THE WEB LETTER

Enfield, Connecticut

Issue 4 April 2009

INSIDE THIS ISSUE:

New Permit Center	2
Senior Center News	2
Annual Financial Report	3
Plan of Conservation & Development	5
Enfield Adult Day Center	5
Public Works Charity of Hope	6
Fourth of July Celebration	6
Recreation Events	6-7
Enfield Public Library	7

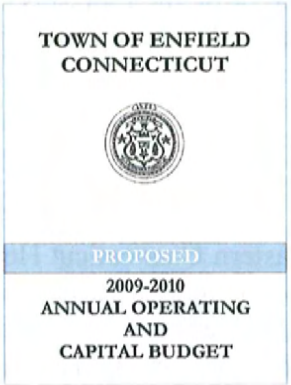
Personalizing Customer Interaction

The new customer service desk, located in the lobby of the Town Hall, offers employees a chance to enhance customer interaction and provide support to anyone visiting the Town Hall of Enfield. Shown to the right is Cindy McGuire, morning receptionist, assisting town resident Joe Caruso.

Featured in the second picture are Mike Parkman and John DeGray building the unit at the Building and Grounds Garage located at 52 Prospect Street.

"We are committed to consider the knowledge and perspective of customers and promptly respond to their ideas and concerns" - Town of Enfield Customer Service Policy Statement.

The Town of Enfield will hold a Public Hearing on the Proposed Annual Operating and Capital Budget for the Fiscal Year July 1, 2009 to June 30, 2010. The Public Hearing will be held on Wednesday, April 29, 2009 at 7 p.m. in the Auditorium of John F. Kennedy Middle School, 155 Raffia Road, Enfield, CT. All electors and taxpayers will be provided an opportunity to express their opinions and further give written and/or oral comments regarding the proposed budget. The proposed budget can be found under the Finance Department on the Town's homepage.



Nominees Sought

Members of the Enfield Patriot Award Committee are seeking nominations for the Enfield Patriot Award. Nominations are open to all men and women who have resided in Enfield for over 15 years. Application forms are available at the Town Manager's Office, Central Library, Pearl Street Library and the Pearl Street Barber Shop. They can also be printed from the Town's website or the Enfield July 4th Town Celebration website www.enfieldcelebration.org.

Visit Our New Permit Center

The Development Services Department has transitioned to a customized application process now located in the Building Department. To continue in the effort to bring high performance to Development Services, while improving customer service the Town of Enfield has created a position of the Building Permit Technician. The Building Permit Technician is the first point of public contact for inquiries and applications for building permits. This position will give the department a greater ability to advise builders and citizens of the necessary requirements for local building projects.

We are pleased to announce that Mrs. Sarah Bollinger has accepted the appointment to this very important position. Sarah brings a wealth of technical experience and customer service skills to Development Services. Sarah has extensive public and private experience and understands that safety is vital as well as helping applicants to succeed.

Expanded Services at the Enfield Senior Center

The Enfield Senior Center is proud to partner with community organizations to support our mission. By partnering, we can expand our services to Enfield residents without expanding our budget.

Thanks to the Town of Enfield Information Technology Department, residents can bring their laptops in, have a cup of coffee and surf the internet. The Enfield Senior Center now offers free wireless internet access. Join us in our Cyber Café.

John Sullivan, Pat Dennis and Rich Watton stop for a cup of coffee in the Cyber Café.

Eastern Connecticut Health Network will begin laboratory services at the Enfield Senior Center Wellness Room from 8 to 11 a.m. on Mondays beginning March 16. Just call the Senior Center at 763-7425 in advance for an appointment or walk-in if there is no one waiting. Bring your laboratory order from your physician and ECHN staff will draw the blood and send it to the lab for testing.

Do you have a question that you would like to ask a nurse? Visiting Nurse and Health Services of CT is beginning a new service at the Senior Center called, "Ask the Nurse." Every Tuesday from 1 to 2 p.m. beginning March 17, a nurse will be available to answer questions about health concerns. Make an appointment by calling the Senior Center at 763-7425.

To receive this Quarterly Webletter electronically, please visit our website and join the mailing list. If you have any questions please contact the Town Manager's Office at 860-253-6350

Town of Enfield
ANNUAL REPORT June 2007—July 2008

FINANCE DEPARTMENT

The Finance Department is responsible for the overall direction and management of the fiscal affairs of the Town, including financial reporting and accounting, cash management, collection of all property taxes and special assessments, assessment and preparation of the Grand List, effective procurement of required goods and services and risk management.

The following financial information is contained in the Comprehensive Annual Financial Report (CAFR) of the Town of Enfield for the fiscal year ended June 30, 2007. No later than December 31 each year, unless approved for extension, a complete copy of the CAFR for the preceding fiscal year is submitted to the State. A copy of the report is filed with the Office of the Town Clerk, and available for public inspection. All amounts in this section are reported in thousands unless otherwise noted.

RESULTS OF FINANCIAL OPERATIONS OF THE GENERAL FUND

Revenues and other financing sources for the general fund (budget basis) totaled $112,785, or 3.6% over fiscal year 2005-2006.

A comparison of revenues from various sources and the changes from fiscal year 2005-2006 are shown in the following tabulation:

General Fund Revenues by Source and Other Financing Sources	Year Ended June 30, 2007	Percent of Total	Increase (Decrease) From June 30, 2006
REVENUES:			
Property Taxes	$ 75,769	67.18%	$ 3,339
Intergovernmental Revenues	32,020	28.39	1,162
Charges for Services	3,601	3.19	(498)
Uses of Money and Property	1,328	1.18	191
TOTAL REVENUES	112,718	99.94	4,194
OTHER FINANCING SOURCES	67	.06	(284)
TOTAL REVENUES AND OTHER FINANCING SOURCES	$ 112,785	100.00%	$ 3,910

The October 1, 2005 net taxable grand list totaled $2,083,632, an increase of $38,599 or 1.89% over the previous year. The mill rate for fiscal 2006-07 was 36.18 per thousand of assessed value (excluding the fire district tax rate) and the total adjusted current taxes collectible were $75,636. Of this amount $73,763 or 97.5% of the total current levy was collected. The rate of collection is comparable to other towns in Connecticut with similar demographics.

Expenditures and other financing uses for the general fund (budget basis) totaled $111,622, an increase of $2,460 or 2.3% over fiscal year 2005-2006.

Changes in levels of expenditure for major functions of the Town from fiscal year 2006-2007 are shown in the following tabulation:

General Fund Expenditures by Function and Other Financing Uses	Year Ended June 30, 2007	Percent of Total	Increase (Decrease) From June 30, 2006
EXPENDITURES:			
General Government	4,030	3.61%	$88
Public Safety	7,510	6.73	(937)
Recreation	443	.39	14
Public Works	9,831	8.81	142
Library	1,263	1.13	77
Planning and Development	734	.66	(5)
Intergovernmental and Interagency	347	.31	26
Board of Education	67,898	60.83	2,861
Non-Departmental charges	8,847	7.93	119
Debt Service	3,988	3.57	(100)
TOTAL EXPENDITURES	104,891	93.97	2,285
TRANSFERS TO OTHER FUNDS	6,731	6.03	175
TOTAL EXPENDITURES AND OTHER FINANCING USES	$ 111,622	100.00%	$ 2,460

FUND BALANCE PHILOSOPHY

The Town of Enfield has consistently maintained an Unreserved and Undesignated Fund Balance of 5-10 percent of total expenditures to ensure the continuity of the orderly operation of the Town and provide the high level of services expected by the electorate, and the continued stability of the tax structure.

DEBT ADMINISTRATION

The statutory debt limitation for the Town of Enfield at June 30, 2007 was $582,253 and the actual total town indebtedness was $24,605. Debt was issued in prior years for voter approved projects including Roads 2000, Elementary School Rehabilitation, construction of the Senior Center and the Enfield High School library. The amount of outstanding debt represents 4.2% of the limit.

Current Debt Ratios
As of June 30, 2006

Population (as of 7/1/06)	45
Net Taxable Grand List, 10/1/05	$2,083,632
Outstanding Debt	24,605
Debt Per Capita	546
ebt Ratio to Net Taxable Grand List	1.18%

Current ratings from the two bond rating agencies are as follows:

Moody's Investors Services, Inc. Aa3
Standard and Poors Corporation AA

ANNUAL AUDIT

Chapter III, Section XI of the Town Charter requires the Town Council to annually designate an independent public accountant or firm of independent public accountants to audit the books and accounts of the Town as provided in the General Statutes of Connecticut. This requirement has been complied with and the report of Blum, Shapiro & Co, P.C. is incorporated within the financial section of the Comprehensive Annual Financial Report.

The Finance Department will continue to work to foster and maintain an environment which demonstrates fiscal accountability, efficiency, integrity and stability. Over the coming year the focus will be on improving customer service (both internal and external users), increasing the tax collection rate and development and implementation of a plan to replace the town's financial software and assessment software packages.

Lynn Nenni
Director of Finance

Plan of Conservation and Development Update

Work on the update of the Plan of Conservation and Development continued in February when Peter J Smith and Company, the consulting firm selected to complete the update, conducted a Visioning Forum at John F. Kennedy Middle School. This public visioning led those in attendance to the formulation of a number of ideas on the future of Enfield. Representatives of the consultant also met in February with various focus groups that targeted specific topics such as Economic Development, Manufacturing & Education, Transportation, Conservation & Environment, Real Estate, Housing & Development, Historic Preservation, Arts & Culture and Agriculture. This was condcuted over a two day period.

Peter J Smith and Company is taking all the information gathered during this period and putting together a survey that will poll residents' opinions on various issues related to Enfield's future growth. The first batch of surveys will be sent by mail to a random sample of residents so that the results can be scientifically analyzed. Residents will also have a chance to fill out the surveys at the Library, the Senior Center and on the Town's Web Page.

The consultant will be presenting another progress report to the Steering Committee in April. The final draft of the Plan is expected by the end of summer 2009.

Enfield Adult Day Center

Enfield's Adult Day Center, located at 1A Beech Road, continues to offer a variety of social, medical and support services to individuals who require supervision and/or assistance during the day. The Center provides clients an array of activities in safe, comfortable, structured settings and currently has openings.

Hours of operation are 8 a.m. to 4 p.m., Monday through Friday. Transportation is available. For further information, please contact Paula Vaicekauskas, Enfield Adult Day Center Director, at 763-7538.

Spend the Day with Us

Support for elders and their families
Meals & Snacks
Nursing Services
Social & Recreational Activities
Personal Care Assistance

The Enfield Adult Day Center
1A Beech Road
763-7538

While the temperature remained low, February activities kept clients of the Enfield Adult Day Center upbeat and warm. Tasty bakery treats and a variety of teas took a bite off the chill at a Valentines Tea Party. One week later, clients headed south (to Hartford) for a taste of spring and enjoyed almost three acres of color and fragrance at the Connecticut Flower & Garden Show.

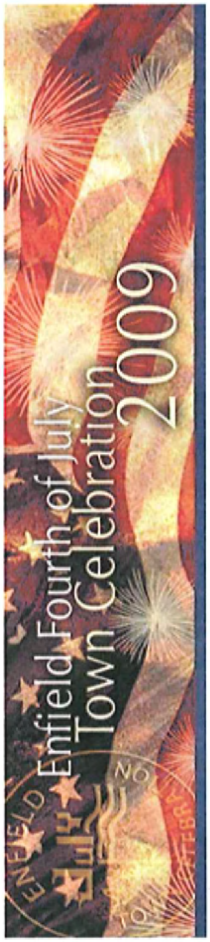
Department of Public Works

On January 6, 2009, the Town of Enfield gave Charities of Hope (COH), a true not-for-profit organization, permission to place a clothes drop box at the Enfield Transfer Station located on Town Farm Road.

Clothes, shoes and linens are accepted at this drop-off box. These items ultimately end up in either third world countries (e.g., Chile and Mexico), local American social services institutes or even our own community.

Residents wishing to make donations may visit the Town of Enfield Home page for Transfer Station hours and further information.

Town of Enfield Fourth of July Celebration



Volunteers are the real stars of the Enfield Town Celebration. Last year you did everything from selling tokens and serving beverages, to assisting with rides and games, entertainment and operations. Your tireless dedication and hard work helped make over 60,000 people happy and showed the world why Enfield is a great place to live.

We hope to see you all back again this year to continue this great tradition!

Volunteer Guidelines
Any person 14 years and older may volunteer.
Token sellers must be over age 18 .
Beer Pourers must be over age 21 (ID required).

Volunteer as a Group ~ Clubs, civic organizations, and businesses are welcome to volunteer together for any event.

Make it a Family Event ~ Family groups (including parents and children over age 10) are welcome to join us for a shift in the soda tent. Bring your Friends ~ Gather a half dozen of your closest friends and have fun working together. Or simply come down to the green and join the rest of the fantastic people that make this celebration possible.

Sign Up Online to Volunteer or contact our Volunteers Director at volunteers@enfieldcelebration.org.

AARP 10 Week Walk Program

Walking is one of the easiest ways to exercise, and research has shown it can also reduce your risk of some diseases. See how easy it is to step up to better health by joining AARP, the Enfield Recreation Department and the Enfield Senior Center for a **FREE 10-Week Walking Program**. Sign up for a walking group, a free step counter, participant guide and 10 free weekly educational sessions on health, fitness and wellness. Register today by calling 860-253-6420. Pre-registration is not required but highly recommended. *Open to adults 40 and up.*

Annual Fishing Derby

Saturday, June 6, 2009 –No Registration Necessary

Grab your fishing gear and come join us for a morning of casting lines and catching some fish! Held at Freshwater Pond, the derby is open to Enfield's youth ages 15 and under. Fishing will begin promptly at the 9 a.m. cannon blast and will end at 11 a.m. Prizes will be awarded for largest fish caught in each age group. A prize will also be awarded for first fish caught and best dressed fisherperson.

Town of Enfield Reminder Bulletin

Enfield Public Library

The Enfield Public Library is pleased to announce that we will again participate in the Connecticut Center for the Book's *World of Words* program in April 2009. This year, our featured focus will be on the culture of Germany. The mission of the Connecticut Center for the Book is to celebrate books, writers and readers who engender and sustain the life of the imagination and to highlight authors, illustrators, printers, publishers and the literary heritage of the State of Connecticut. Over the past eight years, we have had some wonderful programs celebrating the various cultures that make up our Town. Poland, France, Ireland, Italy, Brazil, India, China and Mexico all have been featured and have provided the imaginative insights usually reserved for the traveler. This spring we are anticipating a fabulous new journey!

For more information, or if you are interested in participating, please contact Lisa Sprague or Mary Palomba at the Enfield Public Library by calling 763-7512.

DIRECTORY OF TOWN SERVICES

Emergency Number for Fire, Police and EMS 911

Police Department, 293 Elm Street

Director of Public Safety	Chris Bromson	763-8913
Chief of Police	Carl Sferrazza	763-8913
Non Emergencies		763-6400
Dog Pound, 60 Parsons Road		741-4042

Town Hall, 820 Enfield Street 253-6300

Assessor's Office		253-6339
Building Inspector	James Taylor	253-6370
Economic Development	Raymond Warren	253-6385
Emergency Management	Dan Vindigni	253-6351
Engineering	Jeff Bord	253-6363
Finance	A. Lynn Nenni	253-6330
Human Resources	William Mahoney	253-6345
Technology	Paul Russell	253-6454
Planning	Jose Giner	253-6355
Inland/Wetlands		253-6358
Purchasing	Cathy Cherpak	253-6329
Tax Office	Suzanne Guiness	253-6340
Town Attorney		253-6405
Town Clerk	Suzanne Olechnicki	253-6440
Town Manager	Matthew Coppler	253-6350
Treasurer	Kim Marcotte	253-6326

Social Services, 100 High Street 253-6395

Director	Pamela Brown	253-6395
Adult Day Care	Paula Vaicekauskas	763-7538
Community Development	Peter Bryanton	253-6390
Congregate Living	Marianne Robinson	763-7519
Child Day Care	Karen Edelson	763-7003
Dial-A-Ride	Annette Reed	253-6410
Emergency Fuel	Joel Cox	253-6397
Child Development Center/Family Resource Center		253-5212
Family Resource Center/Alcorn	Amy Morales	253-5144
Housing/Code Enforcement	Rich Metcalf	253-6386
Neighborhood Services	Joel Cox	253-6396
Senior Citizens Center	Susan Lather	763-7425
Youth Center	Christie Amsden	253-5004
Youth Services	Jeanne Haughey	253-6380

Public Works, 40 Moody Road 763-7520

Director	Piya Hawkes	763-7599
Highway	William Sperrazza	763-7561
Snow Removal/Leaf Collection		763-7527
Refuse Collection	Kevin Donahue	763-7524
Heavy Trash Collection	Kevin Donahue	763-7560
Water Pollution Control	Marvin Serra	253-6450

Recreation, Angelo Lamagna Center, 19 North Main Street

Supervisor	Mary Keller	253-6420

Central Library, 104 Middle Road 763-7510

Director	Henry Dutcher	763-7550
Pearl Street Branch	Colleen Santanella	253-6433

EMS, 1296 Enfield Street.....Art Groux.....253-5241

ENFIELD TOWN COUNCIL

District 1
Joseph Bosco
745-8082
jbosco@enfield.org

District 2
William J. Edgar Jr.
745-2920
w_j_edgar@sbcglobal.net

Mayor & District 3
Scott Kaupin
749-1820
skaupin@enfield.org

District 4
Clemence Dumont
741-2363
cdumont@enfield.org

At Large
Patrick Crowley
745-3671
pcrowley@enfield.org

At Large
Jason Jones
749-2837
jjones@enfield.org

At Large
David W. Kiner
265-3366
dkiner@enfield.org

At Large
Bill Lee
749-4922
blee@enfield.org

At Large
Cynthia Mangini
763-0577
cmangini@enfield.org

Deputy Mayor At Large
Ken Nelson Jr.
745-5187
knelson@enfield.org

At Large
William Ragno
wragno@enfield.org

Town Manager
253-6350

Matthew Coppler
mcoppler@enfield.org

Hours of Operation
Monday through Friday
9 a.m. to 5 p.m.

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