



TOWN OF MANCHESTER Annual Report 2016



Manchester Board of Directors and General Manager

Back Row

Patrick F. Greene, Director (resigned 10/4/16)
 Stephen M. Gates, Director
 Sarah L. Jones, Director
 Cheri A. Eckbreth, Director
 Timothy M. Devanney, Director
 Matthew S. Galligan, Director

Front Row

Rudolph C. Kissmann, Secretary
 Margaret H. Hackett, Deputy Mayor
 Jay Moran, Mayor
 Scott Shanley, General Manager

**Not pictured, Wally Irish, Director (appointed 11/1/16)*

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Budget & Research Officer: Brian Wolverton

BUDGET & RESEARCH OFFICE

The Budget & Research Office is located on the second floor of Town Hall, 41 Center Street.

Phone: (860) 647-5243
Office Hours: Mon.-Fri. 8:00am-4:30pm

More information, including electronic copies of the Budget and other reports, is available online at:

budget.townofmanchester.org

Providing analytical, informational and project management services to the General Manager, Board of Directors, Town departments, and general public

Total value of budgeted funds:	\$222,147,512
Full time budgeted positions:	512

Specific services and responsibilities include:

- Preparation of the Recommended Budget & Adopted Town Budget
- Preparation of the 6-Year Capital Improvement Plan
- Development of multi-year financial forecasts
- Analysis of the impacts of operations and policy proposals
- Coordination of performance measurement initiatives

- Coordination of special projects and studies
- Monitoring of the operating budget
- Guidance and technical assistance on grant writing and reporting
- Monitoring of grants compliance with State and Federal requirements

In FY16, the Budget & Research Office released the sixth Performance Measurement report for the Town of Manchester.

The Town of Manchester has implemented a utility tracking system for all departments which will allow for more careful monitoring and analysis of utility costs. Other initiatives conducted with Budget Office oversight included an Open Space evaluation project in collaboration with other town departments and initiation of a promotional project to create community videos for the Town.

The Town also received its eleventh consecutive GFOA Budget Presentation Award.

WHAT WE DO

- Budget Development & Management*
- Capital Planning*
- Financial Forecasting & Analysis*
- Performance Measurement*
- Research & Program Analysis*

FY16 Budget: \$160,670

Full Time Positions: 1.5



Chief Building Inspector: Greg Smith

BUILDING INSPECTION

The Building Inspection Office is located on the second floor of the Lincoln Center, 494 Main Street.

Phone: (860) 647-3052
Office Hours: Mon.-Fri. 8:00am-4:30pm

More information, including forms and maps, is available online at:

building.townofmanchester.org

Upholding building standards for the safety and well-being of Manchester residents

# of permits issued:	3,713
Estimated construction value:	\$86.4M
# of property code complaints:	986
# of inspections:	7,381

The Building Inspection Division enforces all construction, housing, and zoning regulations and codes adopted by the State of Connecticut and the Town of Manchester. Building inspections are made during all stages of construction, from site inspections through footings, foundation, framing, electric, plumbing, heating, cooling, insulation, waterproofing and final inspection, to Certificate of Occupancy and use.

On average, 17 inspections take place during the construction of a home and many more in commercial construction.

Building Inspectors provide support to emergency services, including the Fire Department, in determining the safety of existing structures and pursue

enforcement as required by the Connecticut State Building Code.

The Zoning Enforcement Officer reviews building permit applications for their compliance with Zoning, Subdivision, and Inland/Wetland Regulations. The Zoning Enforcement Officer determines whether proposed uses of land are permitted at described locations, provides guidance for building placement (for everything from malls to tool sheds), and assists in the enforcement of applicable town ordinances.

The Building Department also enforces the Manchester Property Maintenance Code as it applies to existing buildings and premises, which is based upon a model national property maintenance code.

The Property Maintenance program seeks to eliminate unkempt properties, unmowed lawns, peeling paint, unregistered vehicles, trash, and buildings without street numbers.

FY16 saw a 43 percent increase in construction value over the prior fiscal year.

WHAT WE DO *Inspections*
Zoning Enforcement
Permit Application Review
Property Code Enforcement

FY16 Budget: \$912,578
Full Time Positions: 8





Customer Services Center Manager: Doreen Petrozza

CUSTOMER SERVICE & INFORMATION CENTER

The Customer Services Office is located on the first floor of Town Hall, 41 Center Street.

Phone: (860) 647-5235

Office Hours: Mon.-Fri. 8:00am-5:00pm

Requests for service and information may be submitted online at:

customerservice.townofmanchester.org

Providing a centralized contact to help better serve and inform residents and visitors

# of passports processed:	468
Inquiries and complaints received:	23,357
Number of transactions processed:	9,420
\$ of sales processed:	\$111,044
# of notarizations performed:	374

The Customer Service and Information Center (CSIC) was established in 1997 as a one-stop municipal resource center. The office handles a wide variety of service requests from the public, in addition to assisting other town departments with seasonal programs. The staff of the CSIC are committed to providing quality, courteous, and professional customer service.

CSIC is a central source for government service and its staff is available to listen to concerns, answer questions, and troubleshoot solutions. Staff members also process passport applications and sell Manchester memorabilia.

In FY16, staff helped promote a variety of Recreation, Health, and Library programs, as well as a number of annual events such as Band Shell Concerts, Cruisin' on Main car show, and Pride in Manchester Week. The CSIC also promoted the special event "The Wall that Heals" and sold a variety of merchandise related to the event. 'The Wall' is a traveling memorial that pays tribute to the 2.7 million men and women who served our country in the Vietnam War.

The Center is able to receive citizen requests on a 24/7 basis. At the conclusion of normal business hours, it is equipped with a convenient after-hours voice mail system. In addition, staff administers the Town's automated Citizen Request System,

which provides around-the-clock electronic access to Town Hall.

While we are a central source for government services, we are also your neighbor, ready to lend a helping hand with compassion, answer your questions, hear your concerns, and assist in finding solutions.

WHAT WE DO *Responding to Inquiries and Complaints*
Public Relations
Sales & Permits
Receipt of Tax Payments

FY16 Budget: \$147,103

Full Time Positions: 1



Town Engineer: Jeff LaMalva

Director of Public Works: Robert J. Reardon

ENGINEERING

The Engineering Office is located on the second floor of the Lincoln Center, 494 Main Street.

Phone: (860) 647-3152

Office Hours: Mon.-Fri. 8:00am-4:30pm

More information, including forms and maps, is available online at:

engineering.townofmanchester.org

Providing professional engineering & geographic information services and overseeing infrastructure improvements within the Town of Manchester

# of private development reviews:	37
# of inspections:	2,638
# of permits issued:	401
# of public works projects completed:	28

The Engineering Division is responsible for ensuring the proper construction of all public improvements undertaken by developers and acts as engineering consultant to the Department of Planning and Economic Development during the development approval process.

Engineering staff design and inspect the construction of streets, sidewalks, bridges, traffic signals, and water, sanitary sewer and storm drainage facilities throughout the Town of Manchester.

The engineering function entails a variety of activities including surveying, studies and investigations, capital improvement planning, design and cost estimating, construction contracting, contract administration, preparation of maps, construction status records and reports,

and assistance in public works maintenance, repair, and reconstruction.

During FY16, the Engineering Division designed, permitted, and/or inspected the following projects:

- Charter Oak Park Improvements
- Hackmatack Street Reconstruction
- Downtown Parking Lot Improvements
- Main Street LED Streetlights
- Synthetic Turf Field at Manchester High
- Fence Replacement at Salters Pool
- Culvert Replacement and Pedestrian Bridge at Edgerton Street
- Howard Reservoir Gatehouse Improvements

- Sidewalk Replacements - St. John St., Deepwood Drive, Ferndale Drive, Foxwood Drive, Purnell Place
- Roadway Crack Seal Program
- Roadway Patch Repair Program
- Sidewalk Spot Repair Program
- Road Resurfacing at Various Locations
- Police Department Parking Lot Expansion
- North Main Street Reconstruction (Tolland Turnpike to Hockanum)

WHAT WE DO *Development Plan Review
Construction Inspection & Permitting
GIS & Asset Management
Project Planning & Design*

FY16 Budget: \$2,303,505

Full Time Positions: 20.5



FISCAL YEAR
2015-2016



Facilities Manager: Christopher Till

FACILITIES MANAGEMENT DIVISION

The Facilities Management office is located in the second floor of the Public Works Building at 321 Olcott Street.

Phone: (860) 647-3145
Office Hours: Mon.-Fri. 8:00am-4:30pm

More information is available online at:
facilities.townofmanchester.org/

Overseeing major facilities capital projects for the Town & Manchester Public Schools in addition to Town Building Operations & Maintenance

Total square footage managed: 660,911
Number of work orders completed: 1,163

TOWN BUILDING MAINTENANCE:

Building Maintenance maintains more than thirty Town office and accessory buildings in a safe and efficient manner while striving to improve the comfort of employees and resident users.

Building Maintenance provided renovations on a number of important projects including the Waddell & Salters Pool Houses, Police Department Report Room, along with Window Replacements and Bathroom Renovations at East Side Public Safety Youth Center.

Building Maintenance continues to explore energy efficiency improvement opportunities for optimization of building controls and correcting energy leaks wherever possible.

TOWN CAPITAL PROJECTS:

Replaced Probate Court and Northwest Park Building #1 roofs to provide protection to these buildings for a safe indoor environment.

Replaced Probate Court Boiler and converted to natural gas to provide an efficient and reliable heating system.

Replaced HVAC control systems at the Weiss Center, Whiton Library, Senior Center, YMCA, and MELC to ensure reliable and energy efficient building conditioning.

Painted the exterior of the Center Springs Lodge, Youth Services Building, and West Side Pool to maintain building integrity and appearance.

Restored exterior trim and masonry of the Youth Services Building to maintain building integrity and appearance.

Removed underground storage tanks at Town Hall, Probate Court, and the Nike Maintenance and Historical Society Museum to eliminate the liability of environmental pollution and achieve DEEP regulatory compliance.

Additional field lighting installed at West Side Field, doubling useable space.

SCHOOL CAPITAL PROJECTS:

Beginning in April 2016, started the renovation of the School Street Cheney and Boiler Buildings for the transition of all 5th grade students to attend Bennet Academy, to be completed Summer 2017.

The design concepts for the Renovations at Waddell Elementary School were finalized and developed toward the final design completion for Fall 2016.

Renovated locker rooms at Manchester High School to meet program requirements and accessibility needs.

Installed additional security infrastructure at all Manchester Public Schools to help ensure a safe environment for students and staff.

Removed and replaced an Underground Storage Tank (UST) at Manchester High School to achieve DEEP regulatory compliance and reduce potential for environmental pollution.

WHAT WE DO Project Management
Building Maintenance
Energy Management

FY16 Budget: \$2,372,556

Full Time Positions: 8.5

FISCAL YEAR
2015-2016



Field Services Superintendent: Kenneth Longo
Director of Public Works: Robert J. Reardon

FIELD SERVICES

The Field Services Office is located at
321 Olcott Street.

Phone: (860) 647-3233
Office Hours: Mon.-Fri. 7:00am-3:30pm

More information, including information on
ongoing projects and services information,
is available online at:

publicworks.townofmanchester.org

Maintaining the safety and
quality of Manchester's
roadways, parks,
cemeteries, public grounds,
and fleet of vehicles and
equipment

Lane Miles of road resurfaced:	13.53
# of cemetery interments:	224
# of vehicles maintained:	518
Acres of parks & grounds maintained:	160

Highway

The Highway Division is responsible for maintaining the street system. Roadway maintenance includes the construction of streets and road surfaces as well as their continued maintenance and street line painting. The Division's goal is to provide conditions that facilitate safe travel throughout the entire year in all but the most exceptional weather conditions. They are also responsible for the maintenance of the Town's storm drainage system, curbs, gutters, drain inlets, underground culverts, and open channels. The annual repaving program included resurfacing 13.53 miles of road. These improvements included Sandra Drive, Elvree Street, Charis Road, Lamplighter Drive, Saddlehill Road, Curry Lane, Bidwell Street, Harrison Street, Irving Street, Congress Street, Homestead Street, Seymour Street, Brendan Road, Hackmatack Street, Adams Street South, and Trebbe Drive.

Fleet Maintenance

The Fleet Maintenance Division is responsible for repairing and maintaining the Town's and Board of Education's fleet of vehicles and equipment. This includes approximately 518 units, and is comprised of vehicles, trucks, and heavy equipment.

Cemetery

The Cemetery Division is responsible for the development and maintenance of municipal cemeteries within the Town. Their primary function is providing services necessary for funerals and interments. They also perform all maintenance operations, such as mowing grass areas and trimming trees and hedges on the 127 acres of cemetery property. In FY 2016, the division performed 224 interments and sold 114 lots.

Parks

The Parks Division is responsible for the development and maintenance of parks, play fields, pools, and recreation areas other than those maintained by the Board of Education.

This includes 160 acres of parks, including 29 ball fields, ten soccer fields, and two football fields. They manage multiple aspects of town-owned properties which includes parks administration, maintenance of parks and town-owned facilities, maintenance of small equipment, and maintenance of recreation grounds and playing fields. The Parks Group is also responsible for tree care and grounds maintenance along public rights-of-way.

In FY 2016 Parks completed the following major projects: Installed a 9-hole disc golf course in Center Springs Park; Continued to clear brush and trim trees in Center Springs Park; Renovated Robertson basketball and tennis courts; Renovated Nathan Hale basketball court; Renovated Valley Street Little League infield; Renovated Fitzgerald softball field at Charter Oak; and installed practice field lights at West Side field.

WHAT WE *Highway Maintenance, Improvements and Reconstruction*

DO *Parks, Grounds, and Playing Field Maintenance*

Fleet Maintenance & Repairs

Cemetery Maintenance & Operation

FY16 Budget: \$7,894,753

Full Time Positions: 55.25



Director of Finance: Gregory Simmons

FINANCE

The Finance Administration, Accounting & General Services Offices are located in the Lincoln Center, 494 Main Street. Assessment & Collection is located at the Town Hall, 1st Floor, 41 Center Street.

Office Hours: Mon.-Fri. 8:00am-4:30pm,
Assessment & Collection: Mon.-Fri. 8:30am-5:00pm

More information and phone contacts for the Finance divisions can be found on the website:
finance.townofmanchester.org

Overseeing and administering finances, purchasing, and revenue collection for the Town of Manchester

Grand List:	\$3.925B
Grand List growth over prior year:	.4%
Mill Rate, General Fund:	34.68
Mill Rate, S. Manchester Fire Dist:	4.72

Accounting Division

The Accounting Division maintains complete financial records for all Town funds including the Fire District, Downtown Special Services District, Water and Sewer Funds, and Special Grant Funds.

The Accounting Division's major accomplishments in FY 2016 include being awarded the Government Finance Officers' Association Certificate of Achievement for Excellence in Financial Reporting for the 21st consecutive year.

The Accounting and Finance Administration departments continue to partner with all Town departments and divisions to evaluate and strengthen internal financial controls on an ongoing basis.

General Services Division

In FY 2016, the General Services Division solicited 103 formal sealed bids for various contracts involving supplies, materials, equipment, services, construction and disposal of surplus equipment.

Significant projects bid during FY 2016 included:

- Basketball Court Reconstruction at Charter Oak Park
- Fire Pumper Truck
- Architectural Services for Waddell and Verplanck Elementary schools
- Downtown Parking Lot Improvements
- Decorative LED Streetlights on Main Street
- Renovations at Cheney Bennett Academy
- Manchester High School locker room renovations
- Manchester High School athletic field improvements

Assessment and Collection

The Assessment & Collection Division is responsible for collection of all property taxes, water and sewer billings, and miscellaneous revenues, as well as the appraisal of all real and personal property for inclusion in the annual Grand List. In addition, the Division maintains all records and maps of each parcel relating to structures, boundaries, and market value, with appropriate internal controls and security that are required by generally accepted accounting principles and financial management.

WHAT WE DO *Financial Management & Accounting*
Purchasing & Procurement
Assessment & Tax Collection
Insurance Administration

FY16 Budget: \$2,341,445

Full Time Positions: 20.0



Fire Chief: David Billings

SOUTH MANCHESTER FIRE DISTRICT

The SMFD administrative offices and the Office of the Fire Marshal are located at 75 Center Street.

For emergencies, residents should dial 911; for non-emergency calls, (860) 647-3266.

The Fire Marshal may be reached at (860) 647-3267.

Information regarding the Fire District may be found online at: fire.townofmanchester.org/

Committed to providing quality, courteous and professional life safety and public services.

INCIDENTS	
Medical/Rescue	6,567
Fire	132
Hazardous Conditions	307
Public Service	451
Good Intent / Investigations	530
Fire Alarm / No Fire	470
TOTAL	8,457

The Fire Department is a geographically-based operation with five strategically-located fire stations. Front line apparatus resources include four Class A pumpers, one combination aerial/pumper (quint) and one service truck. A Paramedic intercept vehicle and shift Commander's rapid response vehicle complete the fleet.

The Fire Department provides fire prevention, fire and public life safety service to the South Manchester Fire District (72% of the Town's geography). The department also provides the entire community with advanced life support (ALS) medical service at the paramedic level.

Fire company patient care teams comprised of EMTs and Paramedics delivered first responder and advanced life support services to roughly 6,500 people

needing medical assistance last year.

Beginning in FY14, the Fire Department began using a battery-powered, mechanical CPR device, giving the Department the ability to deliver consistent, uninterrupted chest compressions to patients in cardiac arrest. This device improves patient survivability during cardiac events. The Department currently has three units in service. The survival rates for cardiac arrests in Manchester continue to be well above the national average.

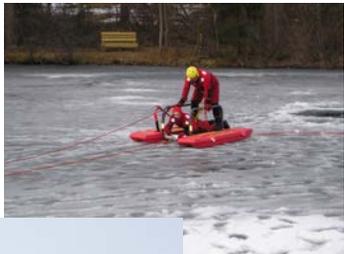
The Fire Department strives to expand and improve its range of emergency services each year with the addition of specialized equipment and advanced training for firefighters.

In order to maintain readiness for all incident types, the Fire Department integrates classroom, on-line, and practical "hands on" training in all aspects of emergency response.

The Department provides fire and other injury prevention education for elementary school children, seniors and special needs groups to help minimize community risk. Citizens can make personal and medical history information readily available for first responders utilizing the Department's "File of Life" Program.

WHAT WE DO *Emergency Medical
Fire Suppression
Fire Prevention
Public Service Calls*

*FY16 Budget: \$15,228,296
Full Time Positions: 82*





Director of Health: Jeff Catlett

HEALTH DEPARTMENT

The Health Department office is located on the 1st floor of the Weiss Center, at 479 Main Street.

Phone: (860) 647-3173, Fax: (860) 647-3188, Email: healthdept@manchesterct.gov, Office Hours: Mon.-Fri. 8:00am-4:30pm

More information is available online at: health.townofmanchester.org/

Improving the quality of life for Manchester residents by promoting, protecting, and enhancing the health and well-being of the public.

# of food service inspections:	918
# of food licenses issued:	301
# of programs & screenings:	88
# of program participants:	2,513

The Manchester Health Department provides a wide range of services and programs in both Environmental and Community Health.

In FY16, The Environmental Health staff completed the second year of a FDA Risk Factor Study. The information collected included items identified by the Center for Disease Control and Prevention as contributing factors to foodborne illness: Food from Unsafe Sources, Improper Holding and Temperature, Inadequate Cooking, Poor Personal Hygiene, and Contaminated Equipment. A handwashing intervention will be implemented as Poor Personal Hygiene was an area identified as needing improvement. In FY17, the study will continue to incorporate other risk factors under the Risk Factor Study model.

The Community Health program provides a variety of programs for disease prevention and awareness for all ages. Programs include health education programs, senior blood pressure clinics, flu clinics, and Health Fairs.

The Community Health section also collects and analyzes data pertaining to communicable diseases. Trends are monitored and interventions are put into place to help reduce the incidence of these diseases.

One of the more prominent programs provided this year pertained to childhood lead poisoning prevention. The Health Department is required to follow-up on lead levels above 5 ug/dl in children age 6 and under.

In an effort to raise awareness for residents and contractors, the Environmental and Community Health sections worked together to provide a health education program on Lead Safe Work Practices. The program filled up quickly and we intend to hold two sessions in FY17.

In FY16, the Manchester Health Department held a successful emergency preparedness functional exercise/drill to distribute priority prophylaxis to First Responders. The intent was to test the procedures outlined in the Manchester Health Department emergency plan and involved requesting state resources, medical material management, storage, and handling of medication.

WHAT WE DO *Environmental Health Inspections
Licensing & Permitting
Community Health Programming
Disease Surveillance
Public Health Emergency Preparedness*

FY16 Budget: \$875,986

Full Time Positions: 8





Director of Administrative Services: Dede Moore

HUMAN RESOURCES

The Human Resources Office is located at Town Hall, 41 Center Street, lower-level.

Office Hours: Mon.-Fri. 8:00am-4:30pm,

More information, including job information and application forms, is available online at:

hrd.townofmanchester.org/

Attracting, developing and retaining a diverse, well-qualified and professional workforce that reflects the high standards of the community

Avg # of full & part time employees:	868.3
Number of wellness events:	57
# of recruitment efforts conducted:	58
# of trainings conducted:	33

Human Resources is responsible for an array of employee related services and administrative duties including labor relations and contract administration, recruitment, orientation and retention, organizational development, strategic planning, training and employee benefit counseling, and administration.

The 21th session of Manchester Government Academy was conducted in the fall of 2015. The ten-week course, which offers the public a hands-on learning experience about local government, also includes a session facilitated by the Manchester Public Schools. Almost 500 citizens have participated in Government Academy since it began in 2002.

The Employee Mentoring Program celebrated its eight year of partnering with the Manchester Public Schools. Twenty-five employees mentor a school-aged child weekly with the intent to mentor a child from elementary school through high school. Interested employees receive training from a nationally accredited Mentoring Trainer and refresher training is provided annually.

Several employee wellness programs were offered including Lunch and Learns on topics such as Fatigue, Resistance Band Workout, Basic Vegetable Gardening and Healthy Eating.

In addition, we offered a Know Your Numbers program that reviewed biometric readings for critical markers and several 12-week weight watchers sessions. Monthly blood pressure clinics continue to be offered as well as many safety training sessions.

In total, the Wellness Initiative offered 57 programs to Town employees with 1,052 participants.

- WHAT WE DO**
- Employee Recruitment & Retention*
 - Employee Wellness Programming*
 - Employee Benefits Administration*
 - Employee Training & Compliance*
 - Bargaining Unit Negotiations & Administration*

FY16 Budget: \$575,395

Full Time Positions: 5



FISCAL YEAR
2015-2016



Director of Human Services: Mary Roche Cronin

HUMAN SERVICES ADMINISTRATION

The Human Services Administration office is located the first floor of the Weiss Center at 479 Main Street.

Phone: (860)647-3092.
Office Hours: Mon.-Fri. 8:00am-4:30pm

More information is available online at:
humanservices.townofmanchester.org/

Enhancing the quality of life
for all members of the
Manchester Community

VITA clients served: 184

of Community Agencies contracts: 15

Senior Volunteer Programs:

12 Manchester agencies participated

18 volunteers completed a total of 900 hours

The CT Neighborhood Assistance Act Program generated \$22,447.38 of approved contributions to non-profits.

The Human Services Department is comprised of Administration, Health, Senior, Adult and Family Services and the Senior Center. Collectively, these divisions work to create a safe, healthy and thriving environment and to enhance the quality of life for the Manchester community.

Human Services Administration has two distinct programs to help low- to moderate income and senior residents.

The Volunteer Income Tax Assistance Program (VITA), available to qualified taxpayers, has successfully operated for 9 years providing free income tax preparation by certified volunteers.

The Senior Volunteer Tax Credit Program operates from November to May, allowing seniors the opportunity to volunteer their experience and services to participating agencies that consist of various Manchester non-profit agencies and Town departments such as: the Senior Center and the Manchester Area Conference of Churches. By participating, qualified seniors are able to receive a tax credit up to \$500 on their property tax. The program can accommodate 30 senior volunteers. Some of the qualifications are that you must be age 65 or older and own your own home in Manchester. For more information or to see if you qualify please contact the Human Services Administration office at 860-647-3092 starting in late October.

Human Services Administration is responsible for overseeing Early Childhood Health Programming and the grants management of the Child Daycare grant.

The Human Services Director is the municipal liaison for the State of Connecticut Department of Revenue Services Neighborhood Assistance Act (NAA) Program which provides a tax credit to qualified type C corporations that donate to qualified 501(c)(3) entities that serve Manchester.

The Director of Human Services also serves as the Municipal Agent for Children and Veteran's Services Contact Person.

WHAT WE DO *Community Agency Funding
Program Planning & Development
Early Childhood Health Programming
Oversight of Human Services Divisions
Grants Management*

FY16 Budget: \$628,465

Full Time Positions: 2.0

FISCAL YEAR
2015-2016



Chief Information Officer: Jack McCoy

INFORMATION SYSTEMS

The Information Systems office is located at the Lincoln Center, lower level, 494 Main Street.

Phone: (860)647-3072

Office Hours: Mon.-Fri. 8:30am-4:00pm

More information is available online at: infosys.townofmanchester.org/

Providing quality technical support in a timely manner to all Town of Manchester departments

# of Town gov't computer users:	643
# of computers supported:	629
# of physical servers:	67
# of buildings- Town system:	29

Services provided by the Information Systems Department include: installation and support of all computer workstations, servers and related hardware; application selection, development, and support; project management; web hosting of Town department web pages; Web and mobile application development and support; and providing a secure wide area network (WAN) including wireless.

Programming projects in FY16 included:

- Water Department Cross Connect and mobile application development
- Print shop work order system and record keeping application
- Dog License application

Network improvements and additions included:

- Video server upgrade
- Camera additions to various locations
- Sewer Department network and equipment upgrades
- Switch replacements

Software Implementations and Improvements included:

- IP Phone support to include a voicemail upgrade
- Electronic forms software to provide online forms and data capture
- Implementation of electronic door management in various town buildings

WHAT WE DO *Technical Support*
Project Management & Design
Network Services
Public Access Broadcasting

FY15 Budget: \$1,924,193

Full Time Positions: 12.5

FISCAL YEAR
2015-2016



Library Director: Doug McDonough

LIBRARY

Mary Cheney Library is located at 586 Main Street. Phone: (860) 643-2471

Whiton Branch Library is located at 100 North Main Street

Mary Cheney Hours: Monday through Thursday 9 am - 9 pm; Friday & Saturday 9 am - 5 pm; Sunday 1-5 from Oct. 12 to March 29.

Whiton Hours: Monday through Thursday 10 am-8:30 pm; Friday 9 am-5 pm

More information is available online at: library.townofmanchester.org/

Providing residents with convenient access to literature, information, media, and educational programming

# of materials in collection:	238,187
Attendance (Cheney):	241,623
# of items checked out:	720,003
# of programs offered:	986

The Manchester Public Library provides books and other materials and services desired by community members in order to meet their needs for information, creative use of leisure time, and life-long education. The library emphasizes individual service, especially to children, and serves as a focal point for interaction among diverse community residents of all ages.

The Library encourages youngsters from preschool to high school to read and use library resources through services for those children and for parents and children together. A wide range of programs are offered for youth - from storytimes for newborns to book clubs for Third through Fifth-Graders, as well as many family programs for all ages.

These are aimed at developing independent intellectual growth and a lifetime love of reading and learning. 796 children's programs were held in FY16, attended by 23,524. The 100 Teen programs were attended by 1,172 teens. Additionally, 90 adult programs had 1,470 attendees.

Manchester's public library remains among the busiest group of all public libraries in Connecticut, based on the number of items borrowed during the year. In FY16, 720,003 items were borrowed, which included nearly 500,000 books and magazines, over 40,000 audiobooks, plus 13,641 ebooks. There were 22,735 valid Manchester cardholders. There was a modest increase in the borrowing of downloadable / streaming media items, although those items still comprise less than 4% of total loans.

The library's collection contains about 175,000 books, 11,000 audio books and music CDs, nearly 26,000 DVDs, and thousands of magazines and other miscellaneous items. Approximately 304,445 customers walked through the doors of the two library buildings during the fiscal year while thousands of others used the library's ebooks and other online resources.

Since the completion of the Whiton Accessibility Improvements Project, the library has been able to conduct more programs in that renovated and improved area. Total number of programs offered by the library increased from 876 in FY 15 to 986 in FY 16.

WHAT WE DO *Circulation of Books & Media
Reference & Internet Stations
Programming
Membership Services*

FY16 Budget: \$3,107,975

Full Time Positions: 25





Director of Planning: Gary Anderson

PLANNING AND ECONOMIC DEVELOPMENT

The Planning Department is located on the second floor of the Lincoln Center
494 Main Street.

Office Hours: Mon.-Fri. 8:30am-4:30pm,
Phone: 860-647-3044

More information is available online at:
<http://planning.townofmanchester.org/>

Working with residents,
Town departments, and the
private sector to build,
sustain and manage a high
quality of life in Manchester

# of new applications processed:	133
Number of post-approval inspections	43
Erosion Control	16
Wetlands	27

The Planning and Economic Development department oversees long-range planning and community development projects; coordinates the plan review process for zoning, subdivision, and inland wetlands applications; and provides staff support for the Planning and Zoning Commission, Zoning Board of Appeals, Redevelopment Agency, Economic Development Commission, Housing Commission and the Conservation Commission.

The Broad Street Redevelopment project continued to move forward in FY2016 as the Town entered into a Memorandum of Understanding with LiveWorkLearnPlay (LWLP). The agreement provides LWLP exclusive rights to develop the Broad Street Parkade property for two years, during which the company will engage in

pre-development work at its own cost. LWLP will pursue anchor and secondary tenants and continue site development planning and financial analysis in order to deliver a high-quality development project on Broad Street.

During FY16 the Department oversaw the removal of the breached Hilliard Pond Dam within the Manchester Land Conservation Trust's Purdy Nature Park. Funded by a CT DEEP grant, the project removed the dam remnants and restored the stream channel, which will eliminate a barrier to fish passage upstream and prevent ongoing erosion of contaminated soils along Bigelow Brook.

The Department processed 133 new applications during FY16. Significant development projects included a new

Bob's Discount furniture corporate headquarters, a Hartford Hospital Cancer Treatment Center (both on Tolland Turnpike), and a 128 unit elderly housing development (Spencer Street).

The Department completed a study of Manchester Green, the Town's primary eastern gateway. Staff conducted data analysis on land use, zoning, transportation access, and property conditions. Subsequently, residents offered input and ideas on current conditions and future opportunities at a public workshop. The resulting [Manchester Green Corridor Study report](#), offers a vision for revitalizing the Green, along with recommendations and suggested topics for more detailed study.

WHAT WE DO *Current Planning & Zoning
Long Range Planning
Community Development
Wetlands & Watercourses*

*FY16 Budget: \$695,864
Full Time Positions: 7
(1.0 FTE funded by CDBG grant)*





Chief of Police: Marc Montminy

MANCHESTER POLICE DEPARTMENT

The Manchester Police Department is located at 239 East Middle Turnpike, and is open 24 hours a day. The Records Division is open Monday through Friday 8:30 a.m. to 3:30 p.m.

Phone: (860) 645-5500
Dial 911 for emergencies.

More information is available online at:
<http://www.manchesterpolice.org>

Improving the quality of life for all by upholding laws, protecting lives and property, and providing a safe and secure environment

Calls for service:	54,414
Arrests:	3,947
Motor Vehicle Stops:	10,534
MV Accidents:	2,806
Part I Crimes	1,664

In FY16, the Town of Manchester's crime rate remained essentially flat from FY15. A total of 1,664 Part I crimes were reported during the period, compared to 1,615 in FY15.

Overall, as in past years, the majority of Part I Crimes (80%) were the result of crimes identified as larceny/theft.

Patrol/Operations

During FY16, the Manchester Police Department handled 54,414 calls for service and made 3,947 arrests. There were also 10,534 motor vehicle stops. Other types of calls included 1,950 motor vehicle accidents, and 856 private-property accidents.

Traffic Services

Consistently, one of the most complained about issues facing town residents is traffic-related issues. The Manchester Police Department supplements its daily Patrol enforcement with its Traffic Services Section.

This unit is comprised of three Officers and a Sergeant who are responsible for the investigation of serious and fatal motor vehicle collisions, the enforcement of motor vehicle traffic-related statutes and public education as it relates to traffic activities.

The Traffic Section also investigates and documents minor injury and non-serious motor vehicle collisions on a daily basis in support of the Patrol Section, and conducts selective enforcement activities in areas where there are a high number of motor vehicle collisions.

Animal Control

Animal Control enforces town ordinances and state laws pertaining to animals and is committed to finding each animal in our care permanent and loving homes for each animal that passes a temperament test. In FY16, 93% of dogs in our care were either adopted or returned to their owners, an increase from 90% in FY15.

WHAT WE DO Law Enforcement & Investigations
Accident Records
Dispatch Services (Fire and Police)
Animal Control
Outreach & Education

FY16 Budget: \$19,683,690

Full Time Positions: 152.5



FISCAL YEAR
2015-2016



Director of Leisure, Family & Recreation: Christopher Silver

RECREATION

The Center Springs Main Office is located at Center Springs Park, 39 Lodge Drive.

Office Hours: Mon.-Fri. 8:30am-4:30pm,
Phone: 860-647-3084

More information, including the Parks & Recreation Program Brochure, is available on the website:

recreation.townofmanchester.org
www.facebook.com/ManchesterRecreation

Providing meaningful social
and physical activities for all
Manchester residents

Swim lesson registrations:	1,886
Camp participants:	820
After-School FLASH participants:	150
# of organized sports participants:	
Youth:	419
Adult:	2,695

The Recreation Department plans, develops and manages parks and recreation facilities and provides leisure services to meet the changing needs of Manchester's growing population.

In FY16, the Summer Camp program served 820 Manchester youth ages 5-15. Summer camp began on June 27 and ended on August 5.

Swimming lessons were offered for to campers at Martin and Robertson camp as part of their camp day. Teen Swim Lessons continued to be a success this past summer with a full class of teenagers, ages 12-16 participating in beginner swim lessons.

New this year was the introduction of private and semi-private swimming lessons. These proved very successful with more than 30 participants both youth and adult. Several participants registered for multiple sessions of private lessons.

Aquatic special events were held at the outdoor pools with 75 people attending Sunday Funday at Globe Hollow swimming area, and 150 participants attending the Noodle Nights and Deck Art Days held at Waddell, Robertson, Swanson, and West Side pools. Day passes for outdoor swimming pools continue to be very popular and this summer more than 5000 day passes were sold.

Rebuilding Together continues to assist low-income homeowners in Manchester by providing repairs at no cost to the homeowner. The focus remains on elderly and disabled individuals and veterans. This year 74 homeowners were assisted by approximately 900 volunteers, 140 local businesses and 14 local volunteer contractors. Twelve roofs were provided through CDBG funding. Seven (7) ramps were installed and eight (8) houses were painted.

The Recreation Department offered an after school program at Bennet 6th Grade Academy called FLASH (Friends Learning Athletics, Service and Health) for 150 students. The program focuses on health, wellness, leadership, and service learning.

Manchester continues to be a regional leader in adult organized sports. This past year 80 teams competed in the Spring/Summer softball leagues and 54 teams competed in the Fall leagues. During the indoor season 40 volleyball teams and 16 basketball teams took part in league play held Monday-Thursday evenings at Illing Middle School.

The Department's three Recreation Centers operate October through May. The Mahoney Recreation Center, Bennet Leisure Center and the Community "Y" offer a full schedule of activities including instructional classes drop in time special events and practice and game time for youth sports leagues.

WHAT WE DO
Organized Sports
Rec Centers & Youth Programs
Pools & Aquatics Programming
Summer Camps

FY16 Budget: \$2,003,586

Full Time Positions: 8.0



FISCAL YEAR
2015-2016



Registrars: Timothy H Becker (R)
James R. Stevenson (D)

REGISTRARS OF VOTERS

The Registrars of Voters Office is located in the Weiss center, 479 Main Street on the First Floor.

Office Hours: Mon.-Fri. 8:00am-4:30pm,
Phone: 860-647-3025

More information is available online at:
<http://registrar.townofmanchester.org/>

Overseeing elections & voter
registration in the Town of
Manchester

Voter Registration, FY16:

Democrats:	11,357
Republicans:	4,969
Unaffiliated:	9,832
Other:	442
TOTAL:	26,600

The Registrars of Voters office is involved in all phases of the electoral process, including, registering all legally qualified voters, including 17 year olds who will be 18 by Election Day, maintaining an up-to-date complete voter registry, managing all aspects of elections, caucuses, primaries and referenda for the Town of Manchester, conducting Spring registration sessions at Manchester High School, Howell Cheney Technical School, East Catholic High School and Cornerstone School and also participating at the Imagine Main St. Events and the Back to School Bash. The registrars are available, on request, to conduct special voter making sessions by calling our office during the hours listed above.

The office also conducts a yearly Canvass of voters to update and maintain accurate records. Manchester also tested electronic poll books that will eventually replace paper check off lists, at two polling places, during the April Presidential Preference Primary. The Registrars of Voters page within the Town of Manchester website has a link to register to vote on-line, as well as a "Voter Location Lookup" application and a Voting District Map.

All of Manchester is part of the 1st Congressional District and the 4th State Senatorial District. Manchester consists of 3 State Assembly Districts: 9th Assembly District consists of voting districts 7 and 8; 11th Assembly District consisting of voting district 1; 12th Assembly District consists of voting districts 2, 3, and 4; 13th Assembly District consists of voting districts 5 and 6.

The Voting District Polling Places are as follows:

District 1: Robertson School,
45 North School St.

District 2: Manchester High School,
Brookfield Street Entrance

District 3: Buckley School,
250 Vernon Street

District 4: Waddell School,
163 Broad Street

District 5: Highland Park School,
397 Porter Street

District 6: Martin School,
140 Dartmouth Road

District 7: Keeney School,
179 Keeney Street

District 8: Verplanck School,
126 Olcott Street

WHAT WE DO Elections & Referenda
Voter Registration
Voter List Maintenance
Voting Machine Maintenance

FY13 Budget: \$218,710

Part Time Positions: 4



Director of Public Works: Robert J. Reardon

SANITATION

The Manchester Sanitation Division's Landfill, Transfer Station and Administrative Offices are all located at 311 Olcott Street

Hours: Mon.-Fri. 8:30am-4:30pm,
Phone: 860-647-3200
Landfill Odor Complaints: 860-647-3257

More information, including hours of operation, curbside, leaf vacuuming and landfill service guidelines, and recycling information is available online at:

sanitation.townofmanchester.org

Facilitating curbside waste and recyclable pickup services and managing the Town's Commercial Landfill and Residential Transfer Station

Tons of recyclables transferred:	4,520
Tons deposited in landfill (est):	271,223
Curbside recycling diversion rate:	25.5%
Landfill diversion rate:	4.41%

The Sanitation Division operates the Town's landfill, transfer station and composting facilities. It also oversees the curbside collection of refuse, recycling and yard waste and administers the Regional Household Hazardous Waste Collection Facility.

The Sanitation Division is an enterprise fund and finances all activities through user fees, the largest source of which is tipping fees charged to commercial haulers. The revenues generated by the landfill operation pay for the residential curbside collection program. Approximately 271,223 tons of material, including bulky waste, leaves and yard waste, and various special wastes were received at the Landfill in FY16.

In addition to regular household refuse (municipal solid waste) and recyclables, virtually any material that is accepted at the landfill is currently collected from residential properties through the curbside collection program.

Single Stream Recycling, which commenced on July 1, 2009, continues to result in higher residential recycling rates than was experienced prior to the change. This past fiscal year, the town recycled 4,540 tons of recyclables at the Murphy Road Recycling's Hartford recycling plant.

New this past year, the Sanitation Division implemented Mattress and Box-Spring recycling with the help of the State of Connecticut's Mattress Recycling Law.

From July 1, 2015 through June 30, 2016, the Town recycled 2,716 Mattresses and 1,982 Box-springs for a grand total of 4,698 pieces of bedding. Previously, all of these items were buried in the Town's Landfill, so this program really has changed the way the Town handles bedding items in a very positive direction.

Moving into 2017, the Town will continue to refine programs and work towards meeting goals recently set by the State of Connecticut's Comprehensive Solid Waste and Materials Management Strategic Plan.

WHAT WE DO Residential Collection
Curbside Compliance & Enforcement
Landfill Management
Leaf Composting

FY16 Budget: \$6,778,533
Full Time Positions: 12.10





Supervisor: Ed Paquette

SENIOR, ADULT, AND FAMILY SERVICES

Senior, Adult & Family Services (SAFS) is located on the ground floor of the Weiss Center at 479 Main Street.

Phone: (860) 647-3096

E-Mail: epaquette@manchesterct.gov

Office Hours: Mon.-Fri. 8:30am-4:30pm

More information is available online at: safs.townofmanchester.org

Ensuring that all Manchester residents have access to available supports and services in an effort to increase economic success and enhance quality of life

Households Served:
Social Work Services: 3,889
Financial Assistance: 2,796
**On average, provided a 6% increase in annual income.*

Residents Served:
Relocation Assistance: 81
94% returned to permanent housing w/in 60 days
Conservator services: 56
Senior/Disabled Transportation: 524
18,829 rides were provided in 2015-2016

Manchester Senior, Adult and Family Services (SAFS) provides social work services to residents over age 18 and to families who need help connecting with government benefits, healthcare, affordable housing, financial assistance and community support services such as childcare, homecare, mental health services, basic needs and transportation.

SAFS social workers are knowledgeable about government assistance programs including SSD, SSI, SNAP, SAGA, HUSKY, Access Health CT and Medicare. Social workers are also familiar with resources pertaining to affordable housing, home-based care, behavioral health, medical care, transportation and community assistance resources.

Conservator Program - SAFS social workers serve as conservator of person and/or estate for residents whose physical or cognitive limitations place them at risk within the community. Last year, 100% of conserved clients maintained stable housing and stable finances and received a level of care that met their unique needs and capabilities.

Relocation Assistance - In FY 2015-16, SAFS assisted 81 residents who were dislocated due to fire or building code violations. 94% of dislocated households were returned to permanent, affordable housing within 60 days of the dislocating event. 62% of those households were connected to additional support services.

Senior/Disabled Transportation - This program includes the use of wheelchair-equipped buses (Dial-a-Ride) and the distribution of free tickets for the ADA transportation program. In FY2015-16, 18,829 rides were provided to 524 Senior and Disabled riders.

Financial Assistance - 2,796 low-income households received \$2.4 million in cash assistance and its equivalent through programs such as Renters Rebate, Energy Assistance, CHOICES Medicare counseling, Feed the Children, the SAFS Emergency Needs Fund, holiday gift drive, school supply campaign, and summer camp & recreation fee waivers. These households realized an average 6% increase in annual income as a result of this financial assistance.

WHAT WE DO Social Work
Information, Referral and Advocacy
Financial Assistance
Conservator Services
Senior/Disabled Transportation

FY16 Budget: \$576,019

Full Time Positions: 5





Senior Center Director: Eileen Faust

SENIOR CENTER

The Senior Center is located at
549 East Middle Turnpike

Hours: Mon.-Fri. 8:30am-4:30pm,
Phone: 860-647-3211

More information is available online at:
seniorcenter.townofmanchester.org

Providing meaningful social
and physical activities for
Manchester seniors

Number of members:	1,357
Number of classes held:	1,747
Number of social work cases managed:	301
Number of meals served:	9,795
Number of one-way trips provided:	6,518

The Senior Center offers a wide variety of programs and services including lunch five days per week and transportation to and from the Senior Center as well as grocery and retail shopping two days per week. Individual social work consultation, Geriatric Clinic Nurse hours, and support groups are offered on site as well.

The Senior Center is open to residents age 60 and over during weekday business hours. In addition, residents 55 and over may participate in two 10-week evening sessions per year. Members of the Senior Center are encouraged to volunteer and assist staff with programs, classes, and events.

Senior Center programming is concentrated in three major areas:

Social and Recreation Programs - This includes activities such as fitness classes, music, cards, crafts, trips, games, Wii, Karaoke, dances and entertainment. The Senior Center also has several programs off-site including Senior Basketball at the Community Y and the Breakfast Club.

Social Work Services - In addition to individual social work consultation, social work services include presentations regarding accessing programs such as Medicare and Medicaid, Supplemental Insurance and Medicare Part D plans, care giving, housing options, scam prevention, assistive technology, resources and support for the vision impaired and information regarding home health services.

Health Services - Health services include flu clinics, blood pressure clinics, fall risk assessments and informational programming regarding a wide variety of topics including managing chronic conditions, fall prevention, nutrition, mobility issues and other aspects of healthy aging.

The Senior Center offers three Therapeutic Recreation Programs including the Senior Circle, a small group activity encompassing gentle exercise, activities and reminiscence; AT HOME, a program for home-bound seniors that consists of a visit by the Recreation Therapist every other week; and the Men's Group - an activity group for men that engages in discussions, activities and trips.

WHAT WE DO *Recreational Programming
Meal Program
Transportation
Information & Referral*



*FY16 Budget: \$693,836
Full Time Positions: 6.0*



Town Clerk: Joseph V. Camposeo

TOWN CLERK

The Town Clerk's Office is located on the first floor of Town Hall, 41 Center Street.

Office Hours: Mon.-Fri. 8:30am-5:00pm,
Phone: 860-647-3037

More information is available online at:
townclerk.townofmanchester.org/

From the past to the present, linking citizens with the documentation of their town's business and events

Transaction Total	60,557
Land Recordings	7,604
Dog Licenses	3,904
Vital Records	2,432
Births	1,479
Deaths	539
Marriages	282

The Office of the Town Clerk, located at Town Hall, serves as the official keeper for Manchester's public records, and provides a variety of services for citizens and customers. Each year nearly 100,000 people are served in person, by mail, by telephone and online.

Vital Records and Land Recordings are permanent records. Most records maintained are accessible to the public. The exceptions are Birth Certificates and Military Discharges, where eligibility to access and obtain copies are governed by State Laws.

In addition to maintaining public records, the Town Clerk provides a number of additional services including the issuance of marriage, dog and liquor licenses and permits; US Passport photos; notary services; and administration of absentee ballots.

There are many different records that can be found in this office including Land Records, Survey Maps, Vital Records (Birth, Death and Marriage), Board of Director and Selectmen Minutes (back to 1823), Trade Name Registrations, and Military Discharges. Copies of these documents can be obtained in accordance with Statutory and Freedom of Information laws.

Land Records such as copies of Deeds and Mortgages dating back to 1823 are available at the Town Clerk's Office. This information can be found in both paper and digital form.

The Town Clerk's Office sponsors Dog Licensing Day, Family History Day and the Genealogy Road Show. Educational tours of the Town Clerk records vault and presentations are available upon request.

On the town web site, Land record indexes from 1965 to date are also available. There also is a subscription service to view these images and make copies of the data on a 24/7 basis.

- WHAT WE DO**
- Land Records & Vital Records*
 - Dog and Liquor Licenses*
 - Passport Photos*
 - Minutes and Other Town Records*
 - Absentee Ballots*
 - Election Records*

FY15 Budget: \$483,630

Full Time Positions: 5





Water and Sewer Administrator: Patrick J. Kearney II

WATER AND SEWER

The Manchester Water & Sewer administrative offices are located at 125 Spring Street. The wastewater treatment facility is located at 120 Thrall Road.

Office Hours: Mon.-Fri. 8:00am-4:30pm,
Phone: (860) 647-3115
Billing Inquiries: (860) 647-3135

More information is available online at:
waterandsewer.townofmanchester.org

Providing the highest possible water quality and customer service at the lowest possible cost, while continuing our commitment to improving the Town's infrastructure and our community's environment

MG of water produced:	1,756
MG of wastewater treated:	1,822
Miles of water mains replaced:	0.17
Miles of sewer mains replaced:	0.15
Metered water sales:	\$6.96M
Metered sewer sales:	\$8.74M

The Manchester Water and Sewer Department operates the water and wastewater treatment, collection and distribution facilities for the citizens of Manchester, Connecticut and parts of neighboring communities. This includes approximately 4,000 acres of watershed surrounding seven reservoirs and ten active groundwater sources.

In FY16, the Water Department completed a project to replace the fuel tank at Globe Hollow Water Treatment Plant. The project replaced an underground fuel storage tank that was installed in the early 1980's.

In FY16, the Water Department also completed a water main replacement project in the Thompson Road, Adams Street South neighborhood. As part of this project, new water mains were installed throughout the area in order to replace aging pipes and improve the level of service to our customers.

The Sewer Department completed the construction of a comprehensive upgrade of the wastewater treatment plant which began FY12. This multi-year project provides treatment for the removal of nitrogen and phosphorus, thus reducing the impact these pollutants will have on the Hockanum River and ultimately Long Island Sound.

The water quality leaving the upgraded plant is better than anticipated. This project was made possible through a grant from the State's Clean Water Fund program.

We are presently optimizing the performance of the plant. The plant received a Green Circle Sustainability Awards award from DEEP and Hartford Business Journal. The award was presented for this project due to its overall increase in environmental protection of the State.

WHAT WE DO Water Purification & Distribution
Infrastructure Maintenance
Wastewater Collection & Treatment
Reservoir/Watershed Protection & Maintenance

FY16 Budget:

Water: \$9,021,102

Sewer: \$9,443,739

Full Time Positions: 51.3



FISCAL YEAR
2015-2016



Director: Sharon Kozey

YOUTH SERVICES BUREAU

The Youth Services Bureau is located at
63 Linden Street.

Office Hours: Mon.-Fri. 8:00am-4:30pm,

More information is available online at:
ysb.townofmanchester.org/

Supporting Manchester
youth in their journey to
becoming responsible and
productive citizens

# of youth served:	619
# enrolled in diversion program	89
% completing diversion program:	98%
# of grants received:	13

Manchester Youth Service Bureau (MYSB) is a community-based youth agency that provides a variety of no-cost programs and services, using a personal approach, facilitated by dedicated staff to youth ages 0 - 21 who reside in or attend school in Manchester.

MYSB programming provides opportunities for skill building and personal growth, essential for helping youth become resilient, empowered, productive and engaged citizens. We refer youth to other resources for additional support when necessary.

MYSB programs range from playgroups for Manchester's youngest citizens, to social

development groups for elementary and middle school youth, to employment and job skills groups for high school students. We also provide parent groups and family activities to parents with children of all ages.

MYSB collaborates and coordinates with the community and other resources to provide comprehensive services. Some of our partners include: Manchester Board of Education, Manchester Police Department, Family Resource Centers, the Office of Family and Community Partnerships, ERASE (East of the River Action for Substance Abuse Elimination), Family Development Center.

MYSB facilitates the Rockville Juvenile Court District LIST (Local Interagency Service Team) and the School Readiness Council. LIST works to raise community awareness around the needs of youth at risk of becoming involved with Juvenile Justice System and youth involved with the Juvenile Justice System.

The School Readiness Council focuses on the health, education, and family support needs of young children from prenatal to age 8. Both councils are collaborative efforts with membership consisting of a variety of youth serving agencies.

WHAT WE DO

- Positive Youth Development
- Service Learning
- Family Enrichment
- Leadership
- Parenting
- Diversion
- Child Development

FY16 Budget: \$681,805

Full Time Positions: 6.5



2016-2017 Town Report Manchester Public Schools

School Budget

2016-2017	\$110,897,460	1.60%
2015-2016	\$109,147,246	2.50%
2014-2015	\$106,506,279	1.89%
2013-2014	\$104,535,293	3.86%
2012-2013	\$100,646,835	1.37%
2011-2012	\$ 99,287,515	1.54%
2010-2011	\$ 97,784,441	1.78%
2009-2010	\$ 96,071,237	.78%
2008-2009	\$ 95,326,178	2.68%

Total Student Enrollment: 6,256

Number of Certified Staff: 741.15

The School Board approved FY 2016-2017 Operating Budget was prepared using the actual October 1, 2015 enrollment figure of 6,181, which was a decrease of 31 students from the October 1, 2014 enrollment figure of 6,212.

Student Performance

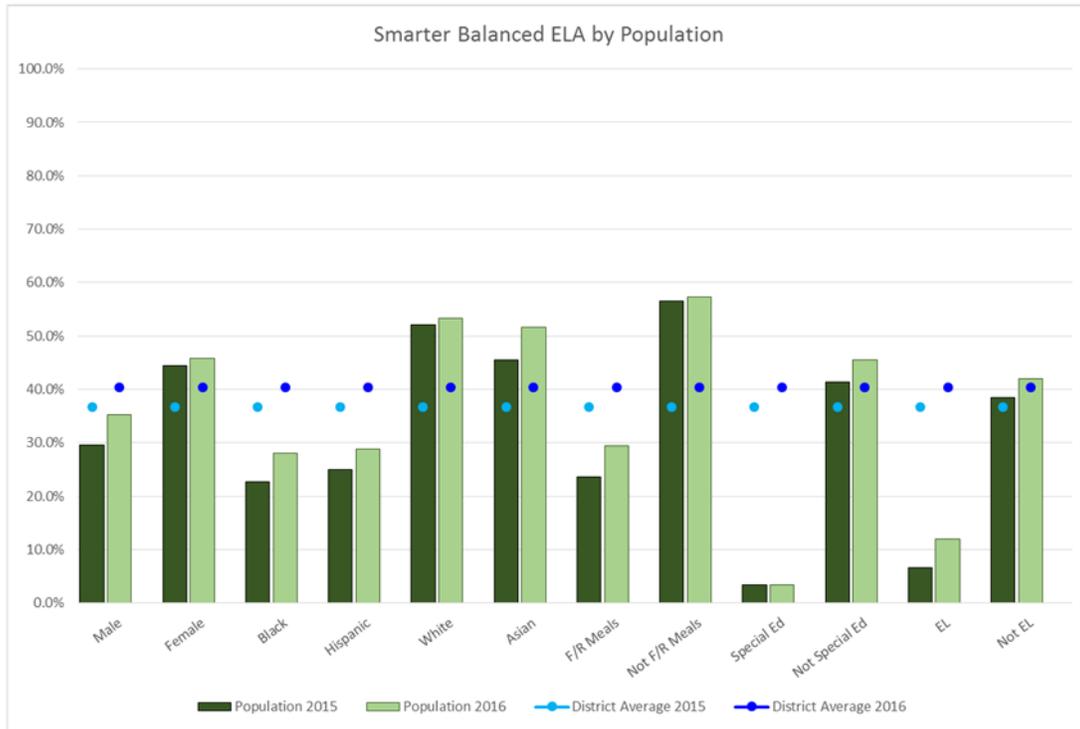
In 2015, the Smarter Balanced (SB) assessment replaced the Connecticut Mastery Test (CMT) for reading and mathematics in grades 3-8. The SB assessment is a summative computer-adaptive test designed to measure student achievement and growth of student learning in literacy and mathematics in grades 3-8. The results of the SB assessment provide program evaluation data and support the school district and state accountability systems.

The CMT science assessment continues to be administered in grades 5 and 8 as does the CAPT science assessment in grade 10.

Achievement Gap

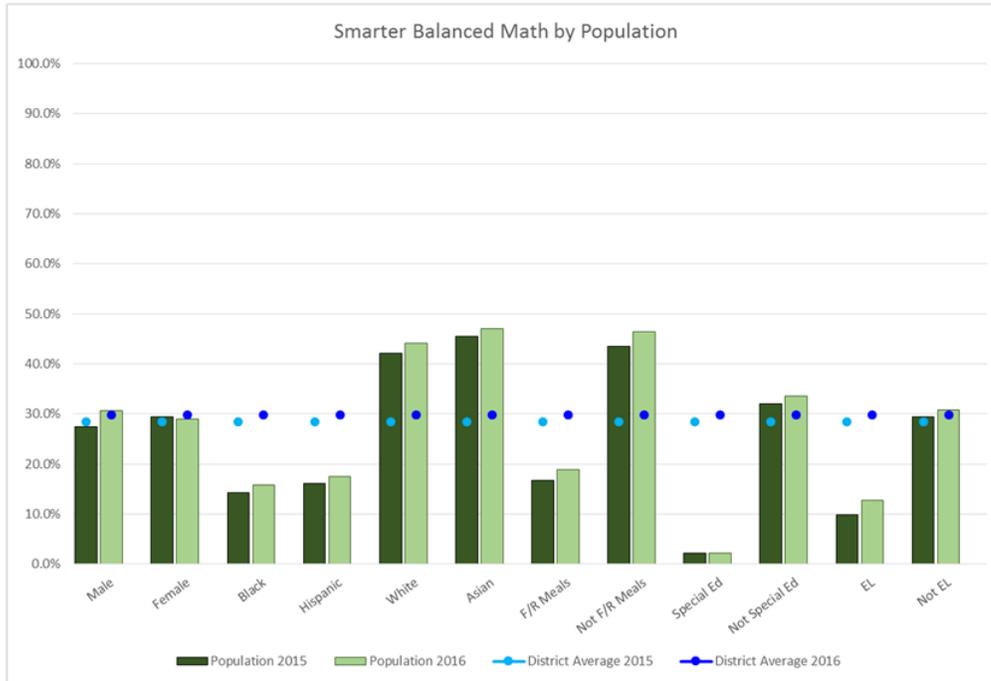
The achievement gap commonly refers to the observed and persistent disparity on a number of educational measures between the performance of groups of students, especially groups defined by race/ethnicity, special education and socioeconomic status. In order to close any achievement gap, it is important that the majority population moves forward, but identified groups must grow at a faster rate.

The following SB data tables illustrate that overall white and Asian students continually outperform other identified groups and students with special needs, students eligible for free and reduced lunch, and English learners continually lag behind.



	Male	Female	Black	Hispanic	White	Asian	F/R Meals	Not F/R Meals	Special Ed	Not Special Ed	EL	Not EL	District	
Total Students Tested	2015*	1347	1266	577	726	979	189	1574	1039	322	2291	137	2476	2613
ELA	2016	1352	1282	595	747	974	184	1593	1041	320	2314	141	2493	2634

*Recalculated ELA, CAT only 2015



	Male	Female	Black	Hispanic	White	Asian	F/R Meals	Not F/R Meals	Special Ed	Not Special Ed	EL	Not EL	District
Total Students Tested	2015 1342	1261	573	724	976	186	1472	1131	316	2287	142	2461	2603
Math	2016 1349	1281	594	745	974	183	1590	1040	318	2312	141	2489	2630

Smarter Balanced scores reported below by school indicate increases in the percentage of students meeting or exceeding grade level expectations in English Language Arts (ELA) and some schools have noted gains in Math. Utilizing the District Improvement Plan (DIP) both content areas will be monitored throughout the school year and results will be discussed at the building level through meetings with School Improvement Teams (SIT).

Smarter Balanced by School	2015 ELA # Tested*	2015 ELA % Meets/ Exceeds*	2016 ELA # Tested	2016 ELA % Meets/ Exceeds	2015 Math # Tested	2015 Math % Meets/ Exceeds	2016 Math # Tested	2016 Math % Meets/ Exceeds
Bowers	203	44%	201	44%	200	33%	201	35%
Buckley	160	54%	152	59%	161	50%	151	56%
Highland Park	137	46%	136	50%	137	45%	136	40%
Keeney	143	41%	153	48%	144	35%	153	37%
Martin	131	38%	130	40%	130	34%	130	29%
Robertson	145	36%	146	45%	138	26%	146	43%
Verplanck	188	24%	186	26%	186	16%	185	16%
Waddell	147	38%	161	40%	151	34%	161	29%
Washington	169	18%	186	25%	169	12%	187	20%
Bennet	411	37%	420	38%	412	28%	419	31%
Illing	767	36%	751	41%	762	24%	749	23%

*Recalculated ELA, CAT only 2015

Listed below are school based CMT Science results comparing fifth grade and eighth grade students from 2014 to students in fifth and eighth grade in 2015 and 2016. Also listed are the tenth grade CAPT Science results for the same identified years. The comparison data indicates slight growth in the area of science for grades five, eight and ten. Continued work is needed in the area of science districtwide to support student achievement and to provide consistent science education from preschool through grade 12. Manchester Public Schools has begun the process of infusing the Next Generation Science Standards (NGSS), recently adopted by the Connecticut State Department of Education, into the planning of our curriculum and professional development opportunities for staff.

CMT/CAPT	2014 # Tested	2014 % At/Above Goal	2015 # Tested	2015 % At/Above Goal	2016 # Tested	2016 % At/Above Goal
Bowers	66	42%	70	50%	70	39%
Buckley	44	77%	52	73%	64	67%
Highland Park	42	69%	46	52%	42	74%
Keeney	66	58%	49	41%	49	31%
Martin	47	47%	49	45%	38	39%
Robertson	43	33%	40	33%	44	43%
Verplanck	43	30%	59	37%	57	42%
Waddell	59	49%	46	54%	51	55%
Washington	62	19%	55	20%	50	20%
Illing	383	44%	416	44%	354	45%
MHS	375	25%	354	26%	352	28%

Teaching and Learning

Manchester Public School staff continually strives to implement the district’s rigorous curricula in tandem with high expectations for all students. Throughout the 2015-2016 school year, curriculum teams/academies, created several curricular units in mathematics and literacy. These units are part of an electronic program, Unit Planner, to provide a framework for continuity across the district and to ensure that teachers have real time access to the curriculum and resources at all times. The goal for the 2016-2017 school year is to reflect upon each unit and determine if the units incorporate appropriate pacing, assessments and resources to allow for optimal student success. Revisions will be made as part of this vetting process by the curriculum teams/academies.

Professional Development

The mission of each of Manchester's schools is for every student to become a successful lifelong learner. Teachers support students in this endeavor by providing collaborative experiences that develop students' active participation, creativity, and higher-order thinking skills.

Ongoing professional development training is necessary for all staff members to ensure continued growth and impact change, necessary to maintain the momentum of increasing student achievement. The district maintains support for developing professional learning communities, addressing differentiated instruction, culturally relevant pedagogy, developing positive behavioral interventions and supports in classroom, inclusive of all students. Funding through the Alliance Grant and Title I has enabled the district to support these professional opportunities.

District Improvement

The work to improve student performance in a consistent and systematic fashion throughout the district continued during 2015-16. The District Improvement Plan (DIP), created and monitored by our District Improvement Team (DIT) continues to drive this work in the areas of systems, talent, academics, and culture and climate. The DIT is comprised of teachers, support staff, union leadership, building administrators, and district administrators from across the district. The team itself is representative of the diverse population of Manchester Public Schools, including every school and grade level. During 2015-16, the team continued to meet monthly and by the end of the year had developed fidelity indicators and indicators of adult progress for each of the strategies outlined in the DIP. Those indicators will be monitored in 2016-17.

In addition, work to support all schools in the district in the creation and implementation of School Improvement Plans (SIPs) that outline the strategies employed at the building level to support school and district goals outlined in the DIP continued. School Improvement Teams (SIT) comprised of the principal, teachers, coaches, and support staff worked to strengthen their plans by adding fidelity indicators and indicators of adult progress to their plans. By the end of 2015-16, all schools had SIPs that included strategies and action steps to guide their work as well as fidelity indicators and indicators of adult progress to monitor their work. Meetings between central office administration and building level administration will occur three times a year in 2016-2017 to ensure that school resources are being used as judiciously as possible to ensure student success.

In the area of systems, we continue to focus on the implementation of professional learning communities (PLCs) as well as targeting professional development opportunities and resources. The district has developed Professional Learning standards which guide the work of the PLCs.

Outside consultants have been engaged to conduct systems audits in the areas of attendance and behavior and evaluations of programs including our summer learning programs, instructional coaching, Science, Technology, Engineering, and Math (STEM) programming and family and community partnership efforts. These audits are intended to ensure effective communication,

collaboration, consistency, and efficiency within and across district systems while the program evaluators will be measuring effectiveness of core programs in place in the district.

In the area of talent, core work during 2015-16 took place in two areas: human capital development and recruitment and retention. Leadership development opportunities were provided for all building and central office administrators in district. This included the use of the Work Place Inventory (WPI) supported by individual and small group professional learning experiences for all school and district leaders. The WPI is an innovative and flexible assessment based around sixteen key work styles, or work-related personality traits, shown to be important to job success in a wide range of occupations. The results of the WPI have been used by adults as a tool for reflection and discussion among administrators and their teacher leaders. Discussions have continued to strengthen the instructional effectiveness of faculty and provided a vehicle for continued coaching and collaboration. Members of School Improvement Teams also took the WPI as part of our effort to continue to cultivate teacher leadership.

In the area of recruitment, guaranteed professional learning experiences have been provided to every faculty member (teachers and administrators) new to the Manchester Public School System. We have continued to strategically recruit candidates that are representative of the student demographic of Manchester Public Schools and cultivated strong university partnerships for student teaching, internships, research grants, and reciprocal program development.

In academics, work has focused on delivering instruction with fidelity through the workshop model K-8 and in an engaging manner with opportunities for personalized learning PreK-12. Teams of teachers, with the support of instructional coaches and administrators meet regularly to discuss how to strengthen instruction PreK-12 through research-based instructional practices.

In the area of Culture and Climate, the district is focused on actively engaging families as partners in their children's education. This work is supported by funding from the Hartford Foundation for Public Giving. Beginning in September, full time Family Resource Centers (FRC) were added to all schools PK-6. The FRC Coordinators lead our work to connect with parents and families. They provide opportunities and skill development for students and families, support the development of trust between and collaboration among all stakeholders, and seek to capitalize on the strengths and assets of families and community members to support school success.

In addition to our work to partner with families, we continue to implement the Social Emotional Learning curriculum at the elementary level as part of our efforts to support skill building in the areas of self-awareness, self-management, social awareness, relationship skills, and responsible decision-making.

Special Education

Manchester Public Schools uses a continuum of progressive and innovative instructional service delivery models to implement special education services and related services for students with disabilities in the least restrictive environment. These services and support programs provide students with disabilities access to the general education curricula, help to improve their

academic achievement, reduce the time that they are removed from general education classrooms, and increase their time with non-disabled peers. In order to provide appropriate supports and services and ensure their maximum success, various comprehensive inclusionary instructional models and assistive technology applications are implemented throughout the district.

In addition, there are increasing numbers of children with emotional or behavioral concerns as well as developmental, cognitive, and physical needs who require more adult supervision, increased behavior consultation, and intervention. These students are served both in the inclusion setting as well as in district wide specially designed programs with increased structure and supports. Due to the comprehensiveness of our programming for students with disabilities, Manchester Public Schools makes every effort to maintain our students within the district. As Manchester provides services and supports for more children in district; there is a greater need for teachers, paraeducators, and specialized consultants to meet the needs of our learners. At the start of the 2016/2017 school year, over 50 new students receiving special education services and supports had registered. This group included six students who required higher levels of services and supports in district based specialty programs.

When the district cannot meet the unique learning needs of a particular child, the district seeks placement in a specialized program so that the child can achieve educational progress. Analysis of Special Education Data Application and Collection (SEDAC) for the last several years shows that the district consistently places a lower percentage of students with disabilities in out-of-district; this is due to the innovative programming by the department of pupil personnel services. Likewise, others (DCF, courts) place a number of Manchester students in specialized programs. Of the newly registered students at the start of the 2016/2017 school year, there were six students who were previously placed in private approved special education programs.

Additionally, there are group homes and foster homes in Manchester that house students requiring specially designed instruction, related services, and transportation. This past summer four new group homes were established to provide housing for adolescents and young adults who may require specialized educational programming and supports. The public and private tuition lines are budgeted based on expected reimbursement from Excess Cost Grants (State), Medicaid (State/Federal), and tuition billed to other districts.

An increasing number of Manchester students with special needs are attending magnet, charter, and private schools. Manchester Public Schools is responsible fiscally for these students, as well as for overseeing the specially designed instruction and related services they require for success. At present the number of students from Manchester being provided services in magnet, charter and parochial schools surpasses 150.

The district is fiscally responsible for parental satisfaction for Manchester students attending in district as well as those who attend magnet and charter schools. Legal fees are directly related to mediation requests by parents, parent complaints to the Connecticut State Department of Education (CSDE), occasional expulsion or residency hearings, and review of policies as needed. The Manchester Public Schools is committed to providing a quality education to all students. Our vision is for high expectation for all learners.

Manchester Preschool Center

In its sixth year of operation, the Manchester Preschool Center served 220 families and children in a combination of service options. The Head Start program maintained full enrollment as of November 2016 and maintained a waiting list of nearly 20 families. All head start classrooms provided a 6 hour day, including a seven-week summer program. Our integrated classrooms provided am and pm sessions 4 days a week.

The school improvement plan (SIP) for the Head Start program continue to focus on three content areas. To improve academic rigor, teachers participated in professional development to help identify teaching strategies across all learning domains that would help students improve their depth of knowledge and critical thinking skills. To improve literacy skills, the program continues to utilize instructional tutors as tier intervention to support students to acquire and expand their knowledge of print, phonological awareness and letter and sound recognition. To improve students' social and emotional development, teachers continue to acquire skills and collaborate with the mental health and education manager to support students identify their feelings and to improve their problem-solving skills.

The Integrated Preschool Program operated two classrooms, each with a morning and afternoon session. Both classrooms served three & four year-old students. Those classroom integrated typically developing students with children identified with special needs. A full array of support services provided children and their families with professional services to meet each child's unique needs. The Preschool Center also serves as a base for the Child Find Program which receives referrals for children under the age of three who are evaluated to determine whether or not they will be eligible for special services once the child reaches the age of three.

Head Start and the Integrated Preschool Program continued to collaborate. We provided services to 11 students who were offered dual placements and were exited from special services and moved directly to Head Start. Support services through the special education department are also available to Head Start students identified through the PPT and/or SRBI process.

Alternative Education Program

Manchester Regional Academy and its evening program, New Horizons, continue to show measures of extraordinary success. These alternative programs provide appropriate education opportunities for children with behavior and/or social-emotional needs. Students develop connections to the school and the attendance and achievement rates support this. Manchester Public Schools remains concerned about the representation of students of color in alternative education. Discipline, including suspensions and expulsions, continues to show disproportionate numbers of African American and Hispanic males. Therefore, Manchester Public Schools is focused on maintaining a range of effective alternative education programs to address these

issues. Diversity training, positive behavioral environments, and sound instructional practices that emphasize authentic hands-on applications and embedded critical thinking skills instruction are initiatives that need to be continually fostered in both the regular and alternative educational settings. Alternative educational programming is one more step on the continuum to address the needs of all children, grades 7 through 12.

Adult Education

Manchester Adult and Continuing Education has expanded programs and services to ensure that we are meeting the needs of the Manchester community. All new students participate in student seminars and orientations to provided additional support to the adult returning to school. Furthermore, all students are now assigned to a case manager who works closely with a community-based social worker. Case Managers work with assigned students on a weekly basis to keep students emotionally healthy and engaged in their academic experience while in adult education. As a result of this effort, student engagement and persistence has increased. An area of major focus is to implement the new federal Workforce Innovation and Opportunity Act (WIOA.) It provides new opportunities for public workforce and adult education programs to work together, developing strategic priorities and operational activities for adult education and workforce preparation. We continue to revise curricula through the integration of contextualization of industry-related and career pathway components, including all teaching, learning, and computer-based strategies activities. We hosted a cooperative professional development training session with the National Career Pathway Network, as well as a regional college and Career Readiness training courses. We have expanded our program to the elementary schools through the Family Resource Centers (four schools) to make it easier for parents to participate in ESL (English as a Second Language) and GED (General Education Development) classes. Our partners include the YWCA, providing support for non-traditional career pathways to low income single mothers, American Job Center, supporting workforce development to the adult learner, and The Hartford Foundation for Public Giving, providing students with full wraparound services and MACC.

GENERAL FUND & FIRE DISTRICT FUND
SCHEDULE OF REVENUES AND OTHER FINANCING SOURCES
BUDGET AND ACTUAL (NON-GAAP BUDGETARY BASIS)
FOR THE YEAR ENDED JUNE 30, 2016
(In Thousands)

	General Fund				Fire District Fund			
	Original Budget	Revised Budget	Actual	Variance Over (Under)	Original Budget	Revised Budget	Actual	Variance Over (Under)
Revenues:								
Property taxes, interest and lien fees	\$ 137,021	\$ 137,021	\$ 138,988	\$ 1,967	\$ 12,358	\$ 12,358	\$ 12,392	\$ 34
Intergovernmental revenue	35,914	35,932	35,819	(113)	121	121	-	(121)
Investment and interest income	346	346	352	6	3	3	8	5
Licenses, permits and fines	1,777	1,777	2,514	737				-
Charges for goods and services	1,589	2,026	1,876	(150)	505	505	791	286
Other	153	158	294	136		3	3	-
Total revenues	<u>176,800</u>	<u>177,260</u>	<u>179,843</u>	<u>2,583</u>	<u>12,987</u>	<u>12,990</u>	<u>13,194</u>	<u>204</u>
Expenditures:								
Current:								
General government	5,928	5,845	5,655	190				-
Public works	14,299	14,316	13,346	970				-
Public safety	19,744	19,716	19,204	512	13,019	13,630	13,624	6
Human services	3,036	3,048	2,901	147				-
Leisure services	5,807	5,938	5,704	234				-
Employee benefits	2,898	2,898	2,845	53				-
Other	324	242	207	35				-
Education	110,581	110,701	110,612	89				-
Internal service fund charges	2,613	2,613	2,613	-	435	435	431	4
Debt service	10,370	10,370	10,188	182	153	153	153	-
Capital outlay					215	207	155	52
Total expenditures	<u>175,600</u>	<u>175,687</u>	<u>173,275</u>	<u>2,412</u>	<u>13,822</u>	<u>14,425</u>	<u>14,363</u>	<u>62</u>
Excess (deficiency) of revenues over expenditures	<u>1,200</u>	<u>1,573</u>	<u>6,568</u>	<u>4,995</u>	<u>(835)</u>	<u>(1,435)</u>	<u>(1,169)</u>	<u>266</u>
Other financing sources (uses):								
Transfers in	1,771	1,771	1,569	(202)	2,166	2,166	2,166	-
Transfers out	(4,151)	(4,524)	(4,524)	-	(1,406)	(1,406)	(1,406)	-
Total other financing sources (uses)	<u>(2,380)</u>	<u>(2,753)</u>	<u>(2,955)</u>	<u>(202)</u>	<u>760</u>	<u>760</u>	<u>760</u>	<u>-</u>
Net change in fund balances	\$ <u>(1,180)</u>	\$ <u>(1,180)</u>	\$ <u>3,613</u>	\$ <u>4,793</u>	\$ <u>(75)</u>	\$ <u>(675)</u>	\$ <u>(409)</u>	\$ <u>266</u>
Fund balance, beginning of year			19,305				2,020	
Fund balance, end of year			\$ <u>22,918</u>				\$ <u>1,611</u>	

GENERAL FUND
COMPARATIVE BALANCE SHEET
JUNE 30, 2016 AND 2015
(In Thousands)

	2016	2015		2016	2015
ASSETS					
Cash and cash equivalents	\$ 9,136	\$ 6,652	Deferred Inflows of Resources:		
Investments	6,697	1,709	Unavailable revenue - property taxes	4,424	5,236
Property taxes receivable, net	3,986	4,498	Advanced property tax collections	8,269	7,507
Accrued interest on taxes	903	1,231	Total deferred inflows of resources	<u>12,693</u>	<u>12,743</u>
Accounts receivable, net	65	65			
Intergovernmental receivables	31	27	Fund balance:		
Due from special services district	2	10	Nonspendable	22	65
Interfund receivables	21,266	22,577	Restricted	910	910
Prepaid item	22	65	Committed	2	10
Total Assets	\$ <u>42,108</u>	\$ <u>36,834</u>	Assigned	1,180	1,806
			Unassigned	21,892	17,820
			Total fund balance	<u>24,006</u>	<u>20,611</u>
LIABILITIES AND FUND BALANCE					
Liabilities:			Total Liabilities Deferred Inflows of Resources and Fund Balance	\$ <u>42,108</u>	\$ <u>36,834</u>
Accounts payable and other payables	\$ 2,984	\$ 1,858			
Accrued liabilities	2,337	1,592			
Intergovernmental payables	52	30			
Deferred revenues	36	-			
Total liabilities	<u>5,409</u>	<u>3,480</u>			

TOWN OF MANCHESTER **Department Directory**

Department	Official	Phone	Location
Animal Control.....	Elease McConnell.....	645-5516.....	Thrall Rd.*
Assessor.....	John Rainaldi.....	647-3016.....	TH
Board of Directors.....	Jay Moran.....	647-3130.....	TH
Budget.....	Brian Wolverton.....	647-5243.....	TH
Building.....	Greg Smith.....	647-3052.....	LC
Cemetery.....	Chris Passera.....	647-3081.....	PW
Customer Service.....	Doreen Petrozza.....	647-5235.....	TH
Emergency Management.....	Don Janelle.....	647-3266.....	FD
Engineering.....	Jeff LaMalva.....	647-3158.....	LC
Facilities Management.....	Christopher Till.....	647-3145.....	PW
Finance.....	Gregory Simmons.....	647-3101.....	LC
Fire.....	David Billings.....	647-3266.....	FD
General Manager.....	Scott Shanley.....	647-3123.....	TH
General Services.....	Gerald Dupont.....	647-3031.....	LC
Health.....	Jeffery Catlett.....	647-3172.....	WC
Highway.....	Kenneth Longo.....	647-3244.....	PW
Human Resources.....	Dede Moore.....	647-3126.....	TH
Human Services.....	Mary Roche Cronin.....	647-3092.....	WC
Information Systems.....	Jack McCoy.....	647-3072.....	LC
Library.....	Douglas McDonough.....	643-2471.....	MCL
Parks.....	Kenneth Longo.....	647-3244.....	PW
Planning & Economic Development.....	Gary Anderson.....	647-3044.....	LC
Police.....	Marc Montminy.....	645-5500.....	PD
Probate.....	Judge Michael Darby.....	647-3227.....	PC
Public Schools.....	Matthew Geary.....	647-3441.....	BOE
Public Works.....	Robert Reardon.....	647-3067.....	LC
Recreation.....	Chris Silver.....	647-3089.....	RD
Registrar.....	Timothy Becker/James Stevenson.....	647-3025.....	WC
Sanitation.....	Robert Reardon.....	647-3248.....	PW
Senior Center.....	Eileen Faust.....	647-3211.....	SC
Tax Collector.....	Beth Jacobs.....	647-3018.....	TH
Town Attorney.....	Ryan Barry.....	647-3132.....	TH
Town Clerk.....	Joseph Camposeo.....	647-3037.....	TH
Water & Sewer Department.....	Patrick Kearney.....	647-3115.....	WD
Youth Services.....	Sharon Kozey.....	647-5213.....	YSB
Zoning Enforcement.....	Jim Davis.....	647-3057.....	LC

BOE = 45 N. School Street	PC = Probate Court 66 Center Street	SC = Senior Center 549 East Middle Turnpike	WD = Water Dept 125 Spring Street
FD = 75 Center Street	PD = 239 East Middle Turnpike	TH = Town Hall 41 Center Street	WL = Whiton Memorial Library 100 North Main Street
LC = Lincoln Center 494 Main Street	PW = Field Services 321 Olcott Street	WC = Weiss Center 479 Main Street	YSB = Youth Service Bureau 63 Linden Street
MCL = Mary Cheney Library 586 Main Street	RD = Recreation Department 39 Lodge Drive		

*Thrall Road is located off Landfill Way

Website: Visit the Town of Manchester’s official online website at www.townofmanchester.org

Sign up for Manchester Matters e-mail service and get the news you need about your community delivered direct to your desktop

Sign up for e-Recreation e-mail and learn the facts about Parks and Recreation News and Events online at <http://eservices.townofmanchester.org/ERecreation/public/>

Silk City TV: Watch Cox Channel 16 to learn more about the programs and services offered by the Town of Manchester. Live broadcasts of Board of Directors and Board of Education meetings as well as a large variety of shows dedicated to Town departments and school events are featured.

Town of Manchester Fiscal Year 2015/2016 Annual Report Contributors: Edited & Designed by Brian Wolverton, Budget & Research Officer