New ADA Pathway from Town Hall to TIS
TOWN OF TOLLAND DEMOGRAPHICS

POPULATION

2019
14,840

AGE

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EDUCATION LEVELS

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<td>21%</td>
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HOUSEHOLDS

2019
5,252

HOUSEHOLD INCOME

Median Household Income
$118,194
# TELEPHONE DIRECTORY
(all numbers have an area code of 860)

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<tr>
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<td>Personnel</td>
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<td>Assessor</td>
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<td>Resident Troopers 875-8911</td>
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<td>Counseling</td>
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<td>Youth Services</td>
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<td>Business Office/Manager</td>
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<tr>
<td>School Lunch Director</td>
<td>Library 871-3620</td>
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</table>
# TABLE OF CONTENTS

Demographics ................................................................................................. inside front cover

Telephone Directory .......................................................................................... 1

Town Manager Letter ........................................................................................ 3

Legislative-Town Council ................................................................................... 4

Planning & Development - Building Department ............................................... 4

Planning & Zoning Commission and Planning Services ...................................... 4

Zoning Enforcement and Zoning Board of Appeals ......................................... 5

Agriculture Commission ..................................................................................... 5

Economic Development Commission ................................................................ 6

Conservation Commission .................................................................................. 6

Inland Wetlands Commission ............................................................................ 8

Eastern Highlands Health District ....................................................................... 8

Department of Human Services ......................................................................... 9

Recreation and Adult Education .......................................................................... 10

Permanent Celebration Committee ................................................................... 11

Library Services ................................................................................................ 11

Educational Services ......................................................................................... 13

Finance and Records - Accounting .................................................................. 24

Collector of Revenue ......................................................................................... 25

Town Clerk ......................................................................................................... 25

Assessor ............................................................................................................ 26

Board of Assessment Appeals ........................................................................... 28

Registrar of Voters ............................................................................................. 28

Public Works ....................................................................................................... 28

Law Enforcement ................................................................................................ 29

Tolland Fire Department ...................................................................................... 30

Fire Marshal ......................................................................................................... 33

Animal Control ................................................................................................... 34

Emergency Preparedness .................................................................................... 35

Town Audit ........................................................................................................... 38

Those Who Served ............................................................................................. 48

Laws and Ordinances of Interest/Facts ................................................................. 52

Citizen Inquiry References ............................................................................... inside back cover

*Town of Tolland - An Equal Opportunity/Affirmative Action Employer*

Printed By: Gulemo Inc. Printers
Edited By: Lynn Bielawiec
On the Cover: New ADA Pathway from Town Hall to TIS, taken by Scott Lappen
Dear Tolland Residents:

I am pleased to present the Annual Report for fiscal year 2020-2021. In this report, you will find summary materials on the activities of each municipal department and the Board of Education, as well as other useful information regarding Town activities from July 2020 through June 2021. Tolland is an attractive place to live, work, play, do business and raise a family. Our community has excellent Town services and high-quality education programs, along with many recreational and cultural opportunities. As many people have tended to stay home instead of going out or on vacations due to the COVID-19 pandemic, we’ve seen an increase in building permits for home improvements, solar panels, swimming pools, and property refinancing, which have escalated outside of traditional projections. The COVID pandemic continues to impact society. Many of our businesses have reopened quickly and as safely as possible. Tolland is fortunate to have a high citizen vaccination rate. This has contributed to reducing the impact of the pandemic in Tolland. For those citizens who wore masks, kept socially distant and maintained a positive, understanding attitude, I thank you. I also want to thank our Town staff in reinventing ways to conduct government operations and serving our citizens and businesses. Our community continues to work towards a common goal of reducing the number of individuals who would become ill. Many of Tolland residents embraced behaviors to keep our community a safe place for our grocery clerks, banking, and others who ensured food, gas, funds and other essential needs. Let’s hope that next year will be a return to a healthier world. One-fifth of Tolland’s 40 square miles now consists of some form of preserved open space – land in Town ownership, State Forest and parkland, protected water supply land, and private land under conservation easement. There are miles of hiking trails which has provided some well needed recreation for our residents and visitors in a safer environment.

The Town has also looked to expand its non-residential tax base, but only in those areas deemed conducive for such activities. The Route 195 corridor and the Tolland Business Park are the primary areas for industrial and commercial development. Land suitable for such developments in Tolland is limited, which means that while businesses will be encouraged to locate in Tolland where appropriate, the tax base will for the most part continue to be supported by residential property owners. The Planning & Zoning Commission continues to review and revise Zoning Regulations where possible to increase the attraction of new business. Financial pressures for maintaining current level of services for both the Town and Board of Education will continue to impact budget planning. My hope is that the public, through documents such as the annual report, Town’s website, email subscription service, Town newsletters, public meetings and hearings, and Town-sanctioned social media pages, will continue to be knowledgeable about Town activities, goals, and visions, and the costs associated with either maintaining their existence or bringing new concepts to fruition.

Town staff are committed to improving upon a reputation of high quality and responsive service. Several projects were completed including the construction of the Birch Grove Primary School. The Building Committee had taken the utmost importance to ensure that a quality-built school was constructed in the most efficient, timely and cost-effective manner. There were several hurdles to overcome with the project and the Town/Board of Education staff and Building Committee worked well together with all the stakeholders for a successful project. Constant communication and collaboration is the key not only for major projects such as this, but also with all communication with citizens. Residents can stay informed about current events in Town by subscribing to the Town’s email service on our Town web page (www.tolland.org), Facebook, and Twitter. There appears to be a new normal with more people continuing to work from home. This reduces some of the congestion on the roads but also places more demands on local services such as food, water, sewer, public safety, technology, etc., and maybe with the Federal stimulus funds coming into Connecticut, a stronger economy will emerge.

In closing, I wish to give thanks and appreciation to all the Town staff for their continued dedication, creativity, flexibility and responsiveness to the ever-changing conditions due to the impact of the COVID pandemic. A wonderful job by everyone! I also want to thank our dedicated elected and appointed public officials who in conjunction with the Town staff help continue to make Tolland one of the most desirable communities in America to live. We have all had to adapt, very quickly, to a new norm of doing business remotely, and keeping people safe is a top priority of the Town. I want to thank our citizens for their continued support and understanding during these difficult times. I look forward to an open dialogue with residents as we continue to confront new and exciting challenges to assist in a positive manner.

Sincerely,

Lisa A. Hancock, Interim Town Manager
LEGISLATIVE TOWN COUNCIL

The Town Council is the legislative branch of our Town government. The Council is composed of seven members who are elected at large for two-year terms. The purpose of this body is to provide the oversight and leadership necessary to establish policies that guide the direction of the Town and ensure the optimum delivery of services to residents in the most cost effective manner.

Below is a sampling of the formal actions taken by the Town Council during Fiscal Year 2020-2021:

- Through the timeframe of this report, the Town took many precautions regarding COVID-19 for its employees, residents and businesses.
- Council appropriated $577,870 in bonds and notes to finance appropriations of $90,000 for parking lot pavements, $100,000 for firehouse design and $387,870 for equipment acquisition and repairs.
- Council declares the Wanat Senior Park as Open Space with oversight from the Tolland Conservation Commission.
- Council authorizes the Town Manager to obtain the 2020 STEAP Grant for $128,205 for Recreation Center improvements and COVID-19 PPE storage needs.
- Council supports the submittal of an application for a Community Connectivity Grant for construction of an ADA accessible pathway from the Cross Farms Recreation Area to the upper fields.
- A new Tolland Mental Health and Substance Use Advisory Task Force was created by Town Council.
- Council approved establishing a COVID Relief Fund for the Board of Education in the amount of $283,508.
- The Town Manager was authorized to renew leases with the Tolland Historical Society for 52 Tolland Green and 749 Tolland Stage Road and also the Arts of Tolland.
- Residents approved the Budget in the amount of $58,214,882 with a mill rate of 37.11 mills.
- The appropriation of $5,000,000 was authorized by Town residents for the Firehouse Improvement Project.
- Approval was granted for the Purchase and Sale Agreement to acquire the Weigold property at zero cost.
- Council approved authorization for submitting applications for Grant Programs for various projects.
- The Building Official responded to 30 emergency calls from the fire department, 21 of which were after normal hours.
- The Building Department adapted quickly to providing more digital services when the COVID-19 pandemic affected operations. Staff expanded the ability to conduct business electronically, by developing additional means and methods.

PLANNING & DEVELOPMENT BUILDING DEPARTMENT

Building permit fees received by this office was $352,770 which is 46% more than the previous year. The total number of permits issued was 1,569, which is 33.6% more than the previous year. 26 permits were issued for crumbling foundation replacements, with $70,905 in permit fees waived, per Town Code 173-4 (L).

- The Building Department continues to support and encourage the use of the on-line permitting options, which are very popular with homeowners and contractors.
- Additional educational and reference materials continue to be added to the Town webpage. Residents and contractors can access this important information, which covers topics from building code through removing snow from roofs, 24 hours a day.
- The department emails as many permits as possible, saving on time, postage and paper usage, which reduces turnaround time and saves money.
- The permit review and approval time continues to be generally less than 10 days. “Express” permits are usually approved the same day.
- The Building Official assisted on many Town Projects, by way of plan review and consultation on various code and design issues.
- The Building Department accepted, processed, reviewed plans, issued permits for and inspected 20 new single-family homes and 108 solar P.V. installations.

PLANNING & ZONING COMMISSION AND PLANNING SERVICES

PRINCIPAL FUNCTIONS:

The Planning and Development Department is charged with reviewing building and development projects to ensure compliance with State and Town codes and regulations. The Department also conducts long-range development and conservation projects and studies, gathers community data, advises the public on planning and zoning matters, encourages sound economic development, and assists other town agencies as needed. The Department helps to maintain the Town’s Geographic Information System (maps and associated spatial data).

Staff provides technical guidance, support, and administrative assistance to the Planning and Zoning Commission, Zoning Board of Appeals, Inland Wetlands Commission, Conservation Commission, Agricul-
ture Commission, Sustainable CT Committee and the Design Advisory Board. Staff assists in processing applications to connect to the Town’s water system. Staff provides support to the Economic Development Commission and, as needed, to the Water Commission and Water Pollution Control Authority. The Department assists the Tolland Non-Profit Housing Corporation with some administrative and record-keeping duties.

**HIGHLIGHTS:**
- The Planning and Zoning Commission continued its efforts to implement the 2019 Plan of Conservation and Development by consulting with Goman + York to draft new regulations for the Tolland Village Area, Technology Campus Zone and other commercial and industrial areas.
- The Planning and Zoning Commission approved zoning regulation modifications to allow for drive-through service at existing restaurants in the Tolland Village Area and at all restaurants in the Gateway Design District.
- The Planning and Zoning Commission changed the regulations to allow for multi-family development in the Gateway Design District and expanded the boundaries of the GDD.
- Staff worked with the towns of Bolton, Coventry and Mansfield to complete the 4-Town Economic Vitality Action Plan. The four towns have created several sub-committees to begin implementation of the tasks in the plan.
- Staff continued its efforts to streamline application processes and department operations to improve customer service.
- The Planning and Zoning Commission passed regulations to modify requirements surrounding chickens on small lots.
- Construction continued on College View Village, an 87-unit town house development previously approved by the Planning and Zoning Commission.

**ZONING ENFORCEMENT AND ZONING BOARD OF APPEALS**

**PRINCIPAL FUNCTIONS:**

The Zoning Enforcement Officer issues Zoning Permits, endorses Certificates of Occupancy, advises and assists the public on zoning matters, handles and investigates complaints, and enforces zoning regulations and the noise ordinance.

The Director of Planning & Development and Assistant Planner serve as technical advisors and administrators to the Zoning Board of Appeals (ZBA). The purpose of the ZBA is to vary, as appropriate, elements of the Zoning Regulations, hear and decide appeals of the Zoning Enforcement Officer’s decisions, and handle Certificates of Appropriateness for the location of motor vehicle uses.

**HIGHLIGHTS:**
- Variance requests were predominantly for residential accessory structures (e.g., garage or shed).
- One Certificate of Appropriateness approved.
- The ZBA began discussions to modify regulations for non-conforming lots to minimize the number of residential variances.
- Handled Zoning Enforcement complaints related to illegal accessory structures, roosters, and illegal home occupations.

**AGRICULTURE COMMISSION**

The Agriculture Commission is charged with supporting farming in Tolland. Its mission includes working with farmers and Town Commissions to foster a better understanding of agriculture, promoting locally-grown products, monitoring compliance with the lease of town lands to farmers, and supporting groups and organizations in their pursuit of agricultural interests, in addition to other responsibilities.

**HIGHLIGHTS:**
- Continued another successful season of the “Tolland Fresh” voucher program, which connects income-qualified residents with fresh produce at local farms.
- Continued the Tolland Passport program, where customers bring a passport to designated local farms to earn stamps. Passports are then dropped off at Town Hall to enter a contest.
- The Commission recommended new regulations to the Planning and Zoning Commission to relax the requirements for chickens and allow for small livestock on lots between 1.25 and 2 acres. These regulations were ultimately passed by the PZC.
- Continued outreach program to local farms, inviting them to participate in the Tolland Fresh and Passport Programs.

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<td>163</td>
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<td>287</td>
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</table>
**ECONOMIC DEVELOPMENT COMMISSION**

The purpose of economic development is to enhance the Town’s tax base by increasing business property investment. Appointed by the Town Manager, the Economic Development Commission, five members and two alternates, bring diverse business knowledge and experience, in an advisory capacity. The Commission meets on the first Wednesday of every month. The Commission works with the Town Manager and staff to plan, organize and administer an economic development program that promotes and supports the growth of the Town’s business activities. The Commission also works with the Planning and Zoning Commission on the development and review of regulations and specific applications for zoning approvals that affect business related activities.

- Members of the Commission met with several prospective business owners/developers throughout the year and advised them on various sites, uses and strategies and welcomed several new businesses to Tolland.
- The Commission recommended zoning changes related to noise and drive through ordinances.
- Members of the Commission participated in a Regional Economic Development Study and Focus Group with Mansfield, Coventry and Bolton. A project plan was created and delivered. The EDC will participate in this project for several years.
- Based upon feedback, the Commission moved forward with adopting a hybrid meeting approach in response to the COVID-19 pandemic.
- The Commission created a social media presence to engage with members of the public and prospective business owners.
- The Commission released a public survey to capture feedback and tailor its work to best serve the public. This is an on-going initiative.
- The Commission also worked with the Commission on People with Disabilities to collaborate on projects to best serve our community. This is an on-going initiative.

**CONSERVATION COMMISSION**

Despite restrictions imposed by the State and Town due to the COVID-19 pandemic, the Conservation Commission accomplished many important things in 2020-2021.

The Tolland Conservation Commission (TCC) was created in 1998 to maintain an inventory of open space and natural resources, educate the Tolland community on conservation issues and explore cooperative relationships with area land trusts and conservation organizations. Currently the Commission is responsible for 21 properties, comprising 970 acres with approximately 23 miles of trails. Its evolving role includes advising the Town Council on open space and conservation matters, overseeing the preparation and implementation of conservation area management plans, educating residents on invasive species mitigation, encouraging programs for use of the Town’s open space resources, and coordinating maintenance of open space land that is under the Commission’s jurisdiction. The Commission carries out its responsibilities through research, education, evaluation and maintaining inventories of important open space and conservation areas. The Commission oversees the management conservation area properties, while implementation of our management plans and open space maintenance is carried out by the all-volunteer Tolland Conservation Corps, including property stewards assigned to each conservation property.

The Conservation Corps provides hands-on stewardship, assures maintenance of various property features (e.g., footbridges and benches) and monitors use of the property. The Conservation Corps, which includes the Head Steward, individual Property Stewards and additional volunteers, continues to maintain 19 properties, stock map boxes, and install signage, as needed. In the late summer and fall of 2020, the Tolland Conservation Commission elected new officers, since our long-serving previous Chair retired to another Town and could no longer hold office. The new slate of officers got quickly to work continuing the many important projects started under the previous leadership. TCC held two workdays in the late summer and fall of 2020 at the Knofla South property and the Schindler/Schmidt property. Trails were cleared of downed trees and parking areas were cleaned up. Invasive plants were removed from some areas. In the winter and spring of 2021, TCC held workdays at seven different properties. Benches were sealed at the Auperin property. A new trail was cut on the Hoveland Conservation Area to allow viewing of the Skungamaug River. Invasive plants were removed at the King property near the parking area and gravel was laid down on the trail near the woodland edge. At Knofla North, the connector trail was re-routed for better walking. At the Nedwied property a map box was installed near the Fox Ridge Road trailhead. At Parciak a new gate was installed at Bald Hill Road to replace one damaged by falling tree limbs. Gravel was laid down in the Stoppleworth and Campbell parking lots to level those areas. Limb and brush cutting were completed at the Weigold property to improve habitat.

In the spring of 2020, a major planning and development effort was initiated by the Commission for the Wanat property. This property is being developed as a “Senior Conservation Area” with a small parking area, a pollinator garden, walking trails suitable for mobility-challenged residents (useable by wheelchairs), and a labyrinth that will be used for contemplative walking and nighttime star gazing. The Wanat project is still in process but is moving along nicely thanks to a grant from AARP and crowd funding under the Sustainable CT program run by the State. Additional help came from Tolland Garden Paths, who worked on the pollinator garden, and the Tolland Community Women who donated funds for benches and a sitting area at the woodland edge. Also, the project could not have got
off the ground without the planning and construction skills of our Head Steward Bob Rubino, who was an integral part of the Wanat Project Subcommittee along with Commissioners Ben Christensen and Peggy Webbe. We hope to complete the first two phases of the Wanat project in late 2021 or spring of 2022. Additional phases of the project are being planned, including trails to a historical grain silo on the property and other trails on woodland portions of the property. The Commission is particularly pleased with the number of residents who donated funds to make the Wanat project happen, and the many individuals who generously donated their time, skill, and labor during construction.

The Commission constantly expands and improves its website and Facebook presence and we have been active on social media this year. An Instagram account was opened by TCC to increase our presence on social media.

The Commission utilized the Open Space Management Guideline and Process document and the Standards for Mountain Biking and Horseback Riding to update its management plans on a five-year cycle. It also continued its role in supporting the policies of the Town’s Plan of Conservation and Development to include protection of natural resources, preservation of open space and maintaining greenways including agriculture.

HIGHLIGHTS:
- Completed the planning, fundraising and initial construction for the Wanat Senior Conservation Area, with help from a host of volunteers.
- Began and substantially completed a new trail on the Stoppleworth property, including a steep section of the trail up a rock face which has been nicknamed the “stairway to heaven” trail.
- Coordinated an educational woodland site walk at the Parciak property with a State of CT Service Forester to review the health of Tolland forests on Town open space under the Conservation Commission jurisdiction.
- Solicited proposals from State licensed foresters to develop a plan for forest management and select timber harvesting that would improve the health and resiliency of Tolland woodlands on select (3) Town properties.
- Completed nine workdays at conservation properties to improve trails and maintain infrastructure. Ten to 25 volunteers were present at each workday.
- Worked cooperatively with the Town Recreation Department on a trail blazing day to re-mark existing trails.
- Conducted a full moon hike on October 30th, which doubled as a fundraiser.
- Conducted two “women’s wellness” hikes.
- Conducted two “star parties” in 2020 and two in 2021 to view the night sky through telescopes at conservation properties. The star parties doubled as fundraisers for the new Wanat open space labyrinth which will double as a celestial viewing platform.
- Updated “Geocachine Guidelines” for Tolland Conservation Areas.
- Addressed two incidents of encroachment and motor vehicle trespass on Town open space lands, and came to an equitable solution with adjacent landowners in both cases.
- Coordinated the haying/mowing at Wanat, Campbell, Sage Meadow and Knofla South properties.
- Updated the Paulk Hill Management Plan, the Campbell Management Plan, the Crystal Peat Management Plan and the Parciak Management Plan.
- Purchased and installed signs for Nedwied and Paulk Hill properties.
- Developed a trail system at the Hoveland property.
- Coordinated cutting of a connector trail for mountain biking on the Paulk Hill property, so cyclists can travel from Paulk Hill to Crandall Park.
- Continued to negotiate with select land owners for access across, or purchase of, key open space land that will enhance Tolland’s conservation and preservation areas and maintain Tolland’s rural character and charm (since negotiations are on-going, the properties are not named here).
- Continued working actively on six sub-committees.
- Applied for and was granted a blanket Inlands Wetlands permit renewal for Conservation Commission projects.
- Solved encroachment issues at Wanat and Nedwied properties.

PRINCIPAL OBJECTIVES FOR THE NEXT YEAR INCLUDE:
- Adopt updated Management Plans for Baxter, King, Knofla North, Knofla South and Sage Meadow properties.
- Submit a grant application to CT Audubon for a property in the Thames River watershed.
- Continue to revise and place a conservation map and write up in the Tolland Monthly newsmagazine. Explore electronic links to online conservation area maps using QR codes on signs.
- Monitor encroachment issues when they are detected.
- Hold a Grand Opening Ceremony at the Paulk Hill Conservation Area highlighting the mountain bike trails and their connection to Crandall Park.
- Revise the projects list as needed.
- Continue to revise management plans on the 5-year cycle and to work towards having management plans for all properties.
- Continue to support the Boy Scouts, Girl Scouts, Venture Crew and student projects.
- Continue to attend the CACIWC conference and CLCC conference.
- Continue to investigate other existing Town of Tolland properties regarding our interest.
• Continue with education activities, outreach programs and invasive species issues such as sign treasure hunt, senior center program, trail run.
• Continue to promote hikes and other events at the conservation areas.
• Continue to enhance the website, Facebook page and Instagram page.

INLAND WETLANDS COMMISSION

PRINCIPAL FUNCTIONS:
The Inland Wetlands Commission and its staff enforce the Inland Wetlands and Watercourses Regulations, review activities that might affect wetlands and watercourses, and issue permits accordingly.

HIGHLIGHTS:
In addition to reviewing applications for Wetland Permits, the Commission continued working with property owners who had conducted activities without obtaining permits and worked to revise the Wetlands application. The Public Works Department continued to operate under a general permit for maintenance operations, minimizing administration while maintaining Commission authority and oversight associated with activities in the regulated area. This same approach applies to activities at the Town’s conservation areas.

EASTERN HIGHLANDS HEALTH DISTRICT

PRINCIPAL FUNCTIONS:
The Eastern Highlands Health District has served its communities faithfully since 1997. The Health District is committed to enhancing the quality of life in its communities through the prevention of illness, promotions of wellness, and protection of our human environment. The pursuit of this mission is realized by assuring that other community agencies provide certain public health services within the region, and by providing specific public health services directly. The services directly provided include a communicable disease control program, public health education, community assessment and public health planning, emergency preparedness and a comprehensive environmental health program. The main components of the environmental health program include on-site subsurface sewage disposal permitting, complaint investigation program, food establishment licensing and inspection, and environmental monitoring program.

ACCOMPLISHMENTS:
• COVID-19 response activities include but are not limited to administering over 10,000 vaccinations during more than 120 clinics district-wide, contact tracing over 4,500 cases of COVID-19 including over 350 school associated cases, facilitating over 7,000 COVID tests among residents, investigating over 130 COVID related complaints, issuing weekly surveillance reports for community partners and general public, partnering with UConn Storrs on pandemic response infection control activities, coordinating/partnering with schools on school setting and implementing risk mitigation measures, distributing over 130,000 PPE items to 46 area healthcare providers, facilitating business compliance with reopen sector rules and executive orders, supporting Town governments with safe workplace guidance for essential workers, infection control guidance for first responders, Town Recreation Department guidance support for youth sports programs, and summer camps, recruitment and/or retention of over 200 medical reserve corps volunteers, and providing pandemic related education and information to the general public on multiple informational platforms.
• The Eastern Highlands Health District Board of Directors at their January 21, 2021 regular meeting adopted an operating budget of $910,057 for FY 21/22.
• While limited somewhat by the pandemic, EHHHD continues to work cooperatively with DEEP on behalf of Tolland & Coventry providing information and technical support regarding an environmental investigation into sodium chloride contamination in ground water in private wells.
• Implementing our first ever seasonal influenza vaccination program administering 120 flu shots over three clinics.
• Communicable disease control activities for diseases other then COVID-19 included review and follow up (as needed) of 689 case reports.
• Main indicators for environmental health activity in Tolland include: 144 site inspections for septic systems; 64 septic permits issued; 20 well permits issued; 18 complaints investigated; 17 environmental samples taken for lab analysis; 81 food establishment inspections and other health inspections; 181 public health reviews; and 185 test pits and perc tests.

PLANS FOR FY 2021-2022:
• Maintain local public health response capacity levels
to COVID-19 pandemic including but not limited to the following activities: risk communication and health education, testing, disease surveillance, contact tracing, and vaccination.

- Coordinate and implement the newly established EHHD seasonal influenza vaccination clinic program.
- Expand the functionality of our online-application platform to include annual food license renewal.
- Continue to provide essential scope of services during this declared public health emergency.
- Address the individual public health needs of member towns as they arise with available capacity.

DEPARTMENT OF HUMAN SERVICES

The Department of Human Services is a multi-generational service agency whose mission is to enable Tolland residents to achieve and maintain personal and social well-being by providing a variety of services, programs and resources that are both proactive and responsive to the community’s needs. Human Services provides multi-systemic services and resources, enabling residents in crisis to access a broad variety of needed services. Resident needs are met through case management and coordination of State and Local social services, assisting residents with applications and determination forms for all Local, State and Federal resource and entitlement programs. Staff assists residents/families who are facing shelter crises such as utility shut-off, loss of heat, or crises related to medical/mental health issues by providing crisis counseling and budget counseling, resources and referrals. The Human Services staff assists with emergency shelter management at the Tolland Senior Center and administers fuel assistance programs, the Renters’ Rebate Program, the Housing Rehabilitation Loan Program, and the Small Cities Community Development Block Grants.

The Human Services staff also offers programs to assist residents. Tolland’s Food Bank supplements the food resources of households. Approximately 43 Tolland households utilized this program on a monthly or as needed basis. In coordination with the Tolland Agriculture Commission, 409 Tolland Fresh vouchers were utilized to purchase fresh fruits, vegetables, meat, honey, eggs, syrup, cheese, and herbs from participating Tolland Farms.

During the winter holiday season, the Human Services’ Care & Share Program provides gift cards for Thanksgiving and December holiday meals to qualifying senior, individual and family households; holiday gifts are also provided to children within these households. During the 2020 holiday season, the Care and Share Program assisted 146 Tolland households with food, gifts and gift cards. This program is possible through the generous support of local individuals, civic organizations and businesses.

The Human Services Director works with the Town Manager’s Office to administer the STEAP Program and served as the project administrator for various infrastructure projects. The Human Services Director serves on the Birch Grove Building Committee and is Liaison to the Tolland Water Commission. Human Services staff also seeks out Federal, State and Local grants to further aid residents.

YOUTH & FAMILY SERVICES

YOUTH & FAMILY SERVICES is committed to the healthy development of our youth through positive youth development activities, education and prevention programs, youth and family crisis counseling and assessment, and referral services for youth and families. Staff assesses the short-term and long-range needs of Tolland youth and families, develops plans to meet those needs, and supports or implements programs directly or in cooperation with other organizations. All programs and services continued to be conducted virtually where possible throughout the pandemic.

Youth & Family Services sponsors programs that focus on families with youth of all ages. These programs foster leadership, teamwork and cooperative skills, an opportunity to work with adult mentors, and the opportunity for youth to develop skills that will strengthen their ability to successfully meet the challenges they face as they mature. Tolland Youth Services Community Theater (TYSCT), started in 1997, has encouraged youth to explore their creative abilities through the annual summer musical theater program. Every summer, TYSCT puts on a musical with the participation of approximately 150 youth ages 6-18. The 2020 and 2021 musicals were canceled due to the pandemic.

The TYSCT Coffee House, started in 2009, offers high school students another performance venue, with 35-45 area students participating each year. A virtual Coffee House performance was released in August 2020.

In 2014, Youth Services, in collaboration with district school administrators, established a Juvenile Review Board, which provides a community-based mechanism for diverting appropriate juvenile cases from the Juvenile Court system. Our local collaboration team includes Youth Services, School Resource Officer(s), middle and high school administrators and area service providers. The JRB team has established programs utilizing both prevention and intervention strategies, mentoring and incorporating other clinical and developmental behavioral support. The JRB continued to operate virtually during the pandemic. Youth Services also promotes relevant parenting workshops and educational forums of interest to families and the community.

Programs for youth and families are partially funded by Youth Services Bureau grants awarded through Connecticut Department of Social Services, and Prevention grants funded through the Department of Mental Health and Addiction Services.

CASE MANAGEMENT SERVICES

Navigating the world of programs and services can
be confusing as there are so many options out there. The Elderly Outreach Caseworker, who is also the Municipal Agent, and the Human Services Case Manager, are both Certified CHOICES (Connecticut’s Programs for Health and Outreach Information, Insurance Assistance and Referral Counseling and Eligibility Screening)/SHIP Counselors (State Health Insurance Assistance Programs) and can assist residents identify options for health insurance coverage. An assessment of the person’s current, health, financial and living situation is available with a developing Plan of Care based on the client’s needs. Case Management services include: an identification of community resources and funding options for home care services such as transportation, home delivered meals, town and state social services, Medicare, Medicaid, Adult Day Care, and Emergency Response Systems. Home visits, normally available to those residents who cannot come to the Senior Center or Town Hall, have been suspended due to the pandemic.

SENIOR CENTER

The Senior Center, located at 674 Tolland Stage Road, offers a variety of programs to residents 60 and older, including grab-n-go lunches, health clinics, line dancing, book club, senior trips, billiards, ping pong, volunteer opportunities, and intergenerational tech classes. The monthly health clinics include blood pressure monitoring, blood sugar monitoring and foot care. A published monthly newsletter is available at the Senior Center, sent to those who are homebound, and is available on the Town website. Numerous and exciting trips are planned by the Trip Committee.

Approximately 25 seniors meet as part of the “Noteables” Senior Chorus every week. The Exercise Program, which meets twice a week, is well attended with approximately 30 seniors. In addition, we have added a weekly Chair Yoga program, a weekly Walking Club and Reiki twice a month. Exercise is linked with increased longevity. It is also a great mood enhancer and aids in decreasing depression. All programs are low impact, stretching, balancing and toning, making this a pleasant and doable experience. Line Dancing is offered weekly and billiards has regular attendance weekly as well. The Tolland Jammers, which meet twice a month, have a few members that have resumed playing an instrument again. Some come to sing or just to listen. Senior Center activities have drawn many out of their homes. A hands on cooking class, “Seniors with Thyme” is also offered at the Senior Center meeting once a month. Overall, everything offered from this beautiful facility brighten the lives of many people in Town.

These programs provide a support system, a time to laugh and create a sense of community for Tolland seniors.

RECREATION & ADULT EDUCATION

PRINCIPAL FUNCTIONS:

The Recreation Department coordinates a wide range of programs and special events throughout the year. Traditional programming and events were halted this year due to the COVID-19 pandemic. Brochures are provided three times a year containing program description and registration information. Email blasts are sent out periodically to those who have current email addresses listed with the Tolland Recreation Department and the Town’s eblast system. Information in regards to the Recreation Department’s programming can also be found on our social media pages. All our programs can be registered on-line.

The Tolland Recreation Department continues its efforts to make your online experience easier. We currently have added the rental of Crandall Lodge to our registration system. We are continually looking for ways to revamp our website to be more user friendly. Visit the website at www.tollandrec.com and explore the Recreation Department’s page to view the many new and exciting programs.

Various special events took place this past year in a different format due to the COVID-19 pandemic. In person events were canceled due to the pandemic and replaced with virtual/non-contact events. One of the events that took place was the virtual Halloween Parade. Community members had the opportunity to submit pictures to the Recreation Department dressed up in their Halloween costumes. The photos were then collected and added into a video. The video was shared on our Facebook account for everyone to enjoy.

We unfortunately had to cancel our Eagle Freeze event this year. In place of the event, the Tolland Recreation Department was able to partner with surrounding Town’s and host the Tour of Holiday lights. Residents were able to register their decorated houses through the Tolland Recreation Department, and be entered in a chance of winning a prize. The Recreation Department was also able to create a google map of all the participating addresses in Tolland, allowing families to visit the participating houses at their leisure. We also created a master google map which included addresses from other Town’s for those who wanted to travel outside of Tolland to see the entries from other towns.

Our traditional Celebrate Tolland event was canceled and replaced with a virtual Celebrate Tolland. Businesses and non-profit groups registered to be part of the event and a page was created for their business/group.

Our Department is very proud of the modified Special Events that are offered throughout the year for all ages.

Programming during the pandemic was extremely limited. The department was able to run a variety of virtual programs and outdoor programs throughout the year.

The Tolland Recreation Department worked closely with all the youth sports organizations on field improvements, participation issues, COVID-19 protocols and budgets.
The Lodge was rented on a limited basis throughout the pandemic. Our department was constantly in communication with the local health department for guidance in regards to renting the Lodge.

The Lodge’s heating system was upgraded and air conditioning was added to the facility. The facility’s common area was painted to give it a more modern feel.

The Pavilion at Crandall Park was extremely popular as outdoor activities were deemed safe during the pandemic. The Recreation Department coordinated with several civic groups and rental groups to provide a safe opportunity for programming and small events.

Outdoor parks saw an increase of usage during the pandemic, especially the usage of the hiking trails. In June of 2021, with the help of the Conservation Corp and volunteers, the Recreation Department was able to blaze the hiking trails at Crandall Park. Tree markings along the trail are clear and visible due to the new markings added.

The Recreation programming and rental of facilities was cut short this year due to the COVID-19 pandemic.

The Tolland Recreation Department is proud of their efforts for offering out-of-the-box thinking programming and events during the past unprecedented times. We thank the community, volunteers and staff for their continued support.

PERMANENT CELEBRATION COMMITTEE

2020 like everyone else, was like no other year. Faced with a global pandemic, choice and decisions had to be made to the best of our ability.

Early in our year, which begins in July, the Permanent Celebration Committee met and started planning for our first annual Scarecrow contest. Originally extended to businesses, we expanded the selection to area organizations as well. We were so proud to organize this event. We had over 20 scarecrow entries. Residents strolled up and down the Green to see the entries, and the Town organized online voting. Winners were declared the first week of November. It was a huge success and the PCC plans to hold a bigger event next October.

Our small, but energetic Committee once again organized an on-going annual tree lighting due to the pandemic. The Committee created a Town wide contest for a child to be chosen to light the tree with Santa and Mrs. Claus. We then videotaped and shared with the community the tree lighting and produced other videos which we posted and shared on our Permanent Celebration Committee Facebook page.

PCC worked on a Memorial Day Event, once again having to pivot away from a parade due to the uncertainty of the pandemic and state COVID guidelines. A self-guided tour was developed on the Green for residents to come and see the museums on the Green. Two reenactor groups was organized to visit for the day, as well as the Fire Department loaning a fire truck and placing an ambulance on the Tolland Green. A Town resident volunteered his 1953 Army ambulance, and we hoped for good weather.

LIBRARY SERVICES

PRINCIPAL FUNCTIONS:

The Tolland Public Library serves the Town of Tolland by providing library materials and services to support the leisure time, general information and educational needs of its citizens. The library assists residents of all ages through the development of specific services and materials appropriate to its users from birth through old age. Materials in a variety of formats including fiction and non-fiction books, large print books, popular periodicals in print and electronically, downloadable e-books and audiobooks, a streaming platform that includes e-books, audiobooks, comics, movies, television and music, e-readers, audiobooks, music CDs, DVDs, binge boxes, board games, puzzles, cake pans, HotSpots and databases are available. Reference services are provided via email, telephone and in person. If the library does not own an item that a patron has requested, it can usually be obtained through a system hold or an interlibrary loan. In addition, the library offers free online job resources (JobNow), free story hours for babies through pre-schoolers, summer reading programs, museum passes, book discussions for children, young adults and adults and programs for adults that cover health, business, finance, music and more. The public has access to a fax machine, copier (color and black and white), printers (color and black and white), scanner, laminating machine, shredder, 3-D printer, light box, Oculus Virtual Reality stations, Apple computers with midi and music software and video editing and production software, computers with Internet access, online catalogs of Tolland’s collection and collections of most libraries in the state of Connecticut and the Microsoft Office suite of software.

The Tolland Public Library takes advantage of several statewide services and programs specifically designed to enhance the materials and services offered by Connecticut libraries. There is access to a vast collection of materials at the Middletown Library Service Center.

This year continued to be challenging due to the COVID-19 pandemic. Staffing, with retirements of one full-time circulation assistant and two part-time assistants combined with vacancies from the previous year, was a major issue all year long. On Thursday, July 16th the library was open, after being closed for 3 and one half months, for computer appointments, copying and faxing and curbside service was extended to out of towners. Tolland was one of the first libraries to reopen. Every two weeks after the 16th until Thursday, August 27th the library expanded services safely. All of the small rooms and the program rooms continued to be closed and a reduced number of computers were avail-
able to the public on a 45-minute session per day. On Friday, October 9th the library returned to regular Friday hours. All incoming materials continued to be quarantined for at least 72 hours. Quarantine duration was reduced to 48 hours in March and was gone by May 29th when the library began Saturday hours again. Programs continued to be virtual. Throughout the pandemic the safety of staff and patrons was always paramount. The library followed Connecticut Sector Rules and was certified for reopening prior to July 16th. Mask requirements, PPE availability, plexiglass barriers, directional and patron spacing measures, bathroom cleaning, and other methods were put into place. Patrons have been appreciative of the library’s efforts to keep the building and materials safe and clean for them.

**HIGHLIGHTS:**

- **Library collection in all formats:** 72,683
- **Total number of registered borrowers:** 3,911
- **Library circulation transactions:** 78,012
- **Reference questions answered:** 4,335
- **Number of items borrowed from other libraries:** 4,323
- **Number of items lent to other libraries:** 3,568
- **Number of programs:** 119
- **Number of people attending programs:** 2,052
- **Library visits:** 69,310
- **Number of hours open per week:** 54

**PROGRAMS:**

In fiscal year 2020/2021, the Tolland Public Library offered a total of 73 children’s and young adult programs, with 1,394 attending. The library’s children and youth programs included:

- **Early childhood programs** like “Book Babies,” “Pajama Story Time,” and various take-home crafts.
- **Programs for School-Age Children** included the Summer Reading Program for children entering grades K to 9. This year’s special event programs were “Magic by George!” and a visit from the Hartford Yard Goats mascot. Regularly scheduled programs included “Cartoon Club,” “LEGO Club” and “Super Duper Story Time.” The library also offered Halloween, Thanksgiving and Christmas craft kits, online movie watch parties, virtual and outdoor STEM experiments, and more.

- **Outreach Visits** were made to the Family Resource Center’s summer camp, “Camp Hawk.” Due to the ongoing COVID-19 pandemic, the library was unable to welcome Birch Grove students into the building for their annual field trip for the second year in a row. Instead, the Children’s Librarian collaborated with the school and wrote, produced, and filmed a virtual field trip video for the students at Birch Grove. The video was presented live to the kids during a special school visit.

- **Young Adult Programs** included the formation of a new, recurring Teen Library Council, a virtual poetry slam, an online gaming tournament, outdoor Tie Dye and food programs, and take & make crafts. Teens were also afforded a unique Summer Reading program (with alternate prizes than those given to the younger demographic).

- **Family Programs for all Ages** include the annual Take Your Child to the Library Day in February, Summer Reading kickoff and finale events, Harry Potter Day, Star Wars Day, online watch parties, as well as holiday/special event scavenger hunts held within the library.

- **Due to the ongoing COVID-19 pandemic, the library embraced a variety of new programming styles with great success. These included dozens of virtual events, take-home activity kits/take-and-make crafts, outdoor events/programs, pre-recorded video programs, and guest performers kind enough to perform outdoors.**

In fiscal year 2020/2021 Tolland Public Library offered 46 programs for adults with 658 people attending. These totals included ongoing group events (a book discussion group and a meditation group). Programs were sponsored by the Friends of the Tolland Public Library, the Tolland Public Library Foundation as well as staff organized events and included the following: an Adult Summer Reading program; participation in the Connecticut Authors Trail; a Cheryl Faye performance of Susan B. Anthony; commentary by filmmaker Craig Dudnick; author talk by Amy Oestereicher; Community Conversation on Racism; Resiliency during the Pandemic; Hartford History: 1614 through the early 1900s; Music for the Holidays; author talk by Sari Rosenblatt; Ice Magic by John Root; Hummingbirds of the Americas by John Root; two sessions of Cut the Cord; Bald Eagles in CT by Ginny Apple; Attracting Butterflies by John Root; Simple Steps to Organization; Coyotes in CT by Ginny Apple; Women Composers by Jeffrey Engel; Cooking with Rob Scott; Bears in CT by Ginny Apple; Pots with Pizzazz; author talk by Sharon Ducett; Just the Facts a Community Conversation on the COVID-19 Vaccine; Feisty Mums; New Beginnings Staying Safe and Processing the New Year; Home Buyers/Sellers Seminar; and Ordinary, Extraordinary Women.

**SUPPORT GROUPS:**

Barbara O’Connor, Marilyn Shirley, Cathy Wilcox, Debra Slack, Bettye Jo Pakulis, Lynn Caley and Susan Simons served on the Tolland Public Library Advisory

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**BIRCH GROVE PRIMARY SCHOOL**

The Birch Grove Primary School mission is to provide a high-quality educational experience that meets the needs of our ever-changing population and society. Through the collaborative efforts of home, school and community, all students will be given the opportunity to reach their highest potential.

As the staff of Birch Grove Primary School works to achieve the mission, they utilize a number of best practices including the Data Team model. This model focuses on advancing student learning through team goals in literacy and numeracy. The teachers in each grade level have pacing guides and benchmark assessments in all core subjects that encourage consistency of instruction within each grade level. The Birch Grove Staff continued implementing Mastery Based Learning practices to support students with mastering learning standards. Staff worked with students as they began the process of self-assessments for behavior. Staff continued to implement reassessments for formative assessments and work closely with students who needed differentiation of the learning.

In the area of language arts, the staff effortlessly used Writers’ Workshop as it has for many years. The word work program of Fundations continued to be implemented with fidelity across Birch Grove Primary School. The Birch Grove teachers continued to implement the Heggerty Phonemic Awareness Program. This program is an additional resource for developing the essential foundational skills of phonological awareness. The teachers continued to implement the Journeys Reading Program for grades 1 and 2. The Language Arts Supervisor provided input on ways to manage guided reading groups as well as implementation of Interactive Read-Alouds. The district reading consultant from Literacy How worked with staff regarding intervention and instructional practices. Staff and students continued to use the Lexia Reading Program and RAZ Program which provides opportunities for addi-
tional reinforcement of targeted reading and phonemic awareness skills for students. Both the Math and ELA supervisors met with the grade level teams throughout the school year on best practices in each of the respective content areas.

During the 2020-2021 school year, the Birch Grove Staff worked closely with the Math Supervisor as several teachers began piloting the Bridges and San Francisco math program this year. In collaboration with the Math Supervisor, we have also integrated fact fluency work, working on students’ automaticity, flexibility, strategy and efficiency with addition and subtraction facts.

As part of the Scientifically Research Based Interventions (SRBI) plan, the staff continued working with the Reading and Math Departments to identify student performance on assessments, and interventions for students requiring tiered support. The department established a universal screen for Language Arts and Math. The staff worked with the supervisors to establish criteria that determined the level of service for the students. Tier 2 and Tier 3 math and reading support were offered to students who needed additional reinforcement. Reading teachers used the SPIRE Program, a phonetically based program and skill based reading instruction. This approach helped to better use the highly trained reading staff to support children at their level as they learn to read. Small groups of kindergarten children were supported using a phonological awareness program. Math Interventionists used Bridges Intervention to meet the needs of our math intervention students.

Birch Grove Primary School provides a variety of Social Emotional support services for students who are experiencing mild adjustment to school challenges, getting ready for school routines, conflict resolution, peer relations and problem solving. The programs are the BEARS Program, check in/check out, Zones of Regulation, Morning Movers, and lunch bunches.

The Birch Grove staff continued to work closely with the Positive Behavior Intervention Supports (PBIS) team to implement a systematic approach to supporting the students using evidence-based academic and behavioral practices for improving academic and behavior outcomes for all students. The team continues to work closely with the staff to ensure that the school is responsive to the safe school measures needed to promote a positive school climate. The staff utilized PBIS lessons in positive ways to instruct the students in daily routines, transition, recess, lunch, classroom expectations and school wide procedures. The team provided documents to support common rules, behavior expectations, procedures, incentives, record keeping, documentation materials, visuals and communication materials for the students, staff and parents. The team planned and executed community building school wide assemblies. The students participated in school wide activities (Spirit days, etc.) that fostered respect, responsibility and making great choices. The students participated in a variety of music and movement activities. The team plans to continue monitoring the student discipline data and work towards continuous improvement in school climate.

The PBIS/CRE (Culturally Responsive Education) team continued planning several character development lessons to reinforce common expectations in all settings of the building. Staff planned to teach the students about the school wide matrix and the GROW card system. The staff acknowledged positive behaviors on a daily basis by giving out GROW cards and positive office referrals to the students. The staff utilized lessons from the Second Step Program to reinforce problem solving and conflict resolution. Each class worked to earn a target goal and participate in community building activities when they reached the target amount.

The staff at Birch Grove Primary School continues to embrace the importance of developing and maintaining a home school partnership based on cooperation and trust. Examples of this partnership include the Veterans Day celebration in which the school community virtually honored local veterans through the singing of patriotic songs and recognizing their service. The students created a Wall of Honor that posted a visual with their photo and a written response of the accomplishments of the Veteran. Fostering a community of collaboration, the principal held virtual monthly meetings with the parents through the Principal Breakfast for coffee and conversation. These meetings offered parents/guardians an opportunity to discuss educational topics and practices. The staff and students created spirit videos to support a positive school culture.

The staff began the process of packing up all the classroom materials for the transition to the new school in August. The new school is on schedule for staff and students in August of 2021.

Mrs. Adams, the music teacher, utilized UCONN music interns, throughout the school year, to implement Music 360 in each classroom. Music 360 is a music enrichment program created by Mrs. Adams to weave music throughout the academic day.

The Birch Grove and FRC staff worked in collaboration with Tolland Family Services to meet the various needs of children and families. The Family Resource Center (FRC) continued to provide many services to the families of Tolland. The FRC provided opportunities for students to participate in preschool, playgroups, after care, before care and numerous other programs. The Parents as Teachers outreach support through the FRC connected with several families in the community. Students participated in monthly playgroups with this program. The FRC provides a summer camp experience that engaged the students in field trips and numerous theme based fun activities.

A team of teachers participated in the CREC Open Choice Leadership training. This training focused on implicit bias, diversity, and highlighted strategies to
decrease bias. The staff participated in a training that provided an opportunity to reflect on possible student experiences with bias in a myriad of forms.

The Tolland Elementary PTO (TEPTO) was very generous in providing funding for the purchase of materials which enriched our entire curriculum. They provided money for curriculum related virtual field trips and school wide materials. TEPTO also provided funding for classroom based activities and reading materials.

**TOLLAND INTERMEDIATE SCHOOL**

Tolland Intermediate School is a place where students are encouraged to develop their individual talents, skills and abilities in a safe and caring environment. At TIS, our ultimate goal is to develop a fully inclusive school, a place where all children feel safe, and a place where their needs are supported and respected.

Individual commitment to a group goal is an essential ingredient for creating a dynamic and successful school environment. It is with great passion that we dedicate ourselves to these high standards to give our students the best possible education. At TIS our students, faculty and staff are what make our school such a special learning community. Our teaching team is child centered, dedicated, and highly motivated to serve the students and parents of Tolland. Teachers spend countless hours after school, on weekends and over the summer working to get the school and their classroom ready for our students each and every day.

At TIS we foster independence, responsibility, and strength of character by promoting respect for self, respect for others and respect for the environment. We provide a broad spectrum of integrated programs in fine arts, health sciences and technology to nurture and cultivate the creativity of the whole child. At TIS we aim to create a family atmosphere, where parental and community involvement enriches the educational opportunities for every learner.

Our HAWK Community is built upon the involvement of its members. Staff and students once again participated in our HAWK Nest advisor-advisee monthly meetings. Students are placed in a HAWK Nest group of approximately 12 students. Students and their staff advisor, remain in the same multi-grade level HAWK Nest for all three years while at TIS. A school committee writes lesson plans for each meeting. Lessons are centered on community building activities that stress the importance of each member of our school community.

During the 2021-2022 school year we will revive our HAWK Student Ambassadors. HAWK Ambassadors work together as a team to support the community and our school by sponsoring community building events and programs aligned with our school mission. The purpose of this group is to develop a positive school climate by involving students in making TIS the best it can be. Through the TIS HAWK Ambassadors, we strive to foster good citizenship and respect for all individuals.

Our annual Start with Hello Week was interrupted during the 2020-2021 school year. During the upcoming year we will once again hold Start With Hello Week. Start With Hello is a program founded by the Sandy Hook Promise Organization. The program is designed to bring individuals and school communities together to foster looking out and caring for one another. Through Start with Hello, students are taught that they have the power to help those in need. Helping someone through Start with Hello is as simple as seeing someone alone and reaching out by saying hello. The intent of Start with Hello is to reduce social isolation and create connected inclusive schools. Each student has the power to make a difference and make a new friend.

The annual TIS promotion ceremony was once again held for our departing fifth grade class. The ceremony was revamped as a result of the pandemic. The ceremony consisted of a live fifth grade student assembly which served to highlight the accomplishments of our fifth grade students. In addition, for the second year in a row, the staff created a drive through celebratory display in our school driveway. The display included pictures of each student and every fifth grade staff member. Families were invited to drive through the display and they were greeted by fifth grade teachers, Mr. Dineen, TIS Principal and Mrs. Merritt, TIS Assistant Principal. The drive through display provided parents with the opportunity to come and celebrate the culmination of their children’s Elementary school years.

Our academic intervention model enabled all students to be screened three times during the year to determine their reading and math abilities in comparison to national norms. Any student scoring below specified percentile ranks was administered more frequent progress monitoring screens along with supplemental small group instruction in their classroom. During the course of this small group targeted instruction, student progress is closely monitored. Any student not responding to supplemental instruction is referred to a reading or math specialist for an intensive evaluation.

We were thrilled to embark on the implementation of a one-to-one Chromebook initiative. Families were able to obtain a Chromebook for their child free of charge. The Chromebooks were purchased by a generous donation from our PTO, as well as a grant obtained at the district level. Throughout the year, TIS teachers worked to infuse Chromebooks into their in-person and virtual classrooms via the Google Classroom platform. A TIS teacher took on the role of a building based coach in addition to her classroom teaching responsibilities. The teacher provided support to staff before and after school on all things relative to technology integration.

Our amazing PTO continues to support and enhance all aspects of our school by providing services, curricular materials, field trips, assemblies, and technology tools that both support and enhance the educational experience at Tolland Intermediate School. The group...
once again budgeted funds to purchase numerous items for our students and staff. Among them were: books for student use, teacher and student classroom supplies, library books and recess equipment. The PTO provided a donation in excess of $30,000 for the purchase of student Chromebooks. Their donation was instrumental in providing our students with personal devices necessary for 21st Century learning.

Our students are fortunate enough to benefit from a variety of special programs achieved through community efforts, outreach of our staff, the Tolland Elementary PTO, Tolland Human Services, Tolland Historical Society, Senior Center, State Police and Tolland Fire Department. One such event, our annual Veterans Day Assembly was altered as a result of the pandemic. In place of our traditional assembly students learned about Veterans Day through a remote presentation. The learning included some pre-recorded TIS student renditions of patriotic songs, a speech by a local veteran, informational videos and some inspirational videos paying tribute to our veterans.

At TIS we believe that ongoing two way teacher-student-family communication practices are essential to a comprehensive educational program. During the 2020-2021 school year communication practices were extended to include students. As a result of remote learning, students were provided instruction in communication practices enabling them to advocate for themselves. Such communication encompassed use of Google Classroom and email during remote learning periods. Family communications also included use of Google Classroom and email as well as our first ever full slate of virtual parent/guardian teacher conferences and meetings throughout the year. Our Coffee and Conversation with the Principal monthly meetings were held virtually as well. The meetings enabled parents to sit down with the principal to discuss issues related to our school.

We celebrated our twelfth year utilizing the Positive Behavioral Intervention and Supports framework. The PBIS framework aims to sustain an effective school-wide behavior system. Unlike a behavior plan or program, the emphasis of a behavior system is on preventing problems and providing a comprehensive, consistent model of appropriate behavior. Teams use data to evaluate their efforts. Shifting the focus to prevention minimizes behavioral problems and increases academic time for students.

Our school-wide Hawk Rules: 1. Have respect, 2. Act responsibly, 3. We are a community and 4. Keep yourself safe, serve to guide everything we do at Tolland Intermediate School. Each school year begins with every T.I.S. student being taken through a series of lessons highlighting our school rules. Lessons are continuously revised throughout the year. As a school, we place a high level of importance on each and every student being a valued member of our school community. Teachers focus on the importance of all members of our school community respecting one another.

**TOLLAND MIDDLE SCHOOL**

Tolland Middle School is dedicated to the development and enrichment of a whole-child, who is prepared for success in the 21st Century. In our efforts to accomplish this monumental task, we regularly self-audit our practices; particularly with respect to reviewing and refining our course offerings and grading practices. In the past few years, for example, we introduced new classes such as our Game Maker, which familiarizes students with programming and electronic game design. Our grading practices focus on mastery, in which students are encouraged and held accountable for reaching levels of academic success. Academic skills and behaviors are reported separately to parents. Academic skills are reported through our on-line grading system – PowerSchool Parent Portal and behaviors are reported quarterly through SOAR reports. This practice is becoming more widely used by schools at all levels, including colleges and universities. For more about mastery learning please refer to the Superintendent’s Bulletin.

For social/emotional well-being, we practice Positive Behavioral Support offerings, using “Falcon Status” and special assemblies to recognize and reward students that go above and beyond. We continue to expand our behavioral support program through the implementation of SOAR Report Cards that report student progress to parents on the school’s core values (safety, ownership, active learning, and respect). Principal’s Breakfasts, the first Wednesday every month, yielded great conversations, cooperation and sharing with the community. Sports and clubs, after-school enrichment activities and field experiences (such as the 8th grade trip to Washington, D.C. United Nations Trips which were cancelled due to the Pandemic) enrich the student learning experiences. Our Response to Intervention Programs, Professional Learning Communities, Data Teams, Positive Behavioral Support Programs, technological innovations, and TEAMing structures yielded positive results in student performance, and the overall student experience, at TMS.

Our Response to Intervention programs at TMS are effective. Students in our Reading and Math Support programs showed measurable growth in challenge areas reaching goals or a new comprehension or fluency level. The Academic and Achievement Labs served over 2,000 student work sessions both during and after school. Academic Assistance programs continue to support students with work completion. Individualized student plans or EIPs (Educational Intervention Plans) and 504 plans were implemented for students who struggled academically and/or behaviorally. The success of these programs is evidenced by the strong academic performance of our students and student performance on common benchmark assessments utilized throughout the school. In addition, approximately 200 students received awards, many of which were Presi-
sional Excellence Awards. In the area of math, we implemented a co-teaching model. This model allows students with iEPs to be educated alongside non-disabled peers while benefiting from the expertise of both the general and special educator. One math teacher and one special education teacher at each grade level were paired and worked with an Eastconn coach throughout the year. Our students in our co-teaching class demonstrated a tremendous rate of growth. We plan to add co-teaching to our Language Arts classes in 2021-2022.

Our Professional Learning Community at TMS continues revising, editing, re-writing, and/or learning new units of study and/or assessments, to continue to align the TMS curriculum and teaching practice to the Connecticut Core State Standards and Next Generation Science Standards and to prepare us for the Smarter Balanced Assessment Consortium and NGSS Science testing. We continue to hone our mastery learning practices, grading practices, and communicating what students know and are able to do, matched against specific skills, standards, and grade-level expectations. Teachers in their Interdisciplinary Teams utilized data driven decision making, evaluating benchmark assessments, NWEA MAP testing, behavioral analysis BASC (Behavior Assessment System for Children) and many other data points to identify student populations that experience challenges and devise strategies and plans to help the students overcome those challenges.

The PBIS (Positive Behavioral Intervention and Support) program is very successful at TMS. This system of rewarding students and monitoring behavior to provide specific programming has proven to be both rewarding and highly successful. At the beginning of the school year students are educated through a variety of core value lessons which highlight school rules. Students continued to know and appreciate the TMS core values of Safety, Ownership, Active Learning and Respect and participated in many “SOAR” activities from assemblies, to monthly incentives, to school and community projects.

In an effort to stay abreast of the current technological resources TMS has expanded the utilization of Google Apps for education in the classrooms. Every teacher has a Google classroom that was used extensively for in-person and remote learners for posting assignments and lessons. This coupled with the expansion of our Wi-Fi infrastructure and training offered by TMS educators has proven to be exciting for the staff, as well as the students. With thousands of educational applications available online, many of which are free, TMS teachers continue to capitalize on this technology to enhance student performance and share this information with their colleagues. We had two computer labs and every student was provided a school issued Chromebook. An informational packet was developed and sent to parents while the same information was reviewed with students at school. After all of our Chromebooks were deployed, teachers reviewed our Chromebook Use Pledge and taught lessons on Digital Citizenship. Our students were excited to receive these devices and quickly demonstrated their ability to care for their devices.

Parent/teacher communication at TMS is outstanding. This communication begins in the front office and encompasses all faculty and staff. Faculty and staff communicate with parents in a variety of ways that include but are not limited to our weekly Digital Backpack, school website, student agenda, and personal interactions at various events throughout the school year as well as emails and phone calls. Parent/teacher conferences are held in the fall and spring. Principal monthly meetings also enable parents an opportunity to meet with the principal to discuss school related issues.

The Physical Education Department Outdoor Physical Activity Area has been utilized by all students and integrated into our physical education curriculum. Tolland Middle School was one of 593 schools across the United States to be awarded a Lowe’s Toolbox for Education grant which helped fund this activity area. We are also grateful to the Tolland Educational Foundation for providing funds for this area. This exciting Outdoor Physical Activity Area supports and improves the current fitness-based PE curriculum, encourages physical fitness for the students, and gives them the ability to participate in a variety of team activities, games, and sports. This area can also be utilized by other teachers in conjunction with the school’s (nationally recognized) PBIS program which creates positive school environments for students. The area includes two adjustable basketball hoop systems, four Tetherball courts, and four 4-square game areas. There are also supplies for shuffleboard, oversized games like Connect 4, basketballs, hula hoops, various lengths of jump ropes for individual and double dutch jumping. It was an area that was used extensively throughout the year during our Pandemic learning period. Another addition to the Physical Education Department through funds from the Tolland Education Foundation was our Force Plates. Force plates are measuring instruments that measure the ground reactions forces generated by a body standing on or moving across them, to quantify balance, gait and other parameters of biomechanics.

Our Physical Education teachers are utilizing this in their fitness units. This equipment provides opportunities for students to develop interests in other areas such as but not limited to exercise science, physics, biomechanics and sports science.

Although our Model UN club was paused for the year, previously our membership had risen to 45 students. Students meet with club leaders weekly after school to learn and understand how the United Nations operates. In a non-Pandemic year our students participate in a conference at Clark University in Massachusetts and Kingswood Oxford School in West Hartford. Here our team debated several topics such as the North
Korean Missile Crisis, Human Rights in Venezuela, protecting tropical forests and worker’s rights. In the past our students have won awards for best researcher, best speaker and best delegator. They developed their research skills, public speaking skills to try to create resolutions to address global issues relating to humanitarian and ecological crises, global security issues, and other human rights concerns.

Student Council, grades seven and eight, Student Government, grade six and grade eight officers are leadership groups which serve both the school and community. Some of the activities sponsored include Thanksgiving food drive which provided baskets and gift cards for four families and additional food for the food pantry. Student Council donated $2,000 to We Are The Children. Our 6th grade student government represents our core values in our classrooms, hallways and in our community. They set out to determine how they can make a difference in school and our community. In November, we collected funds to support needy families and individuals at the Tolland Food Bank. We donated Big Y cards as well so those families could shop for their own holiday and daily food items. Additionally we participated in the Kids Safe donations program and Pajamas for Kids to support the Connecticut Children’s Hospital and KidSafe! A combined total of just over $3,400 was raised for both of these organizations.

TMS students were invited to team up with Mrs. Case’s THS Oceanography class to participate in a Statewide Environmental Program. SoundWaters of Stamford, Connecticut challenged school districts across CT to collect one million bottle caps each to take action against the problem of hard microplastics flowing into the Long Island Sound and out to the Atlantic Ocean. Bottle caps are among the top 5 most commonly found items of litter on beaches worldwide. Marine animals, birds and fish see the bottle caps and think they are food leading to fatal consequences. The first week TMS students and staff collected 30,000 caps. We will continue to collect caps in 2021-2022.

Career Day, run by our School Counselors, is a special day at TMS. Every other year we have so many parents and community members who give their time and share their career experiences. In the past we have had representatives from such varied careers as Arts & Media, Business and Finance, Technologies, Health and Bionics Government, Education and Human Services, Construction Technologies, and Design and so many more. We look forward to bringing this important event back to TMS in 2022-2023.

Pre-pandemic our RAGE Robotics teams at TMS continued to grow. The teammates were coached by parents and mentored by 10 different RAGE students. In the past TMS has had three teams compete at the East of the River LEGO League Tournament. The last competition was hosted by RAGE Robotics, Tolland’s High School Robotics team, who had more than 30 Tolland students and 15 Tolland adults volunteering their time to host the tournament. At the competition teams compete with LEGO Mindstorms robots that they built and pre-programmed, presented an innovative design project about improving our community and were judged on their gracious professionalism towards their teammates and competitors.

The TMS PTO continues to be a valuable entity of our Tolland Middle School. They continue to provide funds for various materials and equipment for teachers that enhance student learning. Their generosity provides funding for various classroom supplies, assemblies, field trips and much more. This year PTO sold signs to recognize and congratulate our 8th grade students being promoted to high school.

Growing enrichment opportunities for students continues to be a focus this year, including growing our participation in the Invention Convention to students in grades 6-8. Once again, multiple TMS students were recognized for their innovation and creativity, including our second student to be invited to the National Invention Convention. The partnership with the CT Women’s Hall of Fame allowed us to host our third annual STEMfems event, albeit in virtual form over the course of three afternoons. This provided girls interested in STEM fields the chance to interact with female professionals and participate in activities related to their field, all designed to promote the students’ interest and further pursuit of STEM careers. This past year the partners included Slalom Consulting, Loureiro and Ensign-Bickford Aerospace & Defense.

Our sports programs thrive each year. Although we were sidelined due to the restrictions from the Pandemic, we are eager for our soccer, cross country, basketball, softball, baseball and track and field teams to be back in action in 2021/2022.

Our TMS promotion ceremony was held in person for our departing 8th graders. The ceremony is traditionally held the evening before the last day of school in our gymnasium. The ceremony gives parents an opportunity to celebrate the end of middle school for their child.

TMS remains a true middle model school. The TEAM structure at TMS allows for all of the structures most valued and tied to student performance outcomes. This model allows the relatively large middle school of just under 600 students to function more like 6 schools within a school of approximately 100 students each. It is because of the TEAMing at TMS that PLCs, PBIS and EIPs are possible. Tolland can be proud of its middle school and the education it provides its students.

**TOLLAND HIGH SCHOOL**

Our school community continues to work together, as Eagles, to ensure that all students have an opportunity to reach their full potential. In the 2020-2021 school year, we provided multiple platforms for learning to our students to ensure their needs were met academi-
The pandemic impacted members of our school community in a variety of ways, and our staff did an exceptional job of implementing structures to consistently “check-in” with their students to address the variety of needs that were manifesting as a result of isolation, quarantine and remote learning. Our students worked through a difficult year and continued to demonstrate their resilience and adaptability amongst the ever changing conditions of the pandemic. We are proud of this school community.

Even while the pandemic continued to impact our society, state and schools, Tolland High School students were recognized for many academic accomplishments during the year. We held our annual Evening of Excellence in June and presented over 100 awards to 80 students for their academic achievements. One student was named a finalist for the National Merit Scholarship Program and another student was a Presidential Scholar. Our PSAT scores improved compared to the 2019/2020 school year. The class of 2022 has steadily improved on the PSAT/SAT over the course of their time at THS even with the impact of the pandemic. We are excited to see what the future holds for this particular class. We will continue to offer 11th grade students an opportunity to engage in SAT preparation and practice from January to March on Saturdays.

The THS Music Department is a busy place and the 2020/2021 school year was no exception, however, COVID-19 made us rethink how to do anything and everything. Music is about connecting with people and the 2020-21 school year showed us that was more important than ever. During the fall semester the Jazz Band, Women’s Chorus and Chamber Choir participated in about 7 virtual performances. We had 22 students participate in a virtual Eastern Region Music Festival, 5 students participated in the virtual All-State festival and 1 student went on to be selected for Nationals.

During the spring semester, we changed classes and the department hosted all of its larger ensembles, Band and Chorus. The Band and Chorus participated in 4 virtual performances and the THS band participated in their first live performance in over a year at the Tolland Memorial Day celebration in May. Mr. Fields worked diligently on a virtual musical “Battle of the Broadway Bests”. Over 50 students participated and the show was streamed for two weekends in May.

In April, Tolland Public Schools music program was chosen as one of the “Best Communities for Music Education” in the country by the NAMM foundation. Finally, in June, Mrs. Megan Kirwin was elected by her peers to be the Connecticut Music Educators’ President-Elect and represent all music educators in the state on the Executive Board, Executive Council and Student Affairs Commission of Connecticut Music Educators Association.

The Art Department is proud to announce that several of its members persevered through the shortened studio times and changes in schedules to earn recognition for their work. In the fall semester Patrick Coffua, Ashley Sce, Conner Weeks and Elizabeth Drown each had photography selected to be in the ASAP Celebration of Young Photographers annual show. Artists and photographers jury entries from around the state and select the images that demonstrate the best content and technique; this year’s theme was ‘Quarantined’. Ashley Sce had two images selected and received the Dylan’s Wing of Change award. She was invited to speak about her work in the virtual show. The top 60 images can still be viewed here: https://www.instagram.com/young-photographers_asap/.

Senior Amy Pivacek received a Silver Key for her sculpture entitled ‘Capitalism’ at the annual Scholastics Art Awards. Scholastics is a state and nationwide show that is juried by industry artists and professionals. The online exhibition that features her piece can be viewed here: https://www.ctartawardsexhibit.net/sculpture.

The Art Department is thrilled to share that two of our juniors were the recipients of the Hartford Art School’s Artist of Promise award: Abigail Sarantakis and Aubrie Lloyd. This merit scholarship was awarded based on a portfolio each student provided to the school. Should they choose to apply for the 2022-2023 school year, each student will receive $21,000 per year for a total of $84,000.

Finally the Art Department’s best design student, Zachary Goodin, used his strengths in Graphic Design and Illustrator to revamp the pole banners leading up to the high school and in the parking lot. Zack worked diligently on this large double panel design to showcase our school colors, logo and school spirit, while meeting printing parameters and completing his course work for Photography! His contribution to our campus will last for years to come.

The 2020-2021 Business Department school year got off to another great start. Once again teachers, students, administrators and community members worked together to find new and creative ways for our students to learn and achieve. Some of the year’s highlights include the integration of on-site and virtual Senior Internships for the Tolland Business Academy (TBA), engagement by THS students in the Connecticut Stock Market Game, State DECA events, competitive SMIF stock pitch events, presentations to classes by informative and engaging guest lecturers, and virtual field trips that both enriched and expanded the curriculum. Faculty members in the Business Department compiled over 20 hours of professional development in an effort to strengthen their teaching practices, focus on the needs of their students, and ensure all students achieve success. Kathy Marshall and Mitch Egazarian have also started their first year in a two year Master’s Degree
The following organizations and businesses hosted the VID pandemic, while others have switched gears from racking up real life work experiences during the CO16 students are participating in the Senior Year Intern Event with 21 alums in attendance! Finance Professor, and the THS DECA Virtual Alumni Wilcox, Northwestern Mutual Financial Advisor, So counting, SMIF and DECA clubs include Tim Restall, account concepts, maintained a stellar GPA, and that a student accounting.

We have continued to give our students the experiences of “guest speakers”, we just did it remotely. Some of the guest speakers this year for the SEM, Intro to Accounting, SMIF and DECA clubs include Tim Restall, Team President for the Hartford Yard Goats, Mariko Wilcox, Northwestern Mutual Financial Advisor, Sohail Chatur, livelywealth.com, Paul Gilson, UCONN Finance Professor, and the THS DECA Virtual Alumni Event with 21 alums in attendance!

In our second year of the Tolland Business Academy, 16 students are participating in the Senior Year Internship Program. Several of these students have been busy racking up real life work experiences during the COVID pandemic, while others have switched gears from working with a company to creating capstone projects. The following organizations and businesses hosted THS students during 2020-2021: Tolland BOE Office, Star Hill, CNC Software, Tolland Athletics, Ellington Ridge Country Club, Tolland Human Services Department, and the THS School Store Gold Recertification. We are excited about the Microsoft Office Certification Program implemented by OneNote, which is the newest opportunity available to Senior TBA students. In the Spring of 2021, four students completed “Associate” level certification courses, three in MS Excel and one in MS Word. Unfortunately, there were no local MS Certified testing sites available for our students to complete the certification process. Not only that, but two students worked hard to achieve the coveted CYIA™ Designation offered through the Young Investor Society. This certification is widely respected by Universities and future employers and requires a rigorous multi-step process and means that a student has mastered the fundamentals of stock analysis, studied for and passed a rigorous examination covering advanced financial concepts, maintained a stellar GPA, and that a student is uniquely prepared to major in business, finance or accounting.

Speaking of the Young Investor Society, the Tolland SMIF club has grown this year to 28 students who regularly attend meetings both in person and virtually. Participation has grown by over 50% in one year and these students are committed to learning about the ways in which they can positively impact their financial future. In fact, Connor Lambert and Abbi Luetjen were the recipients of the YIS Dollar a Day Challenge Program organized by YIS. Connor got $365 and Abbi got $182.50 from a sponsoring corporation who matched their contributions to their custodial investment account that they recently opened in the YIS Dollar a Day Challenge. Connor was selected from over 200 students in the US and globally based on his written essay which focused on the importance of saving and investing at an early age and the idea of compound growth over time. In other exciting news, Abbi Luetjen was elected to the YISGlobals Student Advisory Board and 10 students participated in the YIS CT Stock Pitch Competition, two of the TOP three State of Connecticut finishers were THS students! We had three students who chose to take on the role of a Jr. Analyst who helped them to learn the skills, processes and techniques to help them prepare for next year’s competition.

As always, DECA is on a roll! To date, DECA has 80 members who attend meetings both in person and virtually. Over 60 students elected to participate in a practice competition round and of those 60 students, 40 members took the exam in mid-February which was the first step in the annual DECA competition. Those same 40 students competed at the CT State Virtual Competition in March. Tolland DECA received 25 medals (Top 5 in their category) with 19 students qualifying (Top 3) for the international competition in April! Not only that, but two THS students were announced as 2021-2022 state officers, one student received a DECA scholarship and yet another won the state pin design competition! Twenty-two Tolland High School DECA members earned the organization’s highest honors at DECA’s International Career Development Conference (ICDC) held virtually during the month of April this year. We know that our DECA students are always prepared and ready to take on any challenge thrown at them by the judges and this year was no exception. Tolland DECA partnered with “Wings of Freedom”, an all-volunteer non-profit organization that rescues domestic animals from shelters and abusive situations and rehabilitates, cares for, trains and provides placement in loving homes. Students ran a two-week long pet food and pet supply drive. An added highlight this year includes the DECA Gold Standard recertification earned by the THS School Store! It is always exciting to hear about the fun, camaraderie and the successes that Tolland has come to expect from our DECA students.

The English Language Arts (ELA) Department has continued to work diligently during the 2020-2021
school year to continue to incorporate more modern and diverse voices into our classrooms. Teachers began to implement newly purchased texts into their classrooms which celebrate diverse voices. These include texts such as The Nickel Boys, Their Eyes Were Watching God, and Discovering Wes Moore among others. Moreover, the department has worked to include a variety of supplemental texts in each unit from authors of varying backgrounds. As we continue to update texts and curriculum, students will have more opportunity to read a greater variety of voices and will be able to make connections between contemporary and canonical pieces of literature. This past year the English Department has been working closely with the Library Media Specialist (LMS) to develop a rich independent reading program. Students meet with the LMS periodically for book talks, and along with classroom teachers, she helps guide students to making book selections for pleasure reading. This endeavor not only provides students with a necessary “brain break,” but reading a book they’ve chosen on their own gives them agency and confidence to continue to read for pleasure, all while cultivating a love of reading and learning. Moreover, the English Department is proud to report that 25 juniors took the rigorous AP Language and Composition exam in the spring, and all students received a three or higher on the exam. The Connecticut state average was 70% of students earning a three or higher. Additionally, on the AP Literature and Composition exam, out of the 32 students that took it, 75% earned a score of three or higher while the Connecticut state average was 53% receiving three or higher. The ELA Department is incredibly proud of these hardworking students.

Furthermore, during a very abnormal school year, teachers worked to keep students as engaged as possible through a digital format. Students utilized Google Classroom, Google Meets, Padlet, Quizizz, Nearpod, Jamboard, etc. Additionally, the English Department along with the Library Media Center were able to acquire a subscription to the Digital Theatre Plus database which allows students to view stage productions of plays and access behind the scenes interviews with actors and professionals in the theater world. Educators in the ELA Department have enjoyed the opportunity to find new ways to engage students in an increasingly digital world.

With the retirement of two veteran teachers in June of 2020, the Mathematics Department welcomed two new members to our department to start the 2020–2021 school year (including one who is a graduate of Tolland High School). All Math teachers rose to meet the challenges of hybrid teaching, remote teaching, shortened in person school days, and all the combinations that were incurred. Planning and collaborative work was dedicated, in large part, to adjusting and readjusting curriculum, instruction, and assessments, to meet the educational needs of our students in a way that upheld the rigor and fidelity of our curriculum. Throughout, teachers worked endlessly to make positive connections with our students and meet the social and emotional needs of our students.

THS Math teachers dug deeper into digital methods to engage and assess students, with some of our students staying fully remote all year. The department purchased a license for Quizizz to upgrade our capabilities with this application. Teachers found this resource to be very beneficial for creating check-ins and formative assessments in an engaging way for students. We continued to provide a variety of courses and levels to reach students in mathematics where they need to be, in addition being mindful of learning that was lost in the school year 2019-2020 due to the pandemic. Every teacher in the Mathematics Department is to be commended for the work, compassion and creativity that was ever-present in the school year 2020-2021.

The Physical Education/Health Department added a new Wellness curriculum to our Physical Education 10 class to meet the new State Department of Education Health requirement. We incorporated mini units into the classroom that expand on knowledge learned in Health during ninth grade. We are still in the process of incorporating the use of heart rate monitors into our fitness program. The Tolland High School Gay Straight Alliance continued to come into all ninth grade health classes to complete outreach activities in discussing stereotypes, diversity, and other challenges facing the LGBTQ community. This is always well received by the students and continues to raise awareness and help strengthen the high school community in the areas of mental and social health. As a department, we started to revamp our Health and Physical Education lessons to make them user friendly for remote/distance learning. As teachers, we feel much more confident about the use of technology in our classrooms.

Much like all other departments at THS, the School Counseling Department demonstrated flexibility and perseverance during the often-changing school year of 2020-2021. Ways to implement the curriculum and connect with students and parents were expanded to include more digital platforms. Programs such as the 9th grade parent program, senior parent application workshop, junior college planning workshop and the sophomore parent college planning workshop were offered in a variety of pre-recorded and virtual versions. While maintaining mitigating measures, the counselors continued to meet with students individually and in small groups. Although the mindfulness room was not utilized, counselors continued to share ways to help students decompress, reflect, and engage in mindful activities.

Strategies continued to be implemented for those students identified by the Student Intervention Team. Counselors checked in frequently with remote students via email and Google Meets. They worked very closely with the remote support specialist to best assist the remote and/or quarantined students.
The high school and middle school partnership continued as the THS Counseling Department delivered programs to the middle school students and parents via live Google Meet presentations as well as pre-recorded presentations. THS counselors continued to be greatly involved in the transition activities offered to grade 8 students in addition to annual reviews for the Section 504 and Special Education students.

The Counseling Department looks forward to incorporating some of the new technology into their existing curriculum while getting back to more in-person interactions with students and parents.

The 2020/2021 school year was a busy one for the Tolland High School Science Department. Students were given many opportunities to improve their problem solving and critical thinking skills through hands-on experiments and engineering design challenges. The skills were aligned to the current NGSS curriculum that is being implemented throughout the Science Department. Additionally, a new early college experience course was added to the current course offerings. ECE UCONN Environmental Science was implemented last year as an option for students who wish to pursue further studies about the environment. Last year provided opportunities for the Science staff to engage in professional development opportunities. Two Science teachers were selected to participate in the Joule Fellowship Program at UCONN. This was a 7-week program, funded by the National Science Foundation, and supported by the Engineering Department at UCONN. Each fellow was placed in a different lab and used the current engineering research being conducted to make a lesson plan geared toward high school students. These lesson plans are in the process of being published on NSF’s Teach Engineering website, which is a platform that makes engineering focused lessons available to teachers everywhere. In addition to the excellent experience, and connections to UCONN faculty, each teacher received $1,500 for classroom supplies. Our Science Department’s Health and Science club continued to flourish last year. The THS Health Sciences Club’s mission is to encourage and cultivate beneficial consideration for medical and science related endeavors and to help students discover their passions within the scientific field. Last year they did a combination of virtual and in-person club activities. These activities included guest speakers about organ donation, and pediatrics along with activities such as fruit surgery, gel electrophoresis and viral transmission. The Environmental Science/Oceanography classes are currently partaking in a statewide environmental program with Sound Waters of Stamford, Connecticut. As a community, they are challenging everyone to collect one million bottle caps to take action against the problem of hard microplastics flowing into the ocean. Bins have been placed at all schools and at the Town Hall. The project began in May 2021, and they have collected 95,168 to date. Students at the high school have volunteered their time to count and collect caps.

During the 2020-2021 school year the Tolland High School Social Studies Department staff advises the Model United Nations Club (Rob Dornfried) and the Kindness Campaign (Shelley Manning). In addition to this, Eric Cichocki and Jim Wiese served as class advisors to the senior class. Eric and Jim facilitated and planned the Junior/Senior class Prom at Tolland High School as well as the Class of 2021 graduation at the Yard Goats stadium. Fran Sterling, AP European, AP Psychology and Psychology teacher served as the accomplished graduation speaker. Amanda Frost served as the remote learning specialist for THS while Emily Woznick (long-term substitute and student voted “teacher of the month”) successfully taught Native American Studies, Russian History and United States History courses. Due to the COVID-19 pandemic the Department’s field trip plans and speakers were suspended. However, Beth Regan, member of the Mohegan Tribal Council and tribe as well as a veteran THS teacher was granted special permission to speak to students in the Native American Studies course using the outside meeting area in front of THS. Students in Fran Sterling’s Psychology and Advanced Placement Psychology classes conducted psychological experiments and presented these to the class.

The Special Education Department continues to provide high quality instruction for students at Tolland High School. Content Support classes in the Special Education Department were offered at each grade level during the 2020-2021 school year. For grades 9 and 10, these classes address study skills. Content Support classes for students in grades 11 and 12 address transition skills. All other services were provided through inclusion classes or pullout time with the case manager. Special Education students benefited from the use of a variety of instructional methods, including but not limited to direct teaching, cooperative learning, group discussions, individualized instruction based on skill level, instruction through visual-aids, computer-aided instruction, and website contribution through a variety of sites. The Special Education Department continues to work with a consultant from Literacy How to support their efforts to teach reading and writing through a structured literacy model. Each of the six teachers in the Special Education Department case manage a specific grade level and loop with their students for two years.

Students enrolled in the Child Development course within the Family & Consumer Science Department planned and taught activities and worked to improve their skills in reading aloud to preschool children. Besides working directly with the children during preschool, the most memorable experience for most students was taking care of a reality baby for a weekend. This project allows students to experience being a “parent” of an infant for 48 hours and is often very eye opening for them. Students enrolled in the Early Childhood Education course gain a deeper understanding of
planning and instruction, as well as behavior management strategies for working with children. In addition, they participate in a skills assessment of preschool children, which culminates in a written report for parents. Other topics include the history of early childhood education, developmental theorists, program models, and current topics in education.

The Creative Preschool at Tolland High School had another fantastic year in 2020-2021 even amidst the pandemic. Janine Elliott offered virtual preschool lessons so that her typical in-person preschool aged students could benefit from social interaction and instruction.

Students enrolled in classes offered through the Technology Education (Tech Ed) Department had an amazing year. Many woodworking projects were created in the Introduction to Technology class. In Power Technology, students repaired many pieces of small equipment such as snow blowers and lawn mowers. The students really enjoyed bringing in old bicycles that were cast aside and resurrecting them to donate to local families and organizations. The Tech Ed Department is in the process of expanding its membership and participation in the state and national conferences held by the Technology Student Association. The Tech Ed Department spent many hours this year integrating various computer technologies into traditionally hands-on classes through the use of Google classroom, 3d printers, and various Computer Aided Design software programs.

Teachers in the World Language Department continued to engage students in authentic experiences in the classroom. The French Program continued to implement their new text series D’ACCORD and the new Preliminary Spanish course ran during the Fall of 2020. This Preliminary Spanish course will help to accommodate students who need to meet the Connecticut state graduation requirement. The Honors Spanish/French IV curriculum that was written during the summer of 2020 was implemented during the last academic year. A revision of the C.P. Spanish IV curriculum was written in the summer of 2021.

The proposal for a French and Spanish Honors Society was approved during the 2020-2021 school year. At the end of the school year, teachers from the World Language Department nominated candidates to be invited to the Honors Society for the 2021-2022 school year. Students who were invited will apply to the Honors Society in the Fall of 2021 and go through an application process before induction.

Also, last year was the third year that Tolland High School students had the opportunity to participate in the AAPL Seal of Biliteracy exam. In May of 2021, students participated in the AAPL Seal of Biliteracy exam and five juniors and one senior UCONN ECE passed the exam by earning Intermediate to Advanced Low in the areas of listening, speaking, reading and writing on the ACTFL proficiency levels. Finally, the World Language Club continued to meet bi-weekly throughout the year.

Teachers at Tolland High School are actively and enthusiastically involved in a number of after school clubs, activities and programs. We continue to actively seek out interested students and staff to ensure that we offer a variety of clubs and activities. As we continued to work through the pandemic, clubs offered both virtual and in-person curriculum so that we could continue to engage students who were quarantined, or decided to learn remotely for the school year.

The Culture and Climate Committee continued to recognize students through the PRIDE recognition program. This is a program that rewards students for demonstrating our core values represented by the acronym P.R.I.D.E. (Perseverance, Respect, Integrity, Dependability, and Engagement). Students that received this honor had their names read on announcements and were provided a gift card as a way to thank them for their consistent contribution to the school community. We also sent a letter home describing why the student was recognized. We plan to continue to grow this program and often take feedback from students about the types of incentives they wish to receive when recognized.

For the fourth straight year, approximately 75 juniors and seniors participated in the Tolland High School Peer Mentoring program. Selected juniors and seniors attended training sessions dedicated to preparing them to become Peer Mentors who serve as positive role models for our incoming freshmen. They provided support, guidance, encouragement, and friendship to freshmen throughout their transition year. At Freshman Orientation, Peer Mentors also guided the ninth grade students through a variety of activities such as guided tours, a club fair, and small group icebreaker activities. The day ended with a barbecue lunch in the cafeteria.

Midway through the 20-21 school year, an After School Support Program was created to support the varying needs of both our in-person and remote students. The After School Program provides an equal opportunity of learning to our student population while supporting each individual student’s learning needs. The environment is safe and welcoming, and in order to best support our students, we have both certified staff and paraeducators available, along with NHS tutors.

The 2020-2021 school year was another successful one on the athletic fields. We had 54 fall athletes, 78 winter athletes, and 104 spring athletes earn CCC academic honors. Additionally, we had 36 spring athletes earn all conference recognition and 13 spring athletes earn all-state recognition. Our girls’ lacrosse team were CCC champions and our boys’ lacrosse team were CCC tournament champions. Both the girls’ and boys’ outdoor track and field teams earned a CCC championship. Our two National Scholar Athletes were Jacob Gerow...
and Adrianna Rhodes. And finally, our Golf Coach Auggie Link was named Connecticut High School Coaches Association “Coach of the Year”.

FINANCE AND RECORDS
ACCOUNTING

While the entire world rides the roller coaster known as the Corona Virus pandemic, in all its variants, business goes on as usual in the Tolland Finance Department. We continue to pay vendors for materials and services, collect revenue for taxes, grants, services for residents, and plan for Tolland’s continued capital growth with a watchful eye on the future. We also support Tolland employees for their continued dedication in these endeavors while many of us deal with the effects of the disruptions due to the COVID explosion.

On a government-wide basis, the assets of the Town of Tolland exceeded its liabilities at the close of the most recent year by $129,421,485 (net position). Of this amount, $27,671,013 (unrestricted net position) may be used to meet the government’s on-going obligations to citizens and creditors. On a government-wide basis, the government’s total net position increased by $26,284,497. Governmental and business-type activity expenses were $76,686,649, while revenues were $102,971,146. The total cost of all Town services for the fiscal year 2020-21 was $76,686,649; of which $75,839,992 was for governmental services and $846,657 for business-type activities.

The governmental funds are used essentially to account for the same functions reported as governmental activities in the government-wide financial statements. However, unlike the government-wide financial statements, governmental fund financials focus on near term inflows and outflows of spendable resources, as well as balances of spendable resources. The Balance Sheet and Statement of Revenues, Expenditures and Changes in Fund Balance also appear after the Independent Audit’s Report.

At the close of the fiscal year, the Town’s governmental funds reported, on a current resource basis, combined ending fund balances of $20,882,336, a decrease of $2,885,722 from the prior fiscal year. Of the total fund balance as of June 30, 2021, $9,947,007 represents the combined unassigned fund balance in the general fund, special revenue funds, capital projects funds and permanent funds. The largest change in fund balance was the decrease in the Capital Funds Project Fund of $3,932,568. There were also decreases in the General Fund of $98,651 and the Sewer Assessment Fund of $25,398. Non-major Governmental funds had an increase of $1,064,462 along with increases of $58,383 in the Small Cities Fund and $48,050 in the Emergency Declaration Fund. The General Fund balance decreased by $98,651 due to excess of $449,597 in revenues over expenditures combined with other financing sources and uses for a reduction of a net ($548,248).

The General Fund is the chief operating fund of the Town of Tolland. At the end of the current fiscal year, unassigned fund balance of the General Fund was $9,947,007 while total fund balance was $12,859,597. As a measure of the General Fund’s liquidity, it may be useful to compare both unassigned fund balance and total fund balance to total fund expenditures. Unassigned fund balance represents 15.6% of total General Fund expenditures including transfers out. Total fund balance represents 20.2% of that same amount. The unassigned portion of fund balance, when compared with unassigned last year portion for the General Fund had increased by $452,712 while the total fund balance decreased $98,651.

Key factors contributing to the increase in General Fund were:

- Overall, the Town experienced an excess in revenues of $548,743. The current and prior year property tax levy collections exceeded the budget by $385,590 and interest and lien fees exceeded budget by $114,393. Motor vehicle supplemental taxes collections came in $32,289 under budget.

- Additional revenue collected in interest income and other revenues was $219,870 less than budgeted mainly due to lower investment rates.

- Charges for Services exceeded the budget by $322,958. Of this amount, $129,503 was for building permit fees that were higher due to more people staying at home and doing home improvements with various savings. In addition, $95,206 was for Property Tax Conveyance and $60,393 for Document Recording fees due to more property transactions.

- Total Expenditures were $1,274,171 less than anticipated. $796,311 of this amount was unexpended from the Board of Education.

- The Town unexpended balance of $477,860 mainly consisted of unexpended State Police contracted services of $66,909 due to attrition and staffing changes and $204,400 for savings resulting from employee attrition/retirements and delays in the hiring process. Additionally, there were a few employees within the Public Works and Public Safety areas out due to workers compensation claims. Their salaries were paid by insurance which then resulted in budgetary savings. There were also additional savings in other departments due to COVID restrictions and other miscellaneous savings.

On a budgetary basis, property taxes accounted for 81% of total General Fund revenues, intergovernmental grants accounted for 17% and charges for current services and other revenues accounted for 2%. Of these revenues, intergovernmental grants were short of the budgeted amount by a total of $30,035. The charges for services, other revenue and investment income exceeded the budgeted amount by a total of $103,088. Property taxes exceeded the budget by a combined $475,690. Other financing sources fell short of the budget by $1,247,946. On the expenditure side there were
savings of $1,274,171; of this amount $796,311 was the remaining balance of the Board of Education funds that were unexpended. The Town’s share of the total unexpended balance resulted in savings of $477,860.

**HIGHLIGHTS:**

- For the 13th consecutive year the Town of Tolland received the Distinguished Budget Award by the GFOA. This honor was based on Tolland’s budget reporting which met specific criteria to enhance its presentation, provide clarity and conformity and offer in-depth projections. This achievement was due to the dedicated efforts of the entire Finance staff.

**COLLECTOR OF REVENUE**

**PRINCIPAL FUNCTIONS:**

The Office of the Collector of Revenue bills, collects, records, and balances tax revenues as well as water and sewer assessments, departmental revenue, repayments of Small Cities Grants, Tolland Non-Profit Housing Corporation’s monthly lease fees and other general fund revenues.

All receipts are recorded and an audit trail is maintained. Delinquent Statements and Demands are issued, Alias Tax Warrants are issued, motor vehicle delinquencies are reported to the State of Connecticut Department of Motor Vehicles, and Liens are filed and released, foreclosures and tax sales are instituted.

Information is provided as warranted to attorneys, banks, escrow service bureaus, title searchers, realtors as well as the general public.

**SUMMARY OF SERVICES**

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<td>Total Taxes Collectible</td>
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<td>45,621,711</td>
<td>46,707,972</td>
<td>47,173,069</td>
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<td>Total Taxes Collected</td>
<td>44,088,675</td>
<td>44,833,431</td>
<td>46,218,326</td>
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<td>Percent Collected</td>
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<td>98.27</td>
<td>98.95</td>
<td>98.04</td>
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<td>Current Year Collected</td>
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<td>44,997,409</td>
<td>45,793,938</td>
<td>45,677,610</td>
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<td>Percent Collected</td>
<td>99.05</td>
<td>98.84</td>
<td>98.56</td>
<td>98.89</td>
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<td>Suspense Collected</td>
<td>1,883</td>
<td>4,043</td>
<td>2,472</td>
<td>4,660</td>
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<td>Payment by Credit Card</td>
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<td>715,469</td>
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<td>Payment by ACH Check</td>
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<td>1,309,656</td>
<td>1,854,914</td>
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<td>Sewer &amp; Water Assessment Bills</td>
<td>33</td>
<td>27</td>
<td>27</td>
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<td>Sewer &amp; Water Assessment Payments</td>
<td>143,278</td>
<td>100,632</td>
<td>94,593</td>
<td>103,032</td>
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<td>Small Cities Rehab Payments</td>
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<td>62,799</td>
<td>27,691</td>
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<td>Tolland Non Profit Housing Bills</td>
<td>288</td>
<td>288</td>
<td>288</td>
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<td>Tolland Non Profit Housing Payments</td>
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<th><strong>GRAND LIST</strong></th>
<th><strong>2016</strong></th>
<th><strong>2017</strong></th>
<th><strong>2018</strong></th>
<th><strong>2019</strong></th>
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<tr>
<td>Tax Bills Mailed</td>
<td>25,070</td>
<td>24,977</td>
<td>24,887</td>
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<td>New Construction Prorates</td>
<td>9</td>
<td>12</td>
<td>7</td>
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<td>Additions &amp; Corrections</td>
<td>1,421</td>
<td>966</td>
<td>991</td>
<td>891</td>
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<td>Transfers to Suspense</td>
<td>87</td>
<td>115</td>
<td>101</td>
<td>109</td>
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<tr>
<td>Liens Filed</td>
<td>109</td>
<td>122</td>
<td>92</td>
<td>87</td>
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<tr>
<td>Personal Property UCC1 Liens Filed</td>
<td>41</td>
<td>30</td>
<td>47</td>
<td>43</td>
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**HIGHLIGHTS:**

During the 20-21 Fiscal Year the collection rate for current taxes was 98.89%, slightly higher than the previous Fiscal Year with 98.56%. We collected $535,310 in prior year taxes, $38,503 in deferred taxes and $51,789 in interest and fees. Tax bills are available to view and pay online. Credit Card payments and ACH Payments in the amount of $3,681,445 was received through ICloud. The Suspense List was sent to Rossi Law Offices for collection and $4,660 was collected in tax and $6,070 in interest and fees.

**TOWN CLERK**

**PRINCIPAL FUNCTIONS:**

The Town Clerk is responsible for recording, maintaining and preserving Town records such as the Town Code Book (Charter, Ordinances, Policies and Procedures), land records, subdivision and survey maps, service members’ discharge records, trade name certificates, cemetery reports, meeting schedules, and official agendas and minutes. We report all land transfers to the Assessor and Tax Collector; make various reports to the State and Town; assist residents in registering to
vote and also assist the Registrar of Voters with all elections, primaries and referenda and issue absentee ballots. We regulate the issuance of hunting, fishing, dog, and vendor licenses; collect State conveyance tax on all transfers of property and remit same to the State Tax Department. As Registrar of Vital Statistics, we issue marriage licenses, burial permits, cremation permits and have custody of all birth, marriage, and death records for Town residents.

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<tr>
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<tbody>
<tr>
<td>Land Instruments Recorded</td>
<td>2,140</td>
<td>2,439</td>
<td>3,381</td>
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<td>Maps Recorded</td>
<td>30</td>
<td>26</td>
<td>18</td>
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<td>Marriages Recorded</td>
<td>64</td>
<td>68</td>
<td>70</td>
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<tr>
<td>Births Recorded</td>
<td>116</td>
<td>107</td>
<td>130</td>
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<tr>
<td>Deaths Recorded</td>
<td>139</td>
<td>123</td>
<td>156</td>
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<tr>
<td>Servicemen’s Discharges Recorded</td>
<td>16</td>
<td>15</td>
<td>18</td>
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<tr>
<td>Marriage Licenses Issued</td>
<td>36</td>
<td>42</td>
<td>35</td>
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<tr>
<td>Burial/Cremation Permits Issued</td>
<td>114</td>
<td>91</td>
<td>115</td>
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<tr>
<td>Dog Licenses (incl. transfers &amp; replacement tags)</td>
<td>2,233</td>
<td>2,218</td>
<td>2,707</td>
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<tr>
<td>Kennel Licenses</td>
<td>9</td>
<td>12</td>
<td>11</td>
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<tr>
<td>Peddler’s Licenses</td>
<td>6</td>
<td>10</td>
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<tr>
<td>Sports Licenses</td>
<td>206</td>
<td>87</td>
<td>103</td>
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<tr>
<td>Trade Name Certificates</td>
<td>37</td>
<td>31</td>
<td>30</td>
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<tr>
<td>Liquor Licenses</td>
<td>13</td>
<td>11</td>
<td>10</td>
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<tr>
<td>Elections, Referenda, Primaries</td>
<td>3</td>
<td>1</td>
<td>1</td>
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<tr>
<td>Notaries Recorded</td>
<td>39</td>
<td>27</td>
<td>51</td>
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<tr>
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</thead>
<tbody>
<tr>
<td>Conveyance Taxes</td>
<td>160,709</td>
<td>209,450</td>
<td>260,206</td>
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<tr>
<td>Recording Fees</td>
<td>61,734</td>
<td>80,313</td>
<td>130,383</td>
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<tr>
<td>Town Clerk Preservation Fees</td>
<td>6,904</td>
<td>8,492</td>
<td>12,496</td>
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<tr>
<td>Town Preservation Fees</td>
<td>4,644</td>
<td>4,752</td>
<td>5,886</td>
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<td>Copies</td>
<td>12,315</td>
<td>13,374</td>
<td>17,913</td>
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<tr>
<td>Miscellaneous &amp; Fees</td>
<td>20,129</td>
<td>19,319</td>
<td>21,578</td>
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<tr>
<td>TOTAL</td>
<td>266,435</td>
<td>335,700</td>
<td>448,462</td>
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</table>

HIGHLIGHTS:

Our Office applied for and received a $5,500 Connecticut State Library Grant from the Historic Documents Preservation Program. We will utilize these funds to continue a project started a few years ago preserving and restoring our oldest maps from Volumes 1-5. These funds will enable us to continue restoring approximately 60 maps in Volumes 1&2.

OBJECTIVE ACCOMPLISHMENTS:

Utilizing grant funds, electronic indices were created for almost 8,000 additional pages of microfilmed land records, which were converted into digitized images. Records are now available to the public from our public access terminal as well as online back to February 25, 1942. Due to there being several documents on a single page in the older records, we were not able to go back to 1939 as first anticipated.

This project also helped to improve the accuracy and consistency of our land record indices by ensuring the indices are compliant with today’s indexing standards.

ASSESSOR

PRINCIPAL FUNCTIONS:

The Assessor is responsible for maintaining a uniform distribution of the property tax burden among all the taxpayers, and to insure that procedures are performed in accordance with provisions of the Connecticut General Statutes.

The Assessor’s Office is responsible for preparing a yearly Grand List that identifies all taxable Real and Personal Property located in Tolland. Assessment records are updated from documents received from the Town Clerk’s Office, Planning and Development, Zoning and the Building Inspector. Tax maps are maintained on an annual basis. Inspections are made of all properties receiving building permits during the course of the year as well as properties where work has been done without the proper permits.

HIGHLIGHTS:

It is the responsibility of the Assessor’s Office to determine eligibility for various statutory and local exemptions. These include veterans, elderly, disabled, blind, solar, manufactures, farm and forest among others. Numerous reports are prepared for various private, state and municipal agencies. Appraisal reports are reviewed for properties the Town is interested in acquiring.
The Assessor’s Office is required to supervise and coordinate the revaluation of all taxable and exempt property. Revaluations are now required every five years by State Statutes.

**HIGHLIGHTS:**

The Assessor’s Office completed the 2020 Grand List on 2/22/21 as required by State Statute with a 1 month extension. A signed list was filed with the Town Clerk’s Office. The net taxable Grand List after the Board of Assessment Appeals was increased to $1,286,008,965. The increase in value is .84% or $10,675,890. This change in the Grand List resulted in an increase of $396,182 in actual tax dollars based on the current mill rate of .03711.

Real estate assessments increased by $7,014,495. The new net assessment figure is $1,108,244,860, which is an increase of .64%. Real estate comprises 85.6% of the Grand List. Residential properties make up 76% of the list while commercial/industrial properties make up 9.6%. The increase in assessment is due to a number of new construction both residential and commercial and 32 crumbling foundation replacements.

The total number of registered motor vehicles in Tolland as of October 1, 2020 is 14,937, which is 629 less vehicles than appeared on the 2019 Grand List. The total motor vehicle list is $136,666,980 or 10.6% of the Grand List. The increase in assessment is 3.2% or $4,287,648.

Personal property accounts comprise 3.2% of the Grand List, and decreased by 27 accounts in 2020. The majority of those were small businesses. The number of personal property accounts is 742, with assessments of $41,097,125. The decrease in assessment is 1.5% or $626,253.

Tax maps were updated for boundary line changes that occurred during the year. Administrative software programs were updated with current vendors to

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<tbody>
<tr>
<td>Number of Inspections</td>
<td>556</td>
<td>485</td>
<td>867</td>
<td>1,422</td>
<td>706</td>
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<tr>
<td>Meetings Attended</td>
<td>58</td>
<td>70</td>
<td>62</td>
<td>88</td>
<td>68</td>
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<tr>
<td>Deed Transfers</td>
<td>490</td>
<td>452</td>
<td>504</td>
<td>410</td>
<td>399</td>
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<tr>
<td>Property Subdivisions</td>
<td>14</td>
<td>4</td>
<td>11</td>
<td>7</td>
<td>3</td>
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<tr>
<td>Tax Map Changes</td>
<td>38</td>
<td>34</td>
<td>20</td>
<td>38</td>
<td>24</td>
</tr>
<tr>
<td>Building Permits Reviewed</td>
<td>748</td>
<td>586</td>
<td>667</td>
<td>587</td>
<td>861</td>
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<td>Exempt Applications</td>
<td>2</td>
<td>14</td>
<td>(Quadrennial)</td>
<td>2</td>
<td>3</td>
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<td>763</td>
<td>752</td>
<td>750</td>
<td>769</td>
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<td>Farm, Forest, Open Space Reduction</td>
<td>448</td>
<td>446</td>
<td>440</td>
<td>429</td>
<td>403</td>
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<td>Certificates of Occupancy</td>
<td>9</td>
<td>12</td>
<td>6</td>
<td>11</td>
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<td>Motor Vehicles Regular Unpriced</td>
<td>3,728</td>
<td>3,412</td>
<td>3,426</td>
<td>3,107</td>
<td>3,013</td>
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<td>Motor Vehicles Supplement</td>
<td>2,532</td>
<td>2,533</td>
<td>2,550</td>
<td>2,134</td>
<td>2,801</td>
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<td>Elderly Tax Relief</td>
<td>346</td>
<td>367</td>
<td>359</td>
<td>362</td>
<td>343</td>
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<tr>
<td>Solar Exemptions</td>
<td>51</td>
<td>38</td>
<td>24</td>
<td>29</td>
<td>56</td>
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<tr>
<td>Veteran Exemption (incl advets)</td>
<td>657</td>
<td>633</td>
<td>608</td>
<td>655</td>
<td>673</td>
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<td>Telephone Request Information</td>
<td>3,072</td>
<td>3,120</td>
<td>3,226</td>
<td>2,080</td>
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<td>Walk-In Request Information</td>
<td>2,304</td>
<td>2,130</td>
<td>2,220</td>
<td>1,897</td>
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<td>Photo</td>
<td>345</td>
<td>301</td>
<td>755</td>
<td>1,425</td>
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<th>SUMMARY OF GRAND LIST</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
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<tr>
<td>Real Estate</td>
<td>1,105,855,007</td>
<td>1,110,792,274</td>
<td>1,112,668,682</td>
<td>1,101,230,365</td>
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<td>Personal Property</td>
<td>35,252,570</td>
<td>40,004,119</td>
<td>39,453,734</td>
<td>41,723,378</td>
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<td>Motor Vehicles</td>
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<td>127,671,615</td>
<td>129,751,295</td>
<td>132,379,332</td>
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<td>Total Value</td>
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<td>1,281,873,711</td>
<td>1,275,333,075</td>
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<td>Real Estate Tax Exempt</td>
<td>146,765,715</td>
<td>138,961,340</td>
<td>138,909,040</td>
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<td>Mill</td>
<td>0.03448</td>
<td>0.035</td>
<td>0.03605</td>
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<tr>
<td>Real Estate</td>
<td>0.9990</td>
<td>1.0045</td>
<td>1.0017</td>
<td>0.9897</td>
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<td>Personal Property</td>
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<td>1.1348</td>
<td>0.9862</td>
<td>1.0575</td>
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<td>Motor Vehicle</td>
<td>0.9925</td>
<td>1.0084</td>
<td>1.0163</td>
<td>1.0203</td>
<td>1.0324</td>
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<td>Total Change</td>
<td>1.0023</td>
<td>1.0085</td>
<td>1.0027</td>
<td>0.9949</td>
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<tr>
<th>ADJUSTMENTS TO PREVIOUS GRAND LISTS</th>
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<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
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<tbody>
<tr>
<td>Auto Supplement</td>
<td>16,983,969</td>
<td>18,213,163</td>
<td>18,238,416</td>
<td>15,358,128</td>
<td>22,180,941</td>
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<td>Certificate Occupancy</td>
<td>310,916</td>
<td>787,588</td>
<td>368,424</td>
<td>243,918</td>
<td>944,620</td>
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<tr>
<td>Misc. Adjustments</td>
<td>1,108,996</td>
<td>4,601,724</td>
<td>4,438,941</td>
<td>4,434,283</td>
<td>4,754,277</td>
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</table>
allow the Assessor’s Office to complete required reports to comply with state requirements and public requests.

BOARD OF ASSESSMENT APPEALS

The Board of Assessment Appeals is an official municipal agency. It is designed to serve as an appeal body for taxpayers who believe that the Assessor erred in the valuation of their property or erroneously denied them exemptions.

The Board members are not assessing agents. They do not value property. That is the sole function of the Assessor’s Office. The Board acts as a review body. The Board serves as the first level of appeal from the Assessor. The Town Council appoints all Board members. The decisions made by the Board are binding until an appeal is taken to the courts or there is a change in the valuation.

The Board conducted four days of hearings during the month of April 2021 to review assessment appeals on the 2020 Grand List. The review also included motor vehicles appearing on the 2019 supplement list. The hearings were conducted on 4/14/21 and 4/15/21.

The Board received sixteen requests for review. Nine of those were for real estate, three for motor vehicles and four for personal property. The Board granted reductions on five of the real estate appeals totaling $148,500. There was one reduction for a Motor Vehicle for $1,710. There was one adjustment made to the personal property list totaling $15,750. The adjusted 2020 Grand List after the Board of Appeals meeting was $1,286,008,965.

The Board also met on Tuesday 9/15/21 to review motor vehicle assessments that appeared on the 2020 Grand List. The Board received one request for assessment review. A reduction of $13,510 was granted.

REGISTRAR OF VOTERS

PRINCIPAL FUNCTIONS:

The Registrars of Voters are elected officials authorized by the Connecticut General Statutes to maintain the records of all registered voters and to hold special registration sessions for new voters. They register voters in accordance with their selected affiliation and maintain an accurate list of eligible voters. Voter information is maintained by Registrars on a statewide database for Voter Registrations. The maintenance and security of the voting tabulators used in all elections is also the responsibility of the Registrars.

The Registrars supervise and run all elections, primaries and referendums for the Town of Tolland in accordance with State Statutes or Town Charter.

Tolland has two polling places and three Voting Districts – the Gym at Tolland Recreation Center (Old Parker School) (Districts 1 & 3) and the Tolland Senior Center at 674 Tolland Stage Road (District 2). The Program Room in the Tolland Library is used for Town budget referendums.

HIGHLIGHTS:

New Voter Registrations for 2020 was 1,220; 2019 was 665; 2018 was 959; 2017 was 1,296 and 2016 was 730.

During 2020 we had 1 Budget Referendum and we had Dual Presidential Preference Primaries and a Presidential Election.

Party affiliations for registered voters are:

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</tr>
</thead>
<tbody>
<tr>
<td>Democrats</td>
<td>3,007</td>
<td>2,900</td>
<td>2,689</td>
<td>2,724</td>
<td>2,651</td>
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<tr>
<td>Republicans</td>
<td>2,682</td>
<td>2,528</td>
<td>2,447</td>
<td>2,477</td>
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<tr>
<td>Unaffiliated</td>
<td>5,074</td>
<td>4,832</td>
<td>4,816</td>
<td>4,703</td>
<td>4,321</td>
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<tr>
<td>Other Minor Parties</td>
<td>210</td>
<td>194</td>
<td>169</td>
<td>174</td>
<td>130</td>
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<tr>
<td>Total</td>
<td>10,973</td>
<td>10,454</td>
<td>10,121</td>
<td>10,078</td>
<td>9,466</td>
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</table>

PUBLIC WORKS

PRINCIPAL FUNCTIONS:

The Department of Public Works consists of two divisions, the Highway Division and the Parks and Facilities Division, which also includes Cemeteries.

The principal function of the Highway Division is to maintain the approximately 132 miles of Town-owned roads. These maintenance activities include the installation and maintenance of the Town’s storm drainage systems including cleaning/repairing approximately 3,000 catch basins, paving of streets, grading operations on nine miles of gravel roads including dust control applications, roadside mowing of approximately 160 curb miles, roadside brush and tree cutting, routine road patching operations as well as the installation and maintenance of the Town’s street signs and pavement markings. A considerable amount of our department resources are expended providing plowing and ice control services during the winter months; this year there were nineteen (19) events. They also frequently assist in projects of other departments.

The Parks and Facilities and Cemetery Division provide the continued maintenance, repair and operational expenditures required to maintain Town buildings, cemeteries and grounds. The buildings maintained include the Hicks Memorial Municipal Center, the Tolland Jail Museum, the Senior Center, the Town’s four fire stations, the Arts of Tolland Building (old Town Hall), the Highway Garage, the Parks & Facilities Garage, the Fire Training Center, the Recreation Center and the Lodge. The department is responsible for snow removal on the grounds of all Town and Board of Education buildings. They provide maintenance for all municipal fields and those of the Board of Education, a total of 32 fields. The total acreage cared for
is approximately 244+ acres. The department is also involved in numerous special projects throughout the year, which it addresses with in-house staff.

**HIGHLIGHTS:**

The Department of Public Works made five capital budget equipment purchases this year. The Parks Division purchased a Bobcat Compact Track Loader and the Highway Division purchased a Freightliner 114SD Plow Truck, a 2020 Ford 250 truck, a 2020 Ford 550 truck, and a complete refurbishment was made to the 2005 Mack Truck with capital funds.

The Highway Division also replaced the body on Truck #9. The Parks Division purchased a new cargo van for use by the facility maintenance crews, a Polaris quad and a snowblower attachment for the Ventrac for use in clearing sidewalks, two road salt/sand spreaders, two utility trailers, two new zero turn mowers and a remote-controlled industrial mower for mowing steep hills.

Roads repaved this year were: Carter Drive, Glenview Terrace, South River Road (partial) and Weigold Road. Approximately 24 catch basin tops were replaced and 52 feet of curbing was installed. The rear parking lot at Cross Farms was paved, curbed and striped.

Drainage projects completed this year include: culvert repairs on Plains Road, South River Road and Weigold Road and the installation of a catch basin on Bennett Drive.

The Highway Division and the Town’s contractor removed or trimmed in excess of 140 trees around town.

Storm Isaias (August 4, 2020) clean up took three weeks. Public Works crews worked approximately 2,000 regular hours and 280 overtime hours clearing storm debris. The cost of storm debris disposal was $25,920.

A web based management software program was purchased by the Department to facilitate the contemporaneous reporting of storm related road closures.

The Parks and Facilities Division worked on several projects in addition to the regular maintenance of all Town buildings and grounds. Improvements to Town facilities include: renovation of the handicapped bathroom in the Hicks Building; installation of a roof deicing system at the Senior Center; installation of security cameras and an upgrade to the fire alarm system at the Senior Center; installation of double wide doors at the Highway Garage; a new air conditioning system in the Training Center server room; transfer of all alarm systems to a single security monitoring company; and the replacement of the roof on the Campbell Farm barn.

The Parks and Facilities Division performed 34 burials in Town cemeteries. Signs were purchased and installed at each of the four cemeteries with revised regulations. The Town was a recipient of a second Neglected Cemetery Grant in the amount of $3,332. This grant will be used to repair, reset and clean approximately 25 monuments at East Cemetery.

**LAW ENFORCEMENT**

**PRINCIPAL FUNCTIONS:**

The principal function of the Law Enforcement Division is to protect life and property and to enforce State laws and Town ordinances. Resident State Troopers contracted by the Town constitute the Police Force. Tfc. Kevin Eklund has been Administrative Resident Trooper in Tolland since 10/10/16. The Resident Trooper’s Office is augmented by the entire State Police Department and its specialists. These include (but are not limited to) the Major Crime Squad, Emergency Services Unit, Forensic Laboratory, State Fire Marshal’s Office, Narcotics Division, Canine Unit, Bomb Squad and Aviation Unit. The Resident Trooper Force receives additional augmentation from Troopers stationed at Troop C in Tolland.

**HIGHLIGHTS:**

Projects:

- The Administrative Resident Trooper and the Secretary successfully prepared and presented a Resident Trooper budget to the Town.
- The Tolland Resident Troopers have maintained our Facebook page to assist us in keeping citizens informed of major events or issues within Town.
- The Tolland Resident Trooper’s Office was involved in all COVID-19 meetings and protocol, using and providing appropriate PPE.
---|---|---|---|
Accidents | 261 | 208 | 163 | 200 |
Criminal Investigations | 402 | 273 | 181 | 250 |
Burglaries | 10 | 6 | 13 | 10 |
Larcenies | 31 | 43 | 29 | 30 |
Motor Vehicle Citations | 3,092 | 1,862 | 277 | 520 |
Motor Vehicle Warnings | 692 | 357 | 380 | 400 |
DUI’s | 36 | 31 | 45 | 32 |
Non Reportable Matters | 11,909 | 8,613 | 9,857 | 11,650 |
Calls for Service | 12,604 | 11,814 | 10,184 | 12,500 |
Camera for our School Resource Officer. Information has been provided to the School Superintendent and Town Manager to pursue along with information on a grant to purchase.

- The Tolland Resident Troopers have begun gathering information to conduct a Citizens Academy for Tolland residents.

**Office Highlights:**

- Several speeding complaints come through our office on an annual basis. The Tolland Resident Troopers deploy our speed signs on the roadways throughout the Town. These signs are designed to remind motorists to travel the posted speed limit and ultimately to SLOW DOWN. The signs allow us to retrieve data such as: average speed, number of vehicles traveled in a given time period, highest average speed, exact date and times of violators, and data showing the overall impact of the sign on the motorist. In addition to the speed signs, Troopers also target areas where we get the most complaints. This is done when time allows, usually early am. Our mission is to get the motorist to obey the speed limit and reduce the chances of accidents and other motor vehicle related incidents.

- Troopers participated in the Memorial Day Events on the Green, Last Ride Senior Parade, Girl Scout Meeting, Tolland Green Day for 3rd Graders, Mountain Spring Road Parade, Senior Center Ice Cream Social, Mental Health Awareness Committee, 911 Dispatch information for Seniors at Wind River, Dunkin Donuts Coin Drop for Special Olympics and the Stuff-A-Cruiser Event. The $1,000 Stephen Davis Memorial Scholarship was awarded to the Tolland Senior with the best essay.

- The Tolland Resident Trooper’s Office has coordinated and held neighborhood meetings to provide information to residents on what they can do to keep their neighborhoods safe.

- The Resident Trooper Secretary handled 421 Waste/Recycling calls.

- The Administrative Resident Trooper and the Resident Trooper Secretary issued 214 temporary pistol permits. This amounted to $14,940 in revenue for the Town of Tolland.

- The Town of Tolland received $2,925 from the State of Connecticut for a percentage of the Tolland infraction income. Included in this amount are any infractions on the highway

**TOLLAND FIRE DEPARTMENT**

The volunteer and career members of the Tolland Fire Department are dedicated and highly-skilled in providing professional service in the areas of fire suppression, technical rescue operations, and emergency medical services with strong emphasis in fire prevention, public fire-safety education, and community support with a vision to enhance the quality and depth of service we provide.

Some of the significant program accomplishments for the year include:

- Organized 89 Department-wide trainings of varying topics totaling 1,602 training hours. Due to the pandemic, some in-person trainings were held multiple times to accommodate smaller groups to comply with CDC guidelines. Virtual and online training classes were also offered adding 11 trainings and 373 additional hours of training. Our staff’s dedication to training and continuing education is paramount to delivering the highest-level of service to the community.

- Since the inception of Rescue Billing Ordinance 91 on July 1, 2017, the Department has collected more than $110,000 in billing fees. Staff has done an excellent job capturing and processing the information necessary to make our Rescue Billing program a continued success.

- In July 2020 the Department welcomed firefighter/EMT Chris Handel to the career staff. Chris filled a vacant Public Safety Officer position. In January 2021 the Department welcomed firefighter/EMT Tim Seitz to the career staff. Tim’s position was the first addition to the Public Safety Officer staff in more than 12 years.

- Tolland Alert, our reverse 911 Mass Notification System was used to broadcast several important messages, severe weather alerts and major traffic events.

- The Department maintains three Social Media accounts to strengthen our connection with the local community and enable us to share, to a wider audience, information regarding incidents, hazards, training, and community events. Additionally, it has allowed us to publically praise individual members for their achievements, such as certifications and participation in charitable events. Our Twitter account (@tollandalert) has 2,813 followers, Instagram (@tollandalert) has 1,562 followers

**DEPARTMENT ACTIVITY**

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<tr>
<td>Fire</td>
<td>515</td>
<td>512</td>
<td>637</td>
<td>619</td>
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<td>Medical</td>
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<td>1,349</td>
<td>1,582</td>
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<td>Hazardous Materials</td>
<td>34</td>
<td>35</td>
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<td>Motor Vehicle Accidents</td>
<td>120</td>
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<tr>
<td>Other Emergency/Service Calls</td>
<td>353</td>
<td>307</td>
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<td>373</td>
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<td>Non-Emergency</td>
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<td>Total Activity</td>
<td>5,412</td>
<td>5,482</td>
<td>5,968</td>
<td>6,022</td>
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and Facebook (Tolland Fire Department) has 3,604 followers.

- Continued to promote the Town’s Employee Assistance Program (EAP) and the Department’s PEER team. EAP is a free program geared specifically towards assisting First Responders, and offers more than just counseling support after traumatic events. Members dealing with many different types of problems or situations (both personal and department-related) are encouraged to seek confidential help from this free resource 24/7/365. The Department’s PEER team continued to support members and supplement the Town’s EAP Program.

- The Department’s Auxiliary Program continues to work to support the Department. This group’s responsibilities include: spearheading fund-raising activities, assisting with the Department’s social, organizational and administrative activities, and providing assistance before, during and after emergencies.

- Continued to use TOP SHELF, an ambulance supplies readiness program.

- Continued to integrate and train UCONN students with EMT certification into our program.

- ET-140 was refurbished. The process was slow due to parts delays and vendor COVID-19 shutdowns. Nevertheless the project was successfully completed and ET-140 was placed back into service. While much of the work was done below the surface, we anticipate another 10 years of service from this frontline apparatus.

- The replacement of Self-Contained Breathing Apparatus (SCBA) units and Rapid Intervention Team (RIT) packs/cylinders was completed as a Capital Improvement Project. After multiple denials of Assistance to Firefighters Grant funding over the past several years, we had no choice but to move this project forward as a Capital Improvement purchase.
• Storage sheds were installed at Station 140 and at the Training Center. These sheds have helped to alleviate the lack of storage for Fire Department, CERT, and Emergency Management gear, equipment and supplies.

• Active participants in the Tolland-Windham County Mutual Aid Ambulance Association.

• Active participants in the Tolland County Mutual Aid Fire Service.

• Active participants in the Connecticut Fire Chief’s Association.

• Continued updates of confidential Special Needs list.

• Participated in the Annual Bells Across America Bell-Ringing Ceremony. This national observance is to honor fallen firefighters and coordinates the ringing of bells in a memorial tribute in all firehouses across the nation.

• Revised Officer and Career staff Standard Operating Guidelines (SOGs) to incorporate COVID-19 protocols and guidelines.

• In response to the COVID-19 pandemic new SOGs were developed for responding to EMS incidents.

• Members of the Department’s Fire Police Unit staffed twelve COVID-19 Testing Clinics held throughout the year.

• In January 2021, the Department began using an on-line training portal for distance learning. This platform better tracks mandated training topics required for certification purposes. Given the in-person restrictions due to the on-going pandemic this addition was crucial to maintain accreditations.

• Department staff continues daily sanitizing procedures for each firehouse as well as the Training Center.

• Due to COVID-19 restrictions the Department created and released a video documenting the deteriorating conditions and space needs of Stations 140, 340 and 440. The video provided the opportunity for the public to see the conditions since, due to COVID-19 restrictions, the buildings were not open to the public. The video was released in conjunction with the Firehouse Improvement Project proposal.

• After many years of planning and development, a Firehouse Improvement Project proposal was finalized. This Capital project was designed to bring Fire Stations 140, 340 and 440 into compliance with the Americans with Disabilities Act (ADA), current CT building code requirements, and address various space needs of the Public Safety Department.

• Fire Station 140 Renovation: includes bringing its bathrooms and kitchen into compliance with ADA requirements, undertaking electrical and drain work as well as expansion of the apparatus bays (+3,920 sf) and living quarters (+432 sf). In addition, the concrete foundation of Station 140 which contains pyrrhotite, will be replaced.

• Fire Stations 340 & 440 Replacement: given their condition and age, these stations will be demolished and replaced with pre-engineered metal buildings.

• The renovated firehouse (Station 140) and the new fire station buildings (Stations 340 & 440) will have the following features: enhanced thermal envelope, more energy efficient exterior walls, new windows and doors that have thermal glass, energy efficient lighting and upgraded electrical systems, energy efficient mechanical systems with new exhaust systems in the bays, and advanced HVAC systems resulting in more energy efficient usage.

• At a referendum held on May 4, 2021, the Town voted in favor of the Firehouse Improvement Project.

○ The Department was awarded a $1,340 grant from CT Water to purchase 30 degree, 5” elbow connectors for our engine trucks. These connectors will limit the stress placed on the piping when charging a water line, and reduce negative impacts through more efficient use of the water supply.

○ In June 2021 the Department announced several promotions. Congratulations to the following members who were appointed to their new rank at the Department’s Annual Meeting held on June 6th.

◊ Deputy Chief Carl Dojan promoted to Assistant Chief

◊ Captain Douglas Indermaur promoted to Deputy Chief

◊ Firefighter/EMT Jeffrey Brodfuehrer promoted to Fire Lieutenant
ASSESSMENT OF FUTURE NEEDS:

- Challenged with on-going budget constraints, the Department has continued to focus on maintaining our current levels of service. There are several projects that the Department would like to initiate if there were funds available. However, during these difficult budgetary times we must focus attention on ensuring we are able to continue to provide the highest-level of service the Tolland taxpayers have come to and deserve to expect from our agency.

In closing, the Chief of the Department would like to thank the Department’s volunteer and career staff members and their families, for the countless hours of time spent and their dedication to our mission. Without their support, the Department would not be able to provide the services that we perform. As a Department, we will continue to strive to deliver the highest-level of services and to meet the increasing needs of the Town.

FIRE MARSHAL

PRINCIPAL FUNCTIONS:

The Fire Marshal is responsible to ensure compliance to the Connecticut State Fire Safety Code (CSFSC) and all applicable codes as outlined in the Connecticut General Statutes (C.G.S.). The intent of the Code is to prevent loss of life, injury, and property damage from fire through fire code enforcement, public education and building inspections.

Plans and specifications of new construction and renovation of existing structures are reviewed for compliance with the Connecticut State Fire Safety Code: public facilities are inspected and corrective orders are issued when necessary. The Fire Marshal investigates the origin and cause of fires, issues blasting permits, coordinates fire safety efforts, responds to complaints of fire hazards and participates in emergency planning activities.

HIGHLIGHTS:

- Maintained State Certification by attending schools, seminars and virtual classes to keep abreast of new codes, regulations and technology as directed by the Bureau of the State Fire Marshal and the Office of Education and Data Management (OEDM).
- Investigated the cause, origin and circumstances of all alarms and fires.
- Issued blasting permits for the use, transportation and storage of explosives.
- Conducted reviews of plans and specifications for various occupancies and proposed facilities within the Town for compliance with CSFSC regulations.
- Reviewed plans for development of new structures and renovations of existing buildings to prevent loss of life and limit property damage due to the threat of fire or explosion.
- Reviewed Big Y’s renovation plans and maintained regular inspections during the renovation.
- Regular reviews of the new Birch Grove Primary School’s construction, including site visits.
- Regular visits to the roof project at Tolland Middle School. Ensured Fire Watch on tar pots.
- Worked cooperatively with area Fire Marshals to identify trends and share information on mutual concerns.
- Updated current library system with new Code Enforcement material.
- Inspected existing occupancies, other than 1-2 family homes for compliance with the current CSFSC.
- Upon receiving a complaint, inspect one and two family dwellings to assure the statutory requirements regarding smoke detection devices, carbon monoxide devices and safe egress are satisfied.
- Participated in the annual State Fire Prevention Poster contest for fourth and fifth graders.
- Appointed as Tolland’s Municipal Designee for the 2-1-1 Info line. Followed-up on 2-1-1 calls referencing local COVID-19 PPE compliance and possible violations.
- Maintained the on-line Open Burning Permit application process that has proven to be successful.

**ASSESSMENT OF NEEDS:**
- Clerical assistance needed to provide administrative support to the Fire Marshal to assist with reporting requirements and timely responses to requests.
- Budget hourly pay for Investigators, if the Fire Marshal is not readily available after hours.
- Establish a professional succession plan to cover for absences, vacations, etc.

### ANIMAL CONTROL

**PRINCIPAL FUNCTIONS:**

Two part-time Animal Control Officers are primarily responsible for enforcement of the laws pertaining to Animal Control. Officers investigate all animal bites, potential rabies virus exposures and complete appropriate State paperwork. Officers investigate complaints of roaming animals (including but not limited to dogs, horses, cows, llamas, alpacas, and pigs), barking dogs, aggressive animals, injured animals, reports of suspected cruelty/neglect as well as complaints of sick/injured wildlife. Officers routinely patrol school grounds, parks and trail systems to ensure compliance with usage regulations and are responsible to mitigate neighbor versus neighbor complaints as well.

Officers submit reports to the Town and State of Connecticut as required. Properly licensed and tagged stray dogs are impounded until reunited with their owners. Kennel fees which are set by the State, are incurred after 24 hours. Abandoned and unclaimed animals are advertised and placed for adoption when appropriate.

According to Connecticut General Statutes (C.G.S.) §22-238 residents are required to license all dogs 6 months of age or older. Licenses are purchased from the Town Clerk after presenting proof of current rabies vaccination and neutering/spaying certificates if applicable. Licenses expire on June 30th of each year with the renewal period beginning on June 1st and ending on June 30th. Many approaches have been taken to contact owners in violation of C.G.S. §22-238 in or-

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dogs impounded</td>
<td>41</td>
<td>31</td>
<td>23</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Cats impounded</td>
<td>8</td>
<td>12</td>
<td>7</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Other animals impounded</td>
<td>5</td>
<td>9</td>
<td>4</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Dogs redeemed</td>
<td>34</td>
<td>27</td>
<td>22</td>
<td>27</td>
<td>27</td>
</tr>
<tr>
<td>Cats redeemed</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Other animals redeemed</td>
<td>2</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Dogs sold as pets</td>
<td>6</td>
<td>4</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Cats sold as pets</td>
<td>3</td>
<td>11</td>
<td>5</td>
<td>7</td>
<td>7</td>
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<tr>
<td>Other animals sold as pets</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Dogs euthanized</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Cats euthanized</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Other animals euthanized</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Redemption fees</td>
<td>$360</td>
<td>$345</td>
<td>$200</td>
<td>$300</td>
<td>$300</td>
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<td>Sold as pet fees</td>
<td>$220</td>
<td>$665</td>
<td>$255</td>
<td>$300</td>
<td>$300</td>
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<tr>
<td>Complaints received</td>
<td>766</td>
<td>818</td>
<td>683</td>
<td>750</td>
<td>750</td>
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<tr>
<td>Notices to license</td>
<td>748</td>
<td>167</td>
<td>1,177</td>
<td>900</td>
<td>900</td>
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<tr>
<td>Infractions issued</td>
<td>38</td>
<td>35</td>
<td>4</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Dog bites</td>
<td>7</td>
<td>13</td>
<td>6</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Cat bites</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>2</td>
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<tr>
<td>Other animal bites</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Wildlife killed by dogs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Dogs found Deceased</td>
<td>0</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Cats found Deceased</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Other (Non-wildlife) found</td>
<td>0</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
To have them update their dog’s information and/ or renew licensing such as door-to-door inquiries and mailing campaigns. Non-compliance with the requirement for licensing will result in an infraction ticket being issued to violators. Infraction tickets carry a State imposed fine, currently $75 per dog, in addition to the Town’s licensing penalty of $1 per month the license is overdue. Licensing reminders have been emphasized through written warnings, e-mail notifications, newspapers, phone calls as well as through social media.

HIGHLIGHTS:

- Two part-time employees share this 30 hour per week position. They attempt to provide adequate coverage to the Town’s ever increasing demands.
- An informative flyer was distributed to random neighborhoods emphasizing C.G.S §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 dog(s).
- Officers continue to maintain a Tolland Animal Control Facebook page for residents to have an additional way to easily communicate animals’ lost/ found information, promote animals available for adoption, and other special notifications and announcements. This page currently has 4,241 followers.
- E-mail address: animalcontrol@tolland.org continues to be promoted as a way for residents to communicate with Officers.
- Tolland is one of only four Connecticut towns which continue to participate in and successfully complete, the State’s optional Annual Dog License Survey. Adhering to COVID-19 safety protocols and guidelines Officers conducted the survey between March and May. Successful completion of this survey enables the Town to retain 60% of dog license fees and pay only 40% to the State, thus increasing the Town’s share by 10%. Dog licensing fees are used to offset Dog Fund Expenses.

For the eighth consecutive year, Tolland Animal Control hosted a Low Cost Rabies Vaccination Clinic. This year Fenton River Veterinary Hospital staff provided vaccinations to 82 animals whose owners took advantage of the clinic. The clinic was held at Tolland High School to better accommodate a drive-thru style clinic due to COVID-19 restrictions/requirements.

- Officers worked closely with Tolland Emergency Management regarding COVID-19 precautions, procedures, and policies to ensure the safety of employees, residents, and animals during the pandemic.
- Updated Emergency Operations Plans to include sheltering facilities for pets and arranged shared agreements with surrounding towns and area kennels to assure adequate kennel space in the event of a disaster.
- Officers completed continuing educational trainings as required by the State of Connecticut Department of Agriculture.
- ACO Binheimer was appointed Secretary of the Connecticut Municipal Animal Control Officers Association for a second term.
- Officers continue to use Animal Control software to more easily keep records of licensed dogs, incidents and complaints that come into the Office. The software is linked to the Town Clerk’s system so we are able to access the most current dog licensing information. The software eliminates the need for officers to maintain their own database, thus saving time.

- Officers gratefully accepted donations of pet food and toys throughout the year from many generous groups and residents and wish to thank them all for their generosity.
- Eagle Scout, Ian Corne raised funds to purchase and erect a small play yard in the rear of the Animal Shelter. The play yard provides ACOs with a better place to exercise dogs at the facility and provides a space for potential adopters to visit with animals.
- Due to the COVID-19 pandemic, the department established a Pet Food Pantry for the benefit of residents who find themselves in need of assistance, due to personal hardships. We applaud those who responded to our call for donations to stock the pantry and help their fellow neighbor. Residents in need are able to contact Animal Control directly to arrange contact-free pickups.

ASSESSMENT OF NEEDS:

- Additional hours are needed for staff to respond to the increasing demands and calls placed on the Department. Only 30 hours per week are covered by two part-time positions. The split is weekdays 20 hours/weekends 10 hours.
- The Dog Pound building will need updating or replacement.
- Perimeter fencing is needed in order to prevent unauthorized access to the dog pound facility as well as to provide safety for Officers and animals. This type of safety measure would act as a theft deterrent for impounded animals being held as evidence, prevent visitors from accessing the exterior kennels to visit/pet/feed impounded animals, and would offer a safer environment in which to transfer animals to and from the truck to the facility. Officers on duty would also realize a sense of personal safety.

EMERGENCY PREPAREDNESS

Principal Functions:

The principal function of this program is to assure that in the event of a major disaster, effective coordination of resources will be mobilized to reduce damage and protect property, provide shelter, medical, other personal assistance and speed recovery. This is foremost the main communication link between the Town and outside resources in the event of a vast emergency or disaster.
HIGHLIGHTS:

• Quarterly Tests of State Radio system to assure communication between the Town and the State Emergency Operations Center (EOC).

• As a result of a Public Health Civil Preparedness emergency declared by the Town Manager on March 12, 2020 the Department continued to coordinate a response to the ongoing coronavirus COVID-19 pandemic.

• The Director and his staff virtually-attended scores of pandemic-related meetings and conference calls initiated by Federal, State and Local authorities.

• Staff assisted the Finance Department by preparing materials for the COVID-19 FEMA application.

• Due to the ongoing pandemic, the Fire Department’s Training Center remained set-up as an EOC, thus rendering the Training Center unusable for any other purpose.

• In conjunction with the Human Services Department a non-perishable Food Drive was organized. Residents were able to drop off non-perishable food items at the EOC (Fire Training Center). Staff helped organize and deliver the items to the Food Pantry.

• Tropical Storm Isaias wreaked havoc within the Town on August 4, 2020. Tolland suffered widespread tree/wire damage which resulted in many roads being deemed impassable or reduced to one lane.

◊ Hundreds of cases of bottled water were delivered to Tolland from FEMA resources. In an effort to conserve time, Tolland acted as a staging depot accepting delivery of area towns’ water requests in addition to our own. Those towns then came to Tolland to pick up their pallets of water. This method streamlined the process which resulted in towns receiving their orders more quickly.

◊ Due to the overwhelming debris entangled in wires and the lack of response from Ever-source, much of the Town was without power for more than four days.

◊ The Director coordinated with CT Water to facilitate the opening and subsequent closing of two potable water sources. One non-potable water source was also made available. All water stations were outfitted with usage instructions, disinfectant spray and hand sanitizer and were in compliance with Eastern Highlands Health District guidelines.

◊ Emergency Management dispersed bottled drinking water and Meals Ready to Eat (MREs) by conducting a drive-thru style distribution process. Community volunteers were utilized to staff this event.
The Department solicited residents for photos of damages as a result of Tropical Storm Isaias. These photos were catalogued and submitted along with the Preliminary Damage Assessment (PDA) to illustrate the types of damages suffered throughout the Town. Staff assisted Department of Public Works staff in preparing the PDA for submission to the State, including submitting the Residential Damage Inventory.

Residential Property Damage

- Director Littell opened the dialogue of developing a service contract for the Town’s fiber infrastructure with Sertex.
- In an effort to establish a rank and file system for Tolland CERT 40, a Team Leader was appointed and provided with trainer-level certification. Under the direction of the Emergency Management Director, the Team Leader has led the CERT team during several events in which the CERT team was activated.
- Tolland’s CERT team was activated for 14 events including 12 COVID Testing Clinics, Tolland’s Memorial Day Parade and Animal Control’s Annual Rabies Vaccination Clinic. Their services at these events ranged from traffic and crowd control to administrative tasks. CERT participation during these community events relieves an enormous burden which may have been assigned to first responders.
- Within the CERT team a network of HAM radio operators was established. HAM radio operators are able to communicate when other more modern forms of radio communications are inoperable. These members virtually met 21 times in order to create the network.
- All CERT team members were encouraged to keep up with the required trainings and certifications through distance-learning during the pandemic, as in-person trainings were not possible.
- Tolland CERT 40 team members who have not kept up with training were asked to re-evaluate their commitment to the Team.
- The confidential Special Needs Database has been updated as it is annually. This continues to be a time consuming project for staff as people are not communicating and updating their information with us in a timely manner.
- Again efforts continued and reminders were made multiple times advising Town Supervisors and Directors on the importance of being trained in NIMS (National Incident Management System). All Town Supervisors and Directors were encouraged to be trained at minimum, one level above their employees and in addition should hold IS 700, 100, 200, 300, 400 and 800 certifications to operate in the Town’s Emergency Operations Center during a crisis.
- Continued to campaign to residents and businesses to sign-up for Tolland Alert, Tolland’s reverse emergency notification system.

ASSESSMENT OF NEEDS:
- The Emergency Operations Center (EOC) should have a backup Email server. [Ongoing]
- Still waiting for a secondary Email domain. A back-up system was proven necessary a few years ago when as a result of major storms that occurred, we lost the ability to communicate locally and with the State Emergency Operations Center.
- Space for a permanent, more user friendly EOC is desired. With more frequent severe-weather events popping up without warning, we don’t always have time before an event to set-up the current space. Also it has been our experience that during actual EOC operations the current space is not conducive to all the activity that happens, especially during critical time periods, longer-duration and larger-scale incidents. [Ongoing]
- Newer large flat-screen TVs for EOC.
- Additional funding to be able to purchase additional cots and various sheltering items; we do not have enough supplies and budgeting is limited.
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Material misstatements.

We have not obtained sufficient appropriate audit evidence about the material misstatements in the financial statements to express an opinion on the financial statements as a whole.

Auditors' responsibility.

Our responsibility is to express an opinion on these financial statements based on our audit.

Management's responsibility for the financial statements.

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America.

We have audited the accompanying financial statements of the government activities of the business.

Report on the Financial Statements

To the Town Council

Independent Auditors' Report

Cleary, Nee & Company, LLP

Connecticut Department of Revenue Services

State of Connecticut

210 Main Street, Hartford, Connecticut 06106

Phone: (860) 713-2211

www.clearynee.com

38
any assurance on them. The audit of the basic financial statements and financial statements as a whole.

The introductory and statistical sections have not been subjected to the auditing procedures applied in the United States of America. In our opinion, the conclusions and individual maneuvers and material misstatements in the basic financial statements, and other records used to prepare the basic financial statements, are not material misstatements that are required to be brought to the attention of the management and are reflected in the financial statements. Such information has been subjected to the additional auditing procedures applied in the United States of America.

Our audit was conducted for the purpose of forming opinions on the financial statements that complies with the requirements of Generally Accepted Auditing Standards. We did not express an opinion on the financial statements, although we have reviewed the financial statements and the notes to the financial statements.

Required Supplementary Information

Other Matters

Principle: Our auditors’ opinion was not modified with respect to the restatement standard, the Town of Tolland, Connecticut. According to AASB Statement No. 7, Financial Statements, as a result of the implementation of this standard, we have applied certain limited changes in the financial statements. Furthermore, although not a material matter, we have presented the basic financial statements. Such information, although not a material matter, was included in the table of financial statements.

Emphasis of a Matter

Accounting principles generally accepted in the United States of America, accounting principles generally accepted in the United States of America, and the respective changes in management’s position and the respective changes in financial statements, are not material misstatements that are required to be brought to the attention of the management and are reflected in the financial statements. Such information has been subjected to the additional auditing procedures applied in the United States of America. In our opinion, the financial statements reflect an appropriate presentation of the financial position of the Town of Tolland, Connecticut, as of June 30, 2021.

Opinions
Connecticut’s Internal Control over Financial Reporting and Compliance

Conducted in accordance with Government Auditing Standards in considering the Town of Torrington’s internal control over financial reporting of all fund operations, the Town of Torrington, Connecticut’s internal control over financial reporting, and the results of that evaluation. Our report on internal control is solely in response to the purposes of that report. Thus, we do not provide an opinion on the effectiveness of the Town of Torrington’s internal control over financial reporting and compliance, and the results of that evaluation. In accordance with Government Auditing Standards, we have also issued our report dated December 21, 2021, on our consideration of the Town of Torrington, Connecticut’s internal control over financial reporting and compliance with certain provisions of laws, regulations, and internal controls regarding the Town of Torrington.

Other Reporting Required by Government Auditing Standards

Worthington, Connecticut

December 21, 2021

Williamson, LLC
The accompanying notes are an integral part of the financial statements.

<table>
<thead>
<tr>
<th></th>
<th><strong>Total Net Position</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unrestricted</strong></td>
<td></td>
</tr>
<tr>
<td>Property, plant, and equipment - nonexpendable</td>
<td></td>
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<tr>
<td>Endowment - nonexpendable</td>
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<tr>
<td>Grant programs</td>
<td></td>
</tr>
<tr>
<td>Residual:</td>
<td></td>
</tr>
<tr>
<td>Net investment in capital assets</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th><strong>Total Net Position</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total deferred inflows of resources</td>
<td></td>
</tr>
<tr>
<td>Advertising and promotion expenses</td>
<td></td>
</tr>
<tr>
<td>Deferred inflows related to OPEB</td>
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</tbody>
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<table>
<thead>
<tr>
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<th><strong>Total Liabilities</strong></th>
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<tr>
<td>Notes payable</td>
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</tr>
<tr>
<td>Accounts payable</td>
<td></td>
</tr>
<tr>
<td>Accounts payable due within one year</td>
<td></td>
</tr>
<tr>
<td>Accounts payable due in more than one year</td>
<td></td>
</tr>
<tr>
<td>Bond and lease obligations payable</td>
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<tr>
<td>Deferred inflows of resources</td>
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</tr>
<tr>
<td>Deferred charge on refunding liability</td>
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</tr>
<tr>
<td>Capital assets, net of accumulated depreciation</td>
<td></td>
</tr>
<tr>
<td>Restricted investments</td>
<td></td>
</tr>
<tr>
<td>Restricted cash</td>
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</tr>
<tr>
<td>Advance to plan administrator</td>
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</tr>
<tr>
<td>Other assets</td>
<td></td>
</tr>
<tr>
<td>Accounts and other receivables</td>
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</tr>
<tr>
<td>Interfund receivable</td>
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</tr>
<tr>
<td>Investments</td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th><strong>Total Assets</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Governmental Activities</td>
<td></td>
</tr>
<tr>
<td>Business-Type Activities</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
</tr>
</tbody>
</table>

**Statement of Net Position**

Department of Agriculture, Connecticut

June 30, 2021
### TOWN OF TOLLAND, CONNECTICUT
### STATEMENT OF ACTIVITIES
### FOR THE YEAR ENDED JUNE 30, 2021

<table>
<thead>
<tr>
<th>Functions/Programs</th>
<th>Expenses</th>
<th>Program Revenues</th>
<th>Net Revenues (Expenses) and Changes in Net Position</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Charges for Services</td>
<td>Operating Grants and Contributions</td>
</tr>
<tr>
<td>Governmental activities:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration</td>
<td>$2,012,338</td>
<td>$ $141,140</td>
<td>$ (1,871,198)</td>
</tr>
<tr>
<td>Planning and community development</td>
<td>528,407</td>
<td>680,424</td>
<td>(1,179,374)</td>
</tr>
<tr>
<td>Community services</td>
<td>1,351,726</td>
<td>133,445</td>
<td>36,907</td>
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<td>Public works</td>
<td>8,158,702</td>
<td>47,986</td>
<td>49,730</td>
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<tr>
<td>Public safety services</td>
<td>3,207,753</td>
<td>388,675</td>
<td>32,087</td>
</tr>
<tr>
<td>Record and financial services</td>
<td>1,137,503</td>
<td>170,899</td>
<td></td>
</tr>
<tr>
<td>Board of education</td>
<td>57,870,430</td>
<td>593,111</td>
<td>23,000,569</td>
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<tr>
<td>Interest expense</td>
<td>1,573,133</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total governmental activities</td>
<td>75,839,992</td>
<td>2,014,540</td>
<td>23,262,433</td>
</tr>
<tr>
<td>Business-type activities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sewer Fund</td>
<td>470,730</td>
<td>355,367</td>
<td></td>
</tr>
<tr>
<td>Water Fund</td>
<td>375,927</td>
<td>439,329</td>
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<tr>
<td>Total business-type activities</td>
<td>846,657</td>
<td>794,696</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$ 76,686,649</td>
<td>$ 2,809,236</td>
<td>$ 23,262,433</td>
</tr>
</tbody>
</table>

General revenues:
- Property taxes 46,462,712
- Grants and contributions not restricted to specific programs 510,373
- Investment income 355,761
- Miscellaneous 79,812
- Transfers 11,425

Total general revenues and transfers 47,420,083

Change in net position 26,339,629

Net Position at Beginning of Year, as Restated 93,419,076

Net Position at End of Year $119,758,705

9,662,780

$129,421,485

The accompanying notes are an integral part of the financial statements.
The accompanying notes are an integral part of these financial statements.

<table>
<thead>
<tr>
<th>Fund</th>
<th>General Assessment</th>
<th>General Reserve</th>
<th>Special Assessment</th>
<th>General Reserve</th>
<th>General Fund</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>Total Assets</th>
</tr>
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<tbody>
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<td>$ 147,020</td>
<td>$ 147,020</td>
<td>$ 147,020</td>
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<td>$ 147,020</td>
<td>$ 147,020</td>
<td>$ 147,020</td>
<td>$ 147,020</td>
<td>$ 147,020</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Governmental Funds</th>
<th>Total Debt</th>
<th>Net Revenues</th>
<th>General Fund</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>Total Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$ 147,020</td>
<td>$ 147,020</td>
<td>$ 147,020</td>
<td>$ 147,020</td>
<td>$ 147,020</td>
<td>$ 147,020</td>
<td>$ 147,020</td>
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<td>$ 147,020</td>
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<table>
<thead>
<tr>
<th>Fund</th>
<th>General Assessment</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>General Reserve</th>
<th>Total Assets</th>
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<tbody>
<tr>
<td></td>
<td>$ 147,020</td>
<td>$ 147,020</td>
<td>$ 147,020</td>
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<td>$ 147,020</td>
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</tbody>
</table>
The accompanying notes are an integral part of the financial statements.

<table>
<thead>
<tr>
<th>$</th>
<th>1,197,798.705</th>
</tr>
</thead>
<tbody>
<tr>
<td>(2) 5.48%</td>
<td>713</td>
</tr>
<tr>
<td>6.99%</td>
<td>36</td>
</tr>
<tr>
<td>(1) 7.01%</td>
<td>870</td>
</tr>
<tr>
<td>6.88%</td>
<td>46</td>
</tr>
<tr>
<td>(1) 7.27%</td>
<td>198</td>
</tr>
<tr>
<td>(1) 4.42%</td>
<td>639</td>
</tr>
<tr>
<td>(1) 9.25%</td>
<td>000</td>
</tr>
</tbody>
</table>

Net Position of Governmental Activities (Exhibit 1)

<table>
<thead>
<tr>
<th>Bond Premium</th>
<th>Capital lease</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deferred interest payable</td>
<td>Capital lease</td>
</tr>
<tr>
<td>Comprehended services</td>
<td>Deferred interest payable to OPED</td>
</tr>
<tr>
<td>Deferred interest on revenue related to OPED</td>
<td></td>
</tr>
<tr>
<td>Other post employment benefit liability</td>
<td></td>
</tr>
<tr>
<td>Bonds and notes payable</td>
<td></td>
</tr>
</tbody>
</table>

Current period and therefore are not reported in the funds:

3,458.435

Internal service funds are used by management to change the costs of:

in the statement of net position:

106.372
(1) 6.56 |
5.183% | 717 |
1.875% | 86 |
180.729

Deferred inquires of revenues related to OPED:

Allowance for doubtful accounts on interest and fees |
Capitalizable accrued basis change |
Capitalizable accruals and changes |
Deferred development and grants 
Deferred asset and capital additions to OPED |
Reversal of interest and lease accrual |
Deferred expenses and therefore are deferred in the funds:

Other long-term assets are not available to pay for current period:

140.40.058
(107.997.669) $ 249.477.757

Less accumulated depreciation |
Governmental capital assets |
and therefore are not reported in the funds:

Capital assets used in governmental activities are non-financial resources:

$ 20.862.36
$ 7,000.98

Total fund balances (Exhibit 1)

<table>
<thead>
<tr>
<th>Difference as follows:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amounts reported for governmental activities in the statement of net position (Exhibit 1)</td>
</tr>
<tr>
<td>Reconciliation of balance sheet - Governmental Funds in Statement of Net Position:</td>
</tr>
</tbody>
</table>

June 30, 2021
Balance Sheet - Governmental Funds (Continued)

Town ofolland, Connecticut
<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>$12,854,977</td>
</tr>
<tr>
<td>General</td>
<td>$11,774,687</td>
</tr>
<tr>
<td>Special</td>
<td>$686,800</td>
</tr>
<tr>
<td>Capital Projects</td>
<td>$415,480</td>
</tr>
<tr>
<td>Debt Service</td>
<td>$540,370</td>
</tr>
</tbody>
</table>

**Fund Balances as of October 31, 2021**

- **General Fund**: $11,774,687
- **Capital Projects Fund**: $415,480
- **Debt Service Fund**: $540,370

**Expenditures**

- **Total**: $12,854,977
- **General Fund**: $11,774,687
- **Special Fund**: $686,800
- **Capital Projects Fund**: $415,480
- **Debt Service Fund**: $540,370
The accompanying notes are an integral part of the financial statements.

### Change in Net Position of Governmental Activities (Exhibit II)

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net change in fund balances - total governmental funds (Exhibit I)</td>
<td>$20,339.629</td>
</tr>
<tr>
<td>Acquisitions of governmental assets in the statement of activities (Exhibit II)</td>
<td>$46,796.80</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$67,136.429</strong></td>
</tr>
</tbody>
</table>

### Statement of Revenues, Expenditures, and Changes in Fund Balances - Governmental Funds (Cont.)

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquisition of governmental assets in the statement of activities (Exhibit II)</td>
<td>$46,796.80</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$46,796.80</strong></td>
</tr>
</tbody>
</table>

The above amounts reflect the net change in fund balances resulting from the transactions described above, net of any unrealized gains or losses on investments in the statement of activities (Exhibit II) and the acquisition of governmental assets in the statement of activities (Exhibit II) were different due to:

- Municipal bonds
- Municipal notes
- Water system revenue
- Salaries and wages
- Other net revenues and expenses
- Net change in fund balances - total governmental funds (Exhibit I)

**Footnotes:**

- **Net change in fund balances - total governmental funds (Exhibit I):**
  - Increase in fund balances - total governmental funds
  - Decrease in fund balances - total governmental funds

- **Statement of Revenues, Expenditures, and Changes in Fund Balances - Governmental Funds (Cont.):**
  - Revenue from sale of assets
  - Expenditure for capital projects
  - Other net revenues and expenses
  - Net change in fund balances - total governmental funds (Exhibit I)
The accompanying notes are an integral part of the Financial Statements.

<table>
<thead>
<tr>
<th></th>
<th>Original Budget</th>
<th>Final Budget</th>
<th>Actual</th>
<th>Variance</th>
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<tbody>
<tr>
<td>Revenues</td>
<td>$</td>
<td>$</td>
<td>$</td>
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<tr>
<td>Expenditures</td>
<td>$</td>
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<td></td>
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<tr>
<td>Revenue</td>
<td>$</td>
<td>$</td>
<td>$</td>
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<tr>
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<td>$</td>
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<tr>
<td>Surplus</td>
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<tr>
<td>Deficit</td>
<td>$</td>
<td>$</td>
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</table>

**Statement of Revenues and Expenditures and Changes in Fund Balance**

**For the Year Ended June 30, 2011**

**Town of Torrington, Connecticut**

**Budget and Actual - General Fund**
THOSE WHO SERVED
2020 - 2021
TOWN STAFF

Town Manager
Michael Rosen

Animal Control Officers
Tina M. Binheimer
Samantha Fegan

Assessor
Jason T. Lawrence

Assistant Director of Human Services
Nancy T. Dunn

Assistant Finance Director
Christopher Jordan

Building Official
James E. Paquin

Collector of Revenue
Michele M. Manas

Director of Administrative Services
Michael S. Wilkinson

Director of Finance & Records/ Treasurer
Lisa A. Hancock

Director of Health
Eastern Highlands Health District

Director of Human Services
Beverly A. Bellody

Director of Library Services
Barbara A. Pettijohn

Director of Planning & Development
Heidi Samokar (thru 8/20)
David Corcoran (from 3/21)

Director of Recreation
Bruce S. Watt

Director of Planning & Development
John C. Littell

Director of Planning & Development
Robert E. DaBica

Public Safety Director
John C. Littell

Public Works Director
Scott C. Lappen

Public Works Operations Manager
Paul E. Russell

Public Works Supervisors
Dennis M. Carr
Scott L. Howe

Resident Troopers
Matthew Burzdak
Admin. Tpr., Kevin Eklund
Kevin Hoyt (thru 3/21)
Jonathan Neihengen
Christopher Sacket (from 4/21)

Sanitarian
Holly Hood

Town Attorney
Attorney Richard S. Conti
Diana, Conti & Tunila

Town Clerk
Sheila M. Bailey (thru 1/21)
Kathleen Pagan (from 2/21)

Town Planner
Heidi Samokar (thru 8/20)
David Corcoran (from 3/21)

Zoning Enforcement Officer
Heidi Samokar (thru 8/20)
David Corcoran (from 3/21)
THOSE WHO SERVED
2020 – 2021
BOARDS AND COMMISSIONS

Agriculture Commission
(generally meets 1st Monday of month)
Steven Bassett, Alt. (thru 5/21)
Steven Bassett (from 6/21)
Sarah Farrell
Stephen Lundgren
Joe Matteis, Chair
Linda Palmer, Alternate
Sheri Sullivan
Arden Tanner, Vice Chair

Birch Grove Building Committee
(generally meets 1st & 3rd Tuesday of mo.)
Bev Bellody
Ryan Cooley
Lou Luba
Joe Matteis, Vice Chair
Katie Murray, Chair
Jeffrey Palmer
Dana Philbin
Linda Rallos
Christopher Scheidel
Alison Skinner, Alternate
Peter Sztaba
Josh Urrutia

Blight Review Committee
(generally meets 4th Thursday of month)
Beverly Bellody
Mary Rose Duberek (from 5/21)
Brenda Falusi
Thomas Guglielmone, Jr.
James Paquin
Carol Stocks Prandy
Jan Rubino, Chair
Cliff Vachon

Board of Assessment Appeals
Cara DuBaldo
Richard Field (thru 8/20)
Jeannette Jamieson, Alt. (from 1/21)
SaraBeth Nivison, Alt. (from 1/21)
Robert Paisley (from 1/21)
Jan Rubino

Board of Education*
(generally meets 2nd & 4th Wednesday of mo.)
Renie Besaw
Christine Griffin
Anthony Holt
Katherine Howard-Bender (thru 11/20)
Ashley Lundgren, Chair
Jacob Marie
Karen Moran (thru 11/20)
Dana Philbin
Christina Plourd, Vice Chair
Madhu Renduchintala (from 11/20)
Sophia Shaikh (from 11/20)

Board of Building Appeals
Victoria Ricci

Board of Recreation
(generally meets 2nd Monday of month)
David Boland
Jennifer Caldwell (from 4/21)
David Clokey
David Drost
Lawrence J. Gramling (thru 9/20)
Nicole Kowal
Jeffrey A. Maron, Chair

Board of Recreation
(generally meets 2nd Monday of month)

Cable Advisory Board
Paul S. Batterson, Jr.
Larry F. Perosino

Citation Hearing Officers
Keith Podrebarz
Seale W. Tuttle

Commission on People with Disabilities
(began 5/20)
(generally meets 1st & 3rd Monday of month)
Robert Deichert
Walter Glomb, Jr., Chair
Kim Little
Susan Lucek-Hughes
John Molteni, Vice Chair
Randa Utter
Aaron Weintraub

Conservation Commission
(generally meets 2nd & 4th Thursday of mo.)
Benjamin Christensen, Vice Chair
Valerie Clark (thru 12/20)
Valerie Clark, Alt. (from 1/21)
Adam Grossman, Alt.
James Hutton, Chair
Susan Hutton
Eugene M. Koss
William Kowal
Diana Schultz, Alt. (thru 12/20)
Diana Schultz (from 1/21)
Peggy Webbe

*Designates Elected Positions
Delinq. Tax Collection Enf. Committee
Beverly Bellody
David Corcoran (from 3/21)
Lisa Hancock
Lou Luba
Michele Manas
John Reagan
Michael Rosen
Heidi Samokar (thru 8/20)

Design Advisory Board
(generally meets 1st Thursday of month)
William Byers
James Gorman (thru 11/20)
Sudhakar Nagardeolekar, Chair
Vikas Nagardeolekar, Vice Chair
Cheryl Nicholas
Kimberly Rogers

Economic Development Commission
(generally meets 1st Wednesday of month)
Jon Crickmore (thru 11/20)
Jon Crickmore, Vice Chair (from 12/20)
Caitlin Gordon (thru 11/20)
Caitlin Gordon, Chair (from 12/20)
Adam Grossman
Todd Longo, Chair (thru 11/20)
Keith Podrebartz, Alt. (thru 1/21)
Keith Podrebartz (from 1/21)
Ritz Zangari

Ethics Commission
(generally has Annual Meeting Jan./Feb.)
David Frates
Marie Sauve, Chair
Robert Tyndall

Fence Viewer
Robert Rubino

Historic District Commission
(generally meets 3rd Wednesday of month)
Kathleen W. Bach
Morgan Mariah Bumps, Alternate
Jodie Coleman-Marziale, Chair
Ann Deegan
Rodney S. Hurtuk
Timothy Malone
Celeste Senechal, Alternate
Craig Surber, Alternate

Housing Authority
(generally meets 3rd Wednesday of month)
Rev. Jeffrey Gallagher
Frances O. Maynard, Chair
Stephen Merton
Carolyn Winans McLeod, Vice Chair
David Young

Inland Wetlands & Watercourses
Commission
(generally meets 3rd Thursday of month)
Raymond G. Culver, III
Lee A. Lafountain, Chair
Todd Penney
Bob Ross
Arden S. Tanner, Vice Chair

Judge of Probate*
Barbara Riordan

Land Acquisition Advisory Committee
David Corcoran (from 9/20)
James Hutton
Steven Jones
Michael Rosen
Heidi Samokar (thru 8/20)
Kurt Schenher

Library Advisory Board
(generally Quarterly, 4th Monday)
Lynn Caley
Barbara O’Connor
Bettye-Jo Pakulis
Marilyn Shirley
Susan H. Simons, Chair
Debra Slack
Cathy Wilcox

Permanent Celebration Committee
(generally meets 3rd Thursday for
March, April, May, June)
Jen Dufour Blackwell
Sharon Hiller
Toni Moura
Celeste Senechal
Mary-Pat Soucy, President
Deborah Wagner, Vice President

Planning and Zoning Commission*
(generally meets 2nd & 4th Monday of month)
Jon Crickmore
Mark Farrell, Alt. (thru 12/20)
Deborah Goetz
Bruce Mayer, Vice Chair
Joseph Matteis
Jason Philbin, Alt. (from 12/20)
Andy Powell, Chair
Christopher Skinner, Alternate

Registrars of Voters*
Leonard A. Bach
R. Michael Wyman

*Designates Elected Positions
Tolland Mental Health & Substance Use Advisory Task Force (began 10/20)
(generally meets 1st & 3rd Monday of month)
Tracy DeCarli
Gerald Gianutsos, Alt.
Anthony Holt
Darrell Irwin
Jacob Marie
Catharine McDonald, Alt. (from 5/21)
Becky Moore, Chair
Carleen Oehmsen
John Reagan
Madhu Renduchintala
Susan Salem
Kurt Schenher
Amanda Sharkis, Vice Chair

Tolland Technology Advisory Board
George Ecabert
Kyle Daigle
Anthony Holt (thru 5/21)
John Livingston
Mike Martel
Manuel Medeiros
Andy Powell, Chair

Tolland Water Commission
(generally meets 3rd Monday of month)
Megan Carpenter (thru 2/21)
Robert Green
Matthew Kenney (thru 8/20)
Eugene M. Koss, Chair
Thomas M. Rallo
Daniel Tourtellotte (from 9/20)

Tolland Non-Profit Housing Corp.
(generally has Annual Meeting in November)
John Beck, President
Roland Cardin, Vice President
Christina Irizarry
Edwin Lugo
Nancy Orris
Madhu Renduchintala (thru 10/20)

Veteran’s Recognition Commission
.generally meets 3rd Thursday of month)
Richard Field (thru 9/20)
H. Gregory Forbush
Robert Lincoln
Perne Maynard
Richard E. Tapp, Chair

Tolland Public Library Foundation
(generally meets 5 times a year on 2nd Monday)
Linda S. Byam, President
Katherine Farrish
Alison Haigis
Kristen Morgan
Jan Rubino
Daniela M. Titterton
Cliff Vachon

Water Pollution Control Authority
(generally meets 3rd Tuesday of month)
Bruce W. Allen
Matthew D. Rood (thru 8/20)
Vincent Stetson
John K. Zevetchin, Chair

Town Council*
.generally meets 2nd & 4th Tuesday of mo.)
Brenda Falusi
Sophia Johnson (from 4/21)
Steven Jones, Vice Chair
Lou Luba
Tammy Nuccio, Chair
John Reagan
Kurt Schenher
Cassandra York (thru 4/21)

Town Historian
Peter Palmer

Zoning Board of Appeals*
.generally meets 4th Thursday of mo.)
Marilee K. Beebe, Vice Chair
Diana Bump, Alternate
Robert Burns
Nate Carlson
Ben Chevalier, Alternate
E. Steve Clark, Chair
Claudette Morehouse

*Designates Elected Positions
LAWS AND ORDINANCES OF INTEREST

HOUSE NUMBERS:

All buildings are required to display a building number to facilitate identification from the street. Delivery services as well as emergency responses are significantly affected if building numbers are not on display.

LANDSCAPING:

Plantings should be confined to the limits of ownership and not on the snow shelf. Trees and shrubs often block site distances, which cause hazards to motor vehicles and bicycles. Also, they may be damaged by snowplows during snow removal operations.

SEPTIC SYSTEMS:

Septic systems should be pumped at least every three to five years for proper maintenance. The use of septic additives is not productive and may be harmful to the environment according to the State of Connecticut Department of Energy & Environmental Protection.

DOGS:

All dogs at the age of six months must be licensed. Thereafter, dogs must be licensed each year during the month of June. Dogs must be vaccinated against Rabies and a certificate to that effect must be presented at the time of licensing. It is illegal to allow dogs to roam.

DISCHARGE OF SNOW AND WATER ON PUBLIC STREETS:

It is a common nuisance to discharge water or snow onto the public street. It is also illegal to park motor vehicles on the street so as to impede the removal of snow, ice or other hazardous substances.

USE OF TOWN GREEN:

Organizations must register their signs for the Town Green through the Town Manager’s Office and need to follow the regulations.

SOLID WASTE:

The Solid Waste Program includes four principal sections, Household Rubbish, Recyclables, Bulky Waste/Metals and Hazardous Waste. Please note that each type of waste has very specific and sometimes different rules on how to properly dispose of items.

Household Rubbish is collected weekly using the large wheeled totes required for automated collection. Items for disposal should be bagged and placed in the tote. Only items in the unit can be collected. Each household was provided a single tote free of charge.

Recyclables are a very important component of our collection program. Every item recycled rather than mixed in with the rubbish reduces the Town’s disposal cost as well as providing environmental benefits associated with reduced demands on resources. Recycling is done every other week at the same time as the rubbish collection and requires the use of the blue recycling totes to indicate to the driver that you have material you want recycled. Presently we accept newspaper, junk mail, cereal boxes, cardboard, magazines and hard and soft cover books, phone books, rinsed glass bottles, tin cans, aluminum cans and plastic containers #1 through #7.

Bulky Waste/Metals are collected only during the first full week of the month and you must make specific arrangements with Willimantic Waste by calling 1-800-286-5335 at least four days in advance of your scheduled trash collection day. Town sponsored metal/bulky waste items will be picked up during the first full week of October. Our vendor, Willimantic Waste Paper, will do 11 additional monthly metal/bulky waste at curbside pick-ups per year with the resident being charged by the vendor $32 per pick-up for up to (4) reasonable sized items. Reservations are not confirmed until payment is received by Willimantic Waste Paper for those months where there is a charge. Paid reservations can only be done by calling Willimantic Waste Paper at the phone number in BOLD above. Oil pick-up at curbside has been eliminated due to environmental concerns. Some auto parts businesses take used motor oil. Bill’s Auto Parts is one local option at $2.00 per gallon or Anderson Automotive will take the first 2 to 3 gallons free.

Hazardous materials are handled by the MidNEROC waste drop off facility on Hancock Road in Willington on the first and third Saturdays from mid-April to early November. Specific directions and information regarding the type of material they can accept is listed in our Resident’s Guide.

All collection will be delayed by one day following the holiday when the holiday falls on a weekday. Holidays observed by the refuse collection agency are: New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day. Other national and state holidays are not observed.

Please consult the Resident’s Guide to Solid Waste Disposal for more details. This Guide is on Tolland’s website at www.tolland.org and printed copies are available in the Town Office Building, 21 Tolland Green.

BURNING PERMITS:

Effective September 1, 2015 residents are able to obtain an Open Burning Permit from any firehouse in Town that is staffed with a Public Safety Officer Monday through Friday. The Fire House addresses and phone numbers are:

- 3 Rhodes Road (Merrow Road) – 860-871-3682
- 107 Plains Road – 860-871-3688
- 64 Crystal Lake Road – 860-871-3681
- 247 Gehring Road – 860-871-3684
- 107 Plains Road – 860-871-3688

Permits become active on the Monday following the application; same day permits will not be issued. Before any burning begins permittees must check the current day fire index by calling 860-424-3333 or checking the Department of Energy & Environmental Protection’s web-site at www.ct.gov/dep. If the Forest Fire Danger Report is High, Very High or Extreme, no burning is allowed. If burning is allowed, all instructions on the permit must be followed.

MUNICIPAL OFFICE HOURS:

Monday through Wednesday: 8:00 a.m. to 4:30 p.m., Thursday: 8:00 a.m. to 7:30 p.m. and closed Fridays.

LIBRARY HOURS:

Monday through Thursday: 10:00 a.m. to 8:00 p.m. and Friday and Saturday: 10:00 a.m. to 5:00 p.m.
## CITIZEN INQUIRY REFERENCES

<table>
<thead>
<tr>
<th>For Answers on:</th>
<th>Call the:</th>
<th>Telephone:</th>
<th>For Answers on:</th>
<th>Call the:</th>
<th>Telephone:</th>
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</thead>
<tbody>
<tr>
<td>Assessments</td>
<td>Assessor’s Office</td>
<td>860-871-3650</td>
<td>Probate</td>
<td>Probate Court</td>
<td>860-871-3640</td>
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<tr>
<td>Birth Certificates</td>
<td>Town Clerk’s Office</td>
<td>860-871-3630</td>
<td>Recreation Activities</td>
<td>Recreation Office</td>
<td>860-871-3610</td>
</tr>
<tr>
<td>Books &amp; Information</td>
<td>Library</td>
<td>860-871-3620</td>
<td>Recycling</td>
<td>Public Works</td>
<td>860-926-4695</td>
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<td>Building Permits</td>
<td>Building Office</td>
<td>860-871-3601</td>
<td>Refuse Collection</td>
<td>Public Works</td>
<td>860-926-4695</td>
</tr>
<tr>
<td>Counseling</td>
<td>Human Services</td>
<td>860-871-3615</td>
<td>Senior Citizens</td>
<td>Senior Center</td>
<td>860-870-3730</td>
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<tr>
<td>Crandall Park</td>
<td>Recreation Office</td>
<td>860-871-3610</td>
<td>Septic Matters</td>
<td>Sanitarian’s Office</td>
<td>860-871-3601</td>
</tr>
<tr>
<td>Death Certificates</td>
<td>Town Clerk’s Office</td>
<td>860-871-3630</td>
<td>Sewer Use</td>
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<td>Dial-A-Ride (HVCC)</td>
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**ALL EMERGENCIES - 911**