

TOWN OF EAST HAMPTON AGENDA REPORT

Town Manager Approval: _____



Item to be presented by:
Kerry Nielson, Director of Community &
Environmental Planning

DATE: June 9, 2009

SUBJECT: Steps and Timeline for the Functional Assessment Review Operational Recommendations

DEPARTMENT: Building, Planning & Zoning Dept.

RECOMMENDED ACTION

1. Review the proposed steps and timeline for implementation of the Functional Assessment Review and Recommendations Report.

BACKGROUND

In January 2009 Ekman Consulting completed a draft report titled "Functional Assessment Review and Recommendations" on how the Town of East Hampton structured its agencies, commissions, committees, and boards. The group was also charged with conducting a review of how the town could provide more efficient and effective service to the community. Overall goals of the report were to move the town in a unified direction with a shared vision for the town, to show clear common guidance for how to conduct work, what to do, and how to communicate amongst organizations.

At this time, an update is being reported on the progress and timeline of implementing operational recommendations that came out of the report. Currently the Town Manager and Staff are reviewing the operational recommendations of the document beginning on page 15 and continuing through page 18, as well as the organizational recommendations in the document beginning on page 19 and ending on page 23. Many of the operational/organizational recommendations have already been achieved in the past four months, or are in the process of being completed, such as recommendation one in the operational recommendations to "develop guidance and guidelines for each committee and commission" and number four of the recommendations to "develop a performance management system/process for committees and commissions". This is currently being worked on as an "orientation packet" to new volunteers on commissions to include useful information such as:

- Individual governing ordinance for each specific committee/commission
- Responsibilities/characteristics of a good chairperson (as noted on page 14 of the study)
- Role of staff liaison
- Explanation of how to function within town structure and how to disseminate information to other town organizations
- Summary of Roberts Rules of Order and how to conduct a meeting
- Town Charter and Code of Ethics
- Vision statement for the town
- Useful town numbers and links
- Flowchart for each commission setting up master plan for the group's goals and objectives
- Performance management system for the commission highlighting means to measure the committee's effectiveness and successes

This orientation packet for commission members will help streamline commissions and how they function, as well as their effectiveness as an action based group within the town, and help to answer any questions on what they are charged to do for the town.

The most important part of any report is implementation or actually putting into action the recommendations that come out of the report in a timely manner. The implementation plan in the report is on pages 24 and 25. Phase 1 "Report refinement and approval" steps have been completed which were estimated to be done within 1-2 months of the report. Phase 2 of the implementation plan "Transition to new structure" to be completed within 2-4 months is mostly complete with the exception of bullet four "strengthen bylaws, missions, and charters (where appropriate)" which is ongoing. The last and phase 3 of the implementation plan "Operational improvements" to be completed within 6 months is again partly complete with a few minor tasks to finish up including the "orientation packet" (noted in bullet one of phase 3) to commissions as explained above which is being worked on. The Town Manager and Staff are also currently working on and making improvements on bullets two "initiating collaboration measures between commissions and with public", bullet four "making technological improvements" and finally bullet five "developing a performance management system" which may become part of the orientation packet to each commission. The bulk of the implementation plan is in place, minus a few ongoing tasks in the last phase and it is anticipated that the "orientation packet" for commissions will be complete by the end of month if not sooner.

ALTERNATIVE ACTIONS

Other direction as determined by the Town Council.

FISCAL IMPACT

None

EH: Clerks Office

AGENDA ITEM: 5C

Operational Recommendations

Our recommendations, components of each and the rationale for the recommendation are outlined in **Table 1**. The rationale of “current gap” means this recommendation comes about as a result of our observations and interview input. The rationale of “best practice” comes about as a result of other town benchmark findings and our experience with other town structures and operations.

Table 1. Operational Recommendations			
Recommendation	Components	Rationale	
		Current Gap	Best Practice
<p>1. Develop guidance and guidelines for each committee and commission. This is in addition to state ordinance and charter or mission statements.</p>	<ul style="list-style-type: none"> • Develop guidelines for how to operate in terms of: <ul style="list-style-type: none"> • General order of the team • Voting means • Basic requirements of you as a volunteer • Etc..... • Put together an orientation packet that includes information pertaining specifically to the group (such as goals, objectives, and measures) as well as pertains to how to function within the town structure (such as how to receive advisement and convey advisement to other pertinent organizations, how to introduce new ideas or issues to departments, Mr. O’Keefe and Council) 	<p>✓</p>	<p>✓</p>
<p>2. Strengthen collaboration amongst committees and commissions as well as communication and coordination between committees and commissions and with the public</p>	<ul style="list-style-type: none"> • Establish a strong support staff of Mr. O’Keefe that will coordinate common topics. They will advise the group on whom to talk with depending on the topic (environmental, conservation, etc.). As appropriate, they need to schedule workshops with one another (minimum quarterly) to make sure they are not overlapping or going different directions. • Improve the posting and display of major efforts, 	<p>✓</p>	<p>✓</p>

Table 1. Operational Recommendations

Recommendation	Components	Rationale	
		Current Gap	Best Practice
3. Create and clarify the most effective means to leverage Mr. O'Keefe's position as Town Manager	<p>decisions, or suggestions of each organization. Do this with staff in conjunction with chairman.</p> <ul style="list-style-type: none"> Develop a consolidated article of major or pertinent information that can be shared with the town. Conduct quarterly meetings with the Council whereby each organization has a 10 minute spot to discuss major efforts, progress, and issues. This will also serve as a means for the public to understand what's happening Could be an informal workshop. Can't do this until there is clear guidance established with committees and commissions (roles and responsibilities) 	<p>✓</p>	<p>✓</p>

Table 1. Operational Recommendations

Recommendation	Components	Rationale	
		Current Gap	Best Practice
	recommended action, background, impact, etc. to Mr. O'Keefe for his review and approval. It also serves as a clear and concise document that Mr. O'Keefe can present to council for decision.		
4. Develop a performance management system / process for committees and commissions	<ul style="list-style-type: none"> • Each organization, whether it is spelled out in ordinance or not needs to be clear about what it is they are in place to do. This is in terms of objectives rather than the mission. • This should eventually be for all departments that report to Mr. O'Keefe. • Mr. O'Keefe and the Council need to have a means to measure the performance of each committee and commission to determine effectiveness of the group and whether there needs to be a different approach, corrective actions, resources, or change in direction. • Utilize results of measures to <u>acknowledge good work as well and celebrate success</u> 	✓	✓
5. Leverage technology as means to improve, accountability for maintaining integrity of information, communication, professionalism Technology is a means to improve the way you manage information, communicate, and coordinate between the government bodies and the public.	<ul style="list-style-type: none"> • East Hampton is moving forward with improving records management, developing software to track membership to understand when members have been appointed and their term is up, etc., and improving the function and content of the Town's website. • Improve document management, to include a means to "check out" material like legal memos or download documents directly • Build collaboration capabilities for discussion topics, record of communication, and history of proceedings 	✓	✓

Table 1. Operational Recommendations

Recommendation	Components	Rationale	
		Current Gap	Best Practice
	<ul style="list-style-type: none"> • Create an on-line help function (process for permits) • Allow organization chairs the option for “town” email accounts. These accounts can be forward to chairs’ home accounts. Two benchmark towns allowed committee chairs to have town email accounts. • Video recordings should take the place of audio recordings of Council meetings. Just audio doesn’t capture what’s <i>really</i> taking place. • There are simple project management website software that allow excellent collaboration capabilities from shared calendars, uploading agendas and minutes, allow “chat”, display all organization staff information, and much more • NOTE: One issue with using personal accounts and personal computers is that they (and everything on them) then become subject to FOIA. 		

Characteristics of a chairperson.

The role of chairperson is extremely important and has the most impact on commissions and committee's level of success. As such, we feel it is necessary to describe the characteristics of an effective chair. This information can be used as criteria when interviewing candidate chairs.

<p>A Good Chairperson will:</p> <ul style="list-style-type: none"> ● Speak clearly and succinctly ● Be sensitive to the feelings of members ● Be impartial and objective ● Start and finish on time ● Be approachable ● Have an understanding of the voluntary/community sector ● Be tactful ● Have knowledge of the organization's key networks ● Be able to delegate ● Show interest in all members' viewpoints ● Have sound knowledge of the organization's work ● Actively collaborate with all appropriate organizations ● Have an ability to respect confidences ● Ensure decisions are taken and recorded ● Report regularly to Mr. O'Keefe and the town council 	<p>Chairperson Do's:</p> <ul style="list-style-type: none"> ● Make all members feel valued ● Strive for consensus, using his/her casting vote sparingly ● Plan for the future ● Encourage new faces onto committee ● Listen to others ● Make new members feel welcome ● Allow others to take responsibility ● Keep calm ● Know when to stand down ● Communicate up and down and across with all involved and interested organizations 	<p>Chairperson Don'ts:</p> <ul style="list-style-type: none"> ● Be the person who talks most at the meetings ● Allow meetings to become unproductive ● Allow one or two people to dominate meetings ● Cut people out of discussions ● Make all the decisions ● Make people feel foolish or useless ● Force people to contribute to discussions ● Lose his/her temper ● Stay too long
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TOWN OF EAST HAMPTON
AGENDA REPORT

Town Manager Approval: _____



Item to be presented by: James Carey

DATE: June 4, 2009

SUBJECT: Excessive noise control

DEPARTMENT: Planning/Zoning/Building/

RECOMMENDED ACTION:

Receive and discuss information and documentation provided regarding noise control.

BACKGROUND

The Council is aware that some citizens have a desire for the Town to adopt policies and/or regulations to control excessive noise levels in residential areas. The primary complaints regard the presentation of live and recorded music outdoors during evenings and on weekends. The Planning, Zoning and Building Department has been asked to research potential regulatory instruments available to reduce and control objectionable sound transmission from property to property.

Attached please find copies of the State of Connecticut regulations regarding Control of Noise. Local regulations, for example, a noise ordinance, must be consistent with the State standards found therein. What is unclear at the present time is if the State, through the D.E.P., has an enforcement responsibility, absent a local ordinance. This matter is being further researched by the PZ&B. Also attached is a copy of Brookfield's noise ordinance which is presently in place and is presumably consistent with D.E.P's standard.

A workshop, featuring the topic of noise control, sponsored by the Connecticut Municipal Attorneys Association, was held on June 5th 2009. This workshop will be attended and further information regarding this issue will be forwarded to the Council through the Town Manager's office for discussion at Tuesday's meeting.

One of our Council members has requested information about the number of noise complaints at one of our local establishments, this information is attached as well.

ALTERNATIVE ACTIONS

None requested at this time

FISCAL IMPACT

EH: Clerks Office

AGENDA ITEM: _____

5D

**TOWN OF EAST HAMPTON
AGENDA REPORT**

Town Manager Approval: _____



Item presented by: Jeff O'Keefe/James Carey

DATE: June 9, 2009

SUBJECT: Plan of Conservation and Development Implementation Table

DEPARTMENT: Planning, Zoning & Building

RECOMMENDED ACTION

Discuss and prioritize "top ten" plan of conservation and development items, under town councils jurisdiction, that the council would like staff to begin or continue to work on.

BACKGROUND

The Planning and Zoning Commission has included an implementation table as a revision to the POCD (Plan of Conservation and Development). This table identifies various Boards and Commissions, and the Town Council, as having jurisdiction to influence policies and programs that might be beneficial to the community going forward. The table attached contains items ascribed to the Town Council. It must be noted that many of the issues found here are not necessarily new ideas and perhaps not even good ideas at the present. The items that are noted also must be considered as needing to be integrated with tasks and initiatives spearheaded by the other boards and commissions. The full table is available in the Planning and Zoning office as well as on the Towns web site.

The Plan of Conservation and Development, in its entirety, is a set of guiding principles meant to help forward and improve the quality of life we have come to enjoy and expect. The Council's support of these guiding principals is what makes any implementation plan possible.

To assist the council in identifying their top priorities the attached table includes only those items under the Town Councils jurisdiction. Please use the column added to rank your prioritization of projects.

ALTERNATIVE ACTIONS

Other direction as determined by Town Council.
None requested at this time

FISCAL IMPACT

None at this time.

EH: Clerks Office

AGENDA ITEM: _____



2006 East Hampton Plan of Conservation and Development

IMPLEMENTATION PLAN TABLES

Protect Water Quality

Item	Policy/Task	Timeframe	Description	Who	Others	Please rank with the #1 being the top priority
9	Task	2	Adopt a residential underground storable tank ordinance to prohibit the installation of new tanks, require the licensing and monitoring of existing tanks, and establish a schedule for removal of older and undocumented tanks.	TC		

Preserve Open Space

Item	Policy/Task	Timeframe	Description	Who	Other	
6	Task	0	Create an open space acquisition fund and building it by annual contributions in the budget, gifts from residents or others, and bonding when necessary.	TC	CC BOF	
7	Task	0	Pursue state and federal open space grants.	TC	CC	
8	Task	1	Convert open space or perceived open space into preserved open space by acquiring land or easements.	TC	CC P&Z	

Preserve and Protect Natural Resources

Item	Policy/Task	Timeframe	Description	Who	Other	
2	Policy	0	Minimize wildlife habitat loss through the preservation of open space and natural resource areas.	TC	P&Z CC	

Preserve Historic Resources

Item	Policy/Task	Timeframe	Description	Who	Other	
1	Policy	0	Encourage "sensitive stewardship" and pride of ownership as the most effective means of preserving historic resources.	TC	MHHDC	
2	Policy	0	Continue to identify and recognize important historical resources through national and state recognition programs.	TC	MHHDC	
3	Task	2	Complete a town wide historic resources survey.	TC	MHHDC	
4	Task	2	Consider establishing a local register of historic places.	TC	MHHDC	
5	Task	2	Pursue Certified Local Government designation.	TC		
6	Task	0	Provide economic incentives, such as tax abatements for restoration of historic resources.	TC	EDC	
8	Task	1	Adopt a demolition delay ordinance that requires a minimum of 90 days waiting period before historic buildings can be demolished. Require review by East Hampton Historical Society.	TC	BDS	
9	Policy	0	Continue to provide educational programs and technical assistance about historic preservation to historic property owners.	TC	MHHDC	

Protect Scenic Resources

Item	Policy/Task	Timeframe	Description	Who	Others	
3	Policy	0	Take full advantage of all three PA 490 programs to delay development of land as long as possible.	TC	P&Z CC	
4	Task	0	Work with utility companies to preserve scenic streetscapes.	TC	PWD	

Improve the Appearance of Business Development

Item	Policy/Task	Timeframe	Description	Who	Other	
1	Task	2	Create a Design Review Committee to adopt and administer development guidelines to help improve the appearance of commercial/industrial development outside of the village.	TC	EDC	
2	Task	3	Create a tax abatement/incentive program to encourage exterior improvement to commercial/industrial buildings.	TC	EDC	
3	Task	2	Investigate the need for a blight ordinance and adopt one if necessary.	TC	EDC	

Mill Redevelopment

Item	Policy/Task	Timeframe	Description	Who	Other
2	Task	1	Complete a Village Center property revitalization and redevelopment plan using available EPA grant funds.	TC	EDC

Village Reinforcement

Item	Policy/Task	Timeframe	Description	Who	Other
3	Task	3	If necessary, consider relocating Town Hall and other community wide facilities to the Village Center.	TC	P&Z EDC
5	Task	2	Consider creating trail head for access to the Airline Trail.	TC	EDC
6	Task	2	Seek grant funding to bury utilities as part of a streetscape improvement program in the village center and portions of Rt. 66.	TC	EDC

Community Facilities and Services

Item	Policy/Task	Timeframe	Description	Who	Other
1	Task	1	Consider relocating a consolidated Town Hall to the Village Center and offsetting the cost through the sale of current site for appropriate commercial development.	TC	P&Z EDC FM
2	Task	2	Plan for the enhancement or enlargement the Library.	TC	FM
3	Task	O	Monitor the growing senior population to anticipate staff and space needed at the Senior Center.	TC	
4	Task	O	Monitor staff and space needs at the Police Station.	TC	PD
5	Policy	O	Encourage and support emergency service volunteers.	TC	FC EMS
8	Task	O	Maintain highway maintenance funding and staffing at levels necessary to perform adequate maintenance and avoid future costly repairs.	TC	PWD FC
9	Task	O	Conduct a study of future recreation needs and acquire additional land if necessary, adjacent to existing facilities if feasible.	PRAB	TC PW
10	Task	1	Conduct a long-term school growth study to determine space and land needs, and acquire necessary land as soon as possible.	BOE	TC

Vehicular Transportation Needs

Item	Policy/Task	Timeframe	Description	Who	Other
6	Task	O	Continue to schedule transportation improvement projects into the Town's Capital Improvement Program.	TC	EDC
7	Task	2	Implement the access management recommendations of the Route 66 corridor, both within the corridor and in other appropriate locations.	TC	P&Z

Alternative Transportation

Item	Policy/Task	Timeframe	Description	Who	Other
3	Task	1	Adopt a sidewalk ordinance that assigns responsibility for maintenance of sidewalks.	TC	PWD
4	Task	O	Enhance and protect the existing trail system throughout town.	TC	PRAB CC
6	Task	O	Peruse bicycle accommodations with the Middletown Transit District (MTD).	TC	PRAB
7	Task	O	Work with the MTD and Rideshare Company to promote mass transit and ridesharing options to relieve congestion on Route 66.	TC	
8	Task	O	Monitor the dial-a-ride services to anticipate future demand for driver and equipment.	TC	TS

Other Utility Services

Item	Policy/Task	Timeframe	Description	Who	Other
1	Task	1	Continue to peruse the development and construction of a municipal water system per the Initial Water Supply Plan approved by the State under the authority of the Town's WPCA.	TC	WPCA
3	Task	2	Study the demand for natural gas service and pursue extension from Portland, if warranted.	TC	WPCA EDC
4	Task	2	Plan for additional growth in wireless communications by identifying desirable tower and antenna locations and working with the Connecticut Siting Council to minimize their impact on the community.	TC	P&Z

Housing Need

Item	Policy/Task	Timeframe	Description	Who	Other
1	Task	1	Continue elderly tax relief programs.	TC	BOF

Future Land Use

A major strategy of this Plan is to revitalize the Village Center. Provide additional economic growth, primarily in the light industrial sector along the east side of Route 66 from Lakeview Street to the Marlborough Town Line. And, to provide maximum protection of community character, environmental quality, and water quality consistent with the growth management goals of the

**Revitalize and redevelop the Town Center
Promote other economic development activities.**

Item	Policy/Task	Timeframe	Description	Who	Other
5	Policy	O	Support efforts to bring sewer and water services to the Village Center area to support denser development.	TC	EDC WPCA

Conserve the environmental and historical resources.

Item	Policy/Task	Timeframe	Description	Who	Other
1	Policy	O	Develop partnerships with appropriate regulatory agencies, such as the Connecticut Department of Environmental Development; private entities such as Connecticut Light and Power; and public interest organizations such as, the Nature Conservancy, the Middlesex Land Trust, and the National Pesticide Stewardship Alliance, dedicated to conversation and restoration of important environmental, cultural, and historic resources.	TC	CC
2	Task	O	Collaborate and communicate with appropriate partners to identify and acquire funding sources available for acquisition and management of lands that conserve and restore natural environmental functions; protect cultural and historic resources; and preserve rural lands.	TC	CC
10	Task	O	Work with CL&P to connect the Airline Trail in East Hampton with an anticipated trail on the old railroad right-of-way in Portland.	TC	P&Z CC PRAB

Protect public health and safety.

Item	Policy/Task	Timeframe	Description	Who	Other
1	Task	O	Control the use of fertilizers, herbicides, and pesticides with programs designed at promoting the safe storage, use, and waste management of these potentially toxic materials.	TC	CC
5	Policy	2	Preserve and protect notable and significant trees by enacting a tree protection ordinance and/or a tree replacement ordinance.	TC	CC

Protect public health and safety.

continued

Item	Policy/Task	Timeframe	Description	Who	Other
6	Task	1	Improve the Emergency Services Capacity by reviewing the NFPA standards and guidelines and making any necessary revisions to ensure effective emergency response capabilities.	TC	TC PD
12	task	1	Fund efforts to comply with the federally mandated Storm water MS4 General Permit Program.	TC	EMS BOF

**TOWN OF EAST HAMPTON
AGENDA REPORT**

Town Manager Approval:



Item to be presented by:

Donna Ralston

DATE: June 9, 2009

SUBJECT: Computer Assisted Mass Appraisal (CAMA) Software Purchase

DEPARTMENT: Assessor / Finance

RECOMMENDED ACTION

Staff recommends that Town Council approve the CAMA Software bid award to Vision Appraisal.

BACKGROUND

A Request for Proposal was sent out for a new CAMA software package to be used in the Assessors' office. The bids were advertised on the State of Connecticut DAS web page. Three bids were received, publicly opened and read aloud on May 7, 2009. After a thorough analysis, the Assessor recommends that Vision Appraisal be awarded the contract at a cost of \$25,000. It is the best value and will interact nicely with the new GIS file and building permit software. The current CAMA software is being phased out and after next year will no longer be supported. It is imperative that the conversion take place prior to the start of revaluation.

ALTERNATIVE ACTIONS

Select another vendor.

FISCAL IMPACT

Software (\$12,000) / Data conversion (\$13,000) funds allocated in the capital budget. Annual maintenance and support will be budgeted in the Assessor's operating budget.

Annual Maintenance

Year 1: \$4,500

Year 2: \$4,500

Year 3: \$4,800

Year 4: \$5,000

Year 5: \$5,200

**TOWN OF EAST HAMPTON
AGENDA REPORT**

Town Manager Approval: 

Item to be presented by: Jeffery J. O'Keefe

DATE: June 9, 2009

SUBJECT: Abolishment of existing Conservation & Lake Commissions Ordinance

DEPARTMENT: Town Managers Office

RECOMMENDED ACTION

1. Adopt ordinance to abolish current Conservation and Lake Commissions (carried over from May 26, 2009)

BACKGROUND

This item was carried over from the last council meeting because two council members were absent from the meeting. The Town Manager and Director of Environmental and Community Planning met with both Chairmen of the Lake and Conservation Commissions, as well as with members of both commissions, to develop the newly combined commission that was already adopted by ordinance.

Procedurally it is required that the Town Council adopt an ordinance abolishing the old Conservation & Lake Commissions.

A public hearing on this ordinance (see attached) was held on May 26, 2009. This matter is procedural in nature.

Shortly after this becomes effective the first meeting of the combined commissions will be scheduled.

ALTERNATIVE ACTIONS

Other direction as determined by Town Council.

FISCAL IMPACT

None

EH: Clerks Office

AGENDA ITEM: 8A

ORDINANCE TO ABOLISH LAKE POCOTOPAUG COMMISSION and CONSERVATION
COMMISSION

WHEREAS, the duties and responsibilities of the Lake Pocotopaug Commission have been transferred by Ordinance into a newly created Conservation-Lake Pocotopaug Commission;
and

WHEREAS the duties and responsibilities of the Conservation Commission have been transferred by ordinance into a newly created Conservation-Lake Pocotopaug Commission;

BE IT ORDAINED by the Town Council of the Town of East Hampton that, pursuant to Charter Section 2.4, the Lake Pocotopaug Commission is hereby abolished and the Ordinance creating said Lake Pocotopaug Commission, originally adopted May 23, 2006, is hereby repealed.

BE IT FURTHER ORDAINED by the Town Council of the Town of East Hampton that, pursuant to Charter Section 2.4, the Conservation Commission is hereby abolished and the Ordinance creating said Conservation Commission, originally adopted February 14, 1989, is hereby repealed.

**Nancy Hasselman, CCMC
Collector of Revenue
Town of East Hampton**

June 9, 2009

To: The East Hampton Town Council

Please find copies of tax refunds for your review. The total refunds equal \$379.51.

Thank you for your assistance.

Nancy Hasselman, CCMC

Nancy Hasselman, CCMC
Collector of Revenue

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