

Annual Report

City of Milford, Connecticut
2011 - 2012



*Benjamin G. Blake, Mayor
City of Milford*

MAYOR

BENJAMIN G. BLAKE



BOARD OF ALDERMEN

FIRST DISTRICT

Greta Stanford
Anthony S. Giannattasio, Minority Leader
Brian Bier

SECOND DISTRICT

Janet A. Golden
Nick Veccharelli, Jr., Majority Leader
Robert C. Dickman

THIRD DISTRICT

Frank J. Smith
George R. Gasper III
Paula Smith

FOURTH DISTRICT

Susan Shaw
Philip J. Vetro, Chairman
Daniel J. German

FIFTH DISTRICT

Robert C. Nunno
Bryan N. Anderson
Raymond G. Vitali

TO: *The Honorable Board of Aldermen*

FROM: *Benjamin G. Blake, Mayor*

In accordance with the provisions of Article 3, Section 2 of the Charter of the City of Milford, I hereby submit the *Annual Report* for the fiscal year 2011-2012.

I thank the members of the Board of Aldermen, past and present, for their cooperation during this past year.

I would also like to take this opportunity to acknowledge the hard work of all city employees who labor throughout the year to provide Milford's citizens with a safe, healthy and pleasant place to live. I know that they take pride in the work that they do and I greatly appreciate their efforts. Below is a list of all employees who have retired or passed away during this year.

Retirees July 1, 2011 to June 30, 2012

Board of Education

Barbara Baker
Laura Barrett
Gabrielle Beltz
Lynn Gainnotti
Joseph Harrington
Phyllis Kloeppner
Anne Lapham
Gary Nosal
Jessica Reynolds
Joseph Vai

Permitting & Land Use

Kathleen Kuchta
Joseph Milici

Health Department

Carla McNamara

City Attorney

Rosalie Spinelli

Public Works Department

Charles Carature
David Dulin
Daniel Hooks
Thomas Protsko
Thomas Rea
Janet Terry

Fire Department

Leonard Benigno
Jose Colon
James Connors III
William Healey
Patricia Hoppes
David King
Douglas Turner
Michael Ucci

Lisman Landing

Joan Tougas

Police Department

Gary Compare
Sean Darby
Joseph Della Monica
Frank Gall, Jr.
Arthur Huggins
Sarah Nierenberg
Robert Riordan
Mary Jane Robbins
Edward Shea
Stephen Staurovsky
James Staurovsky
Patrick Tierney

City Clerk

Sandra Steady

Purchasing

Lawrence Tomasco

Employees Deceased July 1, 2011 to June 30, 2012

Police Department

Barbara Coughlin

Retirees Deceased July 1, 2011 to June 30, 2012

Board of Education

Dorothy Boreiko
Frances Brelsford
Winifred Canfield
Evelyn Cooper
Dorothy DaCosta
Eleanor Fazekas
William Harvey
Gertrude Hoage
Fred Worroll

Health Department

Beverly Bergstein
Marie Carpenter

Police Department

William Bull
Michael Skirkanich

Fire Department

Robert Busk
James Healey
Peter Phelan, Jr.

Deceased Supplement Recipients July 1, 2011 to June 30, 2012

Police Department

Edward Banks
William Bull
Marjorie Gabryszewski
Michael Skirkanich

Fire Department

Marie Busk
James Healey
Peter Phelan, Jr.

CITY OF MILFORD

GENERAL FUND UNAUDITED OPERATING RESULTS BUDGETARY BASIS FOR THE YEAR ENDED JUNE 30, 2012

Total Estimated Revenues.....	\$ 186,510,375
Total Estimated Expenditures.....	(184,269,087)
Cash Advance to Fiscal Year 2012/2013.....	—
Operational Results.....	\$ 2,241,288*

*This amount is mainly due to better than expected tax collections and interest and penalties, which were offset by lower than expected fee and other income, particularly conveyance tax, sale of real estate and interest income.

There were also savings in operating budgets of City departments due to careful management. These savings were preserved by using zero dollars of fund balance in the FY13 budget. This was \$4,000,000 less than was used for the FY12 budget.

FINANCIAL AFFAIRS

FINANCE DEPARTMENT

In July of 2012, the City was notified that it was awarded a Certificate of Excellence in Financial Reporting from the Government Finance Officers Association of the United States and Canada for its FY11 Comprehensive Annual Financial Report. This is the eighth year the City has received this prestigious award. This past year, the City earned an AA+ Bond rating from Fitch and an Aa1 and AA+ from Moody's and Standard and Poor's respectively. The City witnessed some very favorable low interest rates for debt, and the year finished with positive results of approximately \$2.2 million (audit adjustments could change this figure). This was accomplished with a combination of better than expected tax collections and expenditure savings in City departments. These better than expected revenues and lower than expected expenditures were offset by lower than expected fees, interest income and other income. The use of fund balance was \$4 million for FY12 and \$0 for FY13. City expenditures increased \$5.0 million or 7.0% to \$73.6 million, and Board of Education expenditures grew \$2.6 million or 3.0% to \$109.1 million. State aid to the City was \$402,000 more than budgeted. Total State aid to the City increased by \$2.1 million. For FY13, the State Legislature voted to increase the level of Education Cost Sharing funding. The availability of financial information continued to allow each City department to manage expenditures to ensure that they did not exceed budget. This same ability allowed the Finance Department to optimize both the City's cash flow and investment earnings. Over \$648,000 was collected for the Debt Service Assessment, for the sewer renovation, from the \$25 surcharge in the Sewer Fee. Total sewer renovation loan repayment was \$1.9 million, of which, approximately \$966,000 was paid for by the Debt Service Assessment and Debt Service Reserve Fund.

ANNUAL AUDITOR'S REPORT

The City's financial records are audited each year with the most recent audit being received December 2011, for the fiscal year ending June 30, 2011. A citywide statement of net assets, excluding pension and other fiduciary funds, and a statement of activities were presented as is required by generally accepted accounting principles. These statements were prepared on the accrual basis of accounting, which includes all current assets and liabilities, capital assets, infrastructure (roads, bridges, sewers, etc), long-term obligations, accruals for interest income and interest expense and depreciation. The City's net assets decreased by \$12.2 million below FY10. While total assets grew \$16.2 million (mainly \$20.6 million in capital assets not being depreciated), the liabilities grew \$28.5 million mainly due to \$18.4 million in the Other Post Employment Benefits (OPEB) obligation for the City and Board

of Education. Unrestricted net assets, the part of net assets that can be used to finance day-to-day operations without constraints, and established by debt covenants, enabling legislation, or other legal requirements, decreased by \$330,000 to a deficit of \$15.4 million in the governmental activities in FY11. This was mainly due to the increased net OPEB obligation of \$18.4 million. The "Funds" financial statements, which follow the citywide statements, are required to be prepared on the modified accrual basis. The Funds statements only include current assets and liabilities. Information for long-term obligations and capital assets is disclosed in the notes to the financial statements, in financial schedules and in the statistical tables. The Audit Report from the firm of Blum Shapiro & Company, P.C. placed the City's total net assets for FY11 on the Statement of Net Assets at \$120.8 million (FY10 \$133.1 million). This is the fourth consecutive year the total net assets have decreased. The Pension Fund and other Trust and Agency Funds ended the year with net assets of \$361.472 million (FY10 \$313.460 million) with the City's pension fund being 100% funded. The total of these two figures is \$482.272 million. The City's General Fund (the fund covering City services and recording property tax revenues) ended the year with an unreserved, undesignated fund balance of \$12.841 million. Copies of the audited financial statements are on file with the City Clerk, in the Library and on the City's website (www.ci.milford.ct.us) under the Finance Department.

ASSESSOR'S OFFICE

The primary function of the Assessor's Office is custodian of the City's Grand List. This past year marked the successful completion of the 2011 citywide, in-house reassessment. The program of auditing businesses' Personal Property Accounts has been in effect for three years and is expected to be completed by the end of 2012. This program continues to successfully generate revenue for the City. The Assessor and deputies in the Office are responsible for inspecting properties that have had new construction or improvements made so that real estate assessments can be updated.

TAX OFFICE

One of the responsibilities of the Tax Office is to track delinquent motor vehicle, personal property and real estate accounts. The resulting payment plans from these efforts facilitated increases to prior tax collections and interest and lien accounts. Total tax collections for the aggregate budget closed with a collection rate of 101.16 percent. The staff's overall collection efforts resulted in a current tax collection of \$153,421,467, prior year taxes totaled \$2,144,961 and interest and liens totaled \$1,509,447. The Alias Tax Warrant Program collected \$433,846 in combined tax, interest and lien fee revenues.

PURCHASING DEPARTMENT

The Purchasing Department issued 60 bids valued at \$10,223,632 and processed 4,011 purchase orders in 2011-2012. With the City's reputation for paying invoices quickly, Milford is regarded as a highly desirable account – a fact reflected in the quality and number of bids received. Bid specifications, bid results and related documents are posted on the City's website. Nearly two-thirds of the Department's bids and correspondence are transmitted via e-mail, thereby reducing postage costs. The Department also administers the vehicle insurance program, computer/office machine service and maintains the fixed asset inventory system.

MANAGEMENT INFORMATION SYSTEMS (MIS) DEPARTMENT

The MIS Department created a Help Desk module, in an existing citizen complaint tracking application, to log requests and service calls from City departments. Milford Lisman Landing was brought online to the MILFORD domain via fiber-optic. A new timekeeping system was resurrected, and the Public Works Department will be the first department to use the system. Telecommunication lines were brought into the East Side Fire Station, and work continued throughout the year on the City's new consolidated Police and Fire dispatch center located at the Milford Police Department. MIS completed a citywide telecommunications inventory in preparation for a new phone system. A central IBM server was upgraded, and ViewPermit and QLess software went live for electronic permitting.

PENSION AND RETIREMENT BOARD

The primary responsibility of the 15 member Pension and Retirement Board is to oversee the management of the Pension Fund. At the close of the fiscal year, the pension fund was valued in excess of \$322,897,527, down \$35,768,149 from last fiscal year. The Pension Board received 49 applications of entry and processed 14 withdrawals and refunds. At the close of the fiscal year, there were a total of 729 active participants in the plan. A total of 43 employees retired from City service - 16 from general government, ten (10) from the Police Department, seven (7) from the Fire Department and ten (10) from the Board of Education. This brought the number of people receiving a pension from the City of Milford to a total of 689. The Pension Office continued to be available to both employees and retirees for any questions and/or concerns they might have regarding pension matters.

PUBLIC SERVICES

RECREATION DEPARTMENT

The Recreation Department took steps to improve the quality and variety of their programs and upgraded their facilities to improve the level of service they provide. Land and water based exercise classes were expanded and new cultural programs and camps were added. A scholarship program for participants in need of financial assistance in the Department's Adaptive Programs began. A new welcome booth and sidewalks linking the Silver Sands Walnut Beach Boardwalk to the Broadway/Naugatuck Avenue retail district were recently completed. The Eric Zimmerman playground was refurbished with new swings and a new playscape. The Department installed a remote access lighting control system at Washington Field, which will result in lower energy and manpower costs associated with the operation of the field lighting. In the aftermath of Hurricane Irene, City beaches were restored and seven new beach volleyball courts were installed citywide. The Department partnered with Keep America Beautiful to help reduce cigarette litter at parks and beaches and became a Milford Prevention Council coalition member to assist today's youth in making healthy choices.

TRANSIT DISTRICT

All fixed route buses and all Americans with Disabilities (ADA) vans are now equipped with communications systems that are more reliable, have increased range and include GPS. New electronic fare boxes were installed on all fixed route vehicles. In May, the District began operating a fixed route service from the New Haven Green to the Marsh Hill Road area in Orange. The route was designed to serve the new United Illuminating headquarters, PEZ Corporation, Southern Connecticut Gas Company and the two new rest stops on I-95 operated by the Subway Corporation. The companies that are served by this route are paying all costs plus a service fee, in turn, increasing the District's revenue.

MILFORD PUBLIC LIBRARY

Patrons of the Milford Library now have the option of borrowing eBooks. A contract with Baker & Taylor has been signed and the platform and beginning titles have been loaded. In May, the Board of Aldermen passed a resolution giving all fine money, lost book money and printing funds directly to the Library. These funds are to be spent at the discretion of the Library Board. *Friends of Milford Library* continued to fund museum passes, Library programs, media items and other items not met in the City's budget. David Kaplan of

Kapcom generously produced a video about the Library which can be accessed from the City's website as well as on YouTube.

PUBLIC WORKS DEPARTMENT

The Public Works Department's major responsibility is to manage a \$17 million operation in a professional and expeditious manner. Office staff respond to the public's questions, prepare payroll, monitor and process all requests for time off and process all incoming and outgoing correspondence for the Public Works Office. Computerized data is maintained on such things as telephone complaints, fuel usage, vehicle and equipment inventory and tonnages for regular garbage pickup, recycling, bulk pickup, leaves and commercial haulers.

Highway/Parks Division

The Highway/Parks Division is responsible for the public's safe use of all City streets, parks, sidewalks, municipal buildings' grounds, beaches, tennis courts, ball fields and greens. This Division is also responsible for the City's leaf pickup program and assists civic organizations/functions such as the Oyster Festival, Fire Muster, Woodmont Day, all parades and most functions on the Green.

Building Maintenance Division

This Division is responsible for the maintenance of all City buildings, running the gamut from floor care to heating and air conditioning service. Building Maintenance is also responsible for security, maintenance, repair and utilities at all municipal buildings, the City Green and park and recreation areas. This Division performs maintenance on fifty-three traffic lights throughout the City and works on many special projects throughout the year. They responded to and completed over 550 work order requests from City offices/buildings as well as park, beach and recreation locations.

Engineering Division

During 2011-2012, the Engineering Division inspected sanitary sewer construction work on the West Avenue Parallel Force Main project, which was completed in October 2011. The East Broadway/Mayflower Place Pump Station project and the East Broadway Interceptor project were completed in December 2011. The Division issued 123 residential sewer permits and 35 commercial sewer permits. They also issued 622 street opening permits for various utilities and 145 sidewalk/curb/apron permits. Engineering issued or renewed 88 contractors' licenses.

Wastewater Division

The Wastewater Division worked on operating and maintaining all of their plants, pump stations and sewer lines to the best of their ability within their budget. They added a second force main line to the one coming from the West Avenue Pump Station to the Housatonic Treatment Plant. Sewer projects including Gulf Pond/West Avenue Pump Station renovation, the Indian River Interceptor project and the Rogers Avenue sewer line project are ongoing. The Division strives to upgrade equipment, whenever possible, with an eye towards energy efficiency. Problems are corrected and repaired as they arise in the plants, pump stations and collection systems. Some ground oil tanks in the pump stations were replaced with above ground tanks and several generator automatic transfer switches that were not functioning properly were also replaced. Due to many dedicated hours from Division employees, Wastewater survived Tropical Storm Irene relatively unscathed.

Garage Division

The Garage Division is responsible for the repair and maintenance of over 300 vehicles and pieces of equipment. During the 2011-2012 fiscal year, the Garage processed over 1,000 work orders relating to repairs and maintenance. This Division also assists all City departments with upkeep of City property such as repairing park railings, fences, gates, tennis courts, flag poles, etc. The Garage manages the Fueling Station at Public Works and operates a full in-house machine, welding and fabrication shop to reduce outsourcing costs of some repairs to garbage trucks and other heavy equipment.

Solid Waste Division

The Solid Waste Division is responsible for the collection of garbage, recyclables and bulky waste from residences and for the removal of garbage from public buildings, containers, beaches and schools. This past year, the Division collected 12,919 tons of residential garbage, 4,273 tons of residential recycling, 2,273 tons of bulk trash, 241 tires, 984 tons of leaves and .54 tons of bulk metal. Residents brought 1,766 tons of garbage and recycling to the Transfer Station.

HARBOR MANAGEMENT COMMISSION

Approximately 1,500 hundred vessels visited Milford Lisman Landing during the 2011-2012 season. The dredging project, which was permitted and funded, was put off for one year because of time constraints but is anticipated to take

place this winter. The Milford Harbor Management Commission suffered an unanticipated financial loss with the cancellation of the State of Connecticut's Payment in Lieu of Taxes program, which reimbursed the City with revenues collected from boat registration fees. Several changes were made regarding personnel and operations in order to keep the Harbor Management Fund sound.

HUMAN SERVICES

HEALTH DEPARTMENT

The Milford Health Department (MHD) continued to provide essential public health services for the community, including environmental health, school health services, communicable disease prevention and surveillance and public health preparedness. During Tropical Storm Irene in August 2011, MHD worked with fellow City agencies and others to prepare for, respond to and recover from the disaster. This past year, the Department aggressively pursued grant funding for many public health initiatives, with a total of \$415,000 being awarded. Grants have been secured for asthma management and education, healthy homes assessments, lead poisoning prevention and Medical Reserve Corps development, among others. MHD continues to be the lead agency for the Regional Public Health Preparedness Planning Grant from the Centers for Disease Prevention and Control. The Department also served as the lead for the Region 2 Sheltering Subgroup, hosting two conferences designed to inform participants of the Connecticut Sheltering Annex and to provide guidance for cities and towns on opening and operating emergency shelters for their residents.

MILFORD COUNCIL ON AGING/ELDERLY SERVICES

The Milford Senior Center offers its members a wide array of programs and services for their information and enjoyment. The Center is exploring new technology such as Facebook and Twitter for seniors and will also be offering instructions on the use of cell phones, iPhones, iPads, etc. A pancake breakfast was prepared and served by Kiwanis Club members to benefit the Center. The St. Agnes Church Men's Club also prepared and served a delicious dinner to participants in the Center's Ahrens Program. The Ahrens Program provides caregivers with respite time while their elderly family member is in a supervised environment. Members also participated in a health fair, a seminar on how to prepare wills and avoid probate and a presentation regarding Medicare benefits.

DEPARTMENT OF HUMAN SERVICES

The Department's Energy Assistance Program and Rent Rebate Program provided services to over 2,100 clients. Food referrals to the Food Bank increased, and the Senior Farmers' Market Food Voucher Program continued for its fourth year in a row. The Department also facilitates a local diaper bank for those in need.

Milford Youth and Family Services

Milford Youth and Family Services (MYFS) is responsible for both Family Therapy and Positive Prevention Based and Intervention programming for youth and families. In conjunction with the Milford Police Department, MYFS is facilitating a Juvenile Diversion Program, and clinical staff work collaboratively with the Milford Fire Department to serve on the Juvenile Fire Setters Program.

Youth Services Network

Approximately 30 different youth-serving providers and agencies meet bi-monthly to collaborate regarding the scope of services to youth and their families and to discuss any obstacles, issues or problems. Additionally, a youth subcommittee, under the direction of the YMCA, continued to meet separately.

PUBLIC HEALTH AND SAFETY

ANIMAL CONTROL DEPARTMENT

The Animal Control Department is responsible for overseeing the welfare of Milford's animal population. Due to the economy, the Pet Food Bank experienced another year with an increase in need, and a spring rabies clinic inoculated 140 cats and dogs. During fiscal year 2011-2012, the Department investigated 928 complaints, impounded 352 animals, had 260 dogs redeemed by their owners, sold 93 animals as pets, investigated 72 dog bites and sold 2,375 licenses.

FIRE DEPARTMENT

Planning and construction began for the new East Side Fire Station, which will replace the Woodmont and Point Beach Stations. The Department purchased a new rescue truck, and new state of the art breathing apparatus, obtained through grant funding, were placed into service after an extensive training program. Four new members of the Department attended recruit training at

the Connecticut Fire Academy, and department members documented 25,000 hours of training and responded to approximately 8,200 emergency calls. The Department conducted scheduled reviews and updates to the City's Emergency Operations Plan and Natural Hazard Mitigation Plan.

POLICE DEPARTMENT

In 2011-2012, the Department handled a total of 41,994 calls for service department wide. An unprecedented personnel turnover and reorganization of the Command Staff took place. The Chief of Police returned to the model of having two Deputy Chiefs with the Deputy Police Chief of Operations remaining an appointed position, while replacing the Administrative Captain's position with the rank of Deputy Chief. As a result, another organizational change to the Administrative Division was implemented, adding an additional Lieutenant to the Command Staff. This transition of key personnel proved to be almost seamless. Additionally, the integration of newly promoted captains, lieutenants and sergeants brought robust experience and capabilities, new ideas and opportunities for positive change and new initiatives. The Milford Police Department remains committed to recruiting, hiring and retaining the most qualified police candidates. In March of 2012, five police recruits were hired and were the first class to utilize Simon Lake School, the Department's new offsite academy location.

COMMUNITY DEVELOPMENT AND PLANNING

SEWER COMMISSION

During 2011-2012, the following sewer projects were in various design phases: Infills No. 1 project, New Haven Avenue/Rosemary Court/Grove Street Infills project and the Indian River Interceptor Replacement project. The Welches Point Road and Rock Street Pump Station upgrades project is designed and waiting for funding. Over the past year, the Sewer Commission approved 57 permits to connect to the City sewer system. Twenty-three permits were approved for commercial applications and 111 were one and two family residential applications. Six residential permits for multifamily or subdivisions were also approved for the Building Department. These permits represent an increase inflow of 35,869 gallons per day to the two sewage treatment plants.

COMMUNITY DEVELOPMENT DEPARTMENT

Development in Milford is on the upswing. Although still feeling the effects of the recession, the City is seeing a lot of economic activity. Downtown, the long vacant Harrison's property will be the new home of Colony Grill. Other new ventures include MoJoes Gym and Sunless Tanning, Bags on the Green,

Milford Green Pizza, Ocean Spray Interiors, Cheat the Clock, AVIT Technologies, Frozen Twist and Coffee, Archer's Clothes, Baby Love, Indigo by the Water, Michael Blake Law Offices and the Blank Space Gallery. There was also a flurry of activity on the Boston Post Road as vacancies were filled with new or relocating businesses. LA Fitness and Ten Asian Bistro will be coming to Westfield Connecticut Post Mall. In Devon, the revitalization effort showed signs of progress. Walnut Beach saw major improvements to the beach itself as well as an extension of the boardwalk around the parking lot. The office park sector of Milford's economy saw improvement, while in the manufacturing sector, Schick maintained its leadership with the first disposable razor to use 100 percent recycled plastic in its handle and 100 percent post-consumer paper in its packaging. In the medical field, the Center for Orthopedics signed a ten year lease in Milford and the Advanced Wound Care Center at Milford Hospital's main campus opened its doors. There were other significant developments that showed that Milford is on the right track to gain and maintain its economic strength in the region.

DEPARTMENT OF PERMITTING AND LAND USE (DPLU)

DPLU provides oversight of virtually all property development activities in the City of Milford, ensuring that construction is safe and consistent with State Statutes and the City's zoning regulations and that natural resources are protected. While the overall economy is still weak, the Department continues to experience a heavy volume of work. In 2011-2012, 3,427 permits were issued on nearly \$62 million worth of construction. Steps in the permitting process have been either eliminated or combined to reduce time and complexity. The Department's website has detailed information on how to apply for permits, what the requirements are and what regulations to follow. The permit review process has been automated, allowing multiple agencies to review and approve a single project from their desktops. Tax clearance and contractor license verification are also now automated. Administrative staff have been cross-trained so that they can help applicants with the entire process.

Building Inspection Division

Building Inspection is charged with reviewing all construction projects in the City to ensure code compliance, conducting inspections throughout the construction process and upon completion of the project, ensuring that all requirements have been satisfied before a Certificate of Occupancy can be issued. In addition, this Division serves as an information resource for residents, businesses, prospective property buyers, realtors, attorneys and builders in answering code questions, researching permit history and

addressing and resolving complaints regarding construction activities in the city.

Planning and Zoning Division

The Planning and Zoning Division staffs the Planning and Zoning Board and the Zoning Board of Appeals and enforces regulations, manages the approval process for projects requiring zoning approval and acts as the City's floodplain coordinator. The Planning and Zoning Board is in the process of updating the Plan of Conservation and Development, last adopted in 2002. The Planning and Zoning Division is also charged with enforcing Coastal Area Management regulations and ensuring compliance with the National Flood Insurance Program. This Division reviews and approves all construction for zoning compliance and enforces zoning regulations in the City such as legal signs, unpermitted structures and unregistered vehicles.

Inland Wetlands Division

The Milford Inland Wetlands Division held 22 public meetings, 18 subcommittee meetings and completed seven (7) site walks to evaluate proposed impacts on the City's natural resources. The Division also reviewed 16 applications, 25 pre-applications, issued 22 jurisdictional rulings, processed approximately 180 findings of no significant impact and issued four (4) violations. The total wetland area on all application sites was 280 acres with 0.305 acres of wetlands proposed to be disturbed and 0.705 acres proposed to be mitigated or created. The Division monitored several large projects including: the Mayflower Pump Station project, the Indian River Interceptor project, the Prospect Falls project, the Oyster River Phragmites Removal project and several Eagle Scout projects and a number of homeowner additions, sheds, decks and pools. This Division was also asked to work on the Hazard Mitigation Plan Revision Committee and on revisions to the Federal Emergency Management Agency's flood maps.

ADMINISTRATIVE SERVICES

TOWN AND CITY CLERK'S OFFICE

The Town and City Clerk's Office joined the Connecticut Town Clerks Portal through Cott Systems. This portal, an online service, is available 24/7 and allows the public to access indexed information and images for land records and other recorded information without traveling from town to town. During the past year, the Office completed the following projects: ten years of vital statistics were codified and bound; three volumes of veterans' discharge papers were re-created, microfilmed and bound; 54 record books went through back

file conversion; and a recapitulation calculation spreadsheet for election results was developed and implemented via computer. This system allows for no human counting errors. The Office applied for a \$6,500 Connecticut State Library Grant, which will allow the continuation of the back file conversion of 80 to 85 land record books through Cott Systems.

REGISTRARS OF VOTERS OFFICE

As of June 30, 2012, there were 31,675 active voters registered. Of these, 6,857 were registered Republicans, 8,786 were registered Democrats, 15,867 were registered Unaffiliated and 165 were registered as Other. Mandatory high school registration sessions were held and 16 students from Foran, 79 from Jonathan Law and 29 from Platt Tech registered to vote. The annual mailings for the canvas of voters went out to approximately 1,200 voters. Changes were made for those who responded, and those that didn't respond, were placed on the inactive list. This past year, there were 1,336 voters placed on the inactive list. The Registrars will continue to further the efficiency and capacity of the Office by keeping current with technology changes and upgrades as well as new legislation.

PERSONNEL DEPARTMENT

The Personnel Department includes the activities of the Civil Service Commission and the Pension and Retirement Board. The Department kept individual records on 266 employees in the classified service. There were eight (8) grievances heard by the Personnel Director, and the Department administered written and oral testing for the filling of 20 separate classifications. A total of 38 civil service positions were filled out of the 398 employment applications received. The ongoing project of entering tests into the computer so that they can be revised and updated continued with an additional two (2) tests being entered. The Department continued activities in the areas of unemployment compensation, contesting eligibility and attending fact-finding hearings.

EMPLOYMENT AND TRAINING OFFICE

The Milford Employment and Training Office primarily runs three major programs, all of which are funded to serve those who are either economically disadvantaged, receive State assistance or have substantial barriers to employment. These three programs include a Certified Nursing Assistant Program, a Summer Youth Program and a Resume Power Program. The Office functions as a source of information regarding local, State and Federal social service programs and services throughout the area. The goal is to provide state

of the art training to all people who apply for their programs, be sensitive to their needs and find quality jobs for all they serve. This past year, the Director received the "Advocacy Award" from the WorkPlace, Inc., the Office's funding source.

LAW DEPARTMENT

In fiscal year 2011-2012, the Law Department collected over \$860,000 in outstanding taxes through the tax lien Request for Proposal process. In the labor arena, the Department successfully negotiated working agreements for seven (7) of the nine (9) bargaining units, and the City successfully resolved all grievance and prohibited practice complaints throughout the year. The Department continued to commit substantial resources to tax and assessment issues. Approximately 116 new Board of Assessment appeals were received by the City in connection with the October 1, 2011 real estate evaluation. The Department continued to provide assistance to the Ordinance Committee of the Board of Aldermen.