

TOWN OF ROCKY HILL ANNUAL REPORT

2019 – 2020



Rocky Hill
Make new history here.

761 OLD MAIN STREET, ROCKY HILL, CT

CONTACT INFORMATION

MAIN NUMBER: (860) 258-2700

DEPARTMENT PHONE NUMBERS

AMBULANCE (routine calls)	(860) 258-7613	LIBRARY	(860) 258-7621
ASSESSOR	(860) 258-2722	MAYOR	(860) 258-2740
BOARD OF EDUCATION	(860) 258-7701	PARKS & RECREATION	(860) 258-2772
BUILDING	(860) 258-2733	PLANNING & ZONING	(860) 258-2766
ECONOMIC DEVELOPMENT	(860) 258-7717	POLICE (non-emergency)	(860) 258-7640
ENGINEERING	(860) 258-2766	REGISTRAR OF VOTERS	(860) 258-2715
FACILITIES	(860) 258-2772	SENIOR SERVICES	(860) 258-2786
FINANCE	(860) 258-2716	TAX COLLECTOR	(860) 258-2717
FIRE	(860) 258-7603	TOWN CLERK	(860) 258-2705
HEALTH DISTRICT	(860) 258-2770	TOWN MANAGER'S OFFICE	(860) 258-2700
HIGHWAY/SANITATION	(860) 258-7709	VITAL STATISTICS	(860) 258-2705
HUMAN RESOURCES	(860) 258-7651	YOUTH SERVICES	(860) 258-2752
HUMAN SERVICES	(860) 258-2799		

TABLE OF CONTENTS

MAYOR AND TOWN COUNCIL	3
ORGANIZATIONAL CHART	4
MAYOR'S MESSAGE	5
BOARDS & COMMISSIONS	6
COMMUNITY DEVELOPMENT	7
ECONOMIC DEVELOPMENT	12
FACILITIES MANAGEMENT	15
FINANCE DEPARTMENT	19
FIRE DEPARTMENT	22
HUMAN RESOURCES & LEGAL COMPLIANCE	25
HUMAN, YOUTH & SENIOR SERVICES	30
INFORMATION TECHNOLOGY	36
CORA J. BELDEN LIBRARY	37
PARKS & RECREATION	40
POLICE DEPARTMENT	46
DEPARTMENT OF PUBLIC WORKS	48
TAX ASSESSOR	51
TAX COLLECTOR	51
TOWN CLERK	52
TOWN INFORMATION	54

TOWN COUNCIL

In November 2019, the Mayor and Town Council members were elected. The members listed below will be in office until the election of 2021.

Lisa Marotta, Mayor (Republican)

Edward Charamut, Deputy Mayor (Republican)

Christopher Duff (Democrat)

John Emmanuel (Democrat)

Allan Greenspan (Republican)

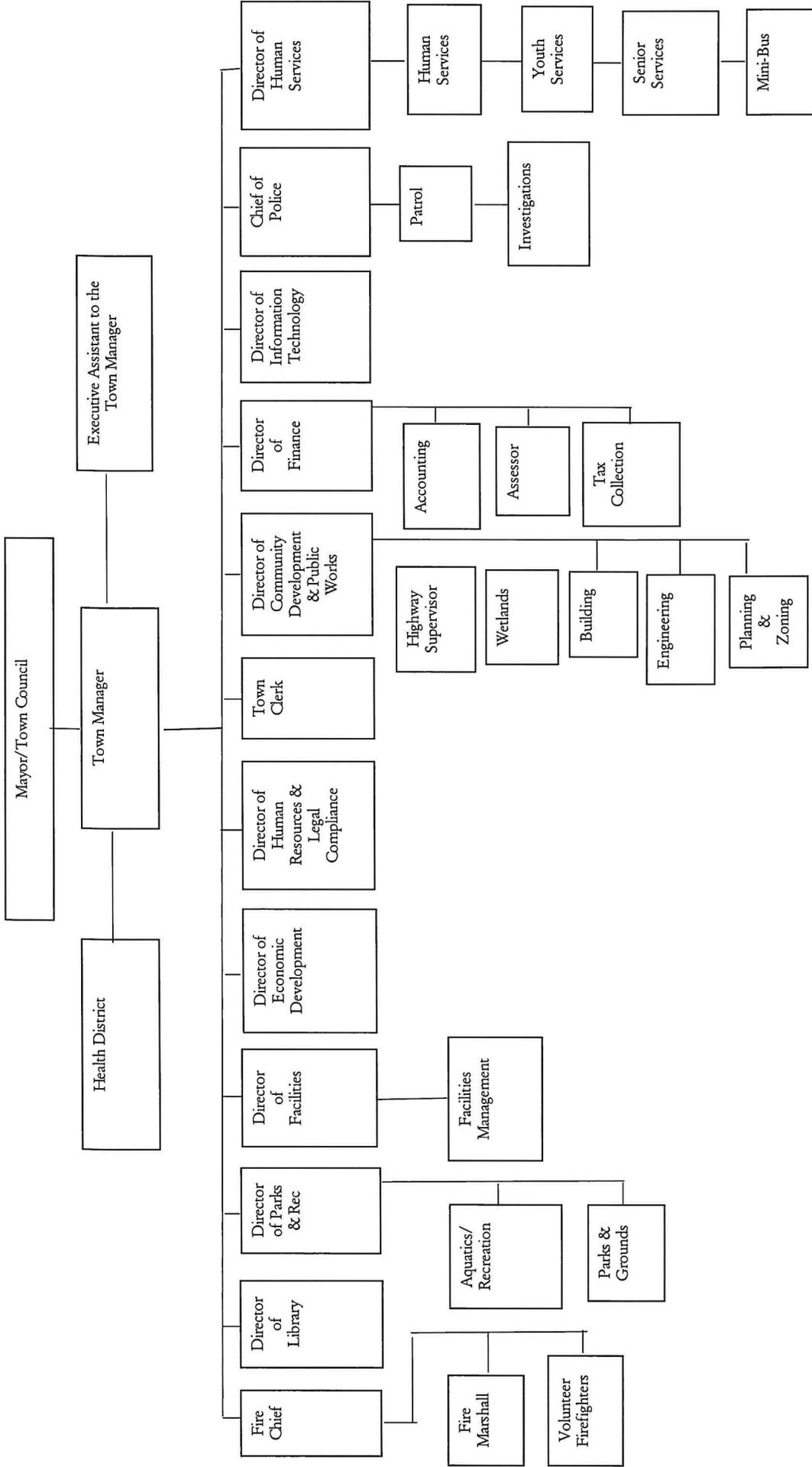
Jeffrey Levine (Republican)

John Moleiro (Republican)

Pankaj Pankash (Republican)

Miriam Theroux (Democrat)

ORGANIZATIONAL CHART



MAYOR'S MESSAGE

LISA MAROTTA, MAYOR
LMAROTTA@ROCKYHILLCT.GOV
(860) 258-2740

Dear Rocky Hill Residents,

It is with great pleasure that we share this 2019-2020 Annual Report with you. Although 2020 was filled with unprecedented challenges due to the global pandemic, economic recession and social injustice, the Town of Rocky Hill continued moving projects forward and responding to the needs of its taxpayers. This would not be possible without the hard work and commitment of our Town Manager, dedicated departments, elected officials and a community of incredible volunteers who make Rocky Hill a desirable place to live, work and play.

From farmland preservation to the expansion of our Community Senior Center, we responded to community needs by creating spaces, programming and opportunities for all. In addition, we welcomed in the Fall 2019 school year with a new intermediate school for our fourth and fifth grade students. And, thanks to federal funding, our businesses along the Silas Deane Highway enjoyed a streetscape makeover including decorative lighting, new sidewalks and beautiful landscaping. Moving projects forward and on time, we remained mindful of the financial stressors faced by families and businesses. Accordingly, we minimized tax increases to the best of our ability without jeopardizing the quality services folks have come to expect from Rocky Hill.

As Mayor of Rocky Hill, I understand the importance of a community-driven agenda. I am honored to serve you and look forward to the ongoing success of one of the best municipalities in Connecticut – ours. As we look back on fiscal year 2019-2020, I wish to take a moment to remember those community members we lost due to COVID-19. I also wish to express my sincerest gratitude for our emergency first responders and every essential worker who kept our community safe and ensured our basic needs were met despite the unknown. As we embark now on the next fiscal year, let us remember that there is no challenge we cannot overcome together. On behalf of the entire Town Council, thank you for the opportunity to serve you. Please enjoy the 2019-2020 Annual Report.

Very truly yours,

Lisa J. Marotta, Mayor

BOARDS & COMMISSIONS

All meetings are held at Town Hall except the Library Board (Library) and the Housing Authority (Elderly Housing Complex).

Board of Assessment Appeals

Guy Drapeau
Sharon Mounds
Marti Stiglich

Board of Education

Jennifer Boran-Morfea
Laurie Boske
Dilip Desai
Brian Dillon
Barry Goldberg
Kimberly Kehoe
Maria Mennella
Carin Roybai
Jennifer Simboski-Allison

Economic Development Committee

Cathy Carone
Amitabh Khanna
Doris Viera
Dawn Whelan-Satagaj
Bryan Wosczyzna

Economic Development

Subcommittee

Christopher Duff
Allan Greenspan
John Moleiro

Finance Committee

Christopher Duff
Allan Greenspan
Jeffrey Levine

Government Operations Committee

John Emmanuel
Jeffrey Levine
John Moleiro

Insurance Committee

Kathy Alexander
Nick Giuliano
Fran Palazzolo

Land Acquisition & Farmland

Preservation Committee

Brian Clemens
Edward Charamut
Christopher Duff
John Moleiro
Sandra Kelly
Fran Whelan

Library Board

Susan Coogan
Wendell Coogan
Yvonne Krosky
Jennifer Montalto
Lynn Ptak
Eliana Thomen

Open Space & Conservation

Committee

Todd Brown
Mukesh Desai
Sandra Kelly
Mukesh Desai
Drew O'Connor (ALT)
Komal Patel (ALT)
Craig Reidinger (ALT)
David Schweitzer
Scott Stevens
Francis Whelan
Michelle Zak

Parks & Rec Advisory Board

Katie Margiotta
Gina Marino
Maria Morse
Drew O'Connor
Roseanna Sessa
David Sevigny

Planning & Zoning Commission

Dimple Desai
Guy Drapeau (ALT)
Alan Mordhorst
Frank Morse
Ronald Robbins (ALT)
Thomas Roybal
Philip Sylvestro
Victor Zarilli (ALT)

Public Buildings Commission

Bryan Addy
Jason Bates
Gerard Beaudoin
Salvatore Ganci
Steve Longo
Todd Marchand
David O'Connor

Public Safety Committee

Edward Charamut
John Emmanuel
Pankaj Prakash

Redevelopment Agency

Marc Beliveau
Robert Britt
Patrick Dawson
Donald Francis
Sean Hussey
Raymond Lawrence
Tejal Vallam

Senior Liasion Committee

Edward Charamut
Allan Greenspan
Mimi Theroux
Toni Palazzolo (thru Jan 2020)
Don Pitkin (thru Jan 2020)

Special Constables

Frank Kelly
Kim Ricci

Zoning Board of Appeals

Philip Benoit
Joseph Colelho
Greg Faulkner
Elaine Motta (ALT)
Tom Pugliese
Dhilan Shah (ALT)
Fran Whelan (ALT)
Michelle Zak

COMMUNITY DEVELOPMENT

JIM SOLLMI P.E, L.S., DIRECTOR

JSOLLMI@ROCKYHILLCT.GOV

(860) 258-2766

The Community Development Department is comprised of the Engineering Department, Building Department, Planning Department, Code Enforcement, Wetlands and Health District. The Planning & Zoning Commission and Zoning Board of Appeals, as well as the Open Space and Conservation Commission budgets, have been included in the Planning budget and Engineering budget respectively. All department functions and staff are now under the supervision of the Director of Community Development Services.

The Building Department is a division of the Department of Public Safety, and ensures that all building construction conforms to the State Adopted Building Codes referenced in General Statutes Sec.29-252-1d. The purpose of this code is to establish minimum requirements to safeguard the public's safety, health and general welfare. The Building Official is hereby authorized and directed to enforce the provisions of this code. This code is the Building Code for all towns, cities and boroughs, and for all State agencies.

Staff includes the Building Official, an Assistant Building Official, a Mechanical Inspector and a full-time Administrative Assistant.

The Building Division:

- Regulates the design, construction and use of buildings or structures to be erected;
- Regulates the alteration of buildings or structures already erected;
- Reviews all applications for permits to ensure that the plans proposed comply with state adopted codes; the plans and specifications have sufficient detail; and they are drawn to scale;
- Verifies the proper licensure of tradesmen, land surveyors, architects, engineers, etc.;
- Confirms ownership and/or other status of the property involved;
- Makes the required inspections for all issued building, electrical, mechanical, and plumbing permits;
- Issues necessary notices or orders to ensure compliance with this code;
- Keeps official records of applications received, permits and certificates issued, fees collected, reports of inspections, and notices and orders issued;
- Responds to emergency calls from the Police and Fire Departments that impact the structural integrity of any building or dwelling.

Building Department Accomplishments

This past fiscal year, (2019-20), the Building Division received, reviewed and issued a total of 1301 permits. These permits included:

[\(Continued on next page\)](#)

COMMUNITY DEVELOPMENT (continued from previous page)

- 7 new single family residences;
- 13 private garages;
- 350 residential additions/alterations;
- 20 residential swimming pools;
- 2 commercial demolitions;
- 2 new commercial structures;
- 103 commercial additions/alterations;
- 347 residential and commercial electrical permits;
- 258 residential and commercial mechanical permits;
- 198 residential and commercial plumbing permits.

The total revenue received from all permit fees equaled \$511,414.94.

The Engineering Department provides engineering services for all Town Departments, Boards, Commissions and Committees, and assists the general public in resolving engineering problems including drainage, erosion, sidewalks, wetlands, highways and street lighting.

Staff includes the Town Engineer, who is a licensed professional engineer in the State of Connecticut; an Engineering Technician who serves as the Wetlands Agent; a part-time Construction Inspector; and a shared Administrative Assistant. The Engineering Division provides:

- In-house surveys, design plans, specifications and cost estimates for proposed capital improvement projects, which may include roadways, sidewalks, storm drainage, curbing, drainage culverts, bridges and traffic signals;
- Engineering design and surveying services to other departments in town for Wetland, ZBA and Planning and Zoning approvals;
- Performs reviews and issues reports and recommendations to the Planning and Zoning and Inland Wetlands and Watercourses Agencies of proposed developments by private developers for conformance with Town design standards, regulations and effects on public infrastructure and private property;
- Monthly review reports to the Planning and Zoning Committee, Inland Wetlands and Watercourses Agency and Town Council. Provides recommendations at public and "show cause" hearings and conducts field reviews as Inland Wetlands Enforcement Agent and Administrative Officer;
- Attends and is the staff representative at the Inland Wetlands meetings;
- In conjunction with the Wetlands Division, administration and implementation of the Town's Stormwater Management Plan (MS4) (federally mandated), which includes provisions for public education, detection, remediation and prevention of illicit discharges which cause storm water pollution within the Town's network of catch basins, storm drains and streams;

(Continued on next page)

COMMUNITY DEVELOPMENT (continued from previous page)

- Reviews building permits for engineering and wetlands compliance;
- Prepares reports requested by the Town Manager;
- Investigates citizen complaints and recommends solutions;
- Conducts construction inspection and project management of capital improvement projects;
- Administers the current \$10,000,000 Road Referendum Project for pavement analysis, rehabilitation and reconstruction;
- Administers the LOCIP grant that provides funding for repairs to existing sidewalks and to fill in gaps in the Town's sidewalk network;
- Conducts construction inspection of new developments that will become part of the Town's infrastructure;
- Issuance and inspection of all street excavations issued to private contractors through a permit process.

Engineering Department Accomplishments

This past fiscal year, the Engineering Division accomplished the following:

- Administration and inspection of year five of the \$10 Million Dollar Road referendum project, which included 5 miles of mill and paving;
- Coordinated with the Highway Department for the survey, design and construction of storm drainage repairs in preparation for the Town's paving program, including Bayberry Lane;
- Prepared plans and application for and was awarded a State of Connecticut LOTCIP Complete Streets grant for sidewalk installation along Elm Street from Gilbert Avenue to Elm Ridge Drive, therefore completing an east-west pedestrian connection from Silas Deane Highway to Cromwell Avenue. Project is in preliminary design;
- Administration and oversight of the consulting engineer's inspector and construction contractor Dividend Road;
- Administration and oversight of the consulting engineer's inspector and construction contractor for the Silas Deane Highway Streetscape Phase III project;
- Provided requested information to the Connecticut Department of Transportation and attended planning meetings for their town-wide traffic signal upgrade program;
- Issued and inspected over 175 street excavation permits;
- Attended project meetings for ongoing CREC school projects;
- Administration and inspection of the annual sidewalk repair program;

(Continued on next page)

COMMUNITY DEVELOPMENT (continued from previous page)

- Performed over a dozen plan reviews for new/modified subdivisions or site plans including the CREC school plans;
- Performed construction inspections at three ongoing subdivisions under construction and the access road to the CREC school;
- Review and comment of revised landfill closure plan;
- Provided technical assistance to other Town departments related to Straska Farm;
- Prepared and supervised the annual pavement marking painting program;
- Prepared agendas and provided recommendations to the Open Space and Conservation Commission;
- Stormwater Management (MS4), in accordance with DEEP regulations, prepared the annual report, administered the funds for mapping, impaired water sampling, training and public education;
- Issued and administered various wetland permits;
- Investigated and acted on various wetland complaints;
- Representation at the CRCOG transportation committee;
- The Town Engineer served on the planning committee and attended the New England Chapter of the American Public Works Association spring convention;
- The Town Engineer serves on and is the chairman of the Safety Committee for Town Hall;
- Town Engineer provided mutual aid engineering review to the Town of Wethersfield while their engineer was out on a leave of absence.

Planning and Zoning activities take place on two levels, the Planning and Zoning Commission (PZC) and the Planning Division of the Department of Community Development Services. The Planning and Zoning Commission consists of eight members – five regular members and three alternate members. The Town Council appoints the Commission members for two-year terms. The Commission's staff includes the Town Planner/ZEO and Asst. Planner/ Zoning Enforcement Officer. Staff serves as Staff Advisor to the Rocky Hill Planning and Zoning Commission, Plan Implementation Committee as well as the Zoning Board of Appeals.

Working closely with the Director of Economic Development, Planning staff meets regularly with potential developers, attorneys and the general public to educate them on the processes, regulations, Plan of Conservation and Development and about the Town of Rocky Hill. Planning staff attends training sessions related to Fair Housing, Civil Right Compliance and related Small Cities Community Development Block Grants (CDBG) seminars. Zoning Enforcement Staff. Staff enforces Town Zoning Regulations, Town Ordinances related to Blight, and assists with noise enforcement and unregistered/inoperable vehicles. Planning Staff registers housing units
(Continued on next page)

COMMUNITY DEVELOPMENT (continued from previous page)

and enforces the Town's Housing Code.

The Planning and Zoning Commission is the primary agency responsible for overseeing development within the Town. The Commission, prior to construction, must approve all new development. During the review period, the Commission may request modifications to the development plans to ensure compliance with Town regulations and the Plan of Conservation and Development. The Commission functions in a representative role on behalf of the public. The Planning and Zoning Commission held twelve (12) regular meetings and three (3) special meetings.

- Elected officers – Dimple Desai, Chairman; Victor Zarrilli, Vice Chairman; Guy Drapeau, Secretary;
- Create, review and set public hearing for a Zoning Policy and process to be included in the Rocky Hill Zoning Regulations to allow for special accommodations with respect to Americans with Disabilities Act and Fair Housing Act;
- Renewed one soil removal and/or fill permit;
- Reviewed several site plans/special permits of interest; several renovations and rebuilds of existing businesses; new restaurants in existing shopping plaza restaurants and gas/convenience stations;
- The Community Center, an addition to Town Hall, was approved and began construction;
- Reviewed several miscellaneous issues, referrals to Town Council;
- Staff reviewed several Housing Code complaints with Town Attorney involvement when necessary.

The Zoning Board of Appeals held five (5) regular meetings. The ZBA heard five (5) applications. Officers for the Board were elected: Tom Pugliese, Chairman; Joseph Coelho, Vice Chairman; and Michelle Zak, Secretary.

ECONOMIC DEVELOPMENT

RAY CARPENTINO, DIRECTOR

RCARPENTINO@ROCKYHILLCT.GOV

(860)258-7717



Rocky Hill

Make new history here.

Rocky Hill is a suburban community of 21,000 residents located along the banks of the CT River in central Connecticut. We are located just two hours from both Boston and New York City and eight miles south of Hartford. Access is provided directly from Interstate 91 while Bradley International Airport is a twenty minute drive. While Rocky Hill is primarily a residential community, we are home to 1400 business establishments employing over 14,000 people. Our location within both central Connecticut and New England places residents and businesses within 500 miles of one third of the U.S. economy and two thirds of the Canadian economy. Our employment base consists of diverse industries and service establishments from Henkel North America, ARBURG Inc., MTU Aerospace, PDQ, Simoniz and SYSCO to McDonald's and Walmart. All of our businesses are located within our eight business parks and two commercial corridors.

Town leaders and citizens are focused on the global economy and "community" building. Municipal plans and zoning laws have been revised allowing advanced manufacturing and mixed use/affordable housing. Citizens voted to dedicate \$17.2 million for farmland preservation. Economic development efforts are concentrated on attracting and retaining advanced manufacturing, IT, medical and finance institutions while prioritizing the revitalization of our town center.

Most recently, Simoniz completed the construction of a 55,000 square foot expansion and the purchase of a 36,000 square foot building, construction of a new Hampton Inn and Suites, the construction of a 52,000 square foot surgery center, completion of a 25,000 square foot addition to ARBURG, five new restaurants, the addition of Hartford Orthopedic Surgery, Rocky Hill Surgery Center, Auto Zone, Trinity Health Urgent Care, CT Pharmaceutical Solutions, LabCorp, to name a few.

From corporate office parks to Dinosaur State Park and historic Ferry Park along the CT River, Rocky Hill continues to accommodate growth and community reinvestment without sacrificing our small town atmosphere. Through prudent management, we maintain a low tax rate and a commitment to business while maintaining an exemplary education system and a high quality of life.

Rocky Hill is primarily residential with a 33% commercial tax base. Residents and businesses benefit from Rocky Hill's participation in the Hartford-West Hartford-East Hartford Metropolitan Statistical Area (MSA).

Total commercial retail square footage: 1.87 million

Total commercial office square footage: 2.07 million (with approximately 713,000 square feet of Class A office space).

Total flex industrial square footage: 2.52 million



(Continued on next page)

ECONOMIC DEVELOPMENT (continued from previous page)

Rocky Hill Economic Development, cultivating long-term economic growth by fostering a clear & business-positive environment that encourages a growing, sustainable & diverse tax base...

**Rocky Hill
Economic Development Commission
2018-20 Work Plan**

Business Resources Directory

Maintain and expand an on-line listing of available business resources with website links

Business Directory

Maintain an interactive on-line inventory of local businesses with webpage links

Marketing/Active Recruitment of Targeted Businesses

Identify targeted business clusters and individual businesses.

Create communication links with targets
(phone, email, trade shows, conferences, etc.)

Maintain the Town's Economic Development Department website with current and pertinent data and industry news

Business Visitations

Visit local businesses and targets on a continuous basis

Ongoing Activities

Pursue the redevelopment and marketing of the former Ames corporate headquarters

Pursue development potential for Business Park 2

Sponsor business assistance programs in cooperation with Rocky Hill Chamber of Commerce, regional entities, and state and federal agencies;

Review and provide comment on specific development applications.

Rocky Hill is primarily residential with a 33% commercial tax base. Residents and businesses benefit from Rocky Hill's participation in the Hartford-West Hartford-East Hartford Metropolitan Statistical Area (MSA).

Total commercial retail square footage: 1.87 million
Total commercial office square footage: 2.07 million
Total flex industrial square footage: 2.52 million
Lodging Establishments comprising 616 lodging rooms:

Sheraton Hotel: 251 Marriott Residence Inn: 96
Hampton Inn & Suites: 90 Holiday Inn Express: 99
Howard Johnson's: 32 Super Eight: 48

Major employers include:

Employer	Product	Employees
Henkel Corporation	Adhesives/Sealants Manuf. NA Headquarters	500
SYSCO Food Services	Food Distribution & warehouse	350
Veterans Home	Hospital & Residence Facility	335
Burriss Logistics	Refrigerated Warehouse & Distribution	300
AECOM Technical Services	Systems Engineering Consultant	234
Wal-Mart	Retail Store	208
Paychex	Financial Services/Payroll Processing	150
CT Lottery	State Lottery Headquarters	138
CT Housing Finance Authority	State - Housing Financing	129
Nu Motion	Medical Mobility Devices-Assembly & Distribution	110
URS Corporation	Civil Engineering	105
Liberty Mutual	Insurance	102

Rocky Hill Business Establishments

Accommodation and Food Services	59	6.08%
Administrative and Support and Waste Management and Remediation Services	44	4.52%
Agriculture, Forestry, Fishing and Hunting	2	0.21%
Arts, Sports, Entertainment, and Recreation	18	1.85%
Banking, Finance and Insurance	69	7.09%
Construction	69	7.09%
Education	22	2.26%
Health Care and Social Services	106	10.89%
Information	23	2.36%
Manufacturing - Chemical, Fuel, Paper, Plastic, Wood	10	1.03%
Manufacturing - Electronics, Furniture, Machinery, Metal, Transportation, Misc.	14	1.44%
Manufacturing - Processed Food, Textiles, Clothing	1	0.1%
Other Services - Repair, Personal Care, Laundry, Religious, etc.	142	14.59%
Professional, Scientific, and Technical Services	125	12.85%
Public Administration	60	6.17%
Real Estate and Rentals	46	4.73%
Retail: Hobby, Media, General Merchandise	35	3.6%
Retail: Home, Food, Automobiles, Personal Care	70	7.19%
Transportation and Warehousing: Couriers and Messengers, Warehousing and Storage	4	0.41%
Transportation and Warehousing: Private and Public Transportation, Oil and Gas Pipelines, Sightseeing	8	0.82%
Unclassified	3	0.31%
Utility Services: Power, Gas, Steam, Water, and Sewage	2	0.21%
Wholesalers	41	4.21%

(Continued on next page)

ECONOMIC DEVELOPMENT (continued from previous page)

ON GOING PROJECTS

Focused Marketing. Beginning in 2017, the Economic Development Commission, with the aid of the CT Economic Resource Center (CERC), developed an industries and retail opportunities study to identify business sectors most likely to locate and thrive in Rocky Hill. Of the sectors identified, the Commission decided to focus efforts on advanced manufacturing, IT, medical and finance sectors. CERC then assisted the Commission in developing a Marketing Strategy to target the identified business sectors. The Commission is now in initial stages of implementing the Marketing Strategy. A new marketing logo was recently developed and announced this past February.

CT Foundry property, a brownfield site, now called River's Edge, will be a mixed use project consisting of 77 condominium units and 8,000 square feet of retail/office & restaurant, located along the banks of the CT River. The owners of the development have been working with the CT Department of Transportation, the Genesee and Wyoming Railroad and the State Department of Energy and Environment regarding environmental cleanup and issues associated with the railroad crossing. It is anticipated that construction may start by the summer of 2019. Town leaders and citizens have contributed to this project to assure that it comes to fruition.



Silas Deane Highway Streetscape, a multi-year, multi-million dollar revitalization project initiated by the Town in 2005. Phase 2 was completed and the start of Phase 3, a \$2.4 million segment of Silas Deane has begun. The overall project will provide direct vehicular and pedestrian safety improvements, create a sense of place and community and enhance the pedestrian experience.



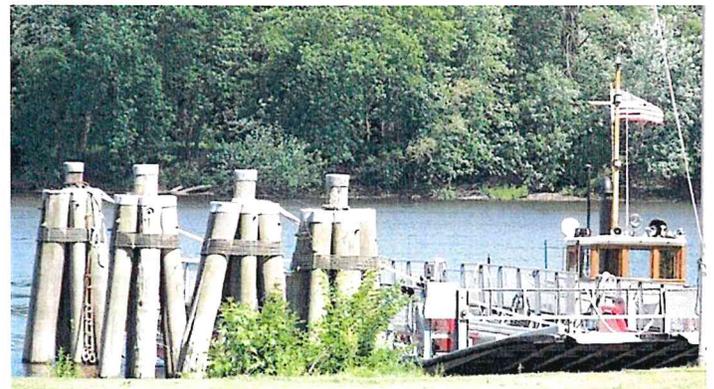
Farmland and Open Space Preservation was officially prioritized in 2012 when voters approved a referendum to bond \$10 million for the purchase of farmland and open space property or their development rights. In 2019, voters approved an additional \$7.2 million to purchase the former 84 Straska farm property. Almost 400 acres of farmland (including an open space property on the CT River) will be preserved in perpetuity by 2021.



A 2012 market analysis, performed by Susan J. Moses & Associates as a component of the Route 3 Corridor Study, projected that an additional 1,838,000 square feet of new development is possible by the year 2030. A Tapestry Segment demographic study indicates that more than a third of Rocky Hill's population is classified in the "In Style" segment with an additional 13% classified in the "Exurbanite" segment; indicators of a ripe retail market potential.

Commercial and Industrial Property Assessed Clean Energy (C-PACE) is a program which allows commercial, industrial and multi-family property owners to access upfront funding for all energy improvement costs and to repay that investment through a benefit assessment charge on their property tax bill. C-PACE is administered by the CT Green Bank as part of the State's Energize Connecticut initiative. The Town Council approved a resolution to enter into the C-PACE program in 2013. There are currently three C-PACE projects underway in Rocky Hill.

Solar Photovoltaic Project, also referred to as "the solar farm," is a partnership between Tesla/SolarCity and the Town for the development of a solar photovoltaic project. Initiated in December 2013, the Town executed Purchase Power Agreements with Tesla/SolarCity to construct a 3.9 MW solar energy farm consisting of approximately 11,000 ground mounted solar panels on 15 acres of a Town-owned sand pit located on Old Forge Road. Tesla/SolarCity financed, constructed, operates and maintains the solar facility while paying an annual land lease payment to the Town for the 15 acres. In exchange, the Town is purchasing all the power produced by the solar facility to provide electricity to 15 municipal buildings at a significantly lower rate than provided by Eversource. It is anticipated the Town will reduce its energy costs by as much as \$150,000-\$300,000 per year for the next 20 years while adding an additional \$90,000 of annual lease payments.



FACILITIES MANAGEMENT

PHILIP CYR, DIRECTOR

PCYR@ROCKYHILLCT.GOV

(860)258-7669

The **Facilities Department** consist of two divisions: Facilities and Custodial Services. Full-time staff consists of one Director, one Facilities Assistant/HVAC Tech, one Multi-Trade Mechanic/Electrician, one Head Custodian, four full-time custodians and four part-time custodial staff.

The Custodial Services Division is responsible for cleaning and disinfecting Town buildings, which include but are not limited to: Town Hall, Community/Senior Center, Library, Police Department/Human Services, Kennedy House, Parks Garage, Highway Garage and Ferry Landing bathrooms. Custodial services include interior and exterior window washing, carpet care, floor refinishing, painting, snow removal, light bulb replacement and trash removal. Additional support services provided by the custodial staff include: setup, breakdown and cleaning for special events, and assisting the Facilities Department with light maintenance repairs and some project work.

The Facilities Division provides support services for all Town buildings. Seventeen building structures are operated and maintained. Services include: building operations, preventive maintenance, general repairs through Facility Dude work orders and P.M. work order systems, small office and cubical renovations, HVAC and electrical installations, generator inspections, security systems which includes electronically and keys and locks management, fire alarm system repairs and inspections. IT Department cabling and phone line repairs support, project management of Building Improvement Plan Projects and Capital Improvement Plan projects.

Accomplishments in the Custodial Division

- Budget preparation and administration;
- Green Cleaning program in Town Buildings to meet compliance requirements;
- Painting projects throughout all Town buildings;
- Daily cleaning (desks, floors, walls, windows and trash) of offices, staircases, lobbies, hallways, and activity rooms;
- Washing, stripping, waxing of floors as needed;
- Unloading daily deliveries such as paper products, cleaning supplies, etc.;
- Gym floor maintenance including dust mopping and wet mopping;
- Daily inspection/walkthroughs of interior and exterior of buildings, mechanical rooms and boiler rooms;
- Monthly checks of all fire extinguishers;
- Work closely with Directors/staff on special request set ups for programs and events. Coordinated with Town Hall, Parks & Recreation and Board of Education setting up, staffing and corresponding with their nightly events;
- Performed preventative maintenance items (daily, weekly and monthly);

(Continued on next page)

FACILITIES MANAGEMENT (continued from previous page)

- Snow removal;
- Shampooed all offices and hallway carpets in Town Hall, Community Center, Police, Library and Human Services;
- Replaced ceiling tiles when necessary;
- Assisted Facilities with installation and maintenance of minor plumbing and electrical work. (Ex. vacuum cords, toilet plumbing, faucet installation, etc.);
- Coordinated window washing (interior and exterior);
- Attended safety training classes, such as asbestos training, Blood Borne Pathogen and Material Safety Data Sheets, CIRMA and ALICE training;
- Attend monthly custodial meetings;
- Provided courier services as needed;
- Assisted with the luncheon program for seniors;
- Maintained Highway and Parks bathrooms;
- Ferry Park Facility;
- Human Services food deliveries and cleaning;
- Disabling and removal of old computers to the transfer station from IT area;
- Rearrange partition in Detectives Bureau;
- Painted and patched Detective Bureau wall;
- Stained PD lobby baseboard;
- Painted Sally Port trim in both Sally Ports;
- Painted Human Services Director's office;
- Painted fences around air handling units at Library;
- Maintained Town Hall fountain;
- Supported Health Fair clinic;
- Supported elections;
- Moved Accounting and election storage spaces;
- Snow equipment repair;
- Hung posters for Mayor;
- Moved items from Academy Hall to their storage shed;
- Assisted Town Economic Director with new lobby lettering and logo installation;
- Installed new winch in Town Hall front flag poles;
- Dropped off spare Covid-19 shields to Probate Court for Town Manager;
- Schedule Covid-19 cleaning and plan of action for all Town campus buildings;
- Sorted and removed partitions in storage;
- Painted lifeguard shack at Elm Ridge Pool;
- Supported the emptying of the Community Center of furniture, equipment, and supplies for new addition project;
- Assisted in the installation of the temporary floor covering of the gym for senior center temporary use;
- Painted outside doors and door trim at Fire House 1;
- Painted outside bollards safety yellow at Fire House 1;

(Continued on next page)

FACILITIES MANAGEMENT (continued from previous page)

- Spray washed windows on Town buildings.

Accomplishments in the Facilities Division

- Budget preparation and administration;
- Monitor utility usages;
- Planned maintenance of all building systems;
- Building repair for all Town facilities;
- Cable installation (data/electrical);
- Maintained work order and preventative work order system;
- Monitored Capital Forecasting program;
- Completed 1,646 work orders and PM work orders;
- Coordinated Town buildings assessment walk through of all properties;
- Various overhead door repairs at Parks, Highway Garage, PD Sally Port and (3) Fire Houses;
- Generator upgrades based on annual generator PM and inspections;
- Regular routine filter changes in all HVAC equipment in all buildings quarterly;
- Perform boiler maintenance/cleaning in all buildings yearly;
- Perform coil cleaning and maintenance to all A/C package units and split systems;
- Fire House 3 Kitchen hood suppression system upgrade;
- Fire House 3 1st phase Roof replacement over fire truck bays;
- Fire House 3 brick and repointing repair (whole building);
- Fire House 3 brick water proof sealing (whole building);
- Fire House 2 handicap lift installation (funded in 2019-20 CIP and completed in 2020);
- Fire House 2 Building automation control installation;
- Fire House 2 mechanical support work to make room for new handicap lift;
- Fire House 1 inside painting of bay ceiling, walls, and bay doors inside and out;
- Town Garage cinder block repairs;
- Town Garage exterior cinder block painting;
- Town Garage painting of all man doors and all rollup doors;
- Town garage removal of electrical piping and wiring of the natural gas Island pump and tank pad;
- Town Garage repair of beam footing plates on the 1960 portion of garage;
- Parks Garage removal of roof cupula;
- Parks Garage replacement, repair and painting of shed sheathing;
- Parks Garage installation of an A/C split system for offices and lunch room;
- Parks Garage installation of new windows in the bathroom and office area;
- Elm Ridge Park pool building installation of new hot water heater;
- Elm Ridge Park painting of upper parking lot poles;
- Ferry Park Landing painting of the parking lot pole;

(Continued on next page)

FACILITIES MANAGEMENT (continued from previous page)

- Library North side window replacements;
- Library wiring and install of a new door entry fob system;
- Police Department carpet replacement in sergeants' area;
- Police Department carpet replacement in the 2nd floor hallway and vinyl replacement in the lunch room;
- Police Department women's room removal of counters to make room for new lockers and the wiring for power in them;
- Town Hall first floor duct cleaning;
- Town Hall installation of electrical circuits to support moved kitchen equipment from the community center;
- Town Hall prep of nurses' area office for senior center staff;
- Town prep of rooms to accommodate storage and activities of the community center for temporary use;
- Town Hall campus making of Covid-19 shields and install for all counters and special department request;
- Community/Senior center packing of closets, kitchen and activity rooms material for storage;
- Community/Senior center moving and storage of all tables and chairs accumulated from the activity rooms and gym;
- Cleaned gutters in all town building with rental lift.

FINANCE DEPARTMENT

JOHN MEHR, DIRECTOR

JMEHR@ROCKYHILLCT.GOV

(860) 258-2720

The **Department of Finance** is responsible for the processing of payrolls, the payment of vendor bills, the day-to-day maintenance of the general ledgers of the various funds of the Town and the processing of non-tax revenue. The Director of Finance, who serves as the Chief Financial Officer, manages the Department and is responsible for budgeting, financial planning, financial report preparation, pre-audit of all cash disbursements and supervision of the Town's annual independent financial audit.

At the Town Council meeting on May 20, 2019, the Annual Budget for 2019-20 was adopted in the amount of \$80,742,549. The General Government budget was \$31,709,314; the Board of Education budget was \$44,746,501; and the Debt Retirement budget was \$4,286,734. A mill rate of 32.5 was set to fund the budget. This mill rate is a 3.1% change over the prior fiscal year. A net taxable grand list for October 1, 2018 of \$2,208,948,420, a 5.5% increase over the previous year, and a tax collection rate of 99.23% were used as the basis for setting the mill rate. For the 2019-20 budget, \$275,000 of Unassigned Fund Balance was applied to the Capital Improvement Budget.

For the fiscal year ending June 30, 2020, total revenues were \$80,306,293, and total expenditures and transfers out to other funds totaled \$78,928,360. The general fund unassigned fund balance at year-end was 6.78% of the total 2020 expenditures on a budgetary basis. The Town Council has passed a resolution targeting an undesignated fund balance at a 5% level of expenditures to provide resources to finance unforeseen emergencies and improve the Town's bond rating. Additionally, in February 2006, the Town Council passed a resolution that money in the undesignated fund balance from the preceding fiscal year that exceeds 6% of General Fund expenditures be applied to the capital improvement budget as determined by the Town Council. For the 2020-21 town budget, \$1,422,318 of unassigned fund balance was applied to the capital improvement budget.

FINANCIAL STATEMENTS

The Town Charter requires that the Town's financial records be audited annually by an independent certified public accountant appointed by the Town Council. The audited financial statements must also be filed with the State of Connecticut Office of Policy and Management. The accounting firm of Blum, Shapiro & Company, P.C., of West Hartford, performed the 2019-20 and will be doing the 2020-21 financial audits. Copies of the Town's audited financial statements are available for public inspection in the Town Library and in the Town Clerk's office.

(Continued on next page)

FINANCE DEPARTMENT (continued from previous page)

ACCOMPLISHMENTS

The Finance Department received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association for the Town of Rocky Hill Comprehensive Annual Financial Report for the Fiscal Year ended June 30, 2019.

S&P Rating's agency assigned its 'AA+' rating and stable outlook to Rocky Hill, and affirmed its 'AA+' rating, with a stable outlook, on the town's existing GO debt.

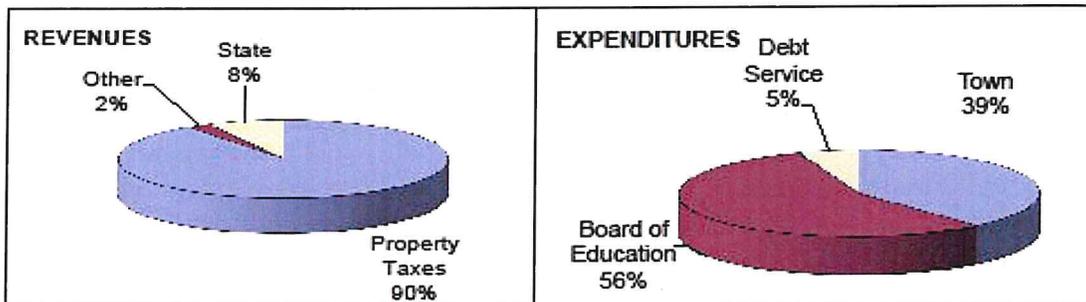
The Finance Department continues to make accomplishments on streamlining processes such as an on-line attendance system, on-line purchasing, electronic vendor payments and on-line budget processing.

(Continued on next page)

FINANCE DEPARTMENT (continued from previous page)

STATEMENT OF REVENUE, EXPENDITURES, AND CHANGES FUND BALANCE - BUDGET AND ACTUAL - GENERAL FUND FOR THE YEAR ENDED JUNE 30, 2020

	AMENDED BUDGET	ACTUAL	VARIANCE FAVORABLE (UNFAVORABLE)
REVENUES:			
Property Taxes	72,453,728	72,368,801	(84,927)
Licenses and Permits	530,300	505,567	(24,733)
Intergovernmental	6,157,351	6,077,384	(79,967)
Charges for Services	410,806	497,981	87,175
Investment Income	210,000	317,076	107,076
Other Revenue	505,364	539,484	34,120
TOTAL REVENUES	<u>80,267,549</u>	<u>80,306,293</u>	<u>38,744</u>
EXPENDITURES:			
General Government	2,808,453	2,582,965	215,488
Public Safety	7,393,810	7,271,536	122,274
Public Works	7,336,155	7,264,026	72,129
Health and Human Services	671,716	632,080	39,636
Parks, Recreation and Facilities	3,951,867	3,785,423	166,444
Library	1,078,573	1,025,198	53,375
Insurance	6,520,763	6,286,172	234,591
Miscellaneous	455,000	448,465	6,535
Capital Outlays	1,278,842	1,197,582	81,260
Board of Education	44,746,501	43,917,012	829,489
Debt Service	4,286,734	4,286,734	0
TOTAL EXPENDITURES	<u>80,528,414</u>	<u>78,707,193</u>	<u>1,821,221</u>
Excess (Deficiency) of Revenues over Expenditures	<u>(260,865)</u>	<u>1,599,100</u>	<u>1,859,965</u>
OTHER FINANCING SOURCES (USES):			
Use of Fund Balance	475,000	0	
Net Operating Transfers In (Out)	(221,167)	(221,167)	
TOTAL OTHER FINANCING SOURCES (USES)	<u>253,833</u>	<u>(221,167)</u>	
Revenue and Other Financing Sources over expenditures and other financing uses	<u>(7,032)</u>	<u>1,377,933</u>	
Fund Balance, June 30, 2019		5,786,109	
Encumbrances June 30, 2019		(35,188)	
Encumbrances June 30, 2020		507,382	
Fund Balance, June 30, 2020		<u>7,636,256</u>	



FIRE DEPARTMENT

MICHAEL P. GARRAHY, CHIEF

MGARRAHY@ROCKYHILLCT.GOV

(860) 258-7603

The Rocky Hill Fire Department has been in existence for more than 94 years and is an innovative and diverse organization of about 72 dedicated individuals. Our membership consists of Town residents who commit to volunteer to protect the citizens of Rocky Hill.

We value the history and the traditions of our department, an organization built upon the strong foundation created by our past leadership. Without them, we could not tackle the challenges of the future.



As a department, we respect our past, see many present possibilities and are looking forward to the challenges of the future. We are committed to providing the citizens of Rocky Hill the best service possible not only because it's our job, but also our privilege.

The Rocky Hill Fire Department had a very busy fiscal year 2019-20, responding to 664 calls for assistance. This equates to almost 15,000 hours that our volunteers unselfishly dedicated to mitigating incidents where our services were requested.

[\(Continued on next page\)](#)

FIRE DEPARTMENT (continued from previous page)

To prepare for the variety of incidents which we are called to, our team accumulated about 6,000 hours of training. This includes online CORE courses, hands-on practical training and classroom training.

The challenges created by the Covid-19 pandemic were proactively addressed with aggressive and detailed administrative and operational directives. We also provided our personnel with the appropriate personal protective equipment, as well as developed a decontamination procedure for personnel potentially exposed during the performance of their duties.

Safety is our priority and as we move forward, we are committed to the concept of safety-based management. We accomplish this through a progressive and aggressive training program coupled with an ever-present safety overview. Whenever possible, we integrate new technologies and concepts to assist us with our mission.

Highlights

- A web-based training system is utilized to assist members in completing their required OSHA and regulatory related firefighter core training topics;
- Rapid intervention, confined space rescue, firefighter safety and survival training were conducted utilizing both in-house and State Fire Academy Instructors;
- All firefighters completed a self-contained breathing apparatus confidence course at the RHFD training ground;
- The Department has completed OSHA mandated refresher training for the Hazardous Materials Operations level;
- Blood borne pathogens, metering, level B protective suits, firefighter accountability and incident command training competencies have been completed by all personnel;
- All personnel have been trained, certified and are compliant for positions/rank, to the IS 100, 200, 300 and NIMS 700 and 800 levels as mandated by FEMA;
- All apparatus and equipment are maintained in accordance with NFPA standards and manufacturer's recommendations;
- The Department has updated the training division and individual fire stations' training resource libraries to maintain compliance with the requirements of the Insurance Service Organization;
- The Department has completed the live interior fire portion of the training ground. This allows us to train our members to more safely, effectively and efficiently address the many facets of structural firefighting;
- The Department employs an "asset dispatch" method of alarm transmission. This allows us to streamline our response and to more efficiently mitigate the incident while maintaining a high level of safety;
- The Department continues to utilize its Standards Committee consisting of representatives from each station and the staff. The Committee researches and tests equipment that the Department proposes to purchase. This allows us to procure the needed equipment at the most economical price;

(Continued on next page)

FIRE DEPARTMENT (continued from previous page)

- Rocky Hill's fire protection program has been reviewed by ISO and the Town continues to maintain an Insurance Service Organization rating of Class 3;
- The Department maintains an aggressive respiratory protection program, which includes annual fit and competency testing for all personnel;
- The Department continues to support the community with fire prevention classes conducted from preschool through the middle school level. It attends and supports other community functions such as fire protection at bonfires, fire watches for large schools and public assembly venues, and rescue services for river events;
- Physical examinations are conducted on a yearly schedule for all members to maintain personnel at an operational readiness level;
- The Fire Marshal's Office continues to be extremely diligent in the activities including:
 - Performing 99 building inspections for conformance with the life safety code;
 - The above building inspections generated 23 re-inspections;
 - A total of 32 fire investigations were conducted;
 - The Fire Marshal investigated 76 citizen complaints;
 - 0 days were devoted to the required observance of blasting operations;
 - 41 building plans were submitted and reviewed for code compliance;
 - A total of 92 hours were dedicated to fire prevention activities;
 - A total of 624 hours were dedicated to Emergency Management;
 - A total of 70 hours were dedicated to in-service training hours.

HUMAN RESOURCES AND LEGAL COMPLIANCE

DANA MCGEE, DIRECTOR
DMCGEE@ROCKYHILLCT.GOV
(860) 258-7651

The **Department of Human Resources and Legal Compliance (HRLC)** partners with municipal departments to align the municipal organization's most valuable resources – *its employees* – with organizational values and goals, while fostering an environment where employees are provided with training and professional development opportunities and prepared for career advancement. In its Legal Compliance role, HRLC ensures compliance with employment and labor laws, as well as workplace health and safety regulations, by working across departments to develop practical approaches to personnel systems, including but not limited to recruitment and selection, performance and training, compensation and classification, and labor relations. For a comprehensive list of Department functions, please view the HRLC Department Overview PowerPoint on the Department's home webpage.



HRLC maintains an open-door policy across all levels and work groups. Through formal training—but most often through daily interactions with Town employees, HRLC staff apprise employees and supervisors alike of their rights, responsibilities and trends relative to a host of issues affecting the workplace, including performance management; promotion and career advancement; review of job descriptions in terms of the classification system; and continuing education and tuition reimbursement programs.

HRLC works with vendors to facilitate training on team-building, leadership skills, and health and safety matters. Many of these training sessions are sponsored free of charge by the Town's insurance providers. HRLC staff provide live training and guidelines to search committees on conducting and documenting objective recruitment and hiring activities, and addressing unconscious bias in applicant review and selection decisions. As an internal resource, the HRLC Director developed training on a wide variety of topics which was rolled out to both supervisory and non-supervisory employees.

Fiscal Year 2019-20 brought several opportunities for training beyond HRLC's annual training requirements and topics. Those opportunities are highlighted as follows:

- HRLC partnered with OneDigital to develop a series of employee focused seminars to introduce the new High Deductible Health Plan and Health Savings Account.
- Based on the Times Up Act passed in 2019, the HRLC Director designed multiple training sessions, specialized for either supervisors or employees, regarding the topic of sexual harassment. These trainings were held for both Town and Board of Education employees and over 400 employees were trained.

(Continued on next page)

HUMAN RESOURCES & LEGAL COMPLIANCE (continued from previous page)

- Police Department Representatives and HRLC held a training session for members of the Senior Center for active shooter response training. In coordination with Information Technology and CIRMA, HRLC coordinated Cyber Security Training sessions to educate employees about risks.

Fiscal Year 2019-20 had a unique impact in the workplace due to COVID-19. Municipalities and employers across the state had to shift priorities from “business as usual” to keeping employees safe from the spread of COVID-19. The Governor’s Office issued several Executive Orders from “Stay Safe, Stay Home” to mask mandates, a travel advisory, and several other Executive Orders impacting business. Departments united together using collective resources and created a safe place for everyone – residents, vendors and employees. In consultation with the Town Manager, HRLC distributed employee communications regarding the latest guidance and best practices from federal, state and local authorities relative to COVID-19.



The following statistics reference some of HRLC’s key functions in fiscal year 2019-20:



PERSONNEL TRANSACTIONS, RECRUITMENT AND HIRING PROCESS

HRLC ensures that personnel transactions such as hires, promotions, transfers, terminations, compensation decisions and other employment actions are aligned with Municipal Employees Relations Act (MERA), the Connecticut Fair Employment Practices Act (CFEPA) and other state and federal laws, the municipality’s classification system, and collective bargaining

(Continued on next page)

HUMAN RESOURCES & LEGAL COMPLIANCE (continued from previous page)

agreements. HRLC facilitates training and procedures designed to address job vacancies through an objective evaluation and hiring process. Guidance materials developed by HRLC are utilized across departments. As a testament to its partnership with departments, HRLC staff are invited by department heads and search committee chairs to monitor and assist with applicant interviews and evaluations. HRLC helps departments balance interests in hiring the best qualified candidate with concerns for speedy outcomes—while ensuring compliance with applicable laws and best practices.

HRLC administers the employment process, facilitating key activities and drafting associated documents, including job postings, applicant correspondence, interview questions, offer letters, background checks, payroll authorizations, and other pre-employment related activities such as medical assessments. The Department also facilitates tuition reimbursements, conducts exit interviews, monitors unemployment benefits claims and participates in hearings regarding the same before the Connecticut Department of Labor.

EMPLOYEE RELATIONS AND ADMINISTRATIVE REVIEW CASES

HRLC investigates internal complaints of discrimination, sexual harassment, hostile work environment and retaliation, amongst other matters, as directed by the Town Manager. Investigation protocols and standards of review are directly aligned with state and federal oversight authorities' requirements and guidelines (i.e., Connecticut Commission on Human Rights & Opportunities (CHRO), and the Equal Employment Opportunities Commission (EEOC)). Whenever possible, and if appropriate, HRLC mediates employee conflicts through informal means with union representatives and supervisors. The HRLC Director represents the Town's interests and participates in pre-litigation proceedings, and attends hearings before the CHRO, Department of Labor, and federal and state courts. Early intervention and informal efforts to resolve employee relations issues result in cost savings for the Town by decreasing the number of claims filed.

LABOR RELATIONS, CONTRACT NEGOTIATIONS AND GRIEVANCES

HRLC values its relationships with union leaders and employee representatives. The Department strives to cultivate collegial, joint problem-solving efforts which lead to improvements in personnel systems and increased morale and productivity across departments. HRLC conducts research and prepares proposals for labor contract negotiations, tentative agreements, memoranda of understanding, and new and updated job descriptions. HRLC staff field questions from supervisors and union representatives regarding compensation, the classification system, performance management, promotions and transfers.

When informal conflict resolution cannot be achieved and grievances are filed, as directed by the Town Manager, the HRLC Director crafts response briefs and participates in arbitrations before Connecticut's State Labor Board of Mediation and Arbitration.

(Continued on next page)

HUMAN RESOURCES & LEGAL COMPLIANCE (continued from previous page)

WORKPLACE SAFETY AND OSHA COMPLIANCE

HRLC facilitates safety and OSHA-related training programs for employees across departments. HRLC partners with department Directors relative to OSHA mandated compliance plans, which are posted for public reference. Additionally, HRLC coordinates the activities of the Town's Safety Committee, which is comprised of employee representatives across departments and titles as well as Board of Education representatives. In FY 2019-20, HRLC assisted the Police Department to create a Respirator Program and Public Works to create a Crystalline Silica Program in accordance with OSHA requirements.

HRLC administers the Town's workers' compensation program. The HRLC Director attends Workers' Compensation Commission hearings, while the Human Resources Assistant coordinates workers' compensation matter intake, is the liaison with the Town's preferred provider, and facilitates light duty/return-to-work plans. The workers' compensation function is continuously recognized for its low claims pattern and low frequency and severity rates by CIRMA. In FY 2019-20, HRLC shared information with public safety leadership to build awareness of the new Post Traumatic Stress Disorder laws surrounding workers compensation. Additionally, HRLC administers the Town's random drug testing program and Zero Tolerance Drug and Alcohol Policy. In FY 2019-20, the United States Department of Transportation's Federal Motor Carrier Safety Administration established a Drug and Alcohol Clearinghouse, an online database giving employers access to information about CDL driver drug and alcohol program violations.

Also, HRLC is the Town's liaison with the Employee Assistance Program (EAP).

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT & FAMILY MEDICAL LEAVE ACT

The Town is committed to *providing access to its programs and facilities, and is dedicated to assisting employees who are unable to work because of their own serious health condition or the serious health condition of a family member. HRLC works across departments and consults with supervisory and non-supervisory employees to ensure compliance with the Americans with Disabilities Act (ADA), as well as the Family Medical Leave Act (FMLA).*

Through training and facilitating interactive process discussions, HRLC assists Directors, supervisors and employees with developing reasonable accommodations that balance the needs and rights of employees with the business interests of the municipal organization, thereby ensuring compliance with the ADA. With regard to FMLA, beyond minimal compliance, HRLC has adopted best practices in communicating with employees and health care providers. For each employee request, HRLC staff ensures the use of updated forms and standardized correspondence readily accepted by the federal Department of Labor—which serves to mitigate potential liability for the Town.

(Continued on next page)

HUMAN RESOURCES & LEGAL COMPLIANCE (continued from previous page)

The HRLC Director serves as the ADA Coordinator for the Town in partnership with the Director of Human, Youth & Senior Services. HRLC works with local organizations including the Americans with Disabilities Act of Coalition of Connecticut (ADACC) and the New England ADA Center. The Department also works closely with other internal departments to conduct updates of Civil Rights policies and provide guidance regarding the same.

FREEDOM OF INFORMATION ACT REQUESTS

The goal of the Town of Rocky Hill is to courteously and promptly provide requested information in compliance with the Connecticut Freedom of Information Act (FOIA), which grants public access to all public records maintained or kept on file by the municipality except those records free from disclosure under the FOIA. Most public records are readily available for inspection upon request during regular business hours, such as those maintained by the office of the Town Clerk and other municipal offices. HRLC is often called upon when requests relate to records that contain information that may be confidential or private. HRLC reviews such requests through the lens of statutory exceptions, exemptions and exclusions to balance public disclosure and individual privacy interests. HRLC communicates frequently with FOIA Commission representatives to ensure compliance in this area and participates in hearings before the FOI Commission (FOIC).

HUMAN, YOUTH & SENIOR SERVICES DEPARTMENT

MELISSA HICKS, DIRECTOR

MHICKS@ROCKYHILLCT.GOV

(860) 258-2799

The Town of Rocky Hill Human Youth & Senior Services Department directly and indirectly provides all social services to town residents. The Department is always moving forward with the implementation of new ideas and concepts such as expansion of services, new groups and specific programming. As a multifaceted department, we are committed to working together and providing Town residents with quality services and programs. Various assistance programs are available for financially disadvantaged citizens. Some examples are emergency basic needs (shelter, clothing, food, bills, etc.), on-going food assistance, tax relief for elderly/disabled renters, energy assistance, holiday gift donations for children, holiday food baskets for families and fresh meals delivered for the holidays. Licensed professional staff offers crisis intervention and short term counseling. Two wheelchair accessible buses provide free transportation for elderly/disabled residents. Rocky Hill also offers an extended transportation program that assists residents with out of town medical appointments via a contracted company. A fully stocked food pantry provides assistance to families here in Rocky Hill and is staffed by our Food Pantry Coordinator and volunteers. The Youth Services Division offers youth and family therapy as well as a variety of positive youth development activities, prevention education and psychoeducation. Our Senior Center provides daily nutritional meals, socialization, physical activities and learning opportunities for all seniors in the surrounding area. A Municipal Agent for the Elderly provides information and assistance to elderly residents in applying for local and state assistance programs. The staff of the Department consists of a Director, Administrative Assistant, Part Time Case Manager, Youth Services Coordinator, Elderly Services Coordinator/Municipal Agent for the Elderly, two Full Time Bus Drivers, Transportation/Volunteer Coordinator, Food Pantry Coordinator/Part Time Driver, subcontracted program instructors and volunteers.

HUMAN SERVICES

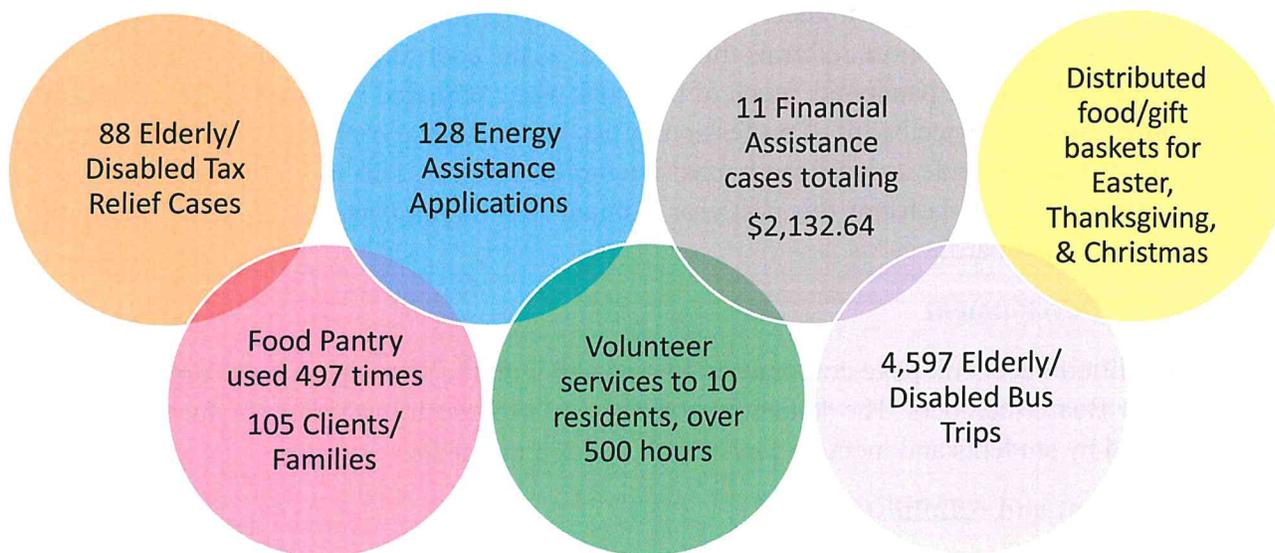
- We facilitated assistance with various local and state assistance programs for income/asset eligible residents;
- We provided financial assistance to disadvantaged households to help with emergency basic needs such as utility payments, partial rent payments, fresh food, baby items, laundry, transportation, emergency lodging, etc.;
- The non-perishable food pantry was utilized 497 times in 2020 serving over a 100 families. We distributed multiple food/gift baskets with gift cards for fresh food for the Easter, Thanksgiving and Christmas holidays;

(Continued on next page)

HUMAN, YOUTH & SENIOR SERVICES DEPARTMENT (continued from previous page)

- We provided meals to residents who were alone for the holidays for Easter, Thanksgiving and Christmas;
- We continue to offer our tri-town transportation grant to expand medical transportation services (151 rides per month). Curtin Transportation, Inc. is our contractual provider;
- Youth Services Programming planted a community vegetable garden to supplement the food pantry with fresh vegetables for the summer of 2020;
- Received numerous financial donations from residents, individuals, clubs, organizations, businesses and churches have helped us sustain the pantry and special needs account;
- Volunteer Care Teams serviced 10 residents utilizing 11 volunteers with over 500 hours of services for transportation, friendly visitation, grocery shopping and errands.

HS PROGRAM STATISTICS



YOUTH & FAMILY SERVICES

Rocky Hill Youth & Family Services Bureau, a division of Human Services, addresses the emotional, social and developmental needs of Rocky Hill youth and their families. RHYFSB is mandated by the CT State Statute 10-19-m to deliver the Administrative Core Unit (ACU) functions set by the State Department of Children & Families and Connecticut Youth Services Association, which include: Community Involvement, Resource Development, Management & Administration, Research & Development, Youth Advocacy and Direct Service.

(Continued on next page)

HUMAN, YOUTH & SENIOR SERVICES DEPARTMENT (continued from previous page)

The RH Youth 2 Youth Coalition trained ten new executive youth members by attending a virtual Youth-to-Youth International Leadership Conference and continues to work with 20 seasoned at-large members with regard to enforcement, policy development, the environmental approach to prevention and provided positive alternatives to substance use and other risky behaviors. Fifteen virtual positive youth development activities were provided for youth and families.

Red Ribbon Awareness Week is a drug, alcohol and anti-bullying initiative at each of the schools. Banners were signed and displayed at each school; ribbons were distributed by school staff and worn; and various prevention awareness activities took place masked, spaced & distanced at each school. Unfortunately due to the pandemic, the four assembly programs scheduled were cancelled for the schools.

RH Juvenile Review Board program which diverts multiple youth from the court system for first time minor offenses, had to meet virtually. As part of a statewide YSB Diversion Program, our YSB received many more referrals this past year as the court diverted minor offenses directly to our YSB. Due to the pandemic, much of the work was completed via telephone and virtual platforms. An attendance board of professionals has been added at each school to curtail truancy at its onset and has made a significantly positive impact thus far. This initiative was also completed on virtual platforms this past year. Annual JRB trainings were attended virtually by 50% of the JRB Board.

Resource Development

The Coalition Facebook page continues to be updated with the assistance of the Youth Services Advisory Board members. The students created a youth-to-youth Instagram account. It was developed by students and mentored by adult Coalition members.

Management and Administration

RHYSB membership continued virtually on the CYSA Board (CT Youth Services Association), the State Department of Children & Families Results Based Accountability (RBA) program, AMPLIFY (replaced CASAC Capital Area Substance Abuse Council) and TTSAC/CAPP Boards annually. The YSB Coordinator attended various professional development trainings including several new prevention initiatives virtually. A 4-town collaborative virtual STR grant program continued the awareness campaign for opioids, heroin and, prescription drug use/abuse. The legalization of recreational marijuana and vaping will continue to be hot topics for the next year or two.

Research & Assessment

A verbal needs assessment was conducted with the Assistant Superintendent and Principals of
(Continued on next page)

HUMAN, YOUTH & SENIOR SERVICES DEPARTMENT (continued from previous page)

Rocky Hill High School, Griswold Middle School, Myrtle Stevens, Moser, and West Hill Elementary School virtually. The results were summarized by YSC in identifying areas of need for the upcoming year. Projects and initiatives related to internet safety, underage drinking, vaping, legalization of recreational marijuana and other prevention related to “screen time” addiction, youth empowerment & connectedness, mental health issues as they relate to depression/anxiety, anti-bullying, community service, juvenile justice and positive youth development activities were reviewed and virtual platforms/collaborations were offered.

Youth Advocacy, Management & Administration

Attendance at the Youth Service Bureau Day at the Capitol was cancelled. The Youth Services Advisory Board members were trained monthly by virtual prevention specialist guest speakers in an effort to advocate on behalf of Rocky Hill youth needs and issues. Our monthly speakers included representatives from AMPLIFY, CAPP, MADD, GPP, educational documentaries series accompanied by virtual panel discussions and Alicia Farrell, PhD. Rocky Hill Youth 2 Youth Coalition students attended monthly virtual CT Youth Forum meetings to advocate on behalf of their peers to discuss important topics that impact their lives.

Direct Service

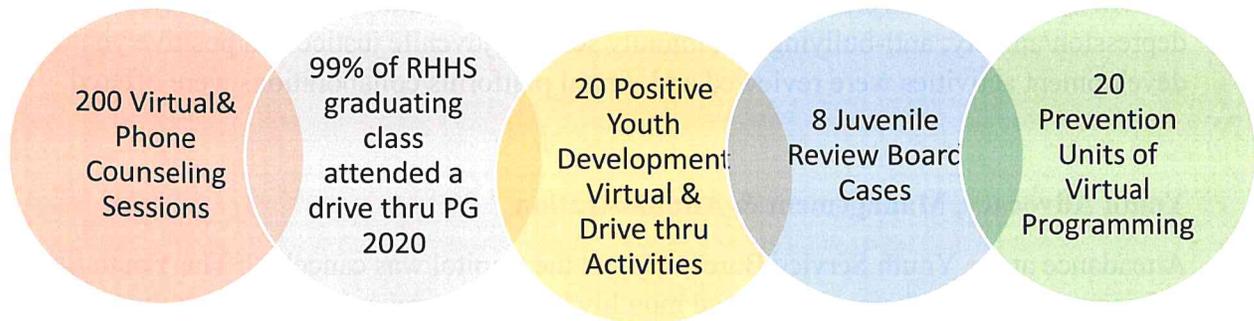
Throughout the year, 200 units (measurements of time spent on counseling, paperwork, clinical notes, consultations, charting etc.) of virtual counseling and case management sessions were provided for individuals, parents, families and groups. Licensed staff were a part of TIP (Targeted Intervention Process) virtually at RHHS and GMS, attendance meetings were attended at each school virtually, Wellness Initiatives and PBIS (Positive Behavioral Intervention System) programs were offered virtually as part of a collaboration with the BOE.

Other virtual and/or masked & distanced outdoor services provided include: Community Service Referrals; Crisis Resource Team; Campership/virtual/online fundraising events; a virtual/drive through RHHS Project Graduation (99% attendance); virtual Youth Employment Service (YES) training/RH Intergenerational Garden Program (8 participants masked & distanced); Cops & Kids Afterschool Programs were cancelled; Summer Cops & Kids/Teen Adventure & Leadership met outdoors masked & distanced, LEAD & Y2Y Youth Leadership Conference; Media Education/Public Service Announcements/Power Point Presentations and Website Development.

(Continued on next page)

HUMAN, YOUTH & SENIOR SERVICES DEPARTMENT (continued from previous page)

YS PROGRAM STATISTICS



SENIOR SERVICES

The Rocky Hill Senior Center Department provides programs for the direct benefit of our senior/boomer residents. The Senior Center is located within the Town Hall Community Center. The programs that are offered through the Senior Center usually include a daily lunch program; monthly newsletter; quarterly brochure, educational, motivational and informational seminars; Rocky Hill Serenaders; monthly book club; Senior Lounge with computers; Mahjong, Bridge Group; Wii Bowling; Knitters Group; various exercise programs; day, evening and weekend bus trips; art classes; weekly bingo games and card groups; Paint Night; Lunch & Learn; AARP Drivers Safety & Tax Aide; nursing services; and other special events. Many of these things were suspended due to COVID shut down, so instead we offered the following:

- Distributed a monthly Senior Newsletter “Pivotal Press”;
- Facilitated a Monthly Book Club (outdoors, socially distanced);
- Offered Zoom exercise programs including Silver Sneakers, Pilates for Boomers, Boomers Boot Camp, Zumba Gold, Chair Yoga;
- Offered Monthly Arts & Crafts projects that were able to be picked up;
- Monthly Zoom Driver Safety Program was offered by AARP;
- AARP Tax Aide helped seniors file their taxes - Senior Center staff took all calls to set up appointments on tax aide and worked closely with the Coordinator from AARP for February & March;

(Continued on next page)

HUMAN, YOUTH & SENIOR SERVICES DEPARTMENT

(continued from previous page)

- The Municipal Agent for the Elderly had an increase with seniors asking for help in applying for assistance with State and federal programs;
- Weekly & Monthly Zoom Presentations focusing on travel, entertainment, educational, health and fitness programs;
- Offered Monthly Zoom Creative Writing Classes;
- Offered Monthly Zoom “Scholars for Life” Educational Seminars presented by CCSU;
- Offered Monthly Grab N Go Lunches;
- Facilitated Special Holiday Art Projects by seniors to give back to the community;
- Aided with a Veteran’s Day Project – Appreciation cards and tags created by seniors for Veteran’s Home residents and Veterans within town;
- Ensured Daily wellness calls with the help of senior members.

INFORMATION TECHNOLOGY DEPARTMENT

JOHN NOWAKOWSKI, DIRECTOR OF IT

JNOWAKOWSKI@ROCKYHILLCT.GOV

(860)258-7649

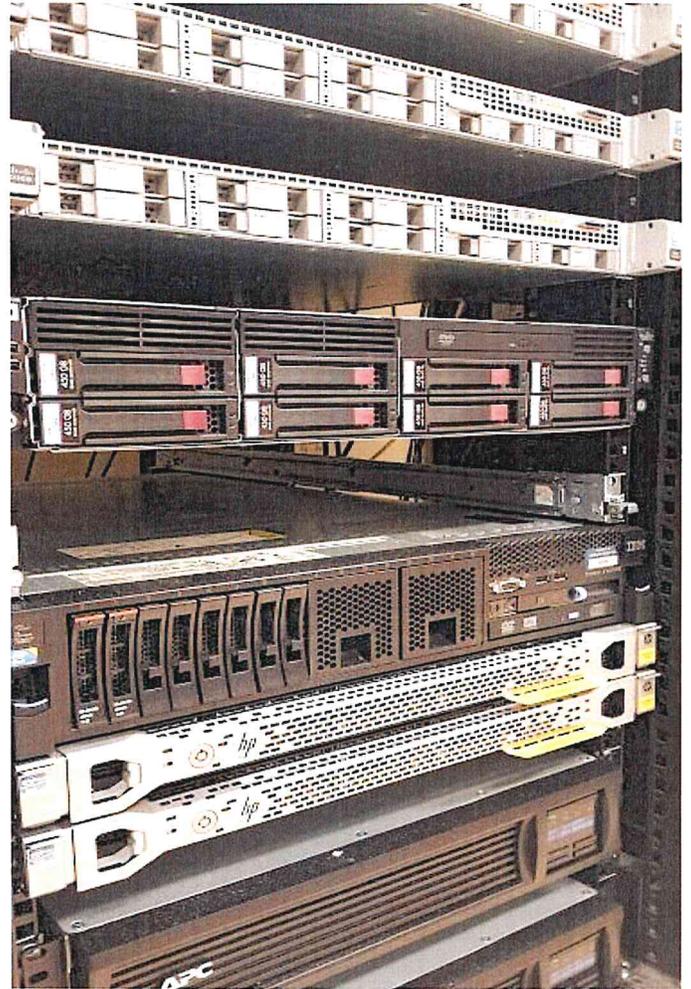
The **Information Technology Department** is responsible for setting the technology direction for Town Government. The Department consists of four full time positions which include a Director of Information Technology, two Information Technology Technicians and a Media Communications Coordinator. The Department also has a part-time Media Room Operator. Responsibilities include technology planning, system design, implementation and support. The overall goal of the Technology Department is to provide the technology tools and systems necessary to drive efficiency into the organization with an eye towards cost savings while providing an increased level of service to all constituents.

IT Department Accomplishments

- Updated the virtual infrastructure to the newest supported VMware platform;
- Implemented new cloud-based backup solution;
- Implemented new e-discovery solution for all town departments;
- Implemented remote work environment and service continuity for employees and government operations.

Additional Information

- In addition to the above project work, the IT Department also has responsibility for server and network security, technology training, break/fix work, posting content to the Town website, managing Community Channel 16 and three Town electronic signs. In the past 12 months, the IT Department has responded to and completed over 600 separate helpdesk requests for service.



CORA J. BELDEN LIBRARY

MARY HOGAN, DIRECTOR

MHOGAN@ROCKYHILLCT.GOV

(860) 258-7621

The Cora J. Belden Library serves as the public library for the residents of Rocky Hill. The library consists of a Director, an Assistant Director, Reference Librarians, a Children’s Librarian and Library Assistants, as well as several part-time staff. The mission of the library is to encourage life-long learning through access to important resources like books, electronic materials, newspapers, magazines, computers, free Wi-Fi, literacy classes for children and babies, and technology classes for adults.

“A Year Like No Other”



The 2019-20 year could be called “A Tale of Two Libraries.” From July 2019-February 2020, the library building bustled with activity. During the summer, the library averaged between 600 and 700 people coming in daily to read, learn, connect, work, study or participate in a summer program.

Everything changed on March 14, 2020 when the library building closed to the public and the staff pivoted and moved all programs and services to an online environment. It was still a bustling environment, albeit virtually.

(Continued on next page)

CORA J BELDEN LIBRARY (continued from previous page)

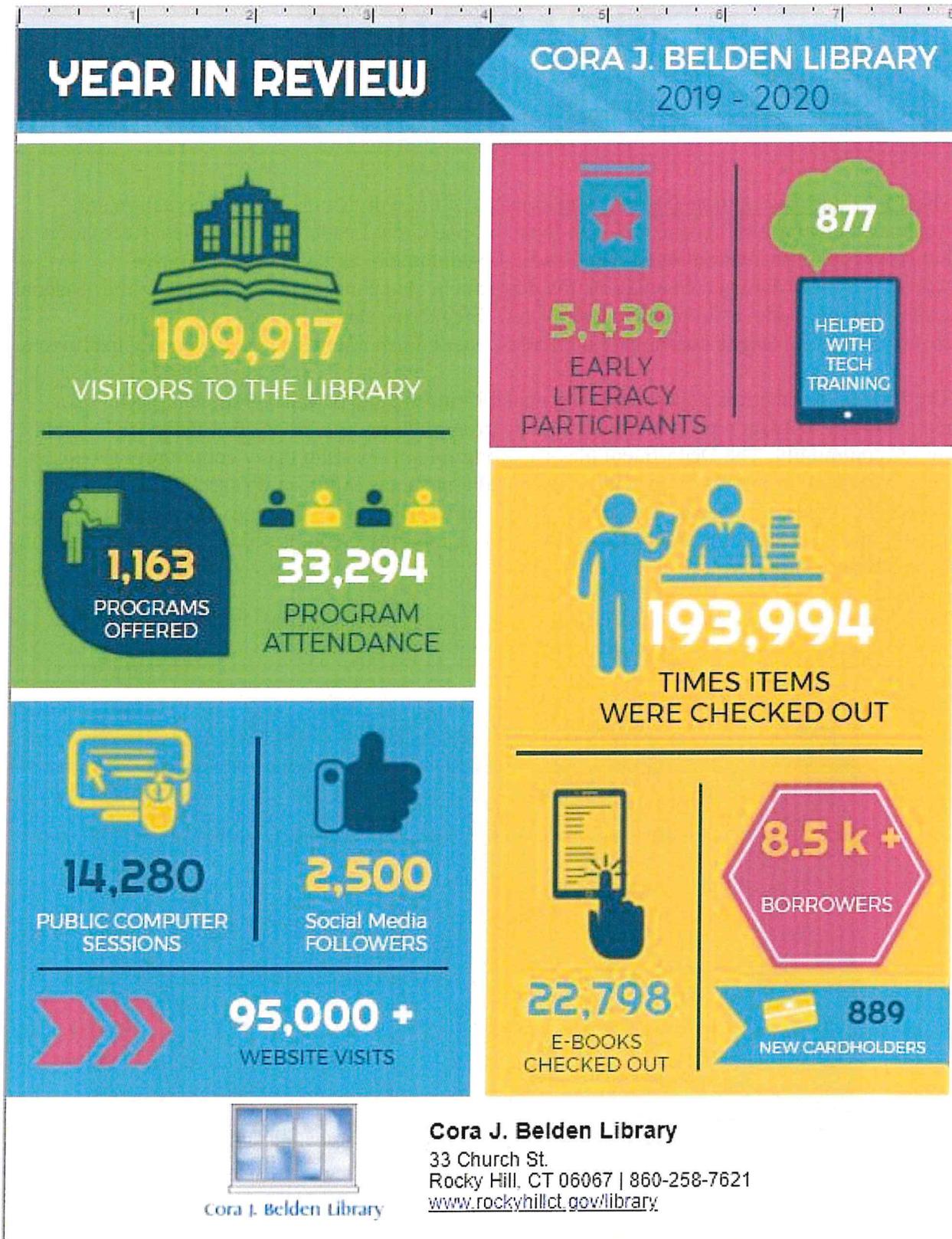
Some highlights:

- The Library was one of the first libraries to use Zoom to transition library programs to a virtual platform.
 - Hosted Zoom programs for all ages- popular programs included: Alaska Zoo Polar Bear Program, Adult Music Bingo (which was recognized nationally by the American Library Association), ongoing storytimes, pet rescue programs, career and job help, digital escape rooms, technology assistance , book clubs, author visits, and much more...
- Assisted Rocky Hill public schools with transitioning to online learning by simplifying access to our online materials and databases;
- Transitioned youth art show to online format;
- Created a digital access pass for immediate access to digital resources and made arrangements to issue physical library cards;
- Re- routed phone lines and added chat/text features;
- Added thousands of new digital resources including e-books, e-audiobooks, and new databases for resume and job search help, online tutoring and test help preparation for students;
- Revamped our monthly digital newsletter and sent out a weekly update to over 2,000 subscribers. Updates included highlights of new programs, community news as well as tech training tips;
- Started a YouTube Channel with videos explaining how to use our digital materials, storytime recordings, and special program videos;
- Advertised wifi password so patrons could get free access from our parking lot;
- Reconfigured library space-all seating, toys, newspapers were removed, public computers spaced apart, staff offices relocated throughout the building to socially distance;
- Re-deployed 3D printer to make mask adapters give to local hospitals – during a time of great shortages with needed medical supplies;
- Created successful “make and take” kits;
- Launched “Library2Go” pick-up service in June to allow access to physical materials;
- Prepared for limited reopening with “Dash-in/Dash Out” and access to computers by appointment.

The library continues to be a center within our diverse community where residents of all ages connect to read, learn, work and study. The 2019-20 year showed how library staff could find innovative ways to deliver services. Many of the new services will continue and the library will be evolving as we re-open more fully. The library will be a place where physical books and DVDs coexist with e-books and online platforms.

(Continued on next page)

CORA J BELDEN LIBRARY (continued from previous page)



PARKS & RECREATION DEPARTMENT

CRAIG A. BOWMAN, DIRECTOR

CBOWMAN@ROCKYHILLCT.GOV

(860) 258-7664

The **Parks and Recreation Department** consists of three divisions: Parks, Recreation and Aquatics. Full-time staff consists of one Director, one Crew Leader, one Aquatics /Recreation Supervisor, one Recreation Supervisor, six park maintainers, and one Administrative Assistant/Office Manager. In addition, the department also consists of various part-time seasonal staff including: parks maintainers, clerical staff, lifeguards, camp counselors, program specialists, sports league coordinators, referees, boat launch attendants, and specialty instructors.

The Parks & Recreation Department's responsibilities include park development, park maintenance, recreation programming, aquatic programming as well as creating special events for the community. The Department plays a strong role in assisting many community groups in their events and programs by providing technical assistance, event set up and break down, and many other types of services. The Director also serves as the Tree Warden. The Department has a Parks and Recreation Advisory Board, which is a committee comprised of six members serving in an advisory capacity.



(Continued on next page)

PARKS & RECREATION DEPARTMENT (continued from previous page)

Accomplishments in the Parks Division

- Budget preparation, administration;
- Maintain Parks Garage to OSHA compliance;
- Town-wide mowing, trash pick-up, pruning shrubs and trees, stump grinding, leaf pick-up and High School athletic event clean-up;
- Ball field preparation of 19 fields;
- Snow removal operations;
- Stripped, added drainage, sodded, and added DuraEdge infield at Stevens School baseball field;
- Slice seeded and overseeded RHHS Aux Field 2;
- Elm Ridge pool – prepare pool for season including getting pumps started, filling the pool to check for leaks, etc.;



- Preventative maintenance program on all fields and facilities;
 - Irrigation repairs, till and drag ball fields, winterize all irrigation systems;
- (Continued on next page)

PARKS & RECREATION DEPARTMENT (continued from previous page)

- Refreshed playground surfacing at all playscapes, schools, and playground maintenance. Equipment maintenance/repair, repair turfcats, repair lighting towers, tune-up and repair snow blowers, service of big gang mowers, backhoe, sandpros, Bobcat and park furniture benches/bleachers/picnic table repairs;
- Set-up for Band Backer Competition, Travel Soccer Tournament, Winter Wonderland, Summer Concerts, Fallfest, Summer Movie Series, Board of Education functions, Senior Picnics, Lions Club Carnival, Ferry Park Farmers Market, Memorial Day and Veteran's Day; two road races; Cow Chip Bingo; and Santa Express;
- Installed two new controllers for large pool and baby pool at Elm Ridge Pool;
- Installed boat and fire docks; removed and shrink-wrapped after season;
- 120 highly maintained acres; 140 moderately maintained acres; 275 acres of open space;
- Maintained streetscape landscaping - weeding, mowing, pruning and garbage removal;
- Moved bleachers, mats and other equipment to and from the schools for assemblies, events and programs;
- Responded to over 150 tree calls;
- Installed banners at Main and Elm – spring, summer, fall and winter;
- Cleaned river bank at Ferry Park;
- Performed dam maintenance at Dividend Pond Trail;
- Replanted flower beds at Community Center;
- Overseeded Aux 1 at High School and lower field at West Hill School;
- Added clay and re-leveled RHHS baseball diamond;
- Assisted in planning process for new preschool playground at West Hill School and playground addition at Stevens School;
- Opened Surwilo Park in the Fall of 2019;
- Attended safety training classes;
- Removed old shrubs at Town Hall Campus and replaced mulch with stone;
- Replanted around new gazebo at Elm Ridge Park;
- Purchased a new UTV to assist with park and trail maintenance through the Field Rental account;
- Added additional sidewalks in Elm Ridge Park to connect DiMauro and Vicino Field;
- Hired two new full-time employees to replace recent retirees within the parks garage;
- Overseeded and repaired Rocky Hill Dog Park;
- Began work on creating a new mountain bike trail at Dividend Pond Trails;
- Installed new industrial Park sign in front of Firehouse Company 2.

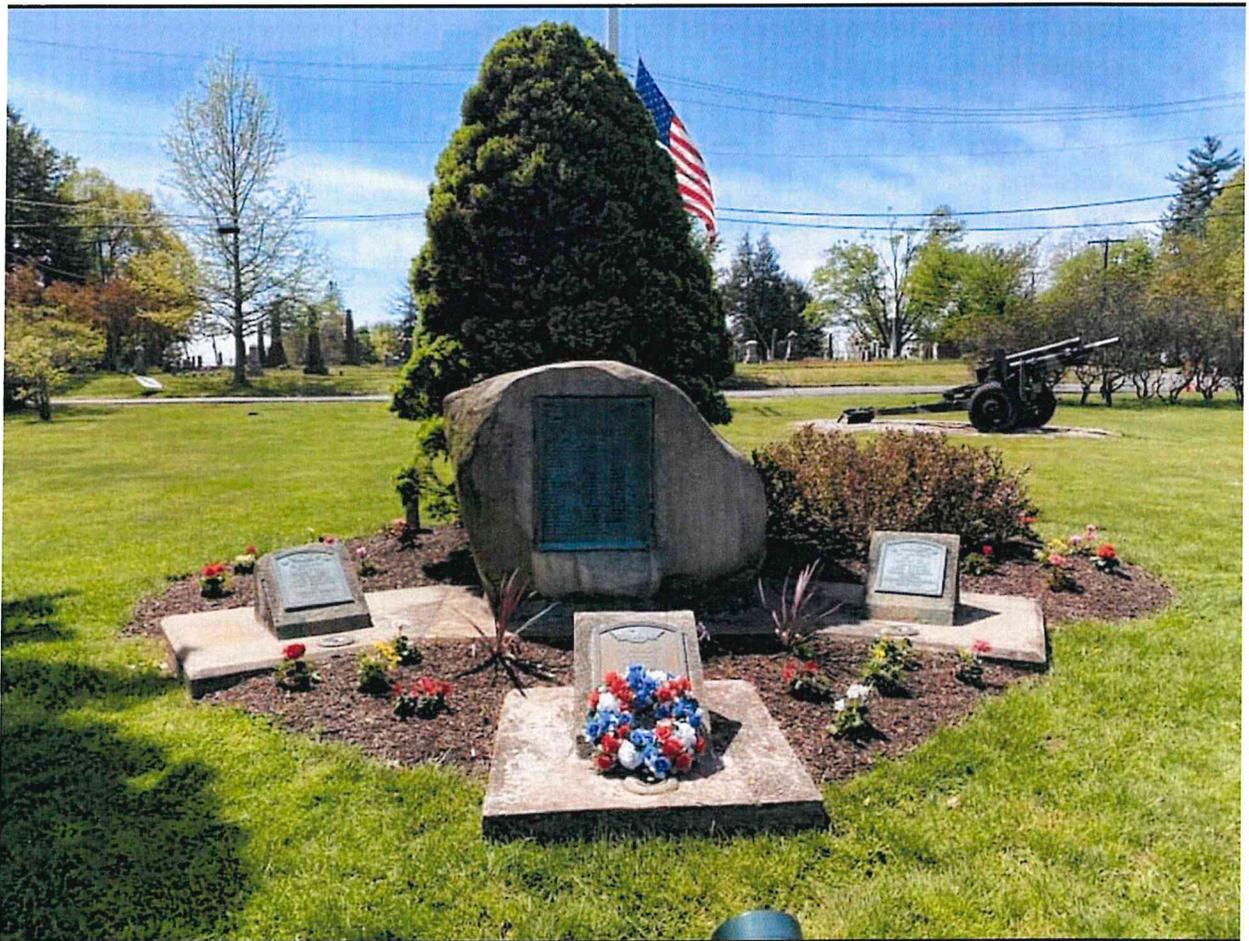
Accomplishments in the Recreation Division

- Budget preparation and administration;
- Summerscape - averaging 150 youth a week;
- Teen Adventure Camp – 40 campers per week;

(Continued on next page)

PARKS & RECREATION DEPARTMENT (continued from previous page)

- Special Events - Summer Concert Series, Movie Series, Fallfest and Food Truck Festival, Winter Wonderland, Decorate Your House Contest;
- Liaison to Travel Soccer, Youth Football and Cheerleading, Little League, and lacrosse— regarding schedules, field maintenance, lighting schedules and tournaments;
- Liaison to Board of Education - Project Graduation, athletic events, band competition and choral concerts;



- Youth basketball – Nearly 500 participants with weekly in-town and out-of-town games for both Recreation League and Travel Basketball;
- Fall soccer – 300+ participants;
- Youth Programs – April and August vacation camps, soccer camps, Skyhawks sports camps, piano lessons, dance, guitar lessons, dodgeball, Counselor in Training programs, youth cooking class, babysitter training, lacrosse league, Stepping Stones Theater, summer art camp, tennis lessons, karate, Capoeira; Kids Korner pre-K;

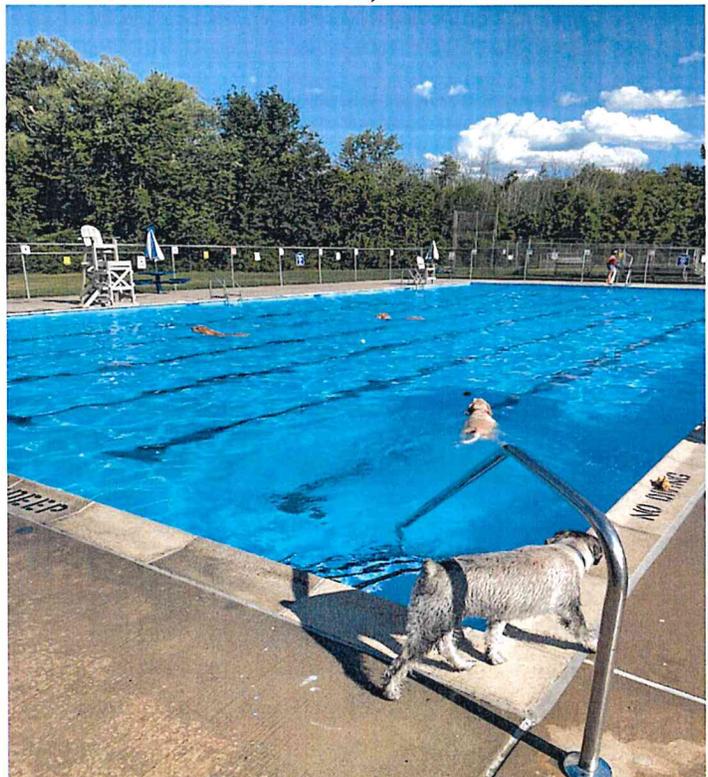
(Continued on next page)

PARKS & RECREATION DEPARTMENT (continued from previous page)

- Special Needs Programming – Sea Cubs Swim Club, Summer Knights, Sidekicks Soccer, Camp Sunrise, inclusive kickball, and Challenger Day;
- Adult Theater - One production, 3 performances;
- Adult programs – softball league, drop-in basketball, adult theatre, British Soccer camps, fitness classes, strength training, Pilates, tennis lessons, health wellness workshops, yoga, spinning and Reiki workshops;
- Weekly cyclo cross bike series;
- Hired a photographer to take photos for all department related programs & events;
- Assisted RHPD in planning for 2019 National Night Out;
- Participated in CT Trails Day, Ferry Park;
- Tree Warden Association committee member-coordination of newsletter, websites, workshops and annual meeting;
- Instituted a walking wellness program for employees of Town and Board of Education;
- Successfully planned and implemented Ferry Park Farmers Market Summer series.

Accomplishments in the Aquatic Division

- Supervised High School Pool and Dr. David W. Moser Memorial Pool;
- Re-interviewed all interested returning staff & made changes to how merit raises are given out
- Budget preparation and administration;
- Offered winter-only Sea Lions Swim Team with 80+ swimmers;
- Summer children’s swim lessons held with 255 participants; (no spring lessons due to Covid-19)
- Pool Attendance: 2,500 indoors, approximately 6,500 outdoors; (Indoor numbers affected by Spring 2020 Covid shutdown)
- Offered free swim for approximately 200 campers/week for 7 weeks;
- Coordinated Dog Day at the Pool, held vacation swims and pool float nights;
- Attended CRPA Aquatics Section meetings;
- Offered Water Safety Instructor Aide and Lifeguarding classes;
- Liaison to Board of Education for aquatic events and programs;



(Continued on next page)

PARKS & RECREATION DEPARTMENT (continued from previous page

- Hosted Scuba classes at indoor pool;
- Supervised Ferry Park Boat Launch;
- Taught Red Cross Lifeguarding Instructor Course;
- Trained lifeguards and conducted in-service trainings;
- Sea Lions Swim Team banquets;
- Offered Blood Borne Pathogens training to lifeguards;
- Attended CRPA trainings;
- Offered Lifeguarding Instructor Review Courses.

POLICE DEPARTMENT

MICHAEL D. CUSTER, CHIEF

MCUSTER@ROCKYHILLCT.GOV

(860) 258-7636

The Rocky Hill Police Department was organized in 1938 and has been serving the community with pride and distinction ever since. The Department began operations with a single officer and has grown to an organization of thirty-eight sworn and fourteen civilian personnel. The Department is organized into four main units:

Patrol

The Patrol Division is commanded by an Operations Lieutenant. There are six Sergeants and eighteen Officers assigned to this division. This division provides 24/7 police service to the community. Officers are highly trained and work with the latest technology in law enforcement. Patrol personnel are first responders to medical emergencies and conduct initial investigations of all reported crimes.

Investigations

The Investigations Division is commanded by a Detective Lieutenant. There are three Detectives, two School Resource Officers and a Training Sergeant assigned to this Division. In addition, an officer is assigned to the DEA Narcotics Task Force. Detectives are specialized investigators who assist the Patrol Division in case investigation. Detectives are assigned non-routine and complex cases in an effort to free up Patrol personnel. The Training Sergeant coordinates training for all Department personnel and the School Resource Officers are assigned to the four public schools.

Administration

The Administrative Division is commanded by a Support Service Lieutenant. This unit includes an Accreditation Officer, a Technical Support Officer and Records Bureau personnel. The Administrative Division is entrusted with providing logistical and technical support to all units of the Rocky Hill Police Department.

Communications

The Public Safety Dispatch Center is commanded by the Administrative Lieutenant. There are nine full-time Civilian Communications Dispatchers assigned to this unit. The Communications Center provides 24/7 emergency-911 coverage to the community. It also provides dispatching for all police, fire and ambulance calls for service. The communications center handled 29,851 calls for service in FY 2019-20.

[\(Continued on next page\)](#)

POLICE DEPARTMENT (continued from previous page)

Community Service Programs

The Rocky Hill Police Department offers a number of community service programs to the public that are available upon request. All of these services are carried out by police personnel who have received specialized training in each area of expertise. The following services are available:

- Child Car Seat Inspection & Installation;
- Cops & Tots Reading Program;
- Crime Prevention Awareness;
- Police Cadets - Post 121;
- Police Internship for College Students;
- Police Ride-Along Program;
- Project Kid Care;
- Toys for Tots Program;
- Youth Life Skills Program.

A Police-Community Partnership

The Rocky Hill Police Department is committed to community policing and has forged a police-community partnership based on courtesy, professionalism and respect. The Rocky Hill Police Department welcomes visitors and extends an open invitation to the public to stop by and meet members of the Department. Tours of Police Headquarters are gladly given by appointment.

Accomplishments and Activities for FY 2019-20

Total police training hours	2,719
Total criminal arrests	267
Total medical calls	1,970
Total motor vehicle accidents reported	440
Total motor vehicle infractions issued	497
Total town tickets issued	69
Total alarms responded to	832
Total animal complaints investigated	528
Total criminal cases assigned	36
Total community service events	31
Total child car seats installed	33

DEPARTMENT OF PUBLIC WORKS

*JOE LENTINI, FIELD OPERATION & HIGHWAY
SUPERINTENDENT*

JLENTINI@ROCKYHILLCT.GOV

(860) 258-7709

The **Department of Public Works**' main responsibilities are to clean, maintain and repair all public streets and ways including all street signs, both regulatory and warning; to remove snow and/or ice from all town streets and all Town and School properties; to maintain and operate storm drains and culverts; to assist the Sanitation Department in the operation of the Transfer Station; and to operate a central repair facility for Town and school vehicles and heavy equipment. Projects routinely undertaken include: storm drainage and catch basin repairs, culvert maintenance, parking lot construction, roadside mowing and street widening, reclamation and resurfacing. Other services provided by the Highway Department include: spring sweeping of all Town street and parking areas, yearly catch-basin cleaning, curbside brush pickup, annual collection of discarded Christmas trees, fall curbside collection of loose leaves, grading of the Meadow roads and monitoring all street lights and State's traffic signals. Please visit our website rockyhillct.gov and click on Public Works Department and fill out an online request form to report any winter damage or street light outage. Please include pole number in request form.

Accomplishments

- 12 snow and ice callouts, 11 inches of snow, 500 tons of salt and 500 gallons of liquid calcium was placed on Town roads during snow events;
- Drainage work performed: Hayes Road, Bayberry Lane & Belden Place, Chapin Ave., Courtney Drive, Old Main St. and Richard Road.
- 15 complete rebuilds for catch basins;
- Tree trim throughout Town;
- Clean out swales and culverts;
- Town-wide roadside mowing;
- Pothole repair throughout Town;
- Replace 60 catch basin tops;
- Repair, curb and cut back top soil numerous streets throughout the Town;
- Saw, cut, remove and prepare driveway aprons for newly paved roads;
- Backfilling of curb with loam & seed on Falcon ridge and surrounding location for newly paved roads;
- Overlay asphalt: Bayberry Lane and Cold Spring Road
- Grade The Meadows gravel road;
- Crack seal Town roads;
- Town-wide brush & leaf removal;

(Continued on next page)

DEPARTMENT OF PUBLIC WORKS (continued from previous page)

- Adjust all manholes and water boxes on all streets that were paved. Clean all streets after contractor's work was completed;
- Transfer Station maintenance and hauling of brush, grass, plastic and bulky waste;
- Curb repair and replacement for Town schools and parks;
- Duty Man responses for all emergency calls, 24 hours a day.

Sanitation: Joe Lentini, Recycling Coordinator

Solid Waste collection is performed under contract weekly for trash and bi-weekly for recycling and textiles. The Town operates a Transfer Station at the Highway Garage for residents for disposal of brush, furniture, rugs, computers, TV's, electronics, appliances, metal, paint, tires, 20 lb. empty propane tanks, fluorescent bulbs, ballasts, batteries and grease. Please refer to the Town Website www.rockyhillct.gov and click on Public Works Department for the latest information on the Transfer Station, curbside pickup and other services. You can also use the online service request form to schedule a bulky waste pickup or replace a damaged container.

Sanitation Disposals

- 6,000 tons budgeted yearly for residential municipal solid waste;
- 705 tons of bulky waste (furniture, rugs, etc.);
- 1,500 tons of recycling material; i.e. all material from curbside blue recycling bins (revenue source);
- 3,015 gallons of waste oil;
- 200 lbs. used cooking oil – recycled;
- 240.16 tons of scrap metal (revenue source);
- 209 propane tanks;
- 601 tires;
- 1,201 pounds of fluorescent bulbs;
- Shredded paper – 7,000 lbs.;
- 13,914 gallons of latex paint waste. We are a Paint Care Drop Off with no disposal costs;
- 1,712 mattresses. We are a Mattress Recycler with no disposal costs;
- 1,121 pounds of batteries;
- Recycled 64 tons of miscellaneous electronic equipment (computers, printers, etc.) (Revenue source).



Received \$28,549 Revenue from the above revenue sources and \$10,751 from sale of assets.

Solid Waste Disposal

(Continued on next page)

DEPARTMENT OF PUBLIC WORKS (continued from previous page)

Loose leaves, which the Town collects every autumn, are composted in an area in the industrial park. Once they are fully composted, the leaves are brought to a site located on Old Forge Road. Residents can take mulch for their personal use at no charge. The Town collected approximately 10,192 cubic yard of leaves from curbside. Residents are reminded not to put yard waste in trash Collection containers. All yard waste can be brought to the Transfer Station located at the Highway Garage for disposal during the year.

GRASSCYCLING – CT DEEP BANNED FROM DISPOSAL

Grass is not accepted as a recyclable. Leaving grass clippings on the lawn returns valuable nutrients to the soil, allowing you to reduce the amount of chemical fertilizer you need to apply. It is also against the law to dispose of grass in the trash.

RECYCLING

Recyclables are collected bi-weekly in your blue cart placed at the curb and includes clear/colored glass bottles & jars, clean food and beverage containers, aluminum foil and foil backed tins, aseptic packaging including milk and juice boxes and containers, plastic #1 thru #7 & #10, corrugated cardboard, newspaper, magazines, catalogs, cereal boxes, shoe boxes, pasta boxes, etc., shredded paper, junk mail, manila folders, mixed paper products. Also, #1 and #2 plastic food and laundry product containers can all be placed loosely in the blue recycling bin, which are collected bi-weekly at the curbside. Pink bag is used for textiles. Recycling helps reduce the per ton costs of trash disposal. **No Styrofoam of any type is collected.**

SEWER SERVICE

Rocky Hill is one of eight member communities in the Metropolitan District Commission (MDC) which provides both water and sewer service. The other communities are Hartford, Newington, Wethersfield, Windsor, Bloomfield, East Hartford and West Hartford. The sewer service charge includes funding for the Town's share of the MDC Sewer use. The annual charge also includes the cost of a regional household hazardous waste collection program that is held in each of the eight member communities once a year.

Ratepayers fund water service, while sewer costs are part of each town's tax levy.

TAX ASSESSOR
STUART TOPLIFF, ASSESSOR
STOPLIFF@ROCKYHILLCT.GOV
(860) 258-2722

The **Assessor's** office is responsible compiling the Grand List. This is achieved by discovering, listing and valuing all taxable and tax exempt property located within the Town of Rocky Hill. The Assessor's office administers a variety of exemption programs for the blind, elderly, disabled, veterans, manufacturers, and commercial motor vehicles, as well as numerous state reports that determine PILOT received by the Town of Rocky Hill. The Assessor's office also conducts a revaluation every five (5) years and inspect each property every ten (10) years as mandated by the Connecticut General Statutes. We are currently in year three (3) of the previous revaluation. Our next revaluation is scheduled for October 1, 2023.

TAX COLLECTOR
ELAINE MCKIM, TAX COLLECTOR
EMCKIM@ROCKYHILLCT.GOV
(860) 258-2717

The **Tax Collector's** office is responsible for the collection of all real estate, personal property and motor vehicle taxes levied by the Town of Rocky Hill. Collection efforts are governed by state statute and local policy, prescribed by the Town Council. The Collector's office administers delinquent collection with the assistance of attorneys, State Marshal and collection agency.

On-line tax payments are now accepted on the Town website.

- | | |
|---|---------------|
| • Number of 2019-20 Real Estate Tax Bills | 7,387 |
| • Number of 2019-20 Personal Property | 1,303 |
| • Number of 2019-20 Motor Vehicle Tax Bills | 18,956 |
| • Number of 2019-20 Supplemental Motor Vehicle | 3,279 |

TOWN CLERK

SANDRA WIELEBA, TOWN CLERK

SWIELEBA@ROCKYHILLCT.GOV

(860) 258-2705

The Town Clerk is a full-time official appointed by the Town Manager. The Town Clerk is often referred to as the keeper of records and has a variety of responsibilities in this role. As Town Clerk, my office is responsible for recording all documents that relate to property located in the Town of Rocky Hill as well as maps and surveys. This office maintains minutes for all boards and commissions, election results, liquor licenses, notary public and Justice of the Peace signature cards and historic documents pertaining to the Town. The Town Clerk and her staff also serve as the Registrar of Vital Statistics and in this role we issue and certify birth, marriage and death records and issue burial permits. This office sells sports licenses and issues dog licenses per State Statute. The Town Clerk is an integral part of all elections, primaries and referendums. In this role, the Town Clerk certifies the results from every election, primary and/or referendum and issues absentee ballots so that every vote will count.

- **Land Records:** (Instruments recorded on the land records: 2,836) Land related documents includes warranty, quit claim, executor deeds, mortgages, release, assignments, financial statements, probate paperwork, property maps, federal/state/municipal and water district liens are an example of documents that are recorded in this office. Land records can be viewed and printed from our on-line at www.searchiqs.com/ctrock; Property and Subdivision Maps (99).
- **Vital Statistics:** Maintains and issues all births, marriages and deaths certificates as well as certifying these documents when requested. Issues marriage licenses for marriages that take place in the Town of Rocky Hill (41), issues burial permits and cremation permits (2,289).
- **Maintains:** Files agendas and minutes of all meetings of Town boards and commissions. Records discharge papers for veterans residing in town.
- **Licenses:** (Dog Licenses issued: 1,425) Issues licenses for dogs, hunting, fishing, trapping, pheasant stamps, duck stamps, and vendor permits.
- **Request for Public Records:** Answers in a timely fashion and provides certified and non-certified copies of minutes, land records, reports, trade names, dog listings, elected/appointed officials, etc.

COVID-19 presented many challenges for Town Clerks' in Connecticut. Our office had to be staffed and available due to the nature of our responsibilities. I want to acknowledge the teamwork and dedication that Samile Keeler and Robin Webster displayed as both went above and beyond in order to keep this office open and meet the needs of our customers.

(Continued on next page)

TOWN CLERK (continued from previous page)

Executive Orders issued on a daily basis impacted the way we performed our job

- ❖ Land records could be recorded without two witnesses present when executing deeds, mortgages, etc.;
- ❖ Late fees for licensing dogs in June were suspended until August;
- ❖ Applications requesting an absentee ballots were mailed to everyone by the Secretary of the States' Office. My office processed 4,318 absentee ballots for the Presidential election. Absentee ballots were accepted either through the mail, in person or using a drop-off box located in front of the Town Hall;
- ❖ Marriage licenses could be obtained from another town if the town of occurrence was closed due to COVID-19. Rocky Hill issued five (5) licenses on behalf of other towns closed due to COVID-19;
- ❖ Administering oaths to newly appointed Justice of the Peace and notaries when renewing their Notary Certificates had to be done in person while maintaining social distancing;
- ❖ Recording land records' were handled electronically, through the mail, dropped off in an outside drop box or in person at the front door.

COVID-19 also provided an opportunity to back scan and back index land records providing more records on-line for our title searchers when the office was closed to the public. Our land records go back to 1949 and more records are being scanned and available on-line on a daily basis.

ROCKY HILL, CT

Rocky Hill was settled in 1650 as part of Wethersfield, and was incorporated as a separate town in 1843. Located along the west bank of the beautiful Connecticut River, eight miles south of Hartford, Rocky Hill is a thriving community with a rich heritage. We strive to preserve our small town charm while encouraging new development. We are committed to fiscal accountability, responsive government and the highest level of service to the community. The Town's leaders, in partnership with our schools, public library and other municipal departments, make Rocky Hill a great place to live, work and visit.

The Town is traversed by State Routes 3, 99 and 160 and Interstate 91.

Area - 13.9 Square Miles

Population - Approximately 20,021

Land Use

Residential

Commercial and Industrial

Multi-family and Condominium

Open Space

Form of Government

Mayor, Council, Town Manager

Town Hall

761 Old Main Street

Rocky Hill, CT 06067

2019-20 Tax Rate – 32.5 mills

2018 Net Taxable Grand List

\$2,208,948,420

State Representative

Kerry Wood (D) 860-240-8585

State Senator

Matthew Lesser (D) 860-240-8600

U.S. Congressman

John Larson (D) 860-278-8888

U.S. Senators

Richard Blumenthal (D) Senate Office 202-224-2823 or State Office 860-258-6940

Christopher Murphy (D) Senate Office 202-224-4041 or State Office 860-549-8463

