

FISCAL YEAR

2013/14

ANNUAL REPORT



CONTENTS

ASSESSOR page 3	PARKS & RECREATION page 12
BOARD OF EDUCATION page 4	PLANNING & ZONING/ BUILDING page 13-14
COLLECTOR OF REVENUE page 5	POLICE DEPARTMENT page 14-15
FINANCE page 6	PUBLIC WORKS page 16
FIRE DEPARTMENT page 7	WATER POLLUTION CONTROL AUTHORITY page 17
FIRE MARSHAL page 8	SENIOR CENTER page 18
HUMAN RESOURCES & PAYROLL page 9	TOWN CLERK page 19
LIBRARY page 10	YOUTH & FAMILY SERVICES/ SOCIAL SERVICES page 19-20
LOWER CT RIVER VALLEY COUNCIL OF GOVERNMENTS (RIVER COG) page 11	

20 East High Street
East Hampton, CT 06424

860.267.4468 tel
860.267.1027 fax

easthamptonct.gov

Follow us on Twitter
[@EHTown_manager](https://twitter.com/EHTown_manager)

{joy-e11y}
gioielli design LLC

Design: Cheryl Gioielli
Gioielli-Design.com

Cover Photo: Comstock Covered Bridge
Thomas Wells Photography
twellsphoto.com

2013 | 2014 Annual Report

December 15, 2014

Dear Resident,

With winter upon us and the seasons changing again, I hope that you find this year's annual report interesting and informative. Over the last year, employees of the Town have been hard at work to serve you in the most efficient and effective manner possible. While facing numerous challenges, the Town has had many notable accomplishments. Each department has outlined their many successes in the pages to follow.

As we look forward, the next year will see the completion of one of the state's largest infrastructure expansions in nearly 50 years. This natural gas line expansion will help promote economic development for our community, further diversifying and adding to the tax base.

Forging ahead, we have already started developing next year's budget. It is our goal to develop the budget the Town needs, not wants. Through some new steps in the process we are looking to gain more citizen and elected official involvement. By adding your voice early to the process we will only create a more sound direction for our community.

Finally, as we look at our community we can already see positive moves. From the redevelopment of the Village Center to the enhancements done in Sears Park, things are happening in East Hampton. This last year over 10% of the Town roads were paved and the zero entry beach was formed at Sears Park. Our first responders are better equipped for emergencies than they have been in the past with two new fire trucks and Police Department SUV's.

East Hampton continues to offer the best quality of life in Connecticut. With low taxes and bountiful natural resources, East Hampton is the best place to live. I look forward to working with all of you in an effort to maintain and bring that status to a whole new level in the coming year.

Best regards,

Michael Maniscalco, MPA
Town Manager

VALUES

new values. Market analysis will be the major approach used in determining the new revaluation assessments. The income and cost approach will be used when considering commercial properties. The cost approach can be used to determine residential values where there are not enough sales to determine value.

The Board of Assessment Appeals met in September to hear motor vehicle appeals. There were four appeals. One was a model correction, and three were vehicles that had higher than normal mileage. These changes were made using the mileage charts in the National Automobile Dealers Association; and the CPI book for vintage vehicles. Vehicle appeals are always heard in the month of September.

Interestingly, there is an influx of new single family dwellings under construction. The three subdivisions that were previously dormant are now experiencing growth, Skyline Estates, Salmon Run and Chatham Forest. There are other single family homes being developed throughout the community.



The bids for the 2015 Revaluation and Reappraisal were opened in August. The contract was unanimously awarded by the Town Council to Municipal Valuation Services, LLC. Data mailers will be mailed to all improved properties. This information will be matched to the current information on the Assessor Field Cards. Any discrepancies will be reviewed and corrected, thus ensuring the correct data used in establishing

APPEALS

GROWTH

Year At A Glance

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Certificates of Correction	343	109	270	409	1,131
Real Estate Pro Rates	33	5	32	14	84
Renter Rebates	159	-	-	52	211
State Reports	2	1	-	-	3
Sales Ratio Transfers	72	55	32	50	209
No Consideration Transfers	86	85	62	59	292
CAMA Changes	6,093	4,966	2,586	2,313	15,958
BAA Changes Motor Vehicle	6	-	-	-	6
Elderly Credit Program	-	-	35	13	48
Additional Veteran	6	-	10	8	24
BAA Applications	-	-	-	-	-
Local Option Additional Veteran	-	-	10	8	18
Local Option Freeze	-	-	7	2	9

Vision

The East Hampton School District - preparing and inspiring our students to be innovative, responsible, contributing members of an ever-changing global society.

The Mission of East Hampton Public Schools

The mission of East Hampton Public Schools in partnership with our community is to develop knowledgeable, responsible, productive citizens who effectively demonstrate problem-solving and communication skills, make informed decisions and respond appropriately and confidently to life's challenges.



District Goals

Goal 1. East Hampton Public Schools will engage all students in integrated curriculum that fosters essential life skills of critical thinking and reasoning, collaboration and communication, problem solving and innovation.

Goal 2. East Hampton Public Schools will prepare all students for college, career and life by advancing digital literacy.

Goal 3. East Hampton Public Schools will ensure that all students are taught and led by highly qualified professionals through the continuous improvement of feedback and

reflection provided through the advancement of professional learning communities.

Return on Investment

East Hampton Public School educates approximately 1900 students in grades Pre K – grade 12 across four schools and an alternative High School program. East Hampton is receiving a positive educational return on investment as identified by high student performance. A strong community steeped in educational values and community involvement fosters the educational systems success.



Examples of our growing reputation and return on investment include:

- The College Board named East Hampton High School to the AP Honor Roll for expanding opportunities and improving performance for AP students two years in a row, 2012-2013 and 2013-2014
- East Hampton's High School state (SPI) Student Performance Indicator is ranked as Exceeding
- East Hampton High School SAT scores for 2013 were above National and State averages
- East Hampton High School has received national ranking in World News Magazine as a top performing High School
- Connecticut Magazine ranks each town by categories that seem important to most people when deciding where to live: The quality of public schools, crime rate, local economy, leisure and cultural opportunities, and civic engagement. East Hampton was ranked 9th in the state within the median household purchasing price
- East Hampton students contribute to the greater community as compassionate contributors as evidenced by:
 - Significant fundraising, volunteerism and civic involvement
 - High School students have performed approximately 2,000 hours of community service to date this school year
- Our band and chorus programs engage over 50% of our student population
- East Hampton High School has ranked in first through fourth place at state level music adjudications
- East Hampton's autism program is recognized as a regional model with educators visiting from surrounding towns to model the program
- Teachers are gaining recognition for their expertise as they represent our profession and district at state and national conferences

Year at a Glance

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Transactions	19,834	4,864	7,340	1,237	33,275
On Line Payments (ACH)	213	46	137	44	440
On Line Payments (Credit/Debit)	146	34	86	47	313
Refunds	56	64	45	34	199
Bounced Checks	17	1	5	4	27
Certificates of Correction	349	142	259	188	938
Pro-rates	33	-	-	-	33



The Goal of the Office of the Collector of Revenue is to bill, collect and account for all the payments due to and made to this office.

Every effort is made to do so in an efficient and equitable manner. Office staff attends training classes that are offered through OPM, CIRMA and any other venue that helps us obtain our goals and doing so in a professional manner. The Office uses the Quality Data Services computer system and for the printing and mailing of the tax bills. Taxpayers have been utilizing the on line option using ACH payments, Visa, Mastercard or Discover to pay their taxes, through Webster Bank. The office continually works with the Assessor's office enabling more timely corrections, adds/deletes and pro-rations. Staffing is two full time employees and one part time employee.

The Collector of Revenue is responsible for the billing, collecting and accounting of all tax monies levied by the Town of East Hampton, and the collection and billing of all sewer use and all sewer assessment charges as imposed by the Water Pollution Control Authority. All collections proceed under State of Connecticut Statutes and Town of East Hampton ordinances. Accounting practices must be as set forth in Public Act 77-611, which outlines accounting and auditing

procedures and Generally Accepted Accounting Principles (GAAP).

All taxable property based on the Grand List of 2012 became due and payable on July 1, 2013. Real Estate and Personal Property tax bills over \$100.00 were payable in two installments, July 1, 2013 and January 1, 2014. Supplemental Motor Vehicle tax bills were due January 1, 2014.

Tax Categories were Billed as Follows:

5,976 Real Estate Tax Bills	\$ 26,710,588.35
994 Personal Property Tax Bills	\$ 688,299.05
14,103 Motor Vehicle Tax Bills	\$ 2,544,118.07
2,321 Supplemental Motor Vehicle Tax Bills	\$ 291,937.26
Total due	\$ 30,224,942.73

Tax Collections as of June 30, 2014 were as follows:

2012 Grand list	\$ 29,580,106.12
Prior year's tax	\$ 428,238.03
Interest	\$ 153,804.55
Liens and fees	\$ 4,269.00
Total Collected 1998-2012 Grand List	\$ 30,166,417.70

Water Pollution Control Authority

October 1, 2013	2680 sewer use bills	\$ 1,035,531.20
-----------------	----------------------	-----------------

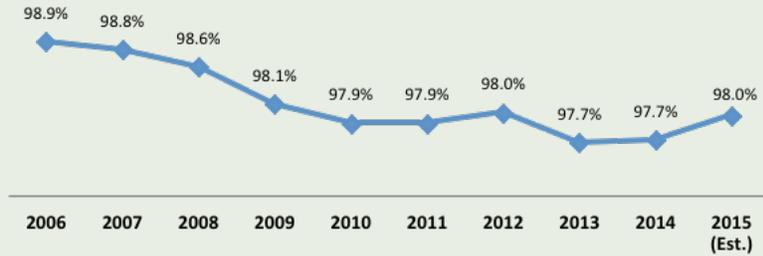
Sewer Use Collections as of 6-30-2014 were as follows:

Sewer use 2006-2013 charges paid	\$ 994,040.33
Interest	\$ 36,342.89
Liens and fees	\$ 4,217.00
Total paid	\$ 1,034,600.32

June 30, 2014 principal assessment balance	\$ 303.84
---	------------------

This year's tax collection rate was 97.7% which was slightly below the budgeted estimate of 97.9%. Historically the Town collects almost 100% of the billed taxes within three years

Percent of Levy Collected



Finance Department Mission Statement

To provide timely, accurate and relevant budgetary and financial information to our citizens, customers and various boards and 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 our customers through innovative ideas and to think creatively on ways to operate more efficiently.



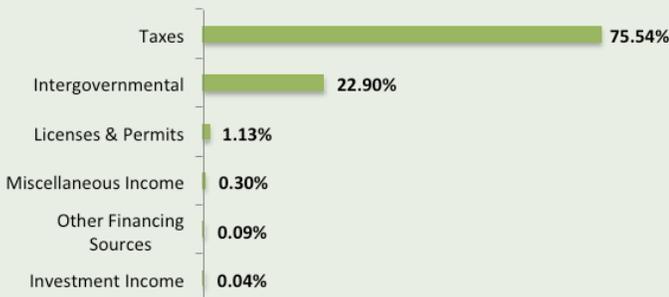
Fiscal Year Summary

The general fund ended the year with net income of \$4,912. Since 2003 the general fund balance has increased by over \$3.2 million dollars. Fund balance represents 12.4% of Fiscal year 2014 budgeted expenditures. The general fund is the chief operating fund of the Town. At the end of the current fiscal year, unassigned fund balance of the general fund was \$4,878,724. [cont.]

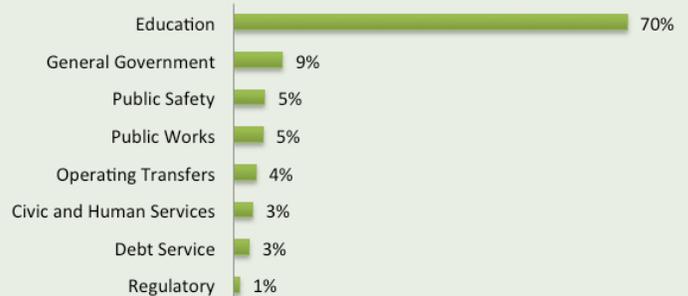
Year at a Glance

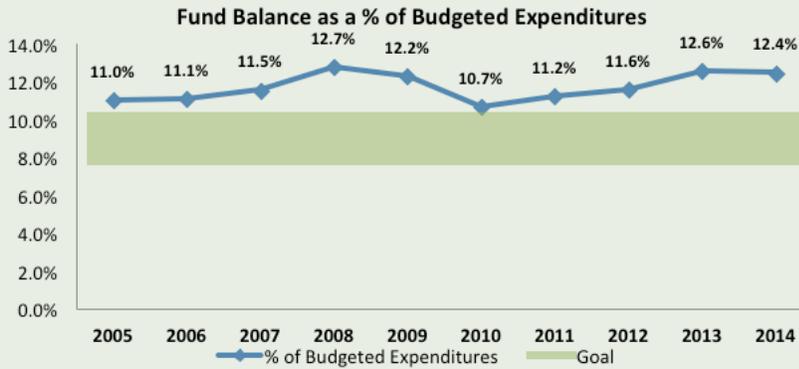
Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Checks Processed	1,756	1,555	1,018	1,107	5,436
A/P Direct Deposit	-	-	400	442	842
Invoices Processed	3,529	3,268	3,492	3,522	13,811
Purchase Orders Created	577	234	253	158	1,222

2013-2014 Revenues % of Total



2013-2014 Expenditures % of Total





During the fiscal year \$511,000 of additional appropriations from fund balance were approved. These appropriations were used for the following purposes:

- \$251,000 - Fire Department Tanker Truck
- \$200,000 - High School Athletic Field Lighting
- \$60,000 - Chatham Historical Society Water Project

For the calendar year of 2013, the **East Hampton Volunteer Fire Department** has dedicated 3,100 hours of service while responding to 351 calls from the public. Preserving property and removing persons from harm's way. East Hampton firefighters have logged thousands of hours of training. The Department has a stable roster 60 members strong, and has 9 junior members



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 all of the 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 updated standard operating procedures to comply with these regulations.

In the last year the Department took delivery of two new pieces of apparatus, a front line engine (E1-12) and a 2,200 gallon tanker (T2-12), both of Pierce manufacture. These new additions are replacements for two retired pieces. Looking to the future the Department will strive to continue to provide the services it currently offers and an expanded medical response, with minimal growth in the operating budget. In return the Department is planning on replacing the aging 1985 ladder truck now in service at Headquarters, with a new ladder truck that will serve the town well into the future.



FIRE DEPARTMENT



Year at a Glance

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
CSFPC Inspections With Violations	17	17	24	23	81
CSFPC Inspections With No Violations	12	-	2	3	17
CSFPC Re-Inspections Violations Corrected	11	15	13	24	63
CSFPC Re-Inspections Violations not Corrected	3	6	3	1	13
Burn Permits Issued	44	38	27	47	156
Blasting Permits Issued	-	-	3	1	4
Event Registration Permit	-	-	-	11	11
Plan Reviews Performed	4	4	1	5	14
Origin and Cause Investigations	4	8	4	3	19

The Fire Marshal's Office

is located in the Barton Hill Fire House and 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 year, the office performed one hundred eighty two (182) site inspections of properties subject to the Fire Code and Regulations. Four (4) blasting permits were issued, as were one hundred fifty two (152) Open Burning Permits.

In addition, one (1) permit was issued for Underground Tank Removal and twenty (20) for Mass Gathering Events. Six (6) Plan reviews were performed of proposed sites and/or



buildings for code, regulation and local requirement compliance. Thirty (30) hours were spent in activities related to fire prevention education. Sixty-four (64) hours were spent in professional training as required to maintain Fire Marshal state certification. In addition, the office investigated fourteen (14) fires for cause and origin.



Human Resources (HR) has primary responsibility for managing, assisting and dealing with all employee related matters including such functions as policy administration, recruitment process, benefits administration, employment and labor law, labor relations, personnel records retention, wage and salary administration, employee assistance program, safety/risk compliance, workers' compensation, retirement, etc.

The workforce includes both represented (union) and non-represented (non-union) employees who fill technical, safety, trade, administrative, and managerial roles. The many activities listed above reflect the multitude of actions initiated by the Human Resources staff to ensure that the maximum possible support is provided to Town employees. Payroll for both the Town and the Chatham Health District is also administered and associated reports, quarterly and annual tax reporting and deductions are processed accordingly.

Employee training/informational workshops were provided on the following topics: Working Together, Stress Management, Deferred Compensation, medical insurance open enrollment presentations, Freedom of Information, Medicare, Retirement Planning, Financial Wellness, Workplace Violence, Adult AED/

CPR, and many workshops and trainings offered by Connecticut Conference of Municipalities, which is free of charge with our membership.

With assistance, including partial funding from Cigna, our health insurance carrier, we held our annual Employee Health Fair. Life Line Screening conducted artery ultrasound screenings for all employees interested. Other local vendors attended. In keeping

with the wellness spirit, we held a six (6) week nutritional series, a "Biggest Loser" challenge and compiled a Lending Library of books on health and nutrition.

The Town contracted with DI Jacobs Consulting to perform an organizational evaluation of our workforce and the Employee Morale Task force was formed.

Staff Demographics at a Glance

The Town employed sixty-eight (68) full-time, thirty-seven (37) regular part-time and approximately forty-five (45) seasonal workers. During fiscal year 2013-2014, two (2) employees retired each with more than twenty-five (25) years of service. Currently, the full-time length of service is as follows:

0-5 Yrs	10 FTE
5-10 Yrs	20 FTE
10-15 Yrs	12 FTE
15+ Yrs	26 FTE

Year at a Glance

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Paychecks Processed	232	115	115	168	630
Direct Deposits Processed	842	677	768	679	2,966
Personal Action Request Forms Processed	541	430	528	577	2,076
New Hires	3	2	2	30	37
Terminations	1	5	1	2	9
Employee Sponsored Workshops/Training	3	6	7	8	24

Our mission is to promote equal access to information and ideas, love of reading, and a wide range of community-based educational and cultural programs.

Readers are our business. In FY14 the library continued to connect people to print and digital content and



EAST HAMPTON PUBLIC LIBRARY
Where Smart Growth Begins!



to opportunities to share in-community cultural experiences. Our e-collections were expanded to regularly added popular and best-selling titles, classics, and little-known gems, as well as streaming independent films. A popular e-magazine service will be deployed in FY15. Program offerings were diversified to appeal to a wider range of adult learners while interest in early childhood programs held steady. The library also strengthened ways for people to find and use the library by leveraging technology and social media. Digital conversion projects were included under the library's leveraged technology profile: the East Hampton News (1887-1888, 1932-1952) was digitized in FY14 and a project to digitize East Hampton High School yearbooks is underway.

Service Highlights

- © The library issued or renewed over 2,800 library cards.
- © 7,421 residents have East Hampton Public Library cards.
- © Of 12,940 residents 5,813 used their library card at least once during the fiscal year.
- © The library was open 2,628 hours.
- © 13,781 people attended 471 library sponsored programs.
- © During the year, there were 127,651 in-person visits.
- © 14,792 unique visitors used the library's online catalog.
- © Subscription database usage rose by 8%.
- © 4,579 people used a computer in the adult services area.
- © 2,298 people used the library's wireless service inside the library.
- © Volunteers performed 10 hours of service in each typical week.

Year at a Glance

	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Library Cards Issued, Updated or Renewed	971	532	599	710	2,812
Circulation	37,311	35,485	32,232	36,050	141,078
Reference Questions	1,881	1,743	2,544	2,314	8,482
Info Database Use (est. Sessions)	6,170	5,301	6,413	8,880	26,764
Library Door Traffic	31,945	33,145	31,819	30,742	127,651
Library Sponsored Programs	109	115	101	102	427
Library Program Attendance	3,584	3,019	3,301	3,877	13,781
# of Public Internet Sessions	1,322	975	1,040	1,242	4,579
# of Wireless Service Users (est.)	454	546	652	646	2,298
Library Outreach Programs	17	8	8	11	44
Volunteer Community Service Hours	153	110	113	115	491
Book Discussion Groups Supported	11	9	10	10	40
Meeting Room Use # of meetings	100	89	109	128	426



THE LOWER CONNECTICUT RIVER VALLEY COUNCIL OF GOVERNMENTS (RIVER COG)

RiverCOG, one of nine Regional Planning Organizations in Connecticut, is governed by its 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. RiverCOG weaves together shared programs of member municipalities within collective guidance provided by the RiverCOG board, as recommended by the State Plan of Conservation and Development and Connecticut Statutes.

RiverCOG provides support for effective planning practices and land use strategies, assisting member municipalities as requested. It conducts research on regional issues, such as tourism and economic development; coordinates shared services; serves as a clearinghouse for regional information; and acts as a liaison with other regional entities and the state government. The Regional Planning Commission supports RiverCOG with inter-

municipals referrals and the long-range plan. The RPC includes a representative and alternate from each municipal Planning Commission in the region and meets monthly on the fourth Monday of each month.

River Metropolitan Planning Organization (RiverMPO), a subset of RiverCOG, enacts and fosters the planning requirements of the U.S. Department of Transportation; a complex process of public outreach and long-range planning for transportation improvements in the region. This year, RiverMPO received its official re-designation from the Governor, making it one of the first MPOs in the United States to formally re-designate and merge two MPO organizations.

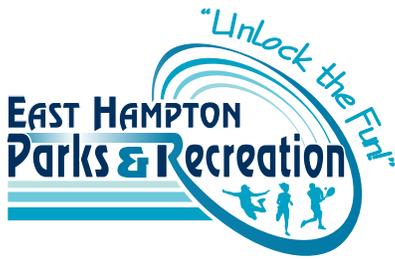
Through meeting space or staff support, RiverCOG hosts regional initiatives such as: Gateway Commission, Shoreline Basic-Needs Task Force, Coast Guard Auxiliary, and Regional Agricultural Commission. The agency has begun to expand shared-service programs and investigates unique opportunities

for shared cost savings between two or more member towns. The RiverCOG continued an annual "dues" schedule at last year's rate as programs continue to expand for the new organization.

RiverCOG officers are Cathy Lino (Killingworth), Chairperson; Dick Smith (Deep River), Vice-Chairperson; Susan Bransfield (Portland), Secretary; and Ed Meehan (Chester), Treasurer. RiverCOG welcomes Paula Fernald as its new Financial Administrator.

With the unexpected passing of Executive Director Linda Krause, RiverCOG has named Deputy Director Jean Davies as Acting Director until the position is filled. Linda leaves an important legacy of regional cooperation.

Additional details and the full annual report are available at our website: www.rivercog.org. We welcome visitors and inquiries about topics of regional concern. Please contact us at 860-581-8554 or e-mail us (info@rivercog.org) if you think we might be able to help you.



Mission

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

Year at a Glance

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Municipal Parks/Grounds Maintained Man-hours	363	205	128	397	1,093
BOE Athletic Complexes Grounds Maintained Man-hours	655	410	113	669	1,846
Actual Program Registrations	776	817	130	1,813	3,536
Actual Programming Hours	2,176	436	460	566	3,638
Actual Program Participants	2,191	1,445	1,208	975	5,819
Staff Supervised	187	159	184	84	614
Project Management Man-hours	210	145	195	200	750



The 2013-2014 fiscal year was very successful for the Parks and Recreation Department. We showed increases in both program registration numbers and overall participation across the board. Initiatives that helped contribute to this were increased community wide special events, collaboration with other organizations, expanded use of social media and the development of low cost program opportunities.

Along with positive programming growth, we were able to continue to improve the maintenance of existing facilities through an integrated pest management system where 80% of all turf maintenance practices were conducted in house. Sears Park also saw positive changes with the start of a storm water runoff remediation project, which included the installation of a rain garden and improved parking and traffic flow. The Parks and Recreation Department is looking forward to continue its positive impact in the 2014-2015 fiscal year.



PARKS & RECREATION

Budget & Revenue

The department's approved operating budget was \$361,069, a 0.5% increase over the 2011-2012 fiscal year.

Recreational Programming generated \$158,876.75 down 3.6% from last FY.

Sears Park Revenue

Vehicles	\$10,310
Seniors/ Veterans	\$ 1,305
Boat Stickers	\$ 8,980
Day Passes	\$ 1,065
Pavilion Rental	\$ 550

The Planning, Zoning and Building Department is responsible for the regulation of building construction and the administration of land use regulations and requirements.

Staff supports the Planning and Zoning Commission, the Zoning Board of Appeals, and committees and sub-committees thereof. The Department is presently comprised of four full-time personnel, one Administrator/Chief Building Official, one Building Inspector and two administrative assistants.



The Department provides staff support and permitting assistance for the Public Works Director and Parks and Recreation for operation of the Inland Wetlands and Watercourse Agency. The licensed Building

Officials enforce the provisions of the CT State Building Code as well as enforce the Zoning Regulations.

In fiscal year 2013-2014 the building department performed more than 900 residential, commercial and zoning inspections. These inspections included electrical, mechanical, plumbing, structural, and zoning. Homes and businesses were expanded, renovated, or otherwise

improved and 18 new housing units were constructed during 2013-2014. Construction is on-going at a major, mixed-use development, Edgewater Hill, with occupancy of the daycare planned for November 2014. A new church, Hope Church, was completed and a number of business buildings and uses are in progress. The estimated value of permitted construction was \$9.35 million. The Planning and Zoning Commission, the ZBA, and the IWWA meet monthly to hear matters such as subdivision applications, site plans, and other land use matters. The Planning and Zoning Commission continues to utilize and review [cont.]

Year at a Glance

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
PERMITS					
Building Permits	100	89	32	84	305
Electric Permits	90	73	48	84	295
Mechanical Permits	55	94	43	43	235
Plumbing Permits	20	16	19	17	72
Demolition Permits	2	3	3	8	16
Zoning Permits	-	-	-	38	38
Inspections	210	246	148	194	798
Compliance	72	59	31	35	197
LAND USE APPLICATIONS					
P&Z	27	30	21	24	102
IWWA	40	28	14	22	104
ZBA	14	16	13	6	49
Compliance	17	21	12	16	66
ENFORCEMENTS					
Zoning Investigations	41	45	44	41	171
Building Investigations	50	44	53	54	201
Blight Investigations	26	34	37	36	133
Compliance Verifications	15	14	15	13	57

the Plan of Conservation and Development and works to improve the Zoning & Subdivision Regulations. The Planning and Zoning Commission has approved extensive renovation to the High School, with construction expected to take three years (2017) to complete. A large, private, indoor recreational/athletic facility broke ground and will provide batting cages, indoor soccer, and basketball year round. The building will also feature retail space as well as a small restaurant.

The P&Z also permitted a custom butcher shop/deli on Route 66, projected to open Spring of 2015 and will welcome a Pacific Rim/Fusion restaurant in the Village Center. We continue to review and revise Conservation/Zoning Regulations and road standards.

Subdivision, wetlands permits, variances, and site plans are also subject to application and inspection fees. This revenue is intended to offset the costs associated with the administration of the functions of the department. These fees were in excess of \$130,500 for fiscal year 2013-2014.

Fees are collected for building, zoning, electrical, plumbing, and mechanical permits.



POLICE DEPARTMENT

The East Hampton Police Department is operationally funded for fourteen full time officers and two clerical staff.

During this reporting year our Police Officers were successful in bringing many of our investigations to successful conclusions.

The agency also adopted all new standard operating procedures, streamlined dispatch operations increasing efficiency and worked with school officials to improve security measures. The department obtained grant funded speed enforcement equipment and funding to increase excessive speed enforcement efforts on rural roads. East Hampton was recently listed by SAFEWISE, Inc., as one of the 25 safest cities in Connecticut.



Administration Division

The Administration 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. Support Services process and maintain all reports produced by Police Department staff and are responsible for the maintenance and security of criminal records. The Support

Services staff greet customers, answer phones, prepare a number of reports, perform data entry in regional and national law enforcement telecommunications systems, conduct background checks on arrested persons and process all permit applications. [cont.]





Year at a Glance

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Monthly Cases	2,077	1,696	2,341	2,965	9,079
Motor Vehicle Accidents	48	61	57	59	225
Motor Vehicle Contacts	151	233	251	275	910
Criminal Arrests	33	41	29	36	139
Case Investigations	235	221	146	69	671
Robberies	-	-	-	-	-
Burglaries	19	6	4	6	35
Larcenies	40	24	20	23	107
Assaults	13	7	6	13	39
Sexual Assaults	-	-	2	2	4
Drug Violations	6	9	6	4	25
Motor Vehicle Thefts	-	-	1	-	1
Criminal Mischief	38	62	34	71	205
Domestic Disturbances	16	13	22	30	81
Alarms	77	86	87	139	389
Medical Calls	152	148	180	170	650
Juvenile Investigations	2	2	3	3	10
Phone/Walk-Ins	213	19	41	90	363
Administrative Services	74	63	66	110	313

Patrol/Investigations

Patrol is composed of three shifts of uniformed police officers that provide services 24 hours a day. Patrol is primarily responsible for responding to medical emergencies, immediate and routine service calls, crime-related incidents and quality of life issues. Officers are assigned to patrol, conduct preliminary investigations, collect evidence and arrest offenders. Other responsibilities include: facilitating the safe, expeditious movement of vehicle and pedestrian traffic; minimizing

property loss; recovering stolen property, ensuring safety and protection of persons and property through proactive and directed patrol; apprehending offenders; rendering aid and advice as necessary and providing the highest level of quality service through problem solving and community-oriented policing. Patrols are responsible for the enforcement of state and local traffic laws, traffic accident investigation and traffic control within East Hampton. Traffic patrols

perform DUI and seatbelt checkpoints, conduct selective traffic enforcement details as required. Through the use of DUI/Safety checkpoints, focused traffic enforcement details and radar enforcement officers address high volume traffic issues and traffic-related problems that negatively impact the community. Traffic Patrols monitor compliance with Alcohol Beverage Control laws utilizing a three-prong approach. These approaches include education, awareness and enforcement.



Returning to the basics and focusing on projects that would add value for the community has been the main theme for the Public Works Department. A significant shift back to the utilization of in-house staff for smaller projects has been achieved with great success, both in empowerment and the cost effective use of resources both financial and human. Working as a team, the Department has collaboratively created a foundation to improve service and respond to resident inquiries. Work performed by the Department included resolving many

persistent and historic drainage issues, reconstructing the Sears Park rain garden to a functional state, stabilizing unimproved roads, cleaning more than 900 catch basins, along with providing routine and emergency response to the existing Town infrastructure.

The Public Works Department collaboratively created both a Mission Statement and a Vision Statement which characterizes both the reason for the existence of the Department and how the Department approaches their duty.

Mission Statement

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

Vision Statement

The Department will enhance East Hampton's quality of life through sound management, innovation, collaboration, teamwork and vision. The Department will strive to be a progressive organization while providing dependable, high quality, responsive services which are consistent with community values.



Year at a Glance

Measure	1st Qtr*	2nd Qtr	3rd Qtr	4th Qtr	YTD
Catch Basin Cleaning Man-Hours	-	135	8	336	479
Drainage Man-Hours	-	176	434	1,086	1,696
Maintain Cemeteries, Town Buildings, Village Center Man-Hours	-	75	206	334	615
Maintain DPW Facilities/Equipment/Vehicles Man-Hours	-	1,428	1,460	1,314	4,202
Meetings Training Development Hours Man-Hours	-	96	283	152	531
Misc. Service Requests Man-Hours	-	10	106	258	374
Patching Paving, Curbing Road Work Man-Hours	-	1,026	471	936	2,433
Roadside Mowing Man-Hours	-	212	20	252	484
Snow/Ice Control Man-Hours	-	1,527	4,120	88	5,734
Sweeping Man-Hours	-	12	-	638	650
Unimproved Road Maintenance Man-Hours	-	232	144	116	492
Tree Work Man-Hours	-	126	158	386	670
Work for Other Depts Man-Hours	-	166	122	132	420

* No information available due to change in staff



WASTE WATER

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 over 20 lift stations in East Hampton.

The East Hampton WPCA operating budget ending June 30, 2014 was \$1,037,953.00, which included payment of \$646,417.00 to the Colchester-East Hampton Joint Facilities for treatment and operation of the wastewater system. There are over 2,660 properties connected to the wastewater system in East Hampton.

State regulations that established the WPCA require that the Authority operate as an “Enterprise Fund” i.e. 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. In East Hampton, the users pay \$310.00 per EDU for the annual use of the system. Those users with a Town maintained grinder pump pay an additional \$125.00 per year. Based upon 2011 sewer rate information published by Tighe & Bond Engineers, East Hampton’s use rate is one of the lowest of the 17 towns surveyed.

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. Due to their small size no Enterprise Fund presently exists for the water budget and the Town’s General Fund contributes to the operation and maintenance of these water systems. The operating budget for both systems totaled \$117,678.00 and required a transfer from the Town General fund equal to \$16,336.67. Water rates established by the Town Council strive to minimize this contribution from the Town’s General Fund while maintaining a balance with surrounding communities.



Year at a Glance

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
After Hour Callouts	27	18	17	18	80
New Sewer Permits	22	6	1	1	30

The Senior Center is a Community Focal Point, as designated in October 2014. This designation means the Senior Center provides critical information and services to older adults and serves as a community hub for local activity for Older Adults for the Senior Resources Planning and Service Area.

Older adults access services at the senior center for a variety of reasons. Many are participating in the ongoing programs that are offered on a regular basis at the senior center, such as exercise programs, square dancing, the elderly nutrition program, (congregate and meals on wheels), music rehearsals, travel, and many more.

We expanded our services this year by collaborating with the Youth and Family Services and Parks and Recreation Department by providing additional services at the senior center. There were 119 new participants, from July 2013 to present.

Others use the center as a resource, looking for information regarding Medicare, housing, SNAP/food stamp programs, energy assistance, etc. The Center is able to respond to these needs, with the partnerships with outside agencies and volunteers from the Town. This year we have three Choices volunteers, who went to 40 hours of rigorous training, to help Older Adults understand the Medicare process. In addition we have AARP volunteers that help with the Tax assistance

program which is offered every year. The volunteers bring an extra dynamic to the services offered to the Older Adults as without them, the older adult would have to travel some distance to get this assistance and/or have to pay for these services. The volunteers at the senior center donated 3,000 hours of time this year.

The Center is a 'hub of community' for Older Adults, family members, care givers, and friends of Older Adults. The activities promote socialization and interaction with others. Active older adults come to the Center to learn, teach, share, and become part of the community.



Year at a Glance

Measure	Units	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
General Membership	New Members	19	11	31	19	80
Meal Program	Congregate meals	625	700	596	637	2,558
Meal Program	Meals on Wheels	300	300	470	545	1,615
Transportation Dial=A-Ride (MAT)	Total Rides (social/personal shopping/medical)	426	435	750	877	2,488
Enhanced Transportation	One Way Ride (social/recreational)	349	256	292	221	1,118
Volunteer Office Hours	Hours	389	403	349	347	1,487
Monthly Visitor Tallies	Unduplicated Sign-ins	449	398	441	540	1,828



The Town Clerk's Office qualified and received a \$4,000 Historic preservation grant from the State of Connecticut in fiscal year 2013/2014 for the preservation of public records. The grant was used to purchase shelves for the storage of minute books and land record volumes. The shelves are mobile

and can hold our growing volumes of both land and minute books.

Approximately twenty seven (27) boxes stored in the Board of Education vault were transported to the Town Clerk's vault. Using the records' retention schedule, documents were reviewed and placed into categories. Documents identified as permanent records were indexed and placed in archive boxes for future use. Many boxes stored in the Board of Education vault contained documentation identified as items that no longer needed to be retained and were destroyed according to State Statute.

Year at a Glance

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Land Recordings	1,183	671	473	815	3,142
Sports Licenses	85	119	149	322	675
Dog Licenses	286	50	32	1,051	1,419
Marriage Licenses	13	8	3	17	41
Notary Services	73	118	74	67	332
Maps Filed	63	3	26	2	94
Conveyance Tax Collected	55,319	27,555	22,620	29,937	135,431
On-Line Land Record Copies	1,478	1,402	1,186	1,462	5,528
Certified Vital Records	2,555	2,800	2,115	1,660	9,130

Tidbits of interesting information about the Town Clerk's data as of June 2014:

- Total number of instruments in Resolution 3 - 242,873
- Average number of instruments filed per year = 3,935
- Total number of images in Resolution 3 = 545,870
- Average number of images filed per year = 13,194
- Voter turnout for the 2013 Municipal Election was 39%
- 116 absentee ballots issued
- Attended six (6) Town Meetings
- Collected approximately \$137,718.58 In Revenue for the State
- Collected approximately \$249,286.26 In Revenue for the Town



YOUTH & FAMILY SERVICES / SOCIAL SERVICES

The fiscal year of 2013-2014 saw East Hampton Youth and Family/Social Services support the community in numerous ways. Counseling as well as crisis intervention is available at no cost for residents and East Hampton schools. The office is staffed by a Marriage and Family Therapist and five graduate-level marriage and family counseling interns

from Central Connecticut State University and the University of St. Joseph. These interns are supervised by the Director and their respective schools. Over 2400 hours of individual, family and group counseling were completed in the office and in the local schools during the year. The year also included the formation of the town's first Senior Center

One-hundred twenty residential households were helped this year.

based therapy program (individual and groups). The Program Prevention Specialist provides the community with programs that help young people foster healthy and positive behaviors. A mother-daughter weekend and a Winter-weekend retreat for teen girls were the highlights of this year's programming. [cont.]

YOUTH & FAMILY SERVICES / SOCIAL SERVICES [cont.]

East Hampton Social Services

provides assistance to residents who qualify that are in economic need. The money allotted to this office is used to decrease a portion of an overdue rent or electric bill or can provide a 100-gallon delivery of oil to a residence. One-hundred twenty residential households were helped this year. East Hampton Social Services provides residents

assistance in collecting information on employment, comprehending state /federal programs, and assists families in need of food by working closely with the East Hampton Food Bank and SNAP (Supplemental Nutrition Assistance Program). Several free-of-charge seminars were offered providing information on tenant's rights, emotional and physical wellness

and drug awareness/education. The town offers a Prescription Discount Card that offers discount savings on the purchase of prescription drugs. It is at no cost and services residents who don't have prescriptions covered on their insurance or if something is not covered by their current program.



Youth & Family Services: Year at a Glance

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Individual Counseling Hours	294	355	430	392	1,471
Couples Counseling Hours	34	50	45	119	248
Family Counseling Hours	152	199	273	148	772
Individual Counseling High School	-	-	26	11	37
Individual Counseling Middle School	-	-	-	3	3
Individual Senior Center	10	6	4	1	21
Group Counseling Middle School	-	6	18	7	31
Group Counseling Senior Center	11	9	11	10	41
Total Counseling Hours	521	643	807	693	2,664

Social Services: Year at a Glance

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Oil Assistance	4	26	11	1	42
Electric Assistance	2	1	3	5	11
Rent Assistance	4	7	7	-	18
Evictions	3	-	4	2	9
Calls for Information	169	304	287	219	979

Savings and Statistics of the Discount Prescription Program

Measure	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	YTD
Total Claims	234	276	214	220	944
Total Cards Used	80	78	55	49	262
Member RX Cost	9,095	11,995	9,856	9,723	40,669
Avg Member RX Cost	118	131	136	130	515
Price Savings	13,174	21,091	15,309	17,337	66,910
Avg Price Savings	166	230	215	238	849
% Price Savings	2	2	2	2	7

