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Middletown Annual Report 2002-2004

The government. The services.
And, most importantly, the people.

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“In Middletown, people can be comfortable and enjoy being who they are. People are connected to the community. You have generations who care about the community because they brought their children up here and stayed.”

A Thought From The Mayor

Middletown as a City represents the largest municipality in Middlesex County. However, to our citizens, Middletown represents community and hometown pride.

I am proud to be a Middletown resident. One of the wisest choices I ever made was moving into this community in 1983. Our City has been an outstanding place to live, work and raise a family. Our educational systems have the diversity of public, private and parochial schools along with outstanding partnerships with Wesleyan University and Middlesex Community College. We have recreational facilities scattered throughout town that host major regional, state and national tournaments. Our Chamber of Commerce is the best in the nation and has worked collaboratively with the City to attract a wide variety of businesses to help boost our local economy. Lastly, we care about our environment. Middletown has an aggressive Open Space program designed to preserve the natural beauty of our riverfront City for generations to come.

Most importantly, Middletown has tradition. Many of our native families came to this country to seek a better quality of life. Most of those families still reside and work here. We have become a truly diverse community and we are better for it. I am so very honored to have been Mayor of this City for the past eight years and I look forward to what the future will continue to bring to the place we call home.

Domenique S. Thornton
Mayor

Arts Office

The City Arts Office coordinates the goals and aspirations of the Middletown Commission on the Arts (MCA) with the overall plans of the Mayor, Common Council and other City agencies. The office provides information on the arts in our City in various ways – offering a monthly arts calendar, advocating for the arts and artists, promoting the arts through various means, funding projects, providing organization support and presenting numerous arts events and activities.

Our portion of the City budget experienced a decline (7.3%) in allocations from 2002-03 to 2003-04 due to budget requirements of a tightened fiscal policy.

Grantsgiving

- Oddfellows Youth Theater and NEAR, Inc./The Buttonwood Tree: \$20,500 for '02-'03, \$15,750 for '03-'04.
- Individual grants and matching funds totaled \$27,229.
- First Annual Arts Advocacy Day Awards, March 2004 - \$2,000

Kids Arts

In 2002, Share Day for the Creative Arts Workshops was held at Bielefield School and Children's Circus moved to Macdonough School. The 2003-2004 programs were held at Macdonough.

Music Programs and Festivals

After a three-year trial, the World Sounds Festival ended with a program on the South Green.

Summer Sounds series continues to expand its repertoire. 2003 marked the final year of Summer's End Music Festival, started in 1995 as a response to the loss by fire of a venue for NEAR, Inc.

With the 4th by the River Festival, the Commission continues to focus on family and children's activities while maintaining an adult focus of music.

Community Health Center's Herb Garden Music Series and MCA-supported North End Action Team's Ferry Street Garden Series continued to boast high attendance figures.

"Holiday on Main Street" begins each year on the Friday following Thanksgiving. The Arts Office



provides the music and trained voices for the carol singers leading to the tree lighting by the Mayor and "Santa."

A new program, Musical Munchies, brought together the Arts Office, the Chamber of Commerce and the Downtown Business District as a way of honoring those working downtown.

Public Art

The City Art Collection was expanded with purchases and donations from local artists J Seeley, Maureen Longo, John Frazer, Emil deLeon and John Cubeta. In September of 2002, the City Art Collection was returned to the halls of the newly renovated Municipal Bldg., complete with a public reception.

“In Middletown, children come first. It’s very progressive – there’s a lot of teamwork between schools and government. And other agencies, from the ‘Y’ to Northeast Utilities, are all very supportive.”

– RENATA LANTOS
PRINCIPAL, BIELEFIELD ELEMENTARY
SCHOOL



Revenue

- *2002-03: Kids Arts*
\$17,000 (271 enrolled); 4th by the River Festival vendor fees - \$1,425
- *2003-04: Kids Arts*
\$16,625 (258) enrolled; 4th by the River Festival vendor fees - \$2,875 (fees increased)
- *Connecticut Commission on Culture and Tourism* \$11,468

Finally, we would like to pay tribute to Derry D’Oench, founder of the Middletown Foundation for the Arts, who passed away in 2002.

Central Communications

Middletown Central Communications provides an enhanced 911 service for the City of Middletown and the Town of Portland. It receives all routine and emergency calls for police, fire and emergency medical services. We dispatch fire departments in Middletown, South District, Westfield and Portland as well as police in

Middletown and Portland. In addition, Central Communications monitors and oversees the municipal fire alarm system.

During 2003 and 2004, Central Communications dispatched more than 86,000 police, fire and emergency medical service calls while receiving more than 45,000 enhanced 911 calls and more than 300,000 routine calls.

In the Spring of 2004, all dispatchers underwent extensive training and became certified as Emergency Police, Fire and Medical Dispatchers, providing pre-arrival and post-dispatch instructions to callers.

In the Summer of 2004, an updated 911 system was installed to provide a map utilizing the GPS from a cell phone. This allows the department to track callers so the dispatcher knows the exact location from where the call is being made. More enhancements to the department and its services are continually being developed.

Common Council

Joseph E. Bibisi
Gerald E. Daley
Stephen T. Gionfriddo
Ronald P. Klattenberg
Elizabeth K. Nocera
Francis T. Patnaude
Earle V. Roberts, Jr.
John L. Robinson
Jesse J. Salafia
Robert P. Santangelo
James B. Streeto
Phrances L. Szweczyk

The Common Council of the City of Middletown is the City's legislative branch of government. The Council enacts ordinances, sets the budget and tax rate, as well as resolutions to conduct the City's business as set forth in the City Charter, City Ordinances and State Statutes. It consists of twelve members, elected citywide.

The Common Council meets the first Monday of each month in the Common Council Chamber of the municipal building at 7pm. If the

regularly scheduled meeting falls on a legal holiday, it will be held on Tuesday of the same week. It is chaired by the Mayor or, in the Mayor's absence, the Deputy Mayor. A public hearing is held for items on the agenda at the beginning of the meeting, before action is taken by the Council. There is also a public hearing at the end of the regular meeting for the public's comments on items under jurisdiction of the Common Council but not on the agenda.

The Common Council may occasionally hold special meetings to conduct City business. It may also hold workshops of informational value to the Council and Middletown residents. Agendas for Council meetings and minutes from past meetings can be viewed on the City's website, in the Town Clerk's Office, at the Russell Library, or in the Common Council Office.

The Common Council reviews much of the City's business through membership on various Committees, Commissions and Boards. These committees meet regularly to review

department policies, as well as to discuss legislation that may come before the Council. The current Common Council Committees are:

- Board of Health
- Eastern Connecticut Resource Recovery Authority
- Economic Development
- Finance and Government Operations Commission
- Harbor Improvements Agency
- Insurance and Claims
- Middletown Commission on the Arts
- Ordinance Study Committee
- Parks and Recreation
- Personnel Review Commission
- Public Safety Commission
- Public Works Commission
- Retirement Board
- Senior Services Commission
- Water Pollution Control Authority

Consumer Protection

The Department of Consumer Protection includes the City Sealer of Weights and Measures, the Coordinator for the Americans with Disabilities Act, Co-chairperson of the Memorials Restoration Committee and liaison for the City and local veterans groups. It acts as the Hearing Officer for the City of Middletown under Sec. 14-150 of the Connecticut General Statutes.

Middletown's Department of Consumer Protection is responsible for ensuring equality in all commercial transactions involving the determination of quantity and the delivery of full and accurate weights and measures, as well as the elimination of fraud and misrepresentation in the marketplace.

This department works closely with the State of Connecticut and various other local and State departments in notifying and reporting any fraud or potential problems for our residents. Our local consumer office has contacted the Attorney General or the Trade Practices Division of the State

for fraudulent issues regarding local residents, for their review.

We also provide valuable assistance to the local veterans and the disabled community, as a resource to provide direct assistance or referrals to agencies and programs that improve their quality of life.

Consumer Protection/ADA Complaints & Inquiries

There were over 650 Consumer Protection complaints/inquiries, including home improvement contractors, telemarketers and automobile issues.

Americans with Disabilities (ADA) issues included accessible parking, curb cuts, housing and transportation.

Weights & Measures Inspections

- Total scales inspected: 582 (228 establishments)
- Gasoline Stations: 48 (747 nozzles approved and sealed)
- We utilize the laboratories at both the State of Connecticut Weights and Measures and the Food Division to resolve complaints.



“Manufacturing in Connecticut is becoming more and more difficult. The fact that the manufacturing segment in Middletown is strong says a lot about the city. The atmosphere is conducive to helping people succeed.”

— DONALD BIDWELL
CEO, BIDWELL INDUSTRIES



“When there’s a state tournament or other towns come to play here, they always say that our crews work in harmony.”

– JESSE HUNTER
PARK MAINTAINER

“When the kids are happy, we’re happy. It makes it all worthwhile.”

– POPS MARKS
PARK MAINTAINER

(LEFT TO RIGHT) PARK MAINTAINERS POPS MARKS,
SHEILA KOHL AND JESSE HUNTER

Education

The Middletown Board of Education operates eight elementary schools, two middle schools and one high school. Enrollment for pre-school through grade 12 in 2004-05 was 5,154. Each year, over 3,000 people enroll in a variety of adult education classes.

Teacher/Student Ratio

- Elementary Schools 1/20
- Keigwin Middle School 1/21
- Wilson Middle School 1/23.9
- Middletown High School 1/20

Education Budget

- 2003-04 \$53,745,000
- 2004-05 \$55,945,000

Expenditures Per Student

- 2003-04 \$9,582
- 2004-05 \$10,140

For the past two years, Middletown High School students have shown significant improvement on the Scholastic Aptitude Test (SAT) and Connecticut Academic Performance Test (CAPT). At the same time, schools received

State of Connecticut recognition for reducing the achievement gap.

In 2004, the Connecticut Association of Schools recognized Keigwin Middle School as its “Middle School of the Year.” For the second year in a row, the Middletown Board of Education received the Connecticut Association of Boards of Education (CABE) Special Communication Award for the *Middletown Public Schools District Annual Report*.

Two extensive building renovations projects were completed, Lawrence School at \$6.65 million and Wesley School at \$6.3 million. The “Tools for Schools” program was implemented in all eleven schools to promote healthy schools and address indoor air quality concerns.

Middletown is in the process of implementing a World Language Program for students in grades 4 and 5 in all elementary schools. Throughout the district, students are acquiring technology skills and experiencing a more dynamic and challenging learning environment as a result of educational technology.

A partnership was established with the Elizabeth Swain Foundation to provide violin and cello instruction to third and fourth graders. Through Hartford Symphony Orchestra's "Side-By-Side" Program, *Middletown High School Goes to the Symphony*, a gala concert showcased music students and staff from Middletown High School with musicians from the Hartford Symphony. Angel Gil-Ordonez directed the performance.

Emergency Management

Middletown's Emergency Management personnel have been very active providing emergency lighting at accidents, fire incidents, public assembly events and during power outages.

In addition to providing support and assistance to emergency service departments, another major initiative continued — the renovations to the new Emergency Management Headquarters on Randolph Road. Thanks

to the motivation and energies of the volunteer staff, the renovation process was successful.

The last vehicle was removed from the former facility on Bridge Street in December.

Middletown's Emergency Management is very active in Homeland Security measures. Locally, we have partnered with the Middletown Health Department and have provided storage space for Vaccination Clinic supplies. In addition, Emergency Management will provide transportation for the Middlesex Medical Reserve Corps, which operates out of the Middletown Health Department.

Emergency Management, along with other City agencies, has worked very closely with the Board of Education in the planning, training and execution of all hazard preparations. These efforts and energies are intended to keep our students safe and secure.

Utilizing volunteer resources, emergency service agencies and local government, we will strive to assure that the people in the City of Middletown

will receive the best of services if any form of disaster strikes.

In the coming year, Emergency Management will focus on updating O.S.H.A. compliance on its equipment and related training. Additional initiatives that will be pursued in the coming year will be:

- Updating and upgrading the Emergency Operations Center and alternate E.O.C.
- Assisting with fulfilling the Strategic Planning Strategies.
- Training volunteer staff in operational areas of Incident Command and Hazardous Materials.
- The potential conversion of a former MAT Bus into a Disaster Management Support Unit.

Finance & Revenue Services

The Finance and Revenue Services Department provides four distinct services for the City of Middletown and its workforce.

The Purchasing Office makes certain the City receives goods and services in compliance with governing ordinances, City Charters, State and Federal laws while complying with public purchasing regulations. There were 54 bid openings in the fiscal year 2002-03 and 48 in 2003-04. Purchase orders for 2002-03 numbered 2,525; 2003-04 purchase orders numbered 2,186. The City's new procurement card reduced purchase orders for small dollar and high volume repetitive purchases.

The Payroll Office handles payment to over 500 City employees, including summer staff, in addition to nearly 350 Pensioners.

The Tax Collector's Office, now part of Finance, manages billing and tax collection for the municipality, in addition to service fees. The office

generates nearly 70,000 tax bills.

The Finance Office's objective for accounts payable and accounting is to:

- 1) Pay for goods and services actually received in a manner consistent with established ordinances and the City Charter
- 2) Accurately account for these expenditures
- 3) Account for all the cash disbursement and
- 4) Manage cash to maximize investment earnings.

At the end of each fiscal year our audit team, Scully and Wolf, audits all revenue and expenses.

2003 Revenues

Taxes	\$65,208,000
Licenses & Permits	751,000
Intergovernmental Revenue	27,793,000
Charges for Services	2,327,000
Miscellaneous Revenue	734,000
Transfers from other funds	933,000
<i>Total Revenues</i>	<i>\$97,746,000</i>

2003 Expenditures

Education	52,983,000
Public Safety	9,467,000
General Government	4,620,000
Emp. Benefits & Insurance	6,770,000
Human Resources	997,000

Culture & Recreation	4,416,000
Transfers	12,186,000
Capital Outlay	107,000
Public Works	4,862,000
Other	2,254,000
<i>Total Expenditures</i>	<i>\$98,662,000</i>

2004 Revenues

Taxes	69,268,000
Licenses & Permits	681,000
Intergovernmental Revenue	27,413,000
Charges for Services	3,282,000
Miscellaneous Revenue	638,000
Transfers from other funds	747,000
<i>Total Revenues</i>	<i>\$102,029,000</i>

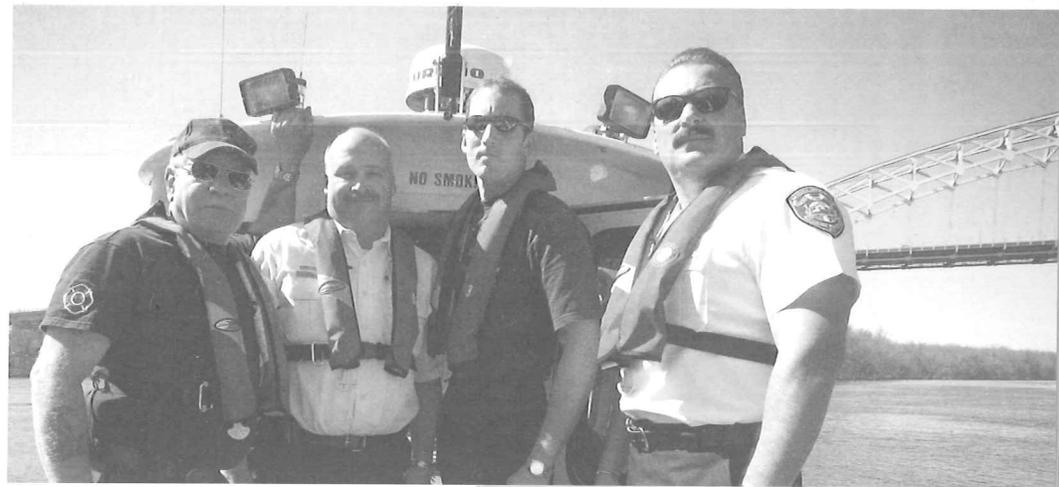
2004 Expenditures

Education	55,427,000
Public Safety	10,029,000
General Government	4,357,000
Emp. Benefits & Insurance	8,610,000
Human Resources	842,000
Culture & Recreation	4,443,000
Transfers	11,925,000
Capital Outlay	17,000
Public Works	4,418,000
Other	1,434,000
<i>Total Expenditures</i>	<i>\$101,502,000</i>

Fire

The Middletown Fire Department provides the highest level of service in fire prevention, inspection, investigation and firefighting for the citizens, businesses and industries within the department's jurisdiction. Additionally, the department provides emergency medical service and rescue operations, including a marine unit. The department is staffed by 61 personnel, including a training division and a fire marshal's office, and maintains two stations – Main Street (Headquarters) and Cross Street (Station 2).

During the 2002-2004 fiscal years, the department responded to 6,481 requests for assistance. During this period, all firefighters were trained in the areas of Hazardous Materials Operations and Rapid Intervention, which is the rescue of fellow firefighters who become lost, trapped or otherwise incapacitated at emergency scenes. Additionally, the fire department has continued to improve on terrorism response and awareness for its firefighters and the community.



In an effort to decrease the loss of life and property within our district, the Middletown Fire Department continues to operate the Smoke Detector Program, providing smoke detectors and or batteries to those who are elderly, handicapped or in financial need. The future goals of the department include building a new fire station in the area of northern Newfield Street, starting a paramedic program to provide advanced medical services for the community and developing a hazardous materials response team.

“Middletown is a strong community. Really, it’s a town. For a small city to have that mentality is very unusual. The working relationship we have with the downtown business district is fantastic. You know people by name and have the same goals. It’s great to have that rapport.”

– GARY OUELLETTE
CHIEF, MIDDLETOWN FIRE DEPARTMENT
(LEFT TO RIGHT) TIM HUNT, ACTING DEPUTY FIRE
CHIEF ROBERT KRONENBERGER, ANDREW FRANCE
AND FIRE CHIEF GARY OUELLETTE

Health

In 2004, the Middletown Health Department continued to improve and modernize. Instead of being a reactive department, we have attempted to be proactive and preventative in our dealings with Middletown residents. Some of our more important activities are listed below:

Influenza Clinics

The department, with the aid of nursing students from the UConn Nursing School and the Middlesex Hospital Homecare, ran two successful clinics at the Municipal Building council chambers, vaccinating over 800 residents. The State of Connecticut Department of Public Health remarked that it was the best clinic in the State in a year when the vaccine was in short supply.

Automatic External Defibrillators (AEDs)

With the help of Risk Management, City Hall is now equipped with an AED, located just outside council chambers. AEDs were also obtained for Middletown High School and Woodrow Wilson Middle School.

Citywide Random Inspections

A new, proactive citywide inspection program was instituted and has been rewarding both for the department and residents.

Increased NorthEnd Inspections

Working with other City agencies and North End Action Team, (NEAT) the Health Department is actively attempting to increase the quality of life for these residents.

Tuberculosis Testing, Influenza Vaccine

Fire personnel from Central and Cross Street stations received Mantoux Testing and further actions were taken depending on results. Influenza vaccine was offered to all firemen at these stations, as well as the South District and Westfield Departments.

Hepatitis A & B Vaccine

Arrangements have been made to vaccinate all Water and Sewer workers with both Hepatitis A & B, which they are at great risk to contract.

New Immunization Coordinator

A new immunization coordinator, selected by the Health Department and the State Immunization Program, has been working with the Middlesex Hospital, family practitioners and pediatricians in an attempt at increasing the immunization rates of Middletown children.

Kudos

- To our budget analyst for obtaining certification by the National Incident Management System.
- To our immunization coordinator for obtaining her Masters of Public Health from the University of Connecticut.
- To our risk management coordinator for obtaining certification as a Master Exercise Practitioner from the Federal Emergency Management Agency.
- To our chief sanitarian for certification by the Connecticut Environmental Health Association to train sanitarians in the use of the Incident Command system, Unified Command System in order to deal with environmental disasters.

- To our health educator for his certification by the Connecticut Office of Emergency Management as a public information officer.
- To our housing code enforcement officers, sanitarians and public health nurse for certification as a HAZWOPER.

Human Relations

The Human Relations Department, re-established in August 1997, administers programs that promote ethnic harmony for area citizens. The Director of the Department, in serving as Middletown's Affirmative Action Officer and Fair Housing Officer, works with agencies to develop programs aimed at achieving good relations among ethnic groups in the City.

A nine-member Human Relations Commission, five-member Affirmative Action Monitoring Committee and three-member Walter C. Jones Fund Committee work with the department.

As Affirmative Action Officer, the director monitors the City's recruitment process and testing procedures, counseling employees regarding promotions, transfers and other employee matters. As Fair Housing Officer, the director investigates housing violations and discriminations. In addition, the director oversees the administration of the City's employee training for Sexual and Other Harassment, Supervisory Training, Diversity and other applicable requirements in accordance with State and Federal regulations.

The director also oversees the administration of the Walter C. Jones Fund, established to meet the needs of the poor of Middletown. It is used as a last resort to meet "necessity-of-life" needs of those applicants who have exhausted other available resources.

Over the past two years, 331 City management and supervisory level employees attended required training such as Sexual and Other Harassment, Americans with Disabilities (ADA) and Diversity and Supervisory Training. It was part of a mandate to provide the

necessary tools to manage employees effectively.

The Human Relations Department responded to 229 Fair Housing complaints and landlord and tenant issues, processed over 610 Jones Fund applications, responded to 110 internal complaints and addressed 147 citizen issues and concerns.

Office of The Assessor

The Assessor's Office is responsible for the maintenance of all real estate, motor vehicle and personal property records, which are the basis for the annual Grand List. The Assessor's Office uniformly determines property values for taxation purposes. This office also administers tax relief programs for qualified residents and businesses. Some of these programs are the elderly and disabled homeowners, veterans, renters rebate, manufacturing equipment and distressed municipality.

The Assessor's Office services the public, assisting individuals in obtaining current and historic information. Using our computers, the public has access to all real estate records.

The October 1, 2003 Net Grand List was \$2,538,504,733. The following is a list of the five (5) highest taxpayers and their respective assessments:

- Aetna Life Insurance \$199,263,660
- United Technologies \$133,057,300
- Middletown Power LLC \$86,237,280
- Connecticut Light & Power \$25,332,590
- Carabetta Apartments \$22,275,680

Legal

The Legal Department consists of the City Attorney, two Deputy City Attorneys, Legal Secretary II, Risk Manager, Insurance/Benefits Coordinator and Claims Administrator. The City Attorney and Deputy City Attorneys represent the City of Middletown and all of its officers, employees, departments, agencies, boards and

commissions in all legal matters related to their official duties.

They also provide legal advice in both oral and written form and prepare and or review all agreements to which the City is a party. The attorneys also represent the City and its officers, employees, departments, agencies, boards and commissions in all courts and administrative forums.

The Risk Manager is responsible for the administration of the City's self-insured Worker's Compensation program and employee health benefits program, as well as providing ongoing consultative advice to City departments, employees and retirees. The Risk Manager reviews agreements to transfer risk of loss to third parties with whom the City is contracting and also maintains a complete inventory of all City buildings, contents, automobiles, trucks and equipment.

Budgets for the City's property and casualty, Worker's Compensation and health insurance programs are prepared by the Risk Manager. Finally, the Risk Manager heads the Mayor's Safety Committee.

As of July 1, 2003, the City self-insured its property and casualty exposure and, as a result, hired a full-time in-house Claims Administrator to administer the program. The City Attorney is the director of the department overseeing all of the aforementioned functions of the department.

Middletown Area Transit

The Middletown Transit District provides public transportation to the City and Towns of Middletown, Portland, Meriden, East Hampton, Durham and portions of Cromwell, Connecticut. The district also provides Paratransit and Dial-A-Ride services to Middletown, Portland, East Hampton, Durham and Middlefield.

Urban Fixed Route

The district continued to upgrade its fleet, taking delivery of seven new Gillig Phantom buses. The fleet is now 100% accessible with handicap access



“I like to go down to the senior center and see what’s going on. There are bus trips, shopping and exercise classes. Sometimes, it’s just nice to come and see friends. Everyone’s made to feel welcome here.”

— MARY DE TORO
FIFTY-YEAR MIDDLETOWN RESIDENT

ramps and automatic stop announcements to aid the visually impaired.

Rural Fixed Route

The Rural Fixed Route links the cities of Middletown, Portland, East Hampton and Durham, CT. It is a vital link in the regional economy and mobility chain in the region. This particular route experienced a decline in ridership due to a depressed economy, job market and a decline in the number of parochial school students using public transportation.

Job Access

The M-Link service operating between Middletown and Meriden is a true success story. It was inaugurated in FY 01, showed substantial growth in FY 02, and experienced its 125,000th rider in February 2005.

The Night Owl service continues to serve a valuable function for those working in the evenings. The operation, which was previously reduced by one hour, has now been reinstated, and ridership has been increased by approximately 28%.

Paratransit/Dial-A-Ride

The Paratransit/Dial-A-Ride program provides transportation for those born with or who have acquired disabilities and those who have reached the age of 60. The Paratransit side of the ADA program continues to function very well. However, the Dial-A-Ride program has been under constant siege due to the loss of Federal funds and lack of adequate State funding.

Let it be noted that a major effort continues in the current Legislative session to correct the deficit funding.

Parks & Recreation

Parks Division

The Parks Department develops and maintains 37 Parks and Open Space areas totaling approximately 800 acres.

Annually, City Parks played host to approximately 344,700 users for events such as Head of the Connecticut Regatta, American Legion Baseball Tournaments, Historical Society's Antique Car Show, Little League baseball, Youth Soccer, area High School sporting events and many more.

Additionally, the Parks Division maintains 44 traffic islands; Ridge Road and East Street cemetery; City Hall; City and Housing Authority playground equipment and snow removal of City-owned sidewalks and parks.

Recreation Division

The Recreation Department provides a variety of recreational programs for all City residents. Over 9,000 participants attended a variety of annual programs. Here are some examples:

- *Summer Programs* – Camps, Dance, Safety Town, Before and After Camp programs. Over 800 children registered.
- *Community Based Programs* – Outreach and programming for housing authority areas and in the North End, Trips, Basketball League, Tennis, Flag Football and Bowling. Over 200 children registered.
- *Privately Run Camps* – Slammas Jamma Basketball, PlaySoccer, SkyHawks, Bob Fralick Baseball. Over 300 children registered.
- *Swimming* – Veterans Memorial Pool and Ron McCutcheon Park at Crystal Lake. Over 8,000 swimmers cooled off at these two areas. Approximately 400 youngsters learned to swim.
- *Adult Programs* – Aquacise, Weight Lifting, Basketball, Tennis, Golf, Volleyball, Exercise and Crew. More than 300 participants registered.
- *Senior programs* – Walking at Wesleyan's Freeman Fieldhouse. Over 220 participated.

Personnel

The Personnel Department is responsible for planning, organizing and administering personnel and labor relations programs, contract negotiations, recruitment and the classification plan. Since 2002, the Personnel Department has concluded contract negotiations with Police and Local 466, the City's largest union.

Additionally, a new citywide classification review was completed, negotiated and implemented. This classification review affected all unionized "City" positions and salary grades.

Major recruitments included fire and police along with top directorship positions such as Finance, Public Works, Information Systems and Fire Chief. The department also was responsible for planning and implementing a major reorganization of the Finance Department in a cost saving venture.

Planning, Conservation & Development

Overseeing municipal planning and zoning, environmental protection, open space acquisition, economic and community development, this department worked on a broad range of projects in 2003-2004.

- The department worked closely with brokers and executives of Marshall's to open a 32,000 sq. ft. store in the old Bradlees on East Main Street in November 2004. The City is currently working with three other retailers to fill the remaining space.
- The Department worked with the developers of the Inn at Middletown to secure demolition and building permits and final certificate of occupancy.
- The Department worked with the developers of the Kleen Energy power plant to finalize the tax stabilization agreement and water issues.

- The Department worked with Home Depot for over three years in order to convince them to invest in the Washington Street corridor and helped Home Depot secure approval in less than a month, as well as a demolition and building permit.
- The Department is working with the North End Action Team on the North End Urban Renewal Plan. The City designated the Richman Group and Broad Park as rental and homeownership developers, respectively.
- New companies relocated to the City include Cingular Wireless, CUNICO, Direct Mail Systems, Haven Healthcare, Home Depot, HYPACK, Inc., Ferrazolli Imports of New England, Liquid Plastics, Inc., Makiaria Media Services, Marshall's, Nxegen, Real Time Analyzers, Skiline Display, and Tri-Com Consulting Group.
- Middletown companies that expanded include: Consulting Engineering Services, Habasit ABT, Middlesex Hospital Outpatient Center, Mortgage Lenders Network, USA, NAPA,

Pegasus Manufacturing and Vital Nutrients.

- The Department designated Faison Inc., as the preferred developer of the South Cove Riverfront Project.
- The Department secured approval of 40 acres of land in the Westfield section for Middletown Youth Soccer (MYS) for a soccer complex. And acquired 30 acres in the South Farm area and allocated \$400,000 for additional fields.
- The Department had a successful referendum to establish a \$3 million open space bond.
- The Department applied for and received \$560,108 in DEP Open Space Grant funding to buy over 217 acres of land on Higby Mountain and Lamenation Mountain.
- The Department received a \$200,000 EPA Targeted Site Assessment Grant for the former Portland Chemical Work site on Newfield Street and recently applied for a \$200,000 Cleanup Grant.

Police

The Middletown Police Department's Community Policing is a collaborative problem-solving policing model involving our residents, as well as public and private agency support. This allows us to reduce crime, influence the growing economy by making the City safe and ultimately improve the quality of life in our neighborhoods.

Our highlights for the past two years include: A continued reduction in crime categories; Development of our Community Policing 10-Point Plan, in collaboration with the North End Action Team (NEAT); Establishment and enforcement of four new ordinances – Underage Drinking, Panhandling, Loitering (partnered with the Middlesex County Chamber of Commerce) and Pocket Bikes. Federal funds were used to purchase a 2004 Ford Expedition SUV for DUI Enforcement; our Car Seat Technician installed nearly 720 car seats; Bicycle Unit increased Community Education Activities by volunteering at all our major community events between May

and October annually. Marine Unit/Dive Team Patrol Unit has been very active with enforcement, recoveries and mutual aid with other municipal jurisdictions, such as DEP and the U.S. Coast Guard.

In the past two years, the Specialized Weapons And Tactics (S.W.A.T.) Team has made positive steps towards serving the citizens of Middletown.

The Detective Bureau has cleared almost 30% of burglaries, twice the national average, despite a reduction of staff.

Faced with increasing numbers of Identity Thefts and Fraud Bad Checks investigations, the Detective Bureau handled over 200 cases in 2004.

A School Resource Officer has been designated to work within Middletown High School.

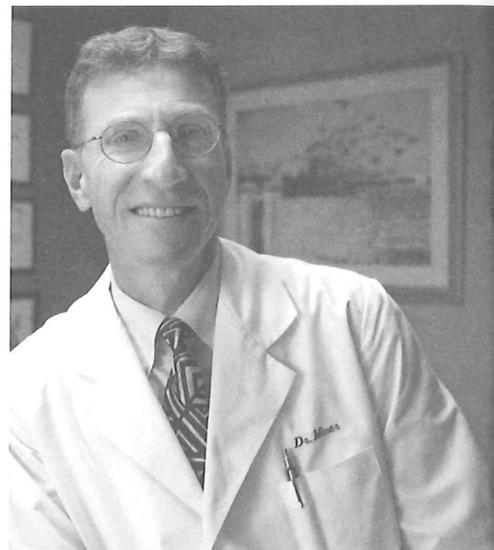
The Youth Bureau/CAPERS Unit has handled cases with a high degree of professional sensitivity.

Over 1,800 Middletown students in junior high and middle public and parochial schools are receiving Drug Abuse Resistance Education (DARE) training, including life skills and drug

and violence resistance education.

Patrol Division's response to mental health issues was recognized as one of 13 departments nationwide by the Police Executive Research Forum.

The Department's "Adopt-A-Family" program has brought happiness to numerous families over the past 10 years in collaboration with public agencies (Middletown Fire Department), Middletown School Districts (Band/Carolers), private utilities (CL&P, SBC) and Police personnel.



Public Works

The Public Works Department is responsible for planning, constructing and maintaining roads and sidewalks, planting and preserving trees along City streets and inspecting all structures in the City.

Sanitation, Recycling Center, maintenance of city-owned vehicles, issuance of construction permits and the Engineering Division are also included in the scope of Public Works. The Department maintained 194.3

miles of road in 2003-2004, an increase from the 187.32 miles of road it maintained in 1998-1999. In 2003-2004 the Building Department issued 2,322 construction permits, including 83 single-family dwellings. It also issued 2,090 construction permits, including 77 new single-family dwellings, during this same time.

Registrar of Voters

The Office of Registrar of Voters in the State of Connecticut is governed by the Connecticut General Statutes and financially supported by the municipality in which the Registrar serves. Registrars, who are elected every two years, work closely with the Office of the Secretary of the State to develop methods and procedures to ensure the voting rights of citizens and administer all elections. (i.e. National, State, Municipal, Primaries and Referenda) based on current election laws.

Registrars attend meetings with the Secretary of the State to keep current on impending and new legislation.

Registrars are responsible for voter education, organizing and conducting the annual canvass of voters, maintaining the accuracy of the registry list, updating voter files, preparing budgets, ensuring the proper maintenance of voting machines in preparation for their use and arranging for election officials to be responsible for all citizens of the municipality at the polls. Registrars also designate a head moderator for the purpose of declaring the results of the election in the whole municipality.

Elections held during the past fiscal year included Mayoral Election and Presidential Preference Primary. During the same year, 975 voters were added to the registry list.

“There’s a wonderful sense of community in Middletown. I never knew the word ‘community’ growing up. Merchants get to know you. People take care of each other here. We all work together.”

— DAVID J. MINER, M.D., F.A.C.P.

Russell Library

Established in 1875, Russell Library is the public library for the City of Middletown. Funded primarily through the municipal government, Russell Library is dedicated to providing the public with the very highest quality of library service, reliable information and lifelong educational, recreational and cultural resources for all ages, regardless of ethnicity.

Russell offers a broad range of resources, both print and electronic, and an array of educational and enrichment programs.

Patron Information

Patrons entering the library in 2003-04 increased 6% to 312,000 persons. We had new services for adult readers, Reader Advisory area and larger Friends Book Sale area; book exhibits, such as customs around the world and veterans' memoirs; and displays and lists on videos in Spanish, women filmmakers and films made from books.

Administration, Staff, Volunteers and Trustees

The library provided personal safety training, ergonomic furnishings and work flow redesign for staff; began changes in job descriptions, classification and compensation, following a study; updated the Strategic Plan, tying-in annual goals; updated local information file and computer listing of community organizations; Friends of the Library named 2003 Friends of the Year by Friends of Connecticut Libraries; and Sybil Paton was named 2004 Trustee of the Year by Association of Connecticut Library Boards.

Print And Non-Print Collections

We had a 6% increase in circulation to 628,000 items in 2003-04 (337,000 books, 291,000 other); weeded teen and audio-visual collections and most of the adult non-fiction books; brochures for parents and caregivers through Family Information Bureau resource center; Teen Parenting bags of informational materials; and resource recovery program improved return of overdue materials for continued use.

Community Cultural Center

We had a 12% increase in library programs and room use to 332,000 users in 2004; "Week of the Young Child" activities in 2003 highlighted 692 pieces of art by preschoolers; bi-lingual drop-in story times; programs for teens, including poetry nights, and began Teen Advisory Council; educational and cultural programs for adults, such as in health, genealogy and job seeking; Patron Storytelling Contest for adults and Shenker Creative Writing Contest for children; and monthly meetings of Russell Writers and Russell Readers discussion groups.

Technology

We showed a 37% increase in computer assistance to 15,000 times in Information Services in 2004; added public fax; and new method to catalog adult literacy materials.

Finances

Funding enables the Mission Statement to be fully implemented; public support restored funds for Sunday service during school year and Saturdays in the summer; and we had funds from

Friends of the Library, Community Development Block Grant and other grant sources.

Physical Plant

We completed renovation of Activity Room and Story Tell Room; expanded Circulation Services office; and installed handicapped accessible toilets in Children's and Information Services.

Senior Services

The mission of Senior Services is to assist older people and help them maintain their independence.

Senior Services develops ways for the elderly to come together, gain information and enjoy being with one another. At its best, the Senior Center can feel like a large extended family in which members eat, work, play, learn, grieve and celebrate together.

There are over 30 regularly scheduled activities; most take place at the Senior Center. The Center faces increasing challenges of inadequate space for parking, programs and storage.

One of the most popular activities is outings on the Senior Bus. Three days a week, a five-year old, 16-seat bus is boarded by happy trippers for excursions to shopping malls, theatres, museums, sightseeing and, of course, a leisurely lunch.

The computer learning center, staffed by 18 volunteers, has added courses in Word, genealogy, greeting cards, e-mail and photo editing. Other seniors volunteer with the hot lunch program, bingo, administrative help and community service projects. The Center now reaches out to many more seniors in the community with two monthly newspaper columns, a monthly newsletter and in-home counseling by the Municipal Agent.



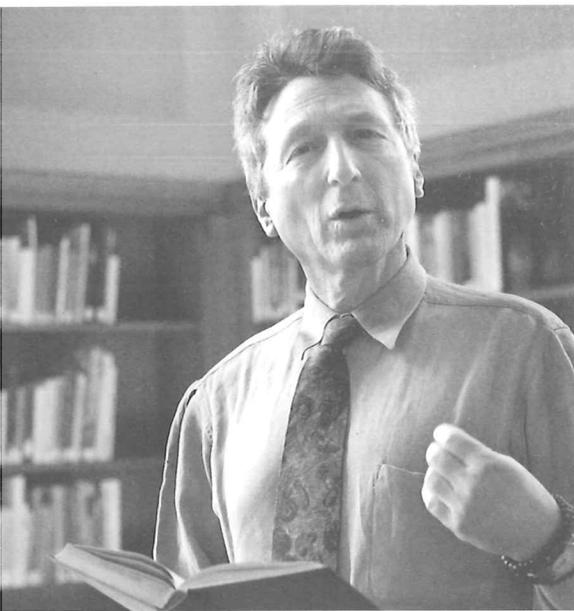
"We especially like Westfield. I pretty much know everyone in the entire neighborhood. Things have really opened up. There's more activity – it's nice to see people taking advantage of the area."

– STELLA FONG, CO-OWNER, FONG'S RESTAURANT
(LEFT TO RIGHT) JOHN FONG, STELLA FONG



"The city is starting to promote the arts. We have two galleries downtown and every little coffee house and restaurant wants to hang work. It's very rewarding."

– BARBARA BECK
WATERCOLORIST AND PRINTMAKER



“Wesleyan’s Center for Community Partnerships encourages ‘Town-Gown’ collaboration. In the last 10 years, there’s been a tremendous change in the relationship between Wesleyan and Middletown. There used to be very little interaction. Now, there’s a synergy between the two.”

— ROB ROSENTHAL
DIRECTOR, WESLEYAN SERVICE-LEARNING CENTER

Sewer

With new sewer expansion throughout the City limited, the primary task of the Sewer Department is to maintain infrastructure and control cost.

In the summer of 2004, after five years of planning and engineering work, a City Sewer Facilities Plan was filed with the Department of Environmental Protection. This report, in final approval, will allow additional funding for the regionalization to occur. In anticipation of an approval, the City began active negotiations with the Mattabassett District on the contents of a contract. It is expected that five to six years will be needed to finally complete the second phase. The result will be an interconnection with Mattabassett and closure of the Middletown Sewage Treatment Plant, opening up 15 acres of riverfront land for public use.

The department has also been working to complete several sub-projects under its original 1989 DEP orders to the City.

In an effort to control costs, the Sewer Department has moved aggressively to reduce the total number of operating sewer pump stations in town. In total, the City will, within a little more than the two-year planning period, replace a total of six pump stations with gravity operation.

With the completion of the Maximus Study and vacancies within the department, the department was able to improve the standards of its personnel by attracting extremely qualified candidates with expert construction experience. The department intends to continue efforts to create an operating unit that can handle system emergencies and repairs, primarily with in-house expertise. As a cost saving measure, the department will look to perform minor sewer extensions with our own forces.

In the Spring of 2004, the Water Pollution Control Authority approved an initial budget, which has allowed the City to start addressing Inflow and Infiltration issues within town.

Technology Services

The City has created a Technology Services Department to help foster the increased use of Technology in all City Departments.

Heretofore, the technology projects were managed by a division of the Finance Department. By making that division a separate department, the City is exploring the ways that technology can streamline, automate and reduce the costs of City operations. However, the new department is tasked with much more.

The Technology Services Department will also serve as a catalyst for new technology initiatives that serve the public directly, including updates of the City's Web Site, increased use of on-line transactions and efforts to help position the City as a technology leader in the State.

Town Clerk

"Serving the public is a calling, not a job. We are here to provide the best service possible to the citizens of Middletown and the general public with the funding and resources provided us."

*~ Former Town Clerk
Anthony "Buddy" Sbona*

The Town Clerk's Office is custodian of the land records. Other responsibilities include State licensing such as sportsmen, trade names, liquor, justices of the peace and notary public. The administration of election duties, including absentee ballot preparation and issuance, is one of the most important duties of this office.

We also serve as the depository for boards and commissions of the City, including the Common Council, with respect to the filings of their meeting notices, agenda and sometimes minutes. This provides residents and others access to the public agencies that may have policy-making powers.

The Town Clerk's Office serves as

the City's depository for information as well as the providers of general information. This office fields thousands of phone calls per month covering every range of topic imaginable.

One of the major accomplishments of this office was a total restructuring of staff and responsibilities which enabled us to improve our service to the public.

Unfortunately, the record setting revenue this office has generated since 2002 has not afforded us the ability to computerize the City's land records.

The Connecticut Town Clerks Association was instrumental in helping to pass a state law in 2001 that placed a \$3.00 fee on each land record recorded in the Town Clerks' offices throughout the State. To date, the City of Middletown has benefited in the amount of \$36,000.00 from these funds. We have restored land records and maps that date back to the 1700's in addition to adding modern shelving storage in our land records vault. This storage helped to create much needed space for many more years of land record volumes.

Water

The department is currently working with the Connecticut Department of Transportation to widen Route 66 through the center of the Mt. Higby Reservoir complex. This project, years in the making, required serious Water Department design input to create a safer drainage system within the Mt. Higby Reservoir complex. It is expected to be completed in 2005.

The department has initiated preliminary design work for the replacement of Wells No. 1 and 3 at the Roth Wellfield on River Road. The department is also installing two additional wells, Wells No. 11 and 12, to the extreme east of the facility.

Water main sizes and lengths installed during 2003-2004

12" Pipe	1,295 Linear Feet
8" Pipe	5,020 Linear Feet
6" Pipe	230 Linear Feet

In July of 2002, the Water and Sewer Departments moved to centralized headquarters at 82 Berlin Street, improving the department's

operating efficiency.

During the winter of 2003-04, the department updated and upgraded its supervisory control and data acquisition system (SCADA) at the John S. Roth Water Treatment Plant on River Road.

The department, in December 2004, completed reconstruction at the Poplar Road Pump Station external building.

The department currently maintains approximately 192 miles of water transmission and distribution mains as well as approximately 1,397 fire hydrants within the City, which are tested and serviced annually. The department also maintains three pump station facilities, two above ground water storage tanks, and approximately 1,600 acres of reservoir and associated lands.

The department will continue to maintain its excellent water quality to its citizens and will look to all methods possible to meet and exceed expectations under the EPA, and State Department of Public Health Guidelines imposed on the utility.

"Basically, Middletown has a wonderful private-public partnership that a lot of cities in the state would like to copy. The growth is mostly driven by the city, which is the way it should be. We're constantly getting communications from businesses wanting to come to Middletown."

— LARRY MC HUGH
PRESIDENT, MIDDLESEX COUNTY CHAMBER
OF COMMERCE



Future Development Projects

Middlesex Hospital, named one of the top 100 hospitals in the country by Solucient in 2005, is attracting new medical services to the City.

- The Saybrook Rd. Medical Corridor is attracting medical office construction.
- The Renaissance of Main Street Middletown is attracting retail, arts and entertainment companies to the City. Few mid-size cities have Middletown's strong daytime commerce and evening/weekend visitors.
- There is now a strong sense of optimism in the area as this multi-cultural district experiences grassroots revitalization led by the North End Action Team (NEAT). The City has provided the building, along with significant funds for Wesleyan University, to create the \$2 million Green Street Arts Center. An \$18 million housing redevelopment plan, with the Richman Group and Broad Park Development Corporation as preferred developers, is planned.

- Wesleyan University is in the midst of a campus renewal master plan with projects totaling \$281 million planned for this decade, including the Film Studies Center, expansion of the Freeman Athletic Center, Butterfield & Fauver Field housing, and a new 72,625 square foot Usdan Campus Center.
- The race is on to create and expand the shopping in town. The growth of the downtown and a growing affluent population are creating new retail demands and opportunities.
- Construction starts Spring 2005 on the new Middletown High School. The \$89 million, state of the art school will accommodate 1,500 students.
- New home construction is attracting families to Middletown. New construction of active adult communities are being planned including Sonoma Woods and Bacon Village. The roads and all utilities are private and the over 55 year old residents will not affect education costs.
- The long-held dream of connecting the Central Business District with the

waterfront moved closer with the designation of SullivanHayes and Faison Enterprises as Preferred Developers for the South Cove Riverfront Properties. The \$200 million 85 acre development will create 400,000 square feet of new retail and entertainment space, several hundred units of upscale housing, and a marina.

- Kleen Energy, Inc. has received all approvals to begin construction of a \$250 million 520 MW gas fired turbine power plant.
- The strategic location of the I-91 Business Corridor has attracted two large national developers. M. F. DiScala & Company, creator of Millennium Business Park, is actively pursuing development of 750,000 square feet of commercial/industrial space in a 100-acre business park on Middle Street. The Flatley Company has a fully approved site plan for Roscommon Park with 300,000 square feet of professional office space and a 400-room hotel and conference center.

Middletown Government

Mayor

Domenique S. Thornton

Common Council

Joseph E. Bibisi
Gerald E. Daley
Stephen T. Gionfriddo
Ronald P. Klattenberg
Elizabeth K. Nocera
Francis T. Patnaude
Earle V. Roberts, Jr.
John L. Robinson
Jesse J. Salafia
Robert P. Santangelo
James B. Streeto
Phrances L. Szewczyk

Board of Education

Sally Boske
William S. Boyd
Daniel Filer
Corinne Gill
Jay Keiser
Marie O. Norwood
John Phillips
Barbara M. Weiss
Gerard F. Winzer

Probate Judge

Joseph Marino

Treasurer

Christine Bourne

Board of Assessment Appeals

David Boyce
Daniel Russo
Evelyn Russo

Registrar of Voters

Sandra Faraci (D)
Janice Gionfriddo (R)

Boards & Commissions

Affirmative Action Monitoring
Committee
Arts and Culture
Board of Ethics
Board of Health
Cable Advisory Committee
Committee Concerning People with
Disabilities
Conservation Commission
Contract Compliance Board
Enterprise Zone
Harbor Improvement Agency
Housing Authority
Human Relations Commission
Inland/Wetlands
Long Hill Estate Authority
Memorials Restoration
Middletown Preservation and Design
Review
Middletown Housing Partnership

Middletown Housing Partnership Trust
Middletown School Readiness Council
Midstate Regional Planning
Park and Recreation Commission
Parking Authority Commission
Public Safety Telecommunications
Redevelopment Agency
Resource Recycling Advisory Council
Retirement Board
Riverfront Development Committee
Russell Library Board of Trustees
Sanitary Disposal District Commission
Senior Services Commission
Transit District
Urban Forestry Commission
Walter C. Jones Fund
Water Pollution Control Authority
Youth Services Commission
Zoning Board of Appeals

Building Committees

Wesley School
Lawrence School
Middletown High School
Berlin Street Renovations

Contact Directory

Mayor Dominique S. Thornton	344 3401
Arts & Culture	344 3520
City Attorney	344 3422
Consumer Protection	344 3491
Emergency Management	346 7676
Finance Director	344 3435
Fire Department	346 8623
Health Department	344 3474
Human Relations	344 3497
Parking Authority	344 3260
Parks & Recreation	343 6620
Police Department	347 6941
Personnel Department	344 3487
Planning, Conservation & Development	344 3425
Public Works	344 3408
Russell Library	347 2528
Senior Services	344 3513
Sewer Department	343 8085
Superintendent of Schools	638 1401
Tax Assessor	344 3454
Tax Collector	344 3429
Town Clerk	344 3459
Transit District	346 0212
Water Department	343 8085
Youth Services	704 4547

You may also reach the Mayor via
e-mail: mayor@cityofmiddletown.com

This Annual Report is printed on FSC certified Mohawk Options, 100% PC White. This paper contains 100% post-consumer recycled fiber and is manufactured entirely with wind energy. Check out the savings:

- 24 trees not cut down
- 69.30 lbs. waterborne waste not created
- 10,194.60 gallons water/wastewater flow saved
- 1,081.61 lbs. solid waste not generated
- 2,113.86 lbs. atmospheric emissions eliminated
- 13,815,050.71 BTUs energy not consumed
- 298.77 lbs. air emissions (co2 and NOX) not generated

Concept & Design: Cashman + Katz
Photography: Derek Dudek Studio

Special thanks to Linda DeSena at the Mayor's Office.