 2014)
- Continue to improve use of social media and other on-line applications to reach residents and improve level of service. (On-going)

Department Goals & Objectives

- Develop more programs to help fight obesity in children. (On-going)
- Work with local groups as well as the Senior Center and Library to develop more joint special events and fundraising ideas. (On-going)
- Continue to work with the Pathway Committee to create and maintain multi-use trails and pathways in Town. Get existing Town trails included in State DEEP listings. (Spring 2014)
- Continue to work on ways to increase the number of volunteers available to help with Recreation programs, activities and special events. (On-going)
- Plan for Lodge improvements to replace some decking, outside stairs and ADA ramp. (Spring 2014)



PUBLIC SAFETY

Presentation March 19, 2014

RESPONSIBILITIES

PUBLIC SAFETY – 1 Director of Public Safety, 10.29 Staff

Ambulance Services

To provide the necessary staff, equipment and apparatus to respond and mitigate all medical related incidents in the Town of Tolland affecting all residents, businesses and travelers.

Animal Control Services

To provide the residents of Town with an acceptable level of service that can be achieved through the limited personnel and limited hours of coverage budgeted for the Part-Time Animal Control department.

Emergency Preparedness

To provide the residents, businesses and schools of Tolland with extensive pre-planning, written emergency plans and to provide direction and control during a time of crisis.

RESPONSIBILITIES

Fire Marshal

To provide the residents of Town with an acceptable level of service that can be achieved through the limited hours of coverage budgeted for the Part-Time Fire Marshal. Duties include ensuring that fire codes are adhered to through proper code enforcement and inspections, reviewing contractor's blasting plans, verifying proper licenses and insurances are up-to-date and issuing blasting permits for contractors. In addition, the Fire Marshal must promptly investigate all fires in Town.

Fire-Rescue Services

To provide the necessary staff with the required training, equipment and apparatus to respond and mitigate all emergency and routine incidents that occur within the Town of Tolland, affecting all residents, businesses and travelers.

Water Supply

To manage the contract between the Town of Tolland Connecticut Water for fire hydrants on the western side of Tolland.

[illegible]

FUNCTION	ACTIVITY			PROGRAM			CODE	
Public Safety Services	Fire and Ambulance			Ambulance Services			710-00	
Line Item Description	2010-2011 Actual	2011-2012 Actual	2012-2013 Actual	2013-2014 Adopted	2013-2014 Amended	2014-2015 Department Proposed	2014-2015 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL	84,327	115,018	126,866	135,344	136,947	136,946	136,946	
Public Safety Assistant Director (.33)								
Public Safety Officer (3)								
OVERTIME	15,186	17,267	12,444	20,174	20,174	21,769	21,183	
PROFESSIONAL SERVICES	35,801	40,958	41,951	50,200	50,200	63,900	55,000	
COMMUNICATIONS	25,654	31,996	36,307	40,781	40,781	49,318	42,402	
SERVICE CONTRACTS	3,539	3,411	1,669	875	875	875	875	
PRINTING	0	0	0	350	350	350	350	
EQUIPMENT RENTAL	1,396	1,600	1,784	1,500	1,500	1,500	1,500	
DUES AND MEMBERSHIPS	200	150	85	245	245	245	245	
OTHER SERVICES AND FEES	596	387	1,389	1,000	1,000	1,000	1,000	
TRAINING AND DEVELOPMENT	5,246	7,983	4,294	10,893	10,893	13,768	12,000	
OFFICE SUPPLIES	269	779	1,121	725	725	725	725	
MEDICAL SUPPLIES	11,765	11,950	13,028	10,000	10,000	11,500	11,500	
COMPUTER SOFTWARE	1,071	1,174	1,190	1,768	1,768	3,163	3,163	
MINOR TOOLS	0	0	0	300	300	300	300	
MACHINERY AND EQUIPMENT PARTS	1,432	1,631	1,689	2,000	2,000	5,000	4,000	
REPAIRS	2,348	2,210	2,362	2,200	2,200	5,200	4,000	
BUILDING MATERIALS	1,002	723	1,097	1,000	1,000	1,000	1,000	

FUNCTION	ACTIVITY			PROGRAM			CODE	
Public Safety Services	Fire and Ambulance			Ambulance Services			710-00	
Line Item Description	2010-2011 Actual	2011-2012 Actual	2012-2013 Actual	2013-2014 Adopted	2013-2014 Amended	2014-2015 Department Proposed	2014-2015 Manager Proposed	% Increase Over Adopted
FOOD AND CLOTHING	5,353	6,153	8,182	6,250	6,250	7,600	6,600	
AGRICULTURAL AND CUSTODIAL	212	307	222	150	150	150	150	
FUEL AND OIL	6,195	6,572	8,787	10,500	10,500	10,800	10,800	
PROGRAM MATERIALS	314	254	76	650	650	650	650	
BOOKS AND SUBSCRIPTIONS	187	105	392	500	500	500	500	
FURNITURE AND FIXTURES	0	1,967	0	1,200	1,200	1,200	1,200	
OFFICE MACHINES	156	0	0	500	500	8,351	500	
OTHER EQUIPMENT	207	1,243	755	2,604	2,604	11,295	6,895	
PAYROLL EXPENDITURES	99,513	132,286	139,310	155,518	157,121	158,715	158,129	
OPERATING EXPENDITURES	102,943	121,552	126,380	146,191	146,191	198,390	165,355	
TOTAL AMBULANCE SERVICES	202,456	253,838	265,690	301,709	303,312	357,105	323,484	7.22%

FUNCTION	ACTIVITY		PROGRAM						CODE
Public Safety Services	Fire and Ambulance		Animal Control Services					720-00	
Line Item Description	2010-2011	2011-2012	2012-2013	2013-2014	2013-2014	2014-2015	2014-2015	% Increase	
	Actual	Actual	Actual	Adopted	Amended	Department Proposed	Manager Proposed	Over Adopted	
REGULAR PAYROLL	29,550	36,290	36,589	38,704	39,332	39,133	39,133		
Animal Control Officer (2)									
OTHER SERVICES AND FEES/TRANSFER OUT	3,500	3,500	2,000	5,500	5,500	7,595	13,595		
OTHER EQUIPMENT	0	0	0	0	0	10,500	0		

FUNCTION	ACTIVITY			PROGRAM				CODE
Public Safety Services	Fire and Ambulance			Emergency Preparedness				730-00
Line Item Description	2010-2011 Actual	2011-2012 Actual	2012-2013 Actual	2013-2014 Adopted	2013-2014 Amended	2014-2015 Department Proposed	2014-2015 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL Public Safety Director (stipend)	8,000	10,000	10,000	10,000	10,000	10,000	10,000	
COMMUNICATIONS	0	1,013	0	663	663	663	663	
OTHER EQUIPMENT	2,000	1,000	1,400	2,000	2,000	2,000	2,000	
PAYROLL EXPENDITURES	8,000	10,000	10,000	10,000	10,000	10,000	10,000	
OPERATING EXPENDITURES	2,000	2,013	1,400	2,663	2,663	2,663	2,663	
TOTAL EMERGENCY PREPAREDNESS	10,000	12,012	11,400	12,663	12,663	12,663	12,663	0.00%

FUNCTION	ACTIVITY			PROGRAM					CODE
Public Safety Services	Fire and Ambulance			Fire Prevention				740-00	
Line Item Description	2010-2011	2011-2012	2012-2013	2013-2014	2013-2014	2014-2015	2014-2015	% Increase	
	Actual	Actual	Actual	Adopted	Amended	Department	Manager	Over	
						Proposed	Proposed	Adopted	
REGULAR PAYROLL	26,184	26,472	48,281	45,405	46,290	46,290	42,920		
Fire Marshal									
Public Safety Assistant Director (.33)									
COMMUNICATIONS	436	765	556	480	480	2,430	840		
PRINTING	0	0	0	0	0	500	500		
DUES AND MEMBERSHIPS	65	40	65	55	55	200	200		
OTHER SERVICES AND FEES	75	188	351	350	350	4,350	350		
TRAINING AND DEVELOPMENT	0	340	150	105	105	500	500		
OFFICE SUPPLIES	344	234	476	443	443	443	443		
BOOKS AND SUBSCRIPTIONS	0	65	0	100	100	1,400	1,400		
OTHER EQUIPMENT	1,556	248	0	0	0	1,350	1,000		

FUNCTION	ACTIVITY			PROGRAM				CODE
Public Safety Services	Fire and Ambulance			Fire Suppression				750-00
Line Item Description	2010-2011 Actual	2011-2012 Actual	2012-2013 Actual	2013-2014 Adopted	2013-2014 Amended	2014-2015 Department Proposed	2014-2015 Manager Proposed	% Increase Over Adopted
REGULAR PAYROLL	240,235	256,555	278,289	279,332	284,354	284,354	284,354	
Public Safety Director								
Public Safety Director (volunteer stipend)								
Public Safety Assistant Director (.34)								
Public Safety Officer (3)								
Administrative Secretary								
OVERTIME	21,173	15,891	13,590	17,702	17,702	18,539	18,588	
TEMPORARY HELP	19,043	13,720	8,267	12,526	12,026	14,244	13,744	
SPECIAL SERVICES	3,186	1,502	1,702	3,000	3,000	3,000	3,000	
PROFESSIONAL SERVICES	41,400	42,867	38,617	53,300	53,300	62,300	55,000	
COMMUNICATIONS	37,642	36,563	43,129	43,944	43,944	52,481	45,131	
SERVICE CONTRACTS	25,567	22,016	20,724	22,225	22,225	27,225	27,225	
EQUIPMENT RENTAL	0	31	50	653	653	653	653	
DUES AND MEMBERSHIPS	1,494	2,189	1,584	1,880	1,880	1,880	1,880	
OTHER SERVICES AND FEES	9,149	11,154	13,411	9,880	9,880	17,380	17,380	
TRAINING AND DEVELOPMENT	2,319	3,709	3,748	8,788	9,288	11,188	11,188	
OFFICE SUPPLIES	418	605	572	600	600	600	600	
COMPUTER SOFTWARE	2,126	1,641	1,636	2,500	2,500	2,500	2,500	
MINOR TOOLS	750	579	767	750	750	750	750	
MACHINERY AND EQUIPMENT PARTS	16,480	19,230	18,823	15,000	15,000	26,300	20,000	

FUNCTION	ACTIVITY			PROGRAM			CODE	
Public Safety Services	Fire and Ambulance			Fire Suppression			750-00	
Line Item Description	2010-2011	2011-2012	2012-2013	2013-2014	2013-2014	2014-2015	2014-2015	% Increase
	Actual	Actual	Actual	Adopted	Amended	Department Proposed	Manager Proposed	Over Adopted
REPAIRS	15,167	14,766	15,068	13,700	13,700	18,700	16,000	
BUILDING MATERIALS	2,057	1,321	1,053	2,000	2,000	2,000	2,000	
FOOD AND CLOTHING	22,192	25,100	12,141	11,350	11,350	18,150	18,150	
AGRICULTURAL AND CUSTODIAL	192	0	1,081	700	700	700	700	
FUEL AND OIL	24,958	28,730	31,880	28,578	28,578	30,008	33,000	
PROGRAM MATERIALS	680	329	80	700	700	700	700	
BOOKS AND SUBSCRIPTIONS	29	80	1,396	700	700	700	700	
FURNITURE AND FIXTURES	0	0	0	0	0	1,500	1,500	
OTHER EQUIPMENT	6,878	13,938	32,919	11,875	11,875	21,426	13,575	
EXPLORER POST	0	0	0	0	0	0	500	

Personnel Changes

- After 41 ½ years of service to the Tolland Fire Department, James Toomey has retired from the department at the rank of Deputy Fire Chief. Year after year Jim was a very active member of the department. Jim was usually among the top five volunteers who responded to the most emergencies each year. His experience and passion to serve his neighbor will be missed. We wish him well in his retirement.
- After 27 years of service to the Town of Tolland, Richard Munichello has retired from the Town of Tolland at the rank of Fire Marshal. Richard was passionate about code enforcement and cause and origin fire investigation. His contributions to the safety of the residents of Tolland will be greatly missed. We also wish him well in his retirement.
- Alex Merced was hired in October 2013 as a full-time Public Safety Officer filling the vacancy created by Mark Morrison in May 2013.
- Several new Fire and Medical Line Officers were appointed this year:

Michael Krystiniak	Fire Lieutenant	Bernard Hoffman	Medical Lieutenant
Steve Gustafson	Medical Lieutenant	Steve Filipek	Fire Lieutenant
Adam Conner	Fire Lieutenant		



Water Supply



Program Objectives and Goals FY 2015:

- No additional increase in units anticipated for FY2015

Program Accomplishments FY 2014:

- Maintained current system

Major Projects to be Completed by June 30, 2014

- Continue to find efficiencies for the department with IT. Conduct quarterly EOC drills to ensure the EOC is up to date and functioning properly.
- Complete the fiber improvement project for the Town. Develop long-term strategic plan to provide IP service to all critical Town facilities.
- Specify and purchase new ambulance. Review various options for replacement.
- Complete RFP for new rescue truck to determine actual budget needs.
- Integrate electronic inspection system for the FMO.
- Implement better statistical inspection system for the FMO.
- Review and revise all departmental policies and procedures. Create new policies and procedures as necessary.
- Improve departmental training and record keeping system.
- Work with the regional TIM to create better traffic management for I-84 when the highway is closed for accidents.
- Work with State DOT for improvements to I-84 that may help reduce serious injury or fatal accidents.

Major Projects to be Completed by June 30, 2014

- Implement CERT program in Tolland. This program is designed to train a group of citizens within the community to be able to assist with emergency response during major community-wide disasters.
- Oversee implementation of marking private bridges in Town for weight requirements.
- Oversee the marking and coordinates for spotting hydrants close to the highway area (high school).
- Oversee the implementation of a new fire extinguisher training program for all businesses, schools and residents in Town. The training equipment was received through a private grant.
- Implement new shelter requirements with School Superintendent and Food Services Department.
- Oversee a project to mark and record GPS location information of local trail areas in Town for the purpose of assisting emergency response.
- Meet and Greet Business meeting, last one held was three years ago. This training will be held at the Fire Training Center.



Ambulance Service



Program Objectives and Goals FY 2015:

- Maintain a committee for the recruitment of volunteer Emergency Medical personnel to address the rise in medical calls. This is a continuous process.
- Program development and implementation of a CERT (Citizen Emergency Response Team) within Tolland.
- Public Safety officials will join as a regular part of the Town of Tolland Planning & Development process. Involvement by Public Safety officials will allow for the assessment and incorporation of future needs of the Ambulance Services Division affected by the economic growth and development within the targeted areas to be clearly identified, in the earliest stages of planning (i.e. personnel, apparatus and equipment.)
- Grant applications for CERT supplies and equipment as well as safety equipment will be actively pursued.

Ambulance Service Continued

- Create and manage drills and conduct annual training that includes all BOE administrators, teachers, custodians and other staff members.
- Evaluate new EMS products that may improve delivery of patient care and safety and efficiency of personnel.
- Purchase replacement ambulance for Ambulance 640. Ideally, the department would like to add a third ambulance to our fleet to ensure we have two ambulances in service at all times. Tolland is one of a few area communities operating with two ambulances. Vernon, Coventry, Mansfield and Stafford are all operating with a minimum of three ambulances.

Ambulance Service Continued

Program Accomplishments FY 2014:

- New vendors have been established to reduce expenditures.
- Continued the interaction and exchange of information between Town Council, Town staff, Public Safety and State Police.
- Continued hosting informational meetings with businesses and residents to inform them of the services provided by both volunteer and career staff.
- Several members continue to become cross-trained between EMS and Fire. Cross-trained staff maximizes the amount of staff that are available to mitigate any type of emergency.



Animal Control



Program Objectives and Goals FY 2015:

- Collaborate with surrounding Towns to share personnel, equipment, and services.
- Continue to promote proper licensing and the importance of vaccinating pets on a regular schedule.
- Continue to mitigate neighbor vs. neighbor complaints which seem to be on the rise especially with the economy.
- Continue to investigate complaints and provide related information for domestic animals, livestock, and wildlife issues as warranted.
- Tolland would like to host a low-cost rabies vaccination clinic in May or June 2014.

Animal Control Continued

Program Accomplishments FY 2014:

- An informative flyer was distributed to random neighborhoods emphasizing statute §22-238 regarding Dog Licensing. This campaign is successful and we want to keep encouraging dog owners to communicate with the Animal Control Office regarding the status of their pet(s).
- Updated Emergency Operations Plans (E.O.P.) to include sheltering facilities for pets and arranged shared agreements with surrounding towns & area kennels to assure adequate kennel space in the event of a disaster.
- Continue mailing and posting surveys in an effort to gather information for creating a database of special animals and enlist volunteers to help and/or loan their specialized equipment in the case of an emergency rescue or evacuation.
- Received monetary donations which help offset veterinarian costs for the pound.
- Received many donations of animal food and toys that significantly off-set food expenses.
- Applied for a ballistic vest grant to increase Animal Control Officer safety.
- Applied for and was awarded several grants from pet supply companies for animal food and animal toys.

Animal Control Continued

- Created email address animalcontrol@tolland.org to allow residents to easily communicate electronically with the Animal Control Officers.
- Completed annual unlicensed dog survey. This entitles Tolland to keep an additional 10% of the dog licensing fees.

This department is responsible for more than just domestic animals.



Photos are courtesy of Tolland residents



Emergency Preparedness

Program Objectives and Goals FY 2015:

- Identify and create a permanent space for the Town's Emergency Operations Center (E.O.C.) and equipping it properly.
- Conduct more informational meetings and training sessions on emergency preparedness.
- Conduct training opportunities to enhance BOE knowledge for their roles in emergencies.
- Continue investigating and researching new technology to enhance the capabilities of field operations.

Program Accomplishments FY 2014:

- Purchased permanent, secure and weather-tight storage space for Emergency Management equipment and supplies. These supplies are now stored at the Emergency Operations Center. Local storage will allow staff to maintain better control of the inventory and provide more efficient deployment of supplies during an activation.

Emergency Preparedness Cont.

- Purchased various items to continue to support the operation. A new VoIP telephone system, an IP based security system, and an electronic access control system was purchased for the EOC. Previous activations of the EOC required labor intensive set-up with limited telecommunication redundancies. The EOC has become more self-sufficient over this past year. The Technology Advisory Board has recognized weaknesses within the EOC and has put forth a reasonable plan to virtually eliminate any single point of weakness within emergency operations and municipal government.
- Participated in several meetings about school safety and security.
- Annual update of all Town and School Emergency Plans.
- Annual update of the Special Needs files.
- Updated various set ups and components in the Emergency Operations Center from previous years' experience.
- Added @TollandAlert Twitter feed to broadcast various Emergency Preparedness and Public Safety Information.
- Created volunteer@tolland.org email address. Residents can use this address to volunteer their assistance to town during town-wide emergencies.



Fire Prevention

Program Objectives and Goals FY 2015:

- Identify our high-risk life safety hazards and implement a progressive plan for annual inspections.
- Increase the amount of mandated annual inspections this office is able to complete.
- Establish a plan to voluntarily inspect all non- required business occupancies for voluntary fire code compliance.
- Identify and classify all occupancy types in town. Share this data with the Building Official and Planning Department.
- Establish and participate in an “Administrative Review Team” to increase communication and availability of the all municipal stakeholders and businesses and residents that would like to move into Tolland or modify their existing dwellings or occupancies.

Fire Prevention Continued

Program Accomplishments FY 2014:

- Investigated multiple dwelling fires for cause and origin determination.
- Completed annual fire inspections of the Tolland Public Schools.
- Completed several plan reviews.
- Worked with Planning and Development and the Building Official to complete several commercial “Certificate of Occupancy” inspections.
- Approved several blasting permits.
- Attended state-wide Fire Prevention Poster Contest luncheon where Tolland 5th grader Emily Bliss was announced as the overall State of Connecticut contest winner.

Structure Fire - September 2013





Fire Suppression



Program Objectives and Goals FY 2015:

- Maintain a committee for the recruitment of volunteer Emergency Medical personnel to address the rise in fire and rescue calls. This is a continuous process.
- Program development and implementation of a CERT (Citizen Emergency Response Team) within Tolland.
- Public Safety officials will join as a regular part of the Town of Tolland Planning and Development process. Involvement by Public Safety officials will allow for the assessment and incorporation of future needs of the Fire Service Division affected by the economic growth and development within the targeted areas to be clearly identified, in the earliest stages of planning (i.e. personnel, apparatus and equipment.)
- Grant applications for CERT supplies and equipment as well as safety equipment will be actively pursued.

Fire Suppression Continued

- Create and manage drills and conduct annual training that includes all BOE administrators, teachers, custodians and other staff members.
- Continue the interaction and exchange of information between Town Council, Public Safety, State Police and Town staff.
- Continue hosting informational meetings with businesses and residents to inform them of the services provided by both volunteer and career staff.

Program Accomplishments FY 2014:

- New vendors have been established to reduce expenditures.
- Took delivery of a new enclosed trailer. This new trailer will be used for multiple purposes (hauling EOC supplies, various department equipment, temporary shelter at incidents.) This trailer was primarily funded by a private grant Chief Littell was able to procure.
- Completed installation of new back-up generators at four department facilities.

Fire Suppression Continued

- Hosted the second annual Awards Ceremony at the Tolland High School. This ceremony acknowledged the significant accomplishments of both our volunteer and career staff.
- Filled a full-time Public Safety Officer vacancy.
- Purchased a used 1990 105' aerial ladder from Berlin, Connecticut. This truck is currently being refurbished. Once completed it will replace the our current 1991 ladder truck. The 1991 aerial will be sold as soon as the 1990 aerial is placed into service.
- Completed refurbishment of ET-440 a 1993 1000 gallon Engine Tank.

Emergency Services Around Town



Emergency Services – I-84



Department Future Needs

Animal Control

- Space needs – The current dog pound is outdated and is not current with today's standards set by the State of Connecticut.
- For a town as large as Tolland, at least one full-time employee is needed to provide adequate coverage.
 - Staffing - Currently there are only 30 hours per week that are budgeted. These hours are split between two part-time Animal Control Officers (ACO) in order to cover 24 hours a day, 7 days a week, 365 days per year.
 - One ACO works 20 hours per week.
 - Monday thru Thursday 5 hours per day.
 - One ACO works 10 hours per week.
 - Friday 4 hours, Saturday 3 hours and Sunday 3 hours.

Department Future Needs Cont.

Animal Control

- Large Animal Trailer – Over the past several years. The calls for service for large domesticated animals (i.e.: horses, cows, pigs, and alpacas) have risen. Often times these animals have strayed from their residences and need transportation home or to a veterinarian.



This photograph is demonstrative of the type of trailer that is required to safely transport large domestic animals such as horses.

Department Future Needs

Ambulance, Fire, and Rescue

- Additional space needs include office space, housing for apparatus, general storage, records storage, kitchen, and sleeping quarters. Additionally, some of our current facilities will need general repairs and improvements.
- Continue examination of volunteer incentive and retention programs.
- Increase the number of career staff. The department currently operates with six full-time career staff. Our career staff are cross trained to handle medical, fire and rescue emergencies. Historically, Tolland runs several medical calls simultaneously. These medical calls require a minimum of two staff to operate. Simultaneous medical calls require four staff. Best case scenario you have two career staff left in town to operate a third call. Many times career staff are off, on vacation or on sick leave.

Department Future Needs Cont.

Fire, Rescue and Medical Services

- Purchase and install mobile data hardware and software in the fire stations, Training Center and in the apparatus to allow for accurate pre-fire planning updates and to promote a paperless operational environment.
- Replacement of donated computers and equipment in order to make them more effective.
- Replace fire department server. The current server is almost 10 years old and is beginning to fail.
- Improve the security of our facilities to include key card door access and motion activated cameras.

Future Department Needs

Fire Marshal

- Technology - to have computer access remotely in the field.
- Improved tracking of home businesses which may increase fire potential.

Department Future Needs

Emergency Management

- A dedicated space for an Emergency Operations Center is needed. Currently, the EOC is located at the Fire Department's Training Center. Ideally the EOC should be set-up and ready to run at a moments notice. Having to set-up and breakdown the EOC takes many hours. Resources such as radios, computers and phones cannot remain out because of the lack of security. The training room is used for fire department training purposes and is often used by the general public. While we have made some technological improvements that reduce our set-up time and center efficiency. A permanent facility is still required.
- Increase funding for Emergency Shelter supplies and equipment.

Incident Call Data

	Actual	Actual	Actual	Estimated	Anticipated
Performance Data	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014
Fire	476	564	501	512	540
Medical	1,031	1,095	1,102	1,160	1,183
Hazardous Materials	43	57	43	46	51
Motor Vehicle Accidents	119	139	113	120	147
Other Emergency/Service Calls	229	275	815	291	306
Non-Emergency	2,253	2,343	2,392	2,485	2,534
Total Activity	4,151	4,473	4,966	4,614	4,761



Tolland Alert Emergency Notification Program



Get alerted about emergencies and other important community news by signing up for Tolland Alert, our Emergency Notification Program. This emergency notification system enables the Town of Tolland to provide you with critical information quickly in a variety of situations, such as severe weather, unexpected road closures, missing persons, and evacuation of buildings or neighborhoods.

You will receive time-sensitive messages wherever you specify, such as your home, cell, or business phone, email, text messages, hearing impaired receiving devices, and more. **You pick where, you pick how.**

Visit www.tolland.org to sign up

