

# Annual Report

City of Milford, Connecticut  
2014 – 2015



*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  
Susan Fontana

**THIRD DISTRICT**

Frank J. Smith  
Martin B. Hardiman  
Michael S. Casey

**FOURTH DISTRICT**

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

**FIFTH DISTRICT**

Dora Kubek  
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 2014-2015.

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, 2014 to June 30, 2015**

#### **Board of Education**

Kathleen Attruia  
Donald Brown  
Lawrence Ciolino  
Cynthia Hanson  
Karen Hoang  
Donna J. Hyatt  
Carolyn McCall  
Bernard McDermott  
Nancy Moran  
Ellyn Panapada  
Julia Pasnau  
Janice Purcell  
Dawn Sena  
Joseph Spak  
Bridget Suchezky

#### **Assessor's Office**

Laura Acri

#### **Animal Control**

Janet Perreault

#### **Public Works Department**

Daniel Abel  
Edward Cronin  
Lawrence Ives  
Raymond Leeman  
John Maier  
David Rainey

#### **Wastewater**

James Cooper

#### **Engineering**

William George

#### **Tax Office**

Judy Haley

#### **Economic and Community Development**

Thomas Ivers

#### **Health Department**

Dr. A. Dennis McBride

#### **Library**

Joanne Sharetto  
Arthur Bargar

#### **Police Department**

John Burton  
Gregg Kopazna  
Tracy Mooney  
Robert Nash  
Todd Richards  
Maureen Richetelli  
John Simko  
Antonio Vitti

#### **Fire Department**

Gregory Gaffney  
Lawrence Hoyt, III

#### **Finance**

Ann Loin



## **Employees Deceased July 1, 2014 to June 30, 2015**

### **Public Works Department**

Andrew Antalík

### **Police Department**

Michael Compare

## **Retirees Deceased July 1, 2014 to June 30, 2015**

### **Board of Education**

John D'Auria  
Paul Gallagher  
Jeanne Lewis  
Richard Matthews  
Mary Skudlarek  
Thomas Walsh  
Teresa Zallo

### **Fire Department**

Edward Dulin

### **Police Department**

Philip Cantore  
Gloria McMullen

### **Building Inspection Department**

Clarence Dabrowski

### **Wastewater**

Harry Tashlein

### **Library**

Sylvia Glaser

### **Animal Control Department**

Robert Dewey

### **Public Works Department**

Frederick Diehl  
Helen Gaidish  
Robert Hessberger  
Lawrence Hornyak  
Elliot Meyers

## **Deceased Supplement Recipients July 1, 2014 to June 30, 2015**

### **Police Department**

Marshall Kochiss  
Gloria McMullen  
Anna Franko  
Philip Cantore  
Madeline Davoli

### **Fire Department**

Beverly Heenan  
Edward Dulin

# **CITY OF MILFORD**

## **GENERAL FUND UNAUDITED OPERATING RESULTS BUDGETARY BASIS FOR THE YEAR ENDED JUNE 30, 2015**

Total Estimated Revenues.....	\$ 200,184,402
Total Estimated Expenditures.....	(195,844,993)
Cash Advance to Fiscal Year 2014/2015.....	(3,500,000)
Operational Results.....	\$ 839,410*

\*This amount is due, in part, to better than expected tax collections. Surplus revenues were offset by lower than expected fee and other income. There were also savings in the operating budgets of city departments due to prudent management. These savings were offset by using \$3,500,000 of fund balance in the FY16 budget. This was \$500,000 less than was used for FY15 budget.

## ***FINANCIAL AFFAIRS***

### **FINANCE DEPARTMENT**

In May of 2015, 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 FY14 Comprehensive Annual Financial Report. This is the eleventh year the city has received this prestigious award. Once again, the city retained its AA+ Bond rating from Fitch and Aa1 and AA+ from Moody's and Standard and Poor's, respectively, with a stable outlook. The city finished the year with positive results of approximately \$4.3 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 along with surplus revenues. These better than expected revenues and lower than expected expenditures were offset by lower than expected fees, and other income. The use of fund balance was \$4 million for FY15 and \$3.5 million for FY16. The city's operating expenditures increased \$2.6 million, a 3.3% increase to \$80.3 million, and the Board of Education expenditures increased \$1.3 million or 1.1% to \$114.9 million. State aid to the city is approximately \$37,000 more than budgeted. Total state aid to the city increased by approximately \$124,725. For FY16, the state legislature voted to maintain 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. The city collected \$655,720 for the debt service assessment for the sewer renovation from the \$25 surcharge in the sewer fee. Total sewer renovation loan repayment was \$2.8 million, of which approximately \$961,809 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 2014, for the fiscal year ending June 30, 2014. A citywide statement of net position, 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 position decreased by \$9.95 million compared to FY13. While total assets grew \$20.7 million, the liabilities grew \$31 million mainly due to a \$15.7 million increase in the Other Post Employment Benefits



(OPEB) obligation for the city and Board of Education. Unrestricted net position, the part of net position that can be used to finance day-to-day operations without constraints established by debt covenants, enabling legislation, or other legal requirements, decreased by \$23.4 million to a deficit of \$72.3 million in the governmental activities in FY14. This was mainly due to the \$15.7 million increase in the net OPEB obligation and a net increase of \$7.9 million in general obligation bonds. 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 position for FY14 on the Statement of Net Position at \$98.4 million (FY13: \$108.6 million). This is the seventh consecutive year the total net position has decreased. The Pension Trust Fund had net assets of \$354.3 million (FY13 \$327.6 million) with the city's pension fund nearly 100% funded. The OPEB Trust Fund had net assets of \$4 million. The city's total net position plus the trust assets listed above equals \$456.7 million. The city's General Fund (the fund covering city services and recording property tax revenues) ended the year with an unassigned fund balance of \$14.8 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](http://www.ci.milford.ct.us)) under the Finance Department.

#### ASSESSOR'S OFFICE

The Assessor's Office's primary function is custodian of the city's Grand List. The demolition and reconstruction of numerous homes due to Tropical Storm Irene and Superstorm Sandy continued to present unique challenges to the office for the real estate portion of the 2015 Grand List. The office officially began work on the 2016 citywide revaluation by sending out data verification forms to 12,000 homes. The extensive audit of city of Milford business' personal property accounts is in its final year.

#### TAX OFFICE

Total tax collections for the year closed at 101.02 percent. The overall collection efforts resulted in a current tax collection of \$170,433,617. Prior taxes totaled \$1,816,617 and interest and liens totaled \$1,172,462. A relentless pursuit of delinquent motor vehicle, personal property, and real estate accounts continued, and \$90,839 in combined tax, interest, and lien fee revenues was collected through the Alias Tax Warrant Program.

## PURCHASING DEPARTMENT

The Purchasing Department processed 2,507 purchase orders with a total value of \$10,174,147 and issued 43 invitations to bid and requests for proposals. The 2014 ordinance amendment that raised the dollar threshold for competitive bidding from \$7,500 to \$25,000 decreased legal ad fees by \$1,731.86. Purchasing transitioned five copiers to a new copier company saving the city \$20,885.44 in lease fees. A total of 66 motor vehicle insurance claims were processed by the department.

## MANAGEMENT INFORMATION SYSTEMS (MIS) DEPARTMENT

The MIS Department oversaw the installation of Wi-Fi access points in the Parsons Government Center's three conference rooms and throughout City Hall, and new fiber and high speed network equipment installation for a Board of Education/Police Department "Milestone" camera project. A citywide VoIP (Voice over Internet Protocol) telephone system project began in the Parsons Government Center, providing better call-routing, voicemail, flexibility, and redundancy while offering the latest technology. Internet traffic was migrated from AT&T to the Nutmeg Network, reducing annual costs and allowing for significant bursts of network traffic during peak times.

## PENSION AND RETIREMENT BOARD

The 15 member Pension and Retirement Board received 57 applications of entry into the pension system and processed 15 withdrawals and refunds. A total of 41 employees retired from city service, bringing the number of people receiving pensions to 722. In October 2014, the Board transitioned from Bank of America to Wells Fargo to provide its administrative services.

## ***PUBLIC SERVICES***

## RECREATION DEPARTMENT

The Recreation Department provides the community with a well-rounded program of active and passive leisure services, meeting the needs of all population groups. New cultural programs and science and art camps are added each year for both youths and adults. The department partnered with *Leaps of Faith*, a disabled water skiers' club, to build lasting confidence and fulfillment through exposure and professional training in recreational and competitive water skiing for both disabled children and adults. Beachgoers continue to benefit from improvements at Walnut Beach, as well as sand replenishment at Gulf and Hawley Avenue beaches. The Orchards golf course's



new maintenance building was completed, and the Parsons Government Center's gymnasium floor was refinished.

### TRANSIT DISTRICT

This past year, the district witnessed the completion of a new transit hub at the Westfield Connecticut Post Mall, structurally secured the basement of its Fine Arts Council facility to secure it from leaks, and installed additional controls on the HVAC system to maximize efficiency. The district received a Federal Transit Administration Grant. Funds from this grant were used for the addition of three vans to the ADA fleet and to refurbish and maintain the major component systems in the vehicles with overhauls of engines and transmissions, to perform major brake and body work, and maintain pollution control and security systems.

### MILFORD PUBLIC LIBRARY

Library staff worked to increase awareness of library collections, resources, and available programs through social media accounts, e-newsletters, presentations to civic organizations, and partnerships with other departments and agencies. This led to increases in library card registrations, program attendance, and use of online offerings. The Library, in partnership with the Board of Education, instituted a successful annual community reads program, *One City One Story*. Programs based on the theme of these books were held in schools throughout the city. The Library continues to make advances in the use and offering of technology. The amount of computers available for public use has doubled, and the use of a cloud-based application now provides circulation services outside the building.

### PUBLIC WORKS DEPARTMENT

The Public Works Department works closely with other city departments and agencies, as well as state and federal agencies, in the execution of its \$18 million operation. In addition to many other duties, office staff respond to the public's queries regarding complaints, schedules, and other pertinent information. The office processes purchase requisitions, prepares payroll, and monitors and processes requests for time off for the office and divisions.

#### Highway/Parks Division

The Highway/Parks Division is responsible for the public's safe use and maintenance of all city streets, sidewalks, trees, parks/playgrounds, 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 through a preventive maintenance program. Their responsibility includes security, maintenance, repair, and utilities at all municipal buildings, the city green, and park and recreation areas. The division responded to and completed over 475 work order requests in addition to regular work responsibilities.

### *Engineering Division*

The Engineering Division conducted field survey work for the abandonment of portions of the Paschal Drive cul de sac, passways in the Colonial Drive area, four parcels the city is acquiring for parking at the railroad station, and a city owned parcel on Old Point Road. Survey and baseline information, scope of work, and contract template were provided for the design build project for the replacement of sanitary sewers on Darina Place. Together with the Open Space and Natural Resource Agent and the Economic and Community Development Department, the division surveyed and worked on a design for the Beaverbrook trail and handicapped accessibility to the boardwalk. Engineering also provided technical assistance to numerous departments in coordinating grant applications.

### *Wastewater Division*

The Wastewater Division continued to operate and maintain all of their plants, pump stations, and sewer lines to the best of their ability within budget. Sewer work on Wilson Street and Raton Drive was completed, and two pumps, still under warranty, were replaced with higher quality pumps at the West Mayflower pump station due to premature wear. The division was successful in restoring the aeration system at the Housatonic plant back to automatic mode, greatly increasing the ability to remove nitrogen. Also, the nitrogen monitoring equipment was calibrated to function at 100 percent peak performance.

### *Garage Division*

The Garage Division is responsible for the repair and maintenance of refuse trucks, dump trucks, payloaders, cars, vans, mowers, assorted small equipment, and specialty equipment. Over 1,000 work orders were processed



relating to these repair and maintenance requests. The division assists all city departments with upkeep of city property and equipment such as repairing park railings, fences, gates, tennis courts, flagpoles, backup generators, etc. A computerized maintenance system is used to schedule and track all repair and maintenance activities.

### *Solid Waste Division*

The Solid Waste Division is responsible for the collection of garbage, recyclables, and bulky waste from residences and removal of garbage from public buildings, containers, beaches, and schools. This past year, the division collected 10,457.39 tons of residential garbage, 3,946.41 tons of residential recycling, 1,896.56 tons of bulk trash, 432 tires, and 901.50 tons of leaves. Residents brought 2,334 tons of garbage and recycling to the Transfer Station.

### HARBOR MANAGEMENT COMMISSION

Members of the commission began work with the Milford pond dredging committee to have the three lower ponds of the Wepawaug dredged. Aesthetically this would be a great benefit to the city and deeper ponds would help reduce sedimentation of the harbor. The commission and harbormaster continued to work toward the goal of having the mouth of the harbor dredged.

### **HUMAN SERVICES**

#### HEALTH DEPARTMENT

The Milford Health Department appointed a new Director of Health and a School/Community Medical Advisor this past year. Upon their appointments, they reviewed the structure of the department and worked to enhance and streamline the services provided in order to continue to protect the health and safety of Milford residents. The Chief of the Environmental Health Division and the Health Department Case Manager participated in the Connecticut Hoarding Working Group. This group, which represents 70 different municipalities, explores and documents the best practices for responding to local cases of hoarding. In conjunction with the MIS Department, the Director of Health and Director of Nursing implemented a new electronic health record system for all students in Milford. Every student now has an electronic health record detailing his/her immunization history, health concerns, allergies, medication orders, and health office visits for the school year. Staff work continuously to plan for and adapt to new and emerging threats, specifically, policies and procedures with regard to Ebola Virus Disease were developed this past year.



## MILFORD COUNCIL ON AGING/ELDERLY SERVICES

The Milford Senior Center continued to offer its member a multitude of presentations, seminars, lectures, workshops, classes, and special events. In addition, the center partnered with several local businesses and organizations to sponsor various activities and provided a wide variety of informational sessions. Some of the programs included: Healthy Cooking Demonstrations, Neuropathy Explained, Best Diabetes Care, Live Strong with Arthritis, Energy Efficiency, Aging and Disability Etiquette 101, Social Security Benefits, Long Term Care Insurance, plus many, many others. The center's new Art Instructor worked with student-members and coordinated a well-received art show for them. A new rotating art gallery was installed in the main hallway to highlight the works of the student artists.

## DEPARTMENT OF HUMAN SERVICES

The Department of Human Services continued to see an increase in the demand for services in all areas of the department. The Food Bank experienced an increase in the number of food referrals, and the Energy Assistance Program, the Renters Rebate Program, and the Senior Farmers Market Food Voucher Program were offered again this past year. Outreach clinicians provided assessments and referrals for residents for all types of social service needs, such as case management to households with financial, housing, social, food, emotional, and medical needs.

### *Milford Youth and Family Services*

Milford Youth and Family Services offered several different program options to meet the continued increase in demand on its Family Therapy, Positive Prevention Based, and Intervention programming for all youth and families. An internship program has grown and includes undergraduate and graduate opportunities, which translate into expanded services to the Milford community at no increased cost to taxpayers.

### *Youth Services Network*

Approximately 25 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, and/or challenges encountered. Additionally, a youth subcommittee, under the direction of the YMCA, continued to meet separately.

## ***PUBLIC HEALTH AND SAFETY***

### **ANIMAL CONTROL DEPARTMENT**

With the assistance of concerned Milford and Orange residents, the feral cat program grew with 182 feral cats being trapped, spayed/neutered, and released. All kittens born to trapped feral cats were socialized and found homes. A new policy and procedures manual was created this past year offering staff an easily accessible, consistent resource of information. The department participated in a successful fundraiser for the Pet Food Bank, through the City Clerk's Office, which helped to assist the 100 families that utilized the service during the year. Art4Paws, another fundraising event held in conjunction with the Milford Fine Arts Council, also proved to be very successful.

### **FIRE DEPARTMENT**

The Milford Fire Department's mission is to protect life, property, the environment, and to promote safety for the citizens of the city of Milford, its visitors, and neighbors through constant training in fire suppression, emergency medical services (EMS), special rescue techniques, all hazards mitigation, natural or manmade disaster management, fire prevention, and public education. The department responded to 7,855 emergency calls, of which 5,138 were for emergency medical services. This past year, the department took advantage of an opportunity provided by the state to develop a new EMS plan and are awaiting the state's ruling on the new plan. A new Quint 5 apparatus was placed into service, and construction of a fourth ambulance began, using a commercial cab and chassis along with a refurbished ambulance module. Improvements to response times increased due to the Fire Station Alerting System. This automated electronic system interfaces each fire station and apparatus directly to the Computer Automated Dispatch system giving dispatchers the ability to essentially do multiple tasks at once. During the past year, the Milford Fire Department witnessed a historical event – the appointment of its first female firefighter.

### **POLICE DEPARTMENT**

In July 2014, a triennial accreditation review was held and the department was awarded Tier 3 Accreditation, the highest level rating. This was the first full year of the combined Police and Fire Dispatch Center at Police Headquarters, which played an integral part in the department being able to provide the highest level of police services. This was also the first full year for the School Resource Officer Program and it was an overwhelming success. Funded by a



grant and donations, the Body Worn Camera Program was increased to 30 cameras. The department continued to participate in regional taskforces and partnered with the DEA, FBI, and Statewide Narcotics Task Forces to identify, arrest, and prosecute individuals supplying heroin through the area. In conjunction with the Milford Prevention Council, a new crime tip reporting program, Tip-Submit, was procured.

## ***COMMUNITY DEVELOPMENT AND PLANNING***

### **SEWER COMMISSION**

The sewer commissioners oversaw several projects throughout the city. The New Haven Avenue/Rosemary Court/Grove Street Infill project was completed, and the Infill No. 2 sanitary sewer project is nearing completion. The Indian River Interceptor replacement project was completed with the replacement and relocation of the interceptor behind the properties on Shadyside Lane out to the Indian River marshland. Funding was approved for a repair/replacement project on Darina Place and for upgrades to the Welch's Point and Rock Street pump stations. There were a total of 192 permits issued for the city's sewer system, 61 new connections – 3 of them commercial, 25 repairs, 57 disconnections, and 33 reconnections.

### **ECONOMIC AND COMMUNITY DEVELOPMENT DEPARTMENT**

The Economic and Community Development Department takes an integrative approach to positioning Milford as a place to live, work, and play, combining efforts with several departments and encompassing strategies through housing, community development, tourism, and business development. Cumberland Farms opened another location on Boston Post Road at the former Gloria's market site, Yale-New Haven Hospital opened a 24-bed inpatient rehabilitation unit at Milford Hospital, and Total Wine & More, the country's largest independent retailer of wines, will open on Cherry Street in the fall of 2015. The city was awarded an Urban Act Grant that will add at least 180 parking spaces downtown during phase one of a three phase project. Phase one is scheduled to begin in December 2016. These additional spaces will be for use by patrons, tourists, and residents. The department continued to support small business with assistance and tax incentives by offering workshops from the Small Business Association and the Small Business Development Center.

### **DEPARTMENT OF PERMITTING AND LAND USE (DPLU)**

DPLU oversees the Planning and Zoning Division, the Building Inspection Division, and the Inland Wetlands Division. It also provides oversight to virtually all property development activities in the city of Milford, ensuring that



construction is safe and consistent with state statutes, the state building code, the city's Zoning Regulations, and the Plan of Conservation and Development. DPLU also ensures that natural resources are protected.

### *Building Inspection Division*

Commercial construction sustained at a moderate level with the completion of a major school addition, completion of several new apartment complex projects with more planned, completion of new retail development, and the many projects always under construction at Westfield Connecticut Post Mall. The severe weather events of 2011 and 2012 affected the work volume in the Building Inspection Division as so many damaged shoreline structures are still being repaired or rebuilt.

### *Planning and Zoning Division*

The Planning and Zoning Division staffs the Planning and Zoning Board and the Zoning Board of Appeals and is responsible for enforcing regulations, managing the approval process for projects requiring zoning approval, and acting as the city's floodplain manager. The following commercial projects were approved by the board this past year: Colonial Toyota dealership expansion, Stevens Manufacturing factory expansion, new shopping center at the former Smiles site, warehouse expansion for SCS Direct mail order, Pop's Restaurant building and parking lot expansion, and reconstruction of homes affected by Storms Irene and Sandy, as well as repairing of homes whose properties suffered extensive beach erosion as a result of storm damage. The board also approved new regulations on marijuana dispensaries and growth activities approved by the state legislature.

### *Inland Wetlands Division*

In the execution of its duties of issuing permits in and adjacent to wetland areas, the division interacts with the permit applicant and their attorney, engineers, soil scientists, other consultants, interested citizens, other city departments, and officials from state and federal agencies. Once permits have been issued, the division monitors the site construction and soil erosion and sedimentation controls for compliance with permit approvals. When construction is completed, final inspections are done to release the bonds held by Inland Wetlands for the project. The Compliance Officer also meets with homeowners, potential homebuyers, and realtors to review the permitting requirements for possible improvements according to Inland Wetlands regulations. This helps the homeowner create a plan and assists developers with drawing up a workable plan, according to regulations, without having to redesign after submitting their application.

## ***ADMINISTRATIVE SERVICES***

### **TOWN AND CITY CLERK'S OFFICE**

This past year, the office implemented the use of its public computers to transmit land record documents and maps to a newly installed printer and copying system. This allows title searchers, attorneys, and the public in general to set up accounts with the staff. Anyone setting up an account can now log in and computer-generate the documents they request. This process saves time, is more cost effective, and preserves the day to day management of historic records. The office continued to work with the Finance Department to explore the possibility of establishing a secure and efficient way to accept payments using debit and credit cards.

### **REGISTRARS OF VOTERS OFFICE**

The office completed all preparations for the November 2014 election, as well as the mandated voter registration sessions in the high schools. In June 2015, the annual canvass of voters was completed. Processing online, mail-in, and in-person registrations; system removals and purges; and address, name, and party affiliation changes are done daily. Weekly Department of Motor Vehicle reports and monthly deceased and felon reports are also processed by the office.

### **HUMAN RESOURCES DEPARTMENT**

The Human Resources Department implemented some new initiatives including but not limited to: completed a dependent eligibility audit, yielding savings of over \$300,000; created an internal policy as to how all new hires and employees with a qualifying event provide verification of dependents in order to enroll in the city's health plan or make changes to their current elections; reclassified the Pension Administrator position to a Benefits Specialist position, creating cross-functional opportunities and a "one stop" source for employees; collaborated with the City Attorney's Office to negotiate new pension agreements for Police and Fire unions; acquired testing software and began utilizing computerized exams for candidates applying for administrative, clerical, accounting, customer service, and similar types of positions; created a Family Medical Leave Act policy and began the process to update any and all related Codes of Ordinances; completed numerous programs sponsored by the Wellness Committee; and updated various internal forms, policies, and procedures in keeping with the current industry standards and benchmarking trends.



## 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. The office successfully met their contractual performance criteria for all aforementioned programs.

## LAW DEPARTMENT

The Law Department worked with the Department of Economic and Community Development to obtain a grant to acquire four parcels adjacent to Milford train station to accommodate commuter parking. In the labor arena, pension agreements that expired on June 30, 2012 for two collective bargaining units were negotiated. The department continued to commit substantial resources to tax and assessment issues, settling approximately 15 Board of Assessment appeals filed in connection with the October 1, 2011 real estate revaluation. Most of the remaining appeals concern commercial properties valued in excess of \$500,000.