



2019 | 20 *Annual Report*



2019|20 ANNUAL REPORT

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Dear Neighbors,

I am pleased to present the Town of East Hampton Annual Report, which covers the period from July 1, 2019 through June 30, 2020. As always, thank you for taking time to review the great information it presents. This report is filled with powerful information and incredible accomplishments in all areas of Town government. None of these accomplishments are achieved without the guidance and support of you, the citizens of East Hampton.

Many words could be used to describe this year; challenging, remarkable, horrible, historic. It started off as any other year. The community continued to enjoy the Town's resources at the Library, Recreation Department and Senior Center. Economic growth continued with housing and commercial improvements and business success in the Village Center and elsewhere. The Town Hall facility construction continued. Several new staff members joined the team or moved to new positions throughout the organization and the Town began benefiting from their fresh perspectives and experiences. Before we knew it, however, a new virus was here and by mid-March, many of our facilities and businesses had closed and the world looked very different.

The Town government community rose to the challenges of the pandemic. Staff at the Senior Center, Library, Recreation and other Departments created and implemented many new processes and programs to offer online and contactless ways to provide services and maintain activities. The Town developed its online meeting presence and implemented a hybrid Town Meeting where some attendees were in the Town Hall and others were online. Many of these new practices will likely remain in place long after the pandemic is over. At the height of the pandemic's first wave, the Town Hall facility was completed and staff undertook the enormous task of cleaning, packing and moving to the new facility. On May 11, operations began out of the new building and the public was welcomed back on June 25.

Fiscally, the Town had a good year despite the strange ending. As part of the decisions made for the next Fiscal Year (2020/2021), the Town used some of its available unused funds from this year and used some savings from previous years to reduce costs in the future and to offset the need for additional tax levy to support next year. Even with these fiscal decisions, the Town remains in a good position financially and looks to maintain that status into the future.

Please continue to participate in your government. As a reminder, the Town has many opportunities for its residents to serve on Boards and Commissions that provide formal ways to assist and advise the Town's activities. Please consider joining one. The Town website (easthamptonct.gov) has information on all of them. Thank you for all you do and thanks for reading the Town's Annual Report.

Best regards,

David E. Cox
Town Manager

Office of the **ASSESSOR**

The **Assessor** is responsible for discovering, listing and valuing all taxable and non-taxable property located in town. Connecticut law requires the Assessor to list and value all real estate, motor vehicle and personal property. This is an annual cycle with an assessment date of October 1. It is the Assessor's responsibility to ensure all values are properly and uniformly made and that the grand list is a true and accurate report of all taxable and tax-exempt property in the municipality. Assessed values in the State of Connecticut are based on 70% of fair market value. All Connecticut Towns are required to perform a state mandated revaluation every 5 years. The Town of East Hampton has contracted with Vision Government Solutions to conduct the 2020 Revaluation.

Deborah T. Copp, CCMA I, Assessor
Kathi Race, Assessment Staff
Patti Burnham, Clerk

IN ADDITION, THE ASSESSOR'S OFFICE IS RESPONSIBLE FOR:

- ✿ Maintenance of 6200 real estate accounts, 14,000 motor vehicle accounts and 900 personal property accounts.
- ✿ Administering and maintaining tax relief programs for the elderly, disabled, blind, farmers and veterans.
- ✿ Adherence of Local Ordinances relevant to assessment and taxation.
- ✿ Administering and maintaining the Renters Rebate program.
- ✿ Applying the PA490 statute to preserve farm and forest land.
- ✿ Inspecting all permitted construction.
- ✿ Updating ownership of real estate upon transfer of title.
- ✿ Updating maps on our GIS which contribute to more accurate land records.



Tribute to Red McKinney at the Town Hall Grand Opening Ceremony - October 2020

THE NET TAXABLE 2018 GRAND LIST as reported on the M13 is as follows:

REAL ESTATE	\$	1,007,726,926
PERSONAL PROPERTY	\$	36,754,960
MOTOR VEHICLE	\$	101,989,030
TOTAL TAXABLE GRAND LIST	\$	1,149,470,916

2018 GRAND LIST COMBINED TOP TEN TAXPAYERS

Top Ten Taxpayer	Net Assessment	Percentage of 2018 Grand List*
Connecticut Light & Power Co	\$ 18,541,050.00	1.61%
Landmark East Hampton LLC	\$ 7,521,320.00	0.65%
Connecticut Light & Power Co	\$ 4,205,220.00	0.37%
Hampton 66 LLC	\$ 3,500,000.00	0.30%
Connecticut Natural Gas Corp	\$ 3,411,490.00	0.30%
Global Self Storage LLC	\$ 2,673,480.00	0.22%
East High Street Realty LLC	\$ 2,387,472.00	0.21%
American Equities I LLC	\$ 2,184,420.00	0.19%
Pauls & Sandys Too INC	\$ 2,083,510.00	0.18%
Noslen INC	\$ 1,827,760.00	0.16%
Total Top 10 Net Assessment	\$ 48,137,292.00	4.19%

*Based on Net 2018 Grand List as reported on the M13 to the State of CT

Board of EDUCATION



This year featured updates to the school district's vision and mission. In a document entitled, East Hampton 2030, we have laid out our ambitious goals for every student. Our new vision drives us to ensure that all students are prepared for their future: Opening doors to inspire every learner to dream, discover, and achieve. Our new mission is to partner with families to prepare confident, compassionate, and collaborative learners who navigate a complex, global society.



Superintendent of Schools, Paul K. Smith and Director of Curriculum, Mary Clark were invited to present a session on the East Hampton Profile of the Graduate at the New England Association of Schools and Colleges annual conference. This cutting edge document has served as a model for schools throughout New England.

The ARTS are alive in our schools!



In the spring, the school switched to distance learning when the schools were closed by the Governor. However, that did not stop virtual events throughout the district including a virtual art show and virtual concerts.

Making graduation a big deal for the Class of 2020 was important for the Senior Class who saw most of their activities canceled. Thanks to Senior Parents and the administration and teachers of the High School, there were car parades, individual signs, video tributes, and a drive in graduation at the High School.



A leadership team from the Guangdong Provincial Education Department of China paid a visit to East Hampton Public Schools. Hosted by the Connecticut Association of Schools, the group came to East Hampton to learn about the school district's Profile of the Graduate.



**2020
PARAEDUCATOR
OF THE YEAR**
Melody Philhower
[on left] Paraeducator at
Center School



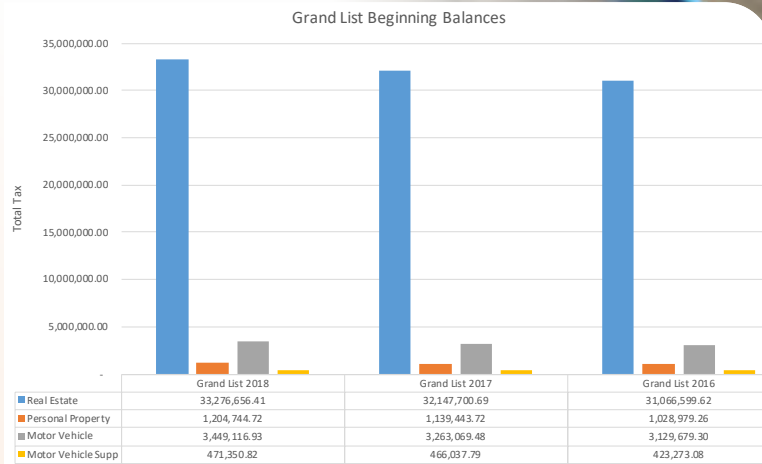
Collector of REVENUE

The Office of the **Collector of Revenue** is responsible for the annual billing and collection of real estate, motor vehicle and personal property taxes; as well as the annual billing and collection of sewer use fees.

The mill rate for the Grand List of 2018 was 33.14 mills, established by the Board of Finance for the Adopted Fiscal Year 2019-2020 General Operating Budget. Without State Grants of \$7,450,289, the Town's mill rate would have been 39.67 mills. The 33.14 mills are equivalent to \$33.14 in taxes per \$1,000 of net assessed value. To determine how much taxes would be paid, the total assessed value is multiplied by the mill rate. Example: A vehicle with a net assessment of \$10,000 and a mill rate of 33.14 would have a total tax of \$331.40. (\$10,000 X 0.03314 = \$331.40).

IN ADDITION, THE COLLECTOR OF REVENUE IS RESPONSIBLE FOR:

- Collecting taxes from individuals and businesses according to Connecticut General State Statutes
- Allowing taxpayers to make payments on accounts while the community gets through the pandemic together
- Impose payment deadlines on delinquent taxpayers and monitor payments to ensure that deadlines are met, including mailing delinquent notices throughout the fiscal year
- Notifying taxpayers of any overpayment and issue a refund or request form
- Determine appropriate methods of debt settlement, such as payment agreements, use of collection agencies, or seizure and sale of property



ACCOUNTS TRANSFERRED TO SUSPENSE

Type of Account	Number of Accounts	Amount Suspended
Real Estate	22	\$ 50,731.16
Personal Property	269	\$ 15,190.84
Motor Vehicle	307	\$ 29,161.84
Sewer Use	21	\$ 35,180.00
GRAND TOTAL	619	\$ 130,263.84

OTHER DEPARTMENT STATS

Webster Online Payments	\$ 2,682,192.16
Sewer Online Payments	\$ 227,295.29
Returned ACH/Bounced Checks	\$ (57,523.77)
Refund Totals	\$ (54,300.30)

TAXES BILLED - GRAND LIST OF 2018 (Ending Balance as of June 30, 2020)

Type of Account	Number of Accounts	Beginning Balance	Uncollected Taxes	Collection Rate
Real Estate	5,969	\$ 33,276,656.41	\$ 268,367.05	99.12%
Personal Property	904	\$ 1,204,744.72	\$ 38,748.47	96.00%
Motor Vehicle	14,008	\$ 3,449,116.93	\$ 86,316.07	97.46%
Supplemental MV	2,300	\$ 471,350.82	\$ 42,067.90	91.00%
GRAND TOTAL	23,181	\$ 38,401,868.98	\$ 435,499.49	98.78%

WPCA - 2019 SEWER USE October 1, 2019 - September 30, 2020 (Collections as of June 30, 2020)

Type of Account	Number of Accounts	Beginning Balance	Uncollected Taxes	Collection Rate
Sewer Use	2,731	\$ 1,552,150.60	\$ 164,569.62	89.10%

FINANCE Department

FINANCE DEPARTMENT MISSION STATEMENT

To provide timely, accurate and relevant budgetary and financial information to citizens, customers and various boards and to assure compliance with established accounting standards. To maintain and control the general ledger, accounts payable and payroll while ensuring accountability and timely and accurate financial information. The department is committed to enhance services to customers through innovative ideas and to think creatively on ways to operate more efficiently.

Photo: Dream Developers of CT

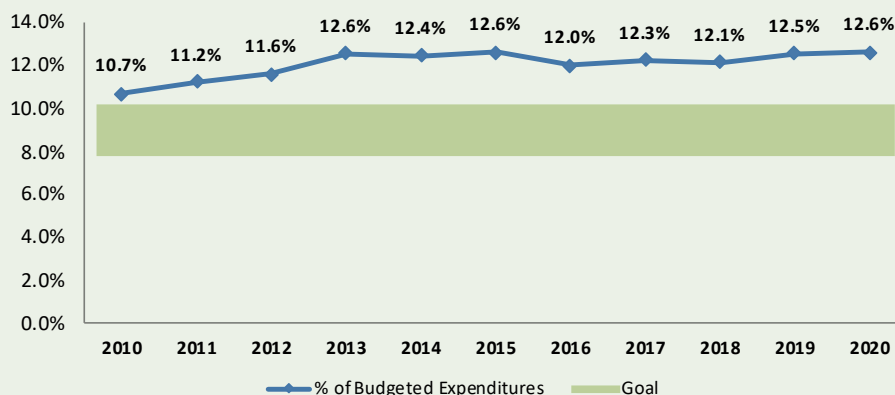
FINANCE DEPARTMENT STATS

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Checks Processed	1,030	831	743	674	3,278
A/P Direct Deposit	560	528	532	397	2,017
Invoices Processed	3,697	3,480	3,284	2,591	13,052
Purchase Orders Created	628	173	172	173	1,146

FISCAL YEAR SUMMARY

The general fund ended the year with net income of \$165,443. Since 2010, the general fund balance has increased by over \$1.8 million dollars. Fund balance represents 12.6% of fiscal year 2020 budgeted expenditures. The general fund is the chief operating fund of the Town. At the end of the 2020 fiscal year, unassigned fund balance of the general fund was \$5,878,787. Of this amount, \$738,000 was designated to be used towards the FY 2021 budget.

Fund Balance as a % of Budgeted Expenditures



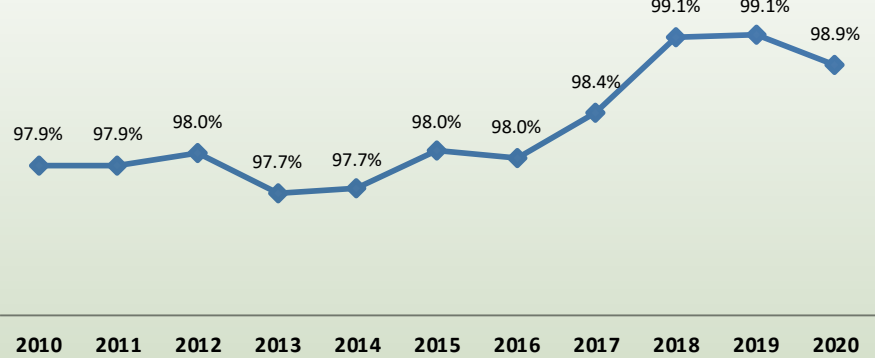
GENERAL FUND BUDGETARY HIGHLIGHTS

The difference between the original budget and the final amended budget was an increase of \$362,592. The increase in budget is due to use of fund balance to fund the following items:

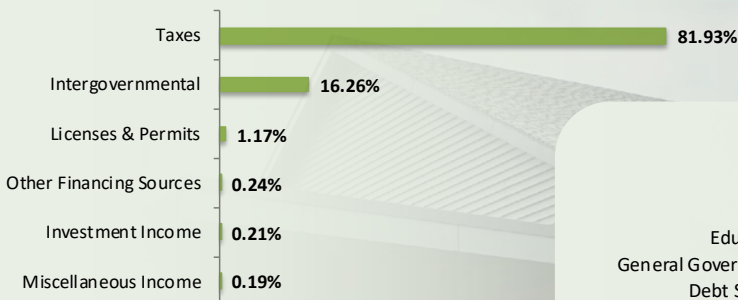
- ☛ \$338,337 for transfer to the Capital Reserve Fund to advance fund FY 2021 projects.
- ☛ \$24,255 for the Library ceiling tile replacement project.

This year's tax collection rate was 98.9% which was higher than the budgeted estimate of 98.5%. Historically, the Town collects almost 100% of the billed taxes within three years.

Percent of Current Levy Collected
(End of Each Fiscal Year)



2019-2020 Revenues
% of Total



2019-2020 Expenditures
% of Total

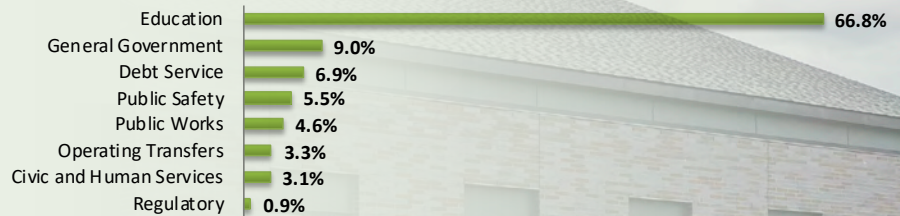
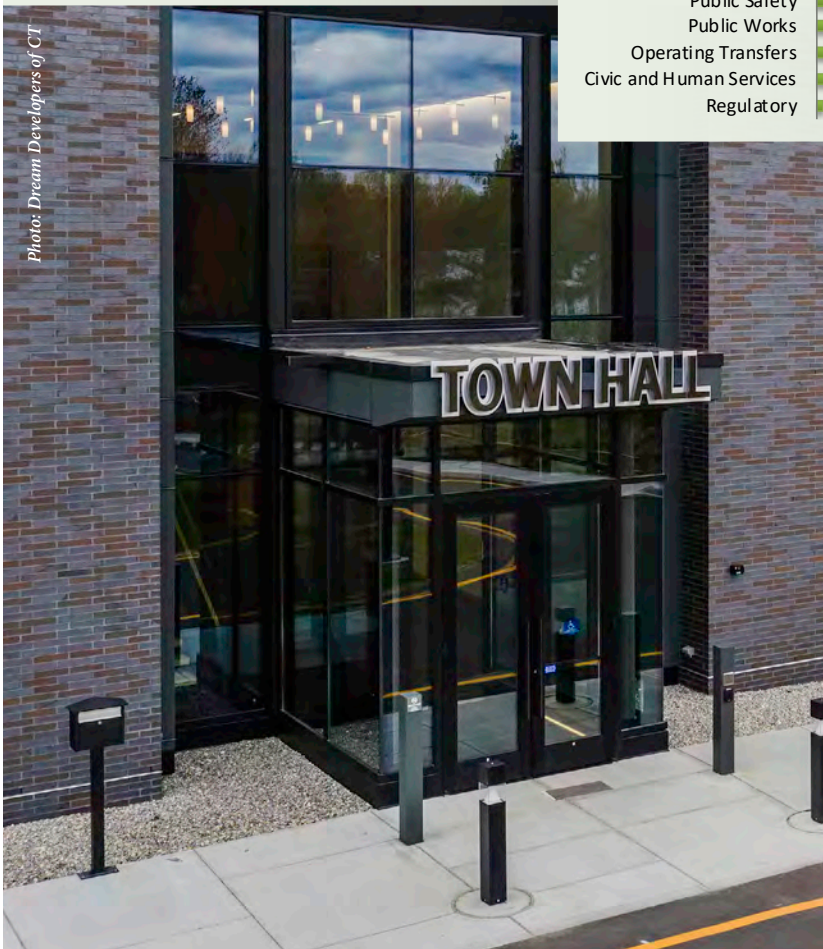


Photo: Dream Developers of CT





FIRE Department

For the calendar year of 2019, the East Hampton **Volunteer Fire Department** has dedicated over 3,000 hours of service while responding to 335 calls from the public; preserving property and removing persons from harm's way. East Hampton firefighters have logged thousands of hours of training and hundreds of hours of community service. The Department has a stable roster of about 65 members strong. The Department continues to mentor junior members with the reinvigorated Junior Division of the Department.

The East Hampton Volunteer Fire Department, under the guidance of the Board of Fire Commissioners, has maintained three Fire Houses, sixteen pieces of apparatus, and thousands of pieces of personal protective equipment, other vital equipment and supplies necessary to meet the OSHA and NFPA annual requirements for the safe operation of the Department. The Department undergoes rigorous annual testing of the membership, through medical checkups, live burns and extensive training, and equipment testing for pumps, ladders, hose, SCBA flow, & air quality testing. More and

more requirements are being placed on the Department from OSHA and NFPA, the regulatory bodies that govern fire department operations.

The Department has completed a thorough review and update to standard operating procedures to comply with these regulations.

The East Hampton Volunteer Fire Department placed a new Engine 2 in service in March 2020. A new chief vehicle was placed in service in January 2020. The old vehicle will be used to tow department trailers. These planned replacements are consistent with the 20-year long range vehicle replacement plan implemented in conjunction with the Town Council in 2013.

Looking to the future, the Department will strive to continue to provide the services and community programs it currently offers and an expanded medical response, with minimal growth in the operating budget.



Office of the **FIRE MARSHAL**

The **Fire Marshal's Office** is staffed by a part-time Fire Marshal and a part-time Deputy Fire Marshal. The Fire Marshal's office is responsible for the enforcement of all applicable State and Federal Fire Codes and Regulations and other duties as set forth in the Connecticut General Statutes, as well as other legislation enacted by the Town. Fire prevention is the primary objective of the Fire Marshal, which is promoted through inspections of properties and activities regulated by the Connecticut Fire Safety Code, the Connecticut Fire Prevention Code, the administration of the permit process for activities subject to those permits, and by providing public fire education and guidance. The storage, transportation and use of hazardous materials and explosives are under the authority of the Fire Marshal, as well as the administration of Connecticut Department of Environmental Protection Open Burning Regulations, as the Open Burning



Official. Connecticut Statutes require that the Fire Marshal investigate every fire or explosion within the jurisdiction, for determination of the cause and origin.

During the past fiscal year, the Fire Marshal's office performed 181 life safety inspections of properties subject to the Fire Code and Regulations. Of these 181 life safety inspections 105 were related to construction of the new Town Hall. There was 1 blasting permit issued, and 92 open burning permits. The Fire Marshal performed 58 plan reviews of proposed sites and/or buildings for code, regulation and local requirement compliance. The office also investigated 13 fires for cause and origin. There were 8 hours dedicated to activities related to fire prevention education. As required, 42 hours were spent in professional training to maintain fire marshal state certification.



FIRE MARSHAL: Year at a Glance

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
CSFPC Inspections With No Violations	7	3	4	5	19
CSFPC Inspections With Violations	11	8	5	4	28
CSFPC Reinspections Violations Corrected	8	5	3	5	21
CSFPC Reinspections Violations Not Corrected	3	3	2	-	8
Town Hall Related Inspections	41	33	22	9	105
Burn Permits Issued	11	29	7	45	92
Blasting Permits Issued	-	1	-	-	1
Event Registration Permit	-	-	-	-	-
Plan Reviews and Performed Associated Inspections	10	8	27	13	58
Origin and Cause Investigation	4	4	1	4	13

OUR MISSION

The Chatham Health District (CHD) will, through community partnerships, promote, protect, and improve the health of its residents, by monitoring health concerns, preventing illness, and encouraging healthy lifestyles.

Who we are

In short, we are the local public health department for East Hampton. **CHD** is a non-profit governmental organization that serves not only the town of East Hampton, but Colchester, Hebron, East Haddam, Marlborough and Portland Connecticut, with a total population of just over 60,000. As a health district, established July 1st, 2002 under Connecticut General Statutes Section 19a-241, the CHD is a special unit of government, allowing member municipalities to provide comprehensive public health services to residents in a more efficient manner by consolidating the services within one organization. We are governed by the Board of Health, comprised of representatives of the towns we serve, one for every 10,000 people in each town. The Board representatives for East Hampton are David Cox and Katie Morris. The Director of Health and 11 staff of the CHD work to promote health and wellness among the residents we serve. By enforcing the Connecticut Public Health Code, conducting health education programs, investigating disease outbreaks and protecting our environment, the CHD is focused on promoting healthy communities. For information about our staff and budget, visit our website at: www.chathamhealth.org

SERVICES PROVIDED

Environmental Health

CHD is statutorily required to provide the full range of environmental health services, including septic system inspections and plan reviews, well permits, restaurant licensing and inspection, B100a reviews for building permits, daycare licensing inspection, campground inspections, public pool inspections, bathing water collections, and salon licensure and inspections. In FY2020, CHD delivered approximately 240 of such environmental health services, all of which are designed to help ensure that

CHATHAM HEALTH *District*

the food and water residents consume, and the environment in which residents live is healthy and safe.

Community Health

CHD provides a number of community-based health promotion programs to residents of East Hampton. In FY2020, CHD held blood pressure monitoring clinics at the Senior Center twice each month, hosted pain, diabetes and chronic disease self-management programs, administer approximately 670 flu vaccinations throughout the month of October, and stocked educational materials in the library, town hall, senior center, and other locations. Residents or organizations who want to organize a targeted health education presentation should contact us with their specific request.

Communicable Diseases

Unfortunately, communicable diseases are still something we must be concerned about. CHD conducts surveillance and investigation of various diseases including foodborne diseases, vector-borne diseases, and vaccine-preventable diseases in the community. These investigations are designed to prevent or mitigate the effect that outbreaks have on East Hampton residents. CHD offers a free tick testing service, which dozens of residents in East Hampton take advantage of every year. If you pull a tick off yourself or a loved-one, bring it to our office and we will send it to be tested for Lyme Disease and other tickborne diseases for you at no cost.

COVID-19

Chatham Health District has been leading our community's response to COVID-19 since March. The work we do generally falls into three categories: Education, Contact Tracing, and Enforcement.

🌿 **Education:** CHD provided and continues to provide guidance in the form of prevention policies, best practices, procedure review, infection prevention training, situational awareness reports, and mitigation strategic planning to municipal departments, businesses, non-profits, schools, families, and individuals. CHD also delivered education presentations to business groups like the Chamber of Commerce, and in community settings like Libraries.

🌿 **Contact Tracing:** CHD has spent thousands of person-hours investigating hundreds of cases of COVID-19 in our communities. Contact tracing is a centuries-old process to help reduce transmission in a community. When a person tests positive for COVID-19, our staff attempt to interview those residents to identify sources of their exposure, educate them on isolation procedures in the home, help notify their close contacts that might have been exposed to discuss quarantine, and make other recommendations for interrupting the chain of transmission. Before vaccine becomes widely available, contact tracing helps to reduce community transmission rates by stopping people from going out into the community, workplaces, or schools before they become infectious.

🌿 **Enforcement:** Beginning in March, the Department of Economic and Community Development, under authority from the Governors executive orders, issued workplace rules for different sectors of the economy using best practices designed to allow businesses to remain open while mitigating the risk of transmission of COVID-19 (<https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/Sector-Rules-and-Certification-for-Reopen>). CHD has been responsible for conducting enforcement activities when we become aware that businesses are operating in violation of those rules. Our principle charge has been to enforce rules in places like restaurants and salons. Before formal enforcement action is taken, CHD provides education to businesses to emphasize the important role they play in keeping their staff and patrons safe from COVID-19. We recognize the challenging time many small businesses face during the pandemic, and find that working with our business community to implement best practices often returns greater results than formal orders and fines. If the pandemic has taught us one thing, it is that we are all in this together, and connected in ways we never considered before.

HUMAN RESOURCES *Department*

The goal of the **Human Resources Department** is to enhance service to the citizens of East Hampton by hiring and retaining the best Town employees, increasing productivity and job satisfaction through the planning and administering of personnel programs, wellness initiatives and professional development.

During fiscal year 2019-2020, many positions were filled due to retirements and resignations. Full-time positions filled were Town Manager, Human Services Director, Library Acquisitions Manager, Building Maintainer, Wastewater Operator, Parks Maintainer, Police Patrolman, and Wastewater Superintendent. Part-time positions filled included seasonal Parks and Recreation, Library, Youth and Family Services and positions in the Registrar's Office. Regular Health and Safety Committee meetings and Wellness Committee meetings were held, and the department offered employee workshops on CPR, radon, harassment/sexual harassment, supervisory trainings, OSHA, and ADA, as well

as participated in professional development education. An employee flu shot clinic was held, and employees contributed generously to the annual holiday collection for the residents of Cobalt Lodge Rehabilitation Center. Due to COVID-19, many employees adapted to working remotely during part of the fiscal year. Upon return to the office, staff was instrumental in the move to our new location by cleaning, purging, and boxing records, files, etc. Voluntary employee paid life insurance and AFLAC coverages were added to our benefits package and negotiations began on police and supervisory bargaining unit contracts.

HUMAN RESOURCES/PAYROLL: *Year at a Glance*

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Paychecks Processed	31	38	26	21	116
Direct Deposits Processed	806	808	721	787	3,122
Personal Action Request Forms Processed	92	60	54	52	258
New Hires	2	6	5	9	22
Terminations/Retirements	2	4	1	1	8
Workshops	-	2	1	-	3

PARKS & RECREATION



The 2019-20 fiscal year continued to show growth amidst the challenges of the COVID-19 pandemic. The department increased its offerings of programs through the addition of a new part-time Program Leader position, which is funded out of program fees. In addition to increased programming, the Parks and Recreation Department saw a significant increase in usage of parks, trails and sports fields during the last months of the fiscal year and beyond. According to the Connecticut Trail Census Group at UCONN, the Air Line Trail saw an increase in usage of 110% during April – May 2020 compared to April – May 2019, and this stayed consistent throughout the summer months largely due to the COVID-19 pandemic. More information on the CT Trail Census may be found at cttrailcensus.uconn.edu.

PARKS

This year the Parks and Recreation Department completed work related to its Master Plan for Sears Park by addressing stormwater management and completing the parking lot and landscaping projects that have been in the works for the past 8 years. These projects were funded as part of a Federal 319 grant and capital expense line item.



The Parks Maintenance team continues to see an increased role in production while maintaining all municipal sports fields,

MISSION

The Parks and Recreation Department is committed to providing innovative program opportunities.

Sears Park, playgrounds and the Air Line Trail as well as grounds at the new Town Hall, Senior Center/Library, and 94 Main Street (old Board of Education building).

The Air Line Trail from Cranberry Bog east to the Viaducts (approximately .75 miles) received much needed drainage improvements and new stone dust to bring this portion of trail back up to standards and fix future erosion issues on the trail. The project cost of \$220,000 was covered through a state grant and funded as part of the Rails to Trails State Parks program.

The Parks Department continued to progress toward a solution for the High School Baseball Field, Track and Tennis court projects during the 2019/20 fiscal year. The department worked closely with the University of Connecticut to identify soil issues and water table concerns with the baseball field. These concerns prompted the Town Council to review all three projects as an RFP request for an engineering firm to review and design a plan to correct these issues. Progress continues to be made and completion of these projects will be determined in fiscal year 20/21.

RECREATION

The Spring season saw a decrease in programs due to the COVID-19 Pandemic which required us to postpone our third annual Seamster Park Golf Tournament to the Fall of 2020. It is important to note that the event did occur, and the funds raised of \$15,000 will be used to purchase a ropes course for the Seamster Park Playground that will be installed in the spring of 2021. This fundraiser also pays for the safety playground mulch that is placed each year.



Parks and Recreation programs and special events have continued to show improvements by working toward addressing programming gaps with Middle School and High School participants. Due to the COVID-19 Pandemic, Parks and Recreation Departments across the country were faced with a difficult task of reducing program numbers and adding additional staff to ensure proper protocols were in place to help reduce exposure and maintain regulations, this resulted in smaller groups for our larger programs such as Sears Park Summer Camp, Afternoon Adventures and Youth Basketball and cancellation of our Youth Flag Football league. We offered programs that allowed for social distancing and followed guidelines throughout, which allowed us to add new or modified events such as Trail Clean up days, street hockey, paint nights, movie nights, adult soccer, afterschool programs and much more. The department is proud to say that through all the pandemic concerns our guidelines and protocols allowed for our staff and participants to remain safe while still engaging in recreation and leisure activities.

As we continue to navigate the COVID-19 pandemic, we will continue to stay true to our mission statement and provide options for the public to stay involved with programming whether it be virtual or in person. We will do this by adhering to state and local regulations and remaining vigilant during all programs to ensure the safety of our staff and those participating is our utmost concern.



PARKS AND RECREATION: Year at a Glance

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Municipal Parks/Grounds Maintained Man-hours	570	250	85	510	1,415
BOE Athletic Complexes Grounds Maintained Man-hours	1,200	680	122	1,268	3,270
Actual Program Registrations	785	1,081	432	819	3,117
Actual Programming Hours	2,955	554	480	810	4,799
Actual Program Participants	1,570	2,162	864	1,638	6,234
Staff Supervised	180	145	185	145	655
Project Management Man-hours	310	220	282	345	1,157





During the fiscal year of 2019-2020, the departments continued on a path toward modernization with a fully computerized digital record retention system, continued utilization of the system by the Assessor's department and continuing to scan paper records to build upon the system.

The departments conducted nearly 2,600 residential, commercial and zoning inspections throughout the fiscal year. These inspections included site work, erosion and sedimentation control, building, electrical, mechanical, plumbing, structural, and complaint investigations. In addition to numerous additions, garages, and renovations, the fiscal year saw the permitting of 20 single family homes. Construction of the new municipal complex housing the Town Hall and Police Department was completed and all departments moved into the complex in May. The move was a massive undertaking but impacted the public minimally as it was done during a pandemic, which prompted closure of the building, and offices were offline for only two business days. The departments oversaw the renovation of several commercial buildings throughout town in preparation for new businesses, countless home projects, and several new construction projects. The departments continued a public awareness campaign using the Town Events magazine to educate homeowners to the process and requirements of the Building Code, Zoning Regulations and other regulatory requirements.

The **Planning and Zoning Commission** began a comprehensive re-writing of the Lake Pocotopaug Protection Zone. Oversight continued at two large subdivisions still in progress, Skyline Estates and Salmon Run. New road construction for the next phases of development began at both Skyline Estates and Salmon Run. In addition, large plans were approved by the land use agencies including the next phase of the Edgewater Hills complex, consisting of a mixed-use building housing 10 residences and ground floor commercial space. Construction on this project has begun. In addition, a subdivision of the property was approved in anticipation of the next phase of development. In accordance with the new Plan of Conservation and Development (POCD), the Planning & Zoning Commission and Inland Wetlands Watercourses Agency continue to work closely with other departments in order to monitor and protect the health of Lake Pocotopaug.

Fees collected by the **Land Use and Building** departments included those for zoning, special permits, wetlands, building, electrical, plumbing, and mechanical permits. The total

collected by the departments was approximately \$208,000 for the fiscal year. Overall construction in East Hampton during the fiscal year was valued at approximately \$14 million.

The big story of the year was the impact of the global COVID-19 pandemic on the departments and the Town overall. After a brief slowing of activity at the onset of the pandemic, construction activity has continued on pace and in some cases increased as more residents were forced to work from home and checked off items on their to-do lists. Lower interest rates have fueled an increase in home sales and new home construction, which has had a ripple effect on the departments. While many municipalities stopped in-person inspections during the height of the pandemic, the East Hampton Building Department continued conducting field inspections uninterrupted using best practices to avoid contracting or spreading the disease. The departments worked quickly with the Police Department and Chatham Health District to allow for outdoor dining at restaurants in accordance with the Governor's order in an effort to keep our local establishments viable.

Land Use Commissions immediately began utilization of Zoom to hold meetings virtually and while many municipalities were forced to cancel meetings, East Hampton was able to continue uninterrupted. All land use commissions have seen an increase in activity with small subdivisions, new home construction, and an increase in commercial activity. Although the Town Hall was closed for several months in an effort to keep staff safe, the departments worked quickly and tirelessly to increase capabilities to conduct business online and through the mail. Websites were updated in an effort to provide clear guidelines for residents and contractors and provisions were set up to handle a massive increase in the use of digital media as opposed to paper. Although executive orders from the Governor have allowed timeline extensions for review periods on both the Building and Land Use sides, the departments chosen not to use those extended timeframes in a desire to keep project momentum.

continued...



PLANNING/ZONING/BUILDING: Year at a Glance

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
PERMIT APPLICATIONS/ACTIVITIES					
Building Permits	144	111	75	102	432
Electric Permits	81	68	52	82	283
Mechanical Permits	65	73	67	45	250
Plumbing Permits	38	26	28	13	105
Demolition Permits	3	5	3	2	13
Zoning Permits *	58	55	37	74	224
Inspections	598	640	658	691	2,587
LAND USE APPLICATIONS/ACTIVITIES					
P&Z	8	1	5	7	21
IWWA	12	10	7	9	38
ZBA	4	3	2	4	13
Complaints Received	13	3	6	9	31
PERMITS ISSUED/COMPLETIONS					
Building Permits Issued	115	102	98	91	406
Electrical Permits Issued	73	48	68	68	257
Mechanical Permits Issued	56	55	87	47	245
Plumbing Permits Issued	30	22	28	21	101
Demolition Permits Issued	4	4	3	1	12
Zoning Permits Issued	50	59	35	69	213
Certificate of Occupancy	8	4	3	6	21
Certificate of Approval	32	40	36	43	151
Certificate of Zoning Compliance	14	15	10	9	48
Complaints Closed	4	1	3	–	8

* Zoning Permits - effective March 1, 2014 the Connecticut State Building Code stopped the requirement for sheds and decks (on ground level) under 200 sq. ft. to obtain a building permit; however they still require a zoning permit. This change made it necessary to actually issue zoning permits separately. The first standalone zoning permits were issued April 2014

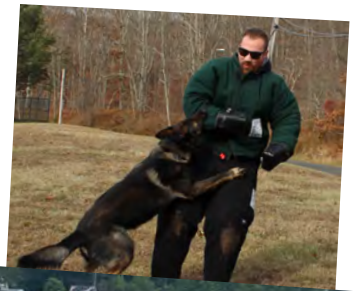
POLICE Department



The **East Hampton Police Department** is operationally funded for sixteen full time officers, two clerical staff and one Police Chief. After waiting decades for a new police facility, the department finally moved into the new state of the art building in May of 2020 with other Town offices. Complete with a fifty-two-seat training room, locker room, exercise room and a secure booking area, the department now has a facility which will enable officers and staff to provide the necessary services to the residents and visitors of East Hampton for many decades to come. This year was not without its challenges. The COVID-19 pandemic changed the world and the department had to change the way it provided some services including scheduling appointments for individuals who needed to get fingerprinted for their job to wearing face



masks on a daily basis. Throughout it all, the Police Department continued to provide police services 24/7/365. The department was effective in bringing several complex cases to successful conclusion by conducting high level case investigations and working with other law enforcement agencies in solving cases and sharing information.



The department continues to upgrade its aging fleet of patrol vehicles. All vehicles but one are the newer style all-wheel drive SUV type police vehicle. SUV all-wheel drive vehicles handle the snow-covered roads much better and provide more storage space for the additional medical equipment that is required to be carried since the department has been designated as the medical first responders for the Town by the Connecticut Department of Public Health. In the coming years as the Town replaces older vehicles, the department will begin to transition to new police style Hybrid SUV's. These vehicles shut off when the car is stopped or the gear shift lever is placed in park, even with the officer still in the car. The electrical components of the vehicle will run on batteries. When the batteries run low, the vehicle will start up again charging the batteries back to full capacity. This eliminates unnecessary idling time and reduces wear and tear on the vehicle, plus reduces gas consumption.

ADMINISTRATION DUTIES

The **Administrative Division** has the responsibility of maintaining personnel and training records, payroll and accounting functions, providing logistical support and preparing and managing the department's budget. The Administrative Division is also responsible

for initiating Internal Affairs Investigations and responds to all citizen complaints. The division processes and maintains all reports produced by the East Hampton Police Department staff and are responsible for the maintenance and security of criminal records. The staff greets customers, answers phones, prepares several reports, performs data entry in regional and national law enforcement telecommunications systems, conducts background checks on arrested persons and processes all permit applications.

PATROL/INVESTIGATIONS

Patrol is composed of three shifts of uniformed officers that provide the highest level of community service 24-hours a day. Officers respond to emergency and routine calls for service including medical emergencies, assistance to motorists, investigation of potential crime-related incidents and other quality of life matters. Officers assigned to Patrol facilitate the safe, expeditious movement of vehicle and pedestrian traffic, assist in ensuring the safety and protection of persons and property through proactive and directed patrol, render aid and advice as necessary, conduct preliminary investigations, collect evidence, recover stolen property and arrest offenders when appropriate.

Patrol activities related to traffic align with its primary goal of gaining voluntary compliance with state and local traffic laws. Using focused traffic enforcement details, unmarked vehicles and radar enforcement, Officers address high volume traffic issues and traffic-related problems that negatively impact the community. The department also utilizes two wave runners to provide safety inspection, rescue and enforcement activities on Lake Pocotopaug to ensure boaters have and use the required safety equipment and to ensure everyone has an enjoyable boating experience.

POLICE DEPARTMENT: Year at a Glance

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Monthly Cases	1,936	1,895	1,783	1,670	7,284
Motor Vehicle Accidents	58	53	43	32	186
Motor Vehicle Contacts	377	269	278	157	1,081
Criminal Arrests	26	16	20	25	87
Robberies	1	-	-	-	1
Burglaries	7	5	2	4	18
Larcenies	16	45	18	49	128
Assaults	5	10	8	9	32
Sexual Assaults	-	1	2	-	3
Drug Violations	7	5	10	9	31
Motor Vehicle Thefts	3	6	3	6	18
Criminal Mischief	17	6	8	11	42
Domestic Disturbances	15	9	13	22	59
Alarms	91	114	103	64	372
Medical Calls	159	169	151	88	567
Juvenile Investigations	4	5	10	3	22

HIGHLIGHTS

Borrowing and Program Attendance Up Despite Pandemic

On March 16, 2020, the Library closed its doors to the public due to the COVID 19 pandemic. For two months, the book drop remained locked and the collection was inaccessible to the public. During this unusual time, the Library quickly pivoted to offering programs online via Zoom and Facebook, reinvested in digital and downloadable collections and began offering remote readers advisory and reference services. The Library eventually re-opened on July 6, 2020. It was because of the staffs' extraordinary efforts that the Library can report that borrowing and program attendance in fiscal year 2019/2020 exceeded the previous year's efforts.

Fiber Internet and Mobile Printing

The Library made major advances in technology to meet East Hampton's growing need. In October 2019, the Library launched mobile printing. Patrons can send a print job to the Library's printer from any mobile device and pick up their prints at their convenience.

In March 2020, the Library went live with a fiber internet connection through the Connecticut Education Network. This fiber connection, which was funded by a \$26,000 grant from the Connecticut State Library, increased the speed and reliability of the Library's internet connection.

Building Updates

Since roof repairs were completed in June of 2019, the Library has seen several cosmetic upgrades. With assistance from the Public Works department, the Library's 30-year-old ceilings were replaced in the Winter of 2019/2020. Additionally, with help from the Parks and Recreation and Public Works Maintainers, the community room, the local history room, parts of the children's room and the hallway were painted.

Strategic Planning

In July 2019, the Library Advisory Board voted to engage the East Hampton community in a strategic planning process. In January 2020, the Library launched a community survey to ask people what the Library was doing well, how it could



The Library's Teen Advisory Board held a bake sale fundraiser to buy a Nintendo Switch for the Library. They raised over \$250 in one day and the Friends of the Library chipped in the balance for the game console.

MISSION

The East Hampton Public Library connects people, information and ideas to enrich lives and our shared community.

VISION

To be the welcoming center of the community where East Hampton gathers to connect, learn and grow.

VALUES

We prioritize people. We build community. We promote learning.

do better and how it could best help the East Hampton community. The Library also held several focus groups to share highlights from the community feedback, discuss emerging ideas and review identified priorities for the Library over the next three years. After community feedback was completed, the Library Advisory Board and Library staff reviewed the cultivated ideas and opinions and authored a strategic plan that outlines the goals and priorities of the Library over the next three years. That document can be viewed at EastHamptonPublicLibrary.org.

BY THE NUMBERS

82,314

Number of
Items Borrowed

393

Number of
Events, Classes and
Workshops

7,547

Attendance at
Events, Classes and
Workshops

5,489

Number of research,
technology and
readers advisory
questions asked

59,337

Number of people
entering the Library

177

Number of outside
groups using the Library
Community Room



The 2019 Jingle Bell Parade saw record attendance. Over 400 people attended the annual celebration and tree lighting ceremony.



Children's Librarian April Hannon celebrated with Ms. Gibson's preschoolers who completed 1000 Books Before Kindergarten, a Library reading incentive program.



In July 2019, the Library hosted world-renowned cookbook author Dorie Greenspan. Before the author talk, participants were invited to a community potluck where everyone made a recipe from one of Ms. Greenspan's books.



PUBLIC WORKS *Department*

MISSION STATEMENT

The mission of the Town of East Hampton **Public Works Department** is to provide responsive and reliable cost-effective services that maintain the Town's infrastructure and systems. Public Works, through its dedicated employees, performs work in a manner that emphasizes quality workmanship, customer satisfaction, public service, and the long-term best interest of the community.



The **Public Works Department** continues to focus on projects that add value for the community and has continued to utilize in-house staff for small to medium sized projects. These jobs have a significant impact in several areas including cost savings and efficiency. Working closely with other departments, Public Works continues to improve overall communication and interdepartmental cooperation. Work performed by the Department includes maintenance, repair, and inspection of improved and unimproved roads; maintenance of sidewalks; cleaning and repairing catch basins; traffic sign installation and maintenance; street line painting and traffic marking; sweeping of roads and municipal parking lots, including schools; snow plowing and salting of roads; mowing of roadsides and intersections to maintain site lines as well as removing dangerous trees in

the Town's right-of-way; maintenance of Public Works fleet vehicles and heavy equipment; maintenance of five (5) Town-owned cemeteries and operation of the Town's Transfer Station. The Department also assists the Parks and Recreation Department with the maintenance of the Air Line Trail.

Some of the major projects undertaken this year by the Public Works Department included the replacement of a major stream crossing on Abby Road as well as additional stream crossing replacements on Schoolhouse Lane and Collie Brook Road. Repaving of 2.1 miles of roads including portions of Old Marlborough Road, Lake Drive and Meeks Point Road after necessary drainage upgrades and repairs. The department conducted 2 miles of pavement shimming and chip sealing on White Birch Road, Berkshire Drive, Elmwood Drive, Chapman Road,

Tammie Ann Drive and Knollwood Drive. Additional drainage improvements were made to Crestwood Drive. This year included repairing many failing catch basins and stabilization and maintenance of all unimproved roads as needed and after heavy rains.

The mechanic's shop refurbished and rust-proofed several plow trucks and made some major repairs to equipment to extend the service life. The Department also assisted several other Town departments, including painting and maintenance work at the Library/Community Center during winter months and also undertook the major project of cleaning out the old Town Hall and moving sensitive items to the new Town Hall. Other departments assisted included, but not limited to, the Board of Education, Parks and Recreation and Police Department.

PUBLIC WORKS: *Year at a Glance*

(Staff Hours Per Activity)	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Catch Basin Cleaning	8	72	149	-	229
Drainage	796	317	368	466	1,947
Maintain Cemeteries, Town Buildings, Village Center	168	72	140	208	588
Maintain DPW Facilities/Equipment/Vehicles	762	1,254	1,204	604	3,824
Meetings Training Development	8	82	94	-	184
Misc. Service Requests	314	234	514	422	1,484
Patching Paving, Curbing Road Work	2,569	862	1,254	2,088	6,773
Roadside Mowing	268	56	-	172	496
Snow/Ice Control	-	827	156	-	983
Sweeping	256	-	-	334	590
Unimproved Road Maintenance	24	44	-	44	112
Tree Work	200	244	750	40	1,234
Work for Other Depts	252	86	424	506	1,268



Lower Connecticut River Valley Council of Governments

145 Dennison Road Essex, CT 06426 | +1 860 581 8554 | www.rivercog.org

RiverCOG, one of Connecticut's nine Councils of Governments, is governed by the chief elected/ executive officials of its 17 member towns: Chester, Clinton, Cromwell, Deep River, Durham, East Haddam, East Hampton, Essex, Haddam, Killingworth, Lyme, Middlefield, Middletown, Old Lyme, Old Saybrook, Portland, and Westbrook. The RiverCOG is responsible for planning of regional land use, transportation, emergency preparedness, environmental conservation, economic development, and homeland security. RiverCOG also provides regional services such as household hazardous waste collection.

Current officers for RiverCOG are Anthony Salvatore (Cromwell), serving as Chairperson, Lauren Gister (Chester) as Vice-Chairperson, Ed Bailey (Middlefield) as Secretary, and Noel Bishop (Westbrook) as Treasurer. First Selectpeople Cathy Iino (Killingworth) and Timothy Griswold (Old Lyme) join the RiverCOG officers on the Executive Committee.

Fiscal year 2020 was an eventful year for RiverCOG staff. In January, our internal network and server were compromised in an international hacking incident resulting in an investigation and shoring up of technology and back-up processes. Just as RiverCOG was recovering from this, the nation was hit with the Covid-19 virus. Throughout, the RiverCOG team has grown to be stronger, more adaptable, enterprising and resilient than ever before. Although our GIS Coordinator, Dan Bourret, left us for a land use position with the Town of Old Lyme, we gained a new Senior Planner, Megan Joufflas. Ms. Joufflas comes to RiverCOG from careers in law and planning in San Diego, CA. We were also happy to host two interns and two SustainableCT fellows during the summer of 2019.

In addition to their regular duties, Deputy Director Torrance Downes and former GIS Coordinator Dan Bourret provided interim land use and zoning services to Deep River, Old Lyme, Westbrook and Clinton. Environmental Planner Margot Burns spearheaded an update of the Regional Natural Hazard Mitigation Plan for 15 of our towns. Executive Director Sam Gold was appointed to the State's Covid Recovery Team and continued to chair the Connecticut Association of COGs and sit on multiple boards (Sustainable CT) and steering committees (Advisory Commission on Intergovernmental Relations).

RiverCOG continued a legacy of legislative engagement with the state and federal governments on the behalf of our member municipalities. In January 2020 we held our annual legislative COG/ MPO meeting at River Highlands in Cromwell with the region's legislators and approved the year's legislative agenda.

Under state statute RiverCOG, through its Regional Planning Committee (RPC), or its delegated staff, reviews proposed zoning text and map changes that affect property within 500 feet of municipal boundaries and subdivisions which touch or cross town lines, as well as municipal plans of conservation and development. This fiscal year we reviewed forty-four inter-municipal zoning regulation referrals from twenty-four municipalities. This included our seventeen member municipalities as well as seven adjacent towns and addressed topics such as regulation changes for outdoor dining due to Covid-19, agri-tourism, farm wineries and breweries, tidal water protection, and others.

RiverCOG continued to host the non-profit Gateway Commission which, for 45+ years has served the towns of Chester, Deep River, East Haddam, Essex, Haddam, Lyme, Old Lyme and Old Saybrook as the guardian of the ecological and visual values of the Lower Connecticut River region. Working with the eight town Planning & Zoning Commissions, Zoning Boards of Appeal, and town staff, Gateway oversees a scenic protection program comprised of acquisition of scenic and conservation easements and land and the administration of a program of development management within the Gateway Conservation Zone, located from the banks of the river up to the first ridge of river hillsides. In addition to partnering with Gateway, RiverCOG staff supported the health of the Connecticut River by educating communities about invasive species and monitoring and removing Hydrilla and other harmful plants.

RiverCOG continued to act as the fiduciary agent for DEMHS Region 2 of the state's emergency planning efforts through grants provided by the federal government through the Department of Emergency Management and Homeland Security. The Division of Emergency Management and Homeland Security (DEMHS) is charged with developing, administering, and coordinating a comprehensive and integrated statewide program that encompasses all human-made and natural hazards and includes prevention, mitigation, preparedness, response, and recovery components to ensure the safety and well-being of the citizens of Connecticut. Fiduciary duties include substantial financial record organization, certification of vendors and service providers, review of vendor quotes, payment of vendor invoices, attendance at monthly REPT meetings, administration and collection of Memorandums of Agreement from the 30 member towns for each of numerous overlapping grants, and preparing specific deliverables that are required by DEMHS in order to receive RiverCOG's funding allocation for the fiduciary responsibilities. When requested, staff of the agency will also provide ancillary mapping services.

RiverCOG continued to host the Lower Connecticut River Land Trust (LCRLT). This non-profit entity includes the Land Trusts of Chester, Clinton, Deep River, East Haddam, Essex, Haddam, Lyme, Lynde Point, Middlesex, Old Lyme, Old Saybrook, Salem, and Westbrook. The LCRLT continues to establish itself and move forward creating documentation to help all the land trusts under its regional umbrella.

RiverCOG had a successful year with our continued household hazardous waste (HHW) collections. Due to Connecticut's participation in the PaintCare program, towns saw significant savings as they are no longer charged for paint waste. Over 65,000 pounds of latex and oil based paint were collected. Prior to implementation of the PaintCare program, the charge for disposal of the oil based paint collected would have been more than \$30,000. RiverCOG also continued holding paper shredding events and partnering with the state on recycling efforts on plastic film, mattresses, mercury switches, and textiles. RiverCOG also held a request for proposals for a new vendor contract and selected MXI. The transition went smoothly with MXI starting collections in May 2020.

OTHER REGIONAL PLANNING PROJECTS FROM FISCAL YEAR 2019 INCLUDE:

- ✿ Selected FHI to assist RiverCOG with the completion of the first Regional Plan of Conservation & Development
- ✿ Continued a regional transit study looking at ways of better integrating operations of 9 Town Transit and MAT
- ✿ Completed the corridor study along Route 81
- ✿ Continued the Route 66 corridor study
- ✿ Partnered with Haddam and East Haddam on a Federal BUILD grant application for a walkway on the Swing Bridge
- ✿ Created a new website, rivercog.org
- ✿ Updated Title VI policies and program
- ✿ Hosted Repair Café, Compost Bin/Rain Barrel sales and composting workshops
- ✿ Continued hosting of the state's only Regional Agricultural Committee
- ✿ Worked on the plan for a connector trail between the Airline and Farmington Canal Trails
- ✿ Continued working with CT DOT on LOTCIP and other types of projects throughout the region, such as
 - Higganum Road, Durham, construction, \$2.6 million
 - Coles Road, Cromwell, construction, 2.4 million
 - Main Street, Chester, construction, 2.4 million
 - Candlewood Hill Road Haddam, design, 2.9 million
 - RT 1, Clinton, design, 0.4 million
 - Saybrook Road, Middletown, review, 2.4 million
 - Smith Street, East Hampton, review, 3.0 million
 - ETD and MTD capital and operating assistance
 - Arrigoni Bridge approach span construction
 - Route 9 closed circuit TV, construction
 - Upgrade/replace traffic control signals on state roads

MISSION STATEMENT

To provide comprehensive services and programs to the current and evolving populations of older adults in East Hampton to promote their health, nutritional, financial, social, and recreational well-being.

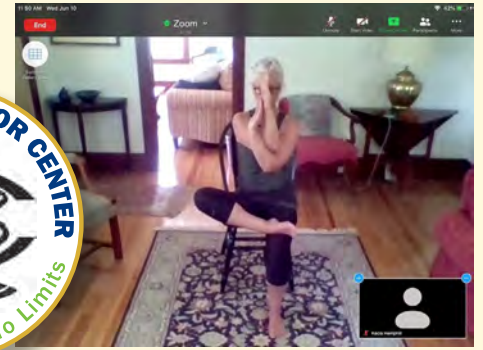
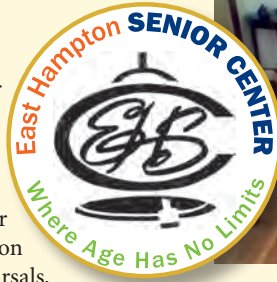
The Senior Center provides critical information and services to older adults and serves as a community hub for local activity for older adults within the Senior Resources Planning and Service Area.

Older adults access services at the Senior Center for a variety of reasons. Typically, many participate in on-going programs that are offered on a regular basis at the Senior Center, such as exercise programs, the elderly nutrition program including congregate meals and home delivered meals, music rehearsals, travel, and many more. This year, the Center modified its program drastically due to the COVID-19 pandemic. In March of 2020, we were literally shut-down over night. Once we realized the impact of the shut-down, we went to work to provide programming virtually. The terms used to describe how to be safe are concerning: maintain social distance, stay home, stay safe, stay within family groups, no groups more than 5-10, all meaning no social group interactions. It was clear in person group programming would be put on hold to maintain safety.

The Senior Center program is based on social integration, so that people can be a part of a community that is in a protected and safe environment. The pandemic made it difficult to provide a safe and protected environment for social groups to meet at the Center. Staff re-visited how to make the program work and offered programming to older adults virtually. It is essential for older adults to be active and involved. The Senior Center virtual programs continue to promote involvement and activity, therefore increasing social interaction and decreasing social isolation. Even with the shutdown, this year, the Center was able to offer over 2500 programs and services to older adults in our community. In addition to computer-based programs, Center staff maintain phone contact, offer pen pal programs and provide conference calls to people without the technological equipment and/or skill to help keep them involved. The Senior Center continues to collaborate with other agencies such as the Public Library, Schools and Parks and Recreation, and although the programming looks very different staff continues to explore other program options. Additionally, the Center offered two drive-thru luncheons with the support of and thanks to Water's Edge Rehab in Middletown, Marlborough Healthcare and the East Hampton Democratic Committee. Both of these events were very well attended, and folks were appreciative of the luncheon and the safety measures utilized.

The elderly nutrition program was also impacted by the pandemic. Community Renewal Team (CRT) was able to offer Grab-and-Go meals (frozen meals) for pick up or delivery instead of serving hot meals at the Center by the end of March 2020. Eighteen people regularly take advantage of this program. The Meals on Wheels program was never interrupted. CRT continues to deliver meals to people who are homebound in our community.

The Senior Center also established a shopping program in cooperation with the Town's Citizen Emergency Response Team (CERT) where residents called the Center with a list and CERT volunteers did the shopping and provided contactless delivery. Folks were also introduced to Peapod and Instacart as two other very valuable resources in this time of staying safe.



Yoga Zoom

Older Adults, their families and caregivers all use the Center as a resource while looking for social services information such as Medicare, Housing, SNAP program, Energy Assistance, etc. The Center is able to respond to these needs through partnerships with outside agencies and volunteers from the Town. CHOICES volunteers provide on-going assistance for Medicare concerns. In addition, the Center hosts Open Enrollment events to assist people regarding their benefits annually. This year Center staff has offered counselling either by phone, virtual meetings or by individual one on one meetings at the Center following established protocols. The Center also offers educational seminars such as AARP Safe Driving and AARP Tax Assistance, with AARP trained volunteers. It should be noted the AARP programs have been suspended until further notice. AARP had to make that difficult decision based on keeping its volunteer staff safe. AARP is also offering some of its programming online. Additional seminars on Town Services, Health Care Options, End of Life Decisions, Nutrition and others are offered.

The interactive programs promote involvement, a feeling of well-being and of being a part of the community. The Senior Center programs and services encourage people to be active, vital and relevant even in this uncertain time.



SENIOR CENTER: Year at a Glance

	Units	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
General Membership	New Members	18	15	16	4	53
Meal Program	Congregate meals /Grab & Go	819	756	700	536	2,811
Meal Program	Meals on Wheels	420	400	450	415	1,685
Volunteer Office Hours		82	76	124	-	282
Enhanced Transportation (social/recreational)	One Way Rides	131	101	55	-	287
Monthly Visitor Tallies	Unduplicated Sign-ins	233	260	244	10	747
Zoom Attendees	200 Classes Offered to 75 People	-	-	-	75	75

SOCIAL SERVICES

East Hampton Social Services is committed to responding to the needs of residents. Daily, the department receives routine calls for information as well as calls for more complex needs that could include food insecurity and assistance with fuel and energy. Through case management and collaborating with local agencies in town those needs are able to be met. The most in-demand and sought-after service is free therapeutic counseling. The counseling services tie in directly with both the schools and the restorative justice program. Addressing the complex social and emotional needs of residents is possible through counseling services provided by student interns.

While staff can respond quickly and effectively to the majority of needs facing residents, the department is unable to provide direct housing. However, staff works closely with residents experiencing a housing crisis by providing other vital services. When possible, the staff can collaborate with landlords on behalf of residents to see if there is a solution to the housing situation. The department can provide emotional support during the housing crisis through counseling services as well as provide short and long-term case management services. Together with the individual or family, staff works to connect them to agencies and resources that may have opportunities for housing and shelter more readily available. The department believes in thinking outside the box and connecting the dots in order to address the unique needs of the community. It is the continued goal to serve as a solution-focused department for the residents of East Hampton and their families.

FISCAL YEAR JULY 1, 2019 – JUNE 30, 2020

Social Services continued to serve the residents of East Hampton during fiscal year July 1, 2019 through June 30, 2020. Despite suspension of some services due to the Coronavirus pandemic and working remotely in response to closures, the department continued to meet the needs of residents impacted by routine challenges and those directly related to COVID-19.

During the fiscal period of July 1, 2019 through June 30, 2020, the Department of Social Services administered the following services:

- Continued taking routine calls and providing residents with general information, including referrals to outside agencies for more complex needs and continuity of care.



- Provided in-person therapeutic counseling until March of 2020, when services halted due to the impact of rising COVID-19 cases and the call for social distancing.
- Completed energy assistance applications during the August through April period that also included general follow-up and contact with families applying for assistance.
- Completed applications for Operation Fuel and continued partnering with the Senior Center and Food Bank on behalf of families in need of oil.
- Worked closely with residents to complete paperwork for state assistance benefits, including SNAP benefits and Husky insurance benefits.
- Worked steadily throughout this fiscal year with the Food Bank to connect families with food insecurity to food resources and assisted with food distribution during federal programming like Farmers to Families, which provided food boxes to food-insecure families.
- Created an activity bag program that distributed approximately 103 activity bags to families during the pandemic to help entertain kids who were

EAST HAMPTON SOCIAL SERVICES continues its mission of providing the community with services and information. Our overarching goal is to support our community while helping those most at risk meet their basic needs. East Hampton Social Services provides short-term case management and support; fair housing information; relocation assistance in accordance with state regulations, and financial assistance that addresses imminent housing/lodging emergencies. In addition, East Hampton Social Services provides emergency assistance with urgent care needs meant to alleviate life altering circumstances.

- unable to be in school and who had an interruption in their social experiences with peers.
- Continued to respond to eviction and hoarding cases affecting East Hampton residents.
- Continued relationships with schools during the pandemic.
- Communication from the schools during the early months of COVID showed a high number of children not signing in remotely from home for distance learning. The department reached out to those families intermittently to check in and offer support telephonically to parents struggling with kids not engaging with school remotely.
- Responded to calls for housing by providing callers with resources and numbers to call.
- Made referrals calls for continuity of care and emotional support to the Department of Social Services and the Department of Children and Families. Calls for support were also made to the Department of Developmental Services in response to callers in need of resources for family members with an Autism diagnosis.
- Created new ways to reach residents including using Facebook to create video messages and to frequently post information on agency happenings.

SOCIAL SERVICES: Year at a Glance

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Oil Assistance	9	36	59	3	107
Electric Assistance	6	3	12	2	23
Calls for Information	90	75	69	84	318

YOUTH AND FAMILY SERVICES

The mission of the **Youth and Family Services** department is to work with families and young people to provide an array of services that enhance a young person's life. While all interventions and services are important, perhaps the most valued services are the restorative justice program and free therapeutic counseling services. Youth and Family Services believes in building a young person's support system and, more importantly, his or her self-esteem. Staff subscribe to a model of behavior when working with young people that sets boundaries but also creates an atmosphere of safety and respect, regardless of why the minor child is seeking services. Many young people, prior to COVID-19, sought therapy as part of the Juvenile Review Board (JRB) process. In the months during COVID-19, there was a shift in services. There were no minors seeking therapy for behavioral issues; however, there was a notable uptick in counseling services meeting the social and emotional issues caused by social distancing, remote learning, and a loss of contact with family and peers as a result of the pandemic. Youth and Family Services continued to partner with the schools and our local Police Department as well as with community entities like Epoch Arts.

Unfortunately, due to the pandemic Youth and Family Services had to cancel several large-scale programs and events. During fiscal period July 1, 2019 through June 30, 2020, the department continued to take JRB cases. In this period, there were 7 cases; however, COVID-19 interfered with the ability of clients to complete the community service component. As a matter of public safety, the restorative justice program was modified to eliminate the community service component and allow participants to complete the process successfully. The intern clinicians continued seeing residents for therapy services until forced to stop services due to the pandemic. Prior to a halt in services, the following services were administered by Youth and Family Services.

- Master's level interns and practicum students from Marriage and Family programs provided free therapy to East Hampton residents up until approximately March 2020.
- Restorative Justice Program, JRB, in effect with community service component removed/excused due to COVID-19.

- Partnered with Epoch Arts to host a presentation on mental health with local youth in the community. Event was marked by a group discussion, Q&A, and hands-on activities promoting relaxation and de-stressing strategies.
- With the cancellation of programs and large-scale events due to COVID-19, our office used Enhancement Fund dollars to purchase and distribute over 100 activity bags to families.



2020-2021 PRIORITIES

- Continue JRB services with a focus on developing a stronger community service component. Also, to collaborate with Epoch Arts more in order to implement more creative outlets for minors who are part of the restorative justice program.
- Implement a weekly group chat session with interns and practicum students, in addition to their weekly supervision with the Director of Social Services, in order to discuss cases and share ideas. First session launched December 2020.
- Continue partnerships with schools to address truancy issues and more importantly, to address and respond to any social / emotional issues that have emerged as a result of social distancing, remote learning, and a loss of usual contact with peers and the community.

CT DISCOUNT CARD

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Total Claims	79	98	94	72	343
Total Cards Used	19	16	16	15	66
Member RX Cost	\$ 2,790.58	\$ 4,012.37	\$ 3,612.33	\$ 3,442.60	\$ 13,857.88
Avg Member RX Cost	\$ 35.32	\$ 40.94	\$ 38.43	\$ 47.81	\$ 40.40
Price Savings	\$ 4,117.46	\$ 4,952.91	\$ 4,134.12	\$ 2,429.38	\$ 15,633.87
Avg Price Savings	\$ 52.12	\$ 50.54	\$ 43.98	\$ 33.74	\$ 45.58
% Price Savings	59%	56%	54%	41%	53%

YOUTH & FAMILY SERVICES: Year at a Glance

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Individual Counseling Hours	184	172	35	2	393
Couples/Families Counseling Hours	167	154	41	-	362
Total Counseling Hours	351	326	76	2	755

There is a marked decline in services during quarter three and quarter four due to the pandemic and the abrupt stop in counseling services. Central Connecticut State University, where our interns attended the Marriage and Family Therapy program, instructed all students to stop services and reporting to their intern sites.

continued...

The **East Hampton Prevention Partnership (EHPP)** is dedicated to reducing substance abuse among young people. Its mission is to foster a culture that values the wellbeing of East Hampton's youth. The Partnership strives to instill self-acceptance, self-confidence and goal setting to promote healthy choices. In collaboration with community stakeholders, EHPP offers educational programs and outreach initiatives. The partnerships formed between the coalition and numerous organizations, both within and outside of East Hampton, have allowed for successful initiatives throughout the year. By modifying initiatives, EHPP was successfully able to provide the community with various programs and support to meet the changing demands brought on by the COVID-19 pandemic.

- ♥ Medication Drop Box located in the East Hampton Police Department Lobby has collected over 700 pounds of unused, unwanted or expired medications in 2 years since installation.
- ♥ Participation in National Prescription Drug Take Back Day.
- ♥ Host site for an AmeriCorps member. Member hosted an Opioid 101 and Narcan training for community members.

- ♥ Co-sponsored "An Arts Response to Mental Health" with Epoch Arts
- ♥ Hosted an in school Mental Health Day at East Hampton High School. This allowed for all students to participate in a full day conference style event which had a keynote speaker as well as numerous breakout sessions on topics such as addiction, gender, racism and other topics.
- ♥ Provided Project Graduation with East Hampton Prevention Partnership branded mugs for graduating seniors.
- ♥ Sponsored yard signs dedicated to each graduating senior which were displayed on the East Hampton High School front lawn.
- ♥ Provided a book from the book fair to each East Hampton Middle School student.
- ♥ Youth Committee members participated in a regional campaign titled 'We Know the Risk'.



Office of the **TOWN CLERK**

The **Town Clerk's Office** is responsible for recording land records documents, trade name certificates, liquor permits, veterans' exemptions, issuing sporting licenses, dog licenses and vital records as well as election preparation and administration of absentee ballots. It is the Clerk's duty to preserve and protect the records as required by law. The Town Clerk's Office continuously strives to provide the best service to our citizens and taxpayers.

- ✿ During Fiscal Year 2019-2020, Historic Document Preservation Program grant funds were utilized to recreate 21 large land record volumes.

Land record volumes 58-78 were scanned and reprinted on legal-size 28lb archival paper. Each binder was replaced, and the records were placed into new legal-size binders making them more durable. The project completes preservation of these records. By completing the project, the storage space needed for the volumes was reduced by 50 percent.

- ✿ March 2020 – The office completed a records management system conversion. All land records are online and viewable at no charge. The subscription fee was eliminated, and technology was advanced.
- ✿ March 2020 - The office implemented processes to allow for remote services to the public during the COVID-19 pandemic.
- ✿ May 2020 – Completed move of all vault records to the new Town Hall.



Artist - Val Greco Hurst

TOWN CLERK: Year at a Glance

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Land Recordings	792	712	639	815	2,958
Sports Licenses	71	98	175	5	349
Maps Filed	9	6	6	10	31
Conveyance Tax Collected	\$ 33,898	\$ 50,147	\$ 30,006	\$ 43,855	\$ 157,906
On-Line Land Record Copies	\$ 2,736	\$ 2,316	\$ 2,034	\$ 3,286	\$ 10,372
eRecordings	\$ 6,030	\$ 5,108	\$ 9,012	\$ 19,954	\$ 40,104



*"Bringing the Bells to Belltown"
Sponsored by the East Hampton Rotary Club.*

Artist - Elizabeth Sennett
Bell Stand Handcrafted by Kyle Riley

Displayed at the East Hampton Town Hall



WPCA

Water Pollution Control Authority

WASTEWATER

The Town of East Hampton's **WPCA**, through the Colchester-East Hampton Joint Facilities, is directly responsible for over 34 miles of collection system and 27 lift stations in East Hampton. The East Hampton WPCA operating budget ending June 30, 2020 was \$1,661,081, which included payment of \$1,067,893, to the Colchester-East Hampton Joint Facilities for treatment and operation of the wastewater system. There are over 2700 properties connected to the wastewater system in East Hampton.

Projects accomplished this year include upgrades to 3 pump stations including new above ground controls and emergency generators at the North Main Street Pump Station, Pine Trail Pump Station, and Barbara Avenue Pump Station.

State regulations that established the WPCA require that the Authority operate as an "Enterprise Fund" and all fees paid by the users of the system must be used for the operations and maintenance of the wastewater system. There is no Town tax revenue used for the operations or maintenance of the wastewater system. During FY19/20, East Hampton users paid \$455.00 per EDU collection and treatment of wastewater. Those users with a Town maintained grinder pump paid an additional \$150.00 per year. Moving forward the WPCA Board decided to allow 2 equal payments to be made in October and April of each year. Based upon 2017 sewer rate information published by Tighe & Bond Engineers, East Hamptons use rate is in the middle of the 17 towns surveyed.

YEAR IN REVIEW

Mark Barmasse, Chairman
Scott Clayton, Public Utilities Administrator

WATER

The Town owns and through the WPCA operates the Town Center Water System (TCWS) and the Royal Oaks Water System (ROWS). The WPCA, through contract services with State certified water treatment and distribution operators, is responsible for the day to day operations of both of these systems. A Special Revenue Fund presently exists for the water budget for the operation and maintenance of these water systems. The operating budget for both systems totaled \$201,224, the monthly meter charge is \$40.00 and the commodity charge is \$11.50/1000 gallons used.



New Generator and Controls at North Main Pump Station

WPCA: Year at a Glance

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
After Hour Callouts	11	16	14	22	63
New Sewer Permits	3	3	–	5	11



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EastHamptonCT.gov

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