TOWN OF OLD SAYBROOK
Board of Finance

302 Main Street • Old Saybrook, Connecticut

BOARD OF FINANCE REGULAR MEETING MINUTES

<mark>**January 16, 2024 6:30 P.M.**</mark>

This was a hybrid meeting

BOF Attendant Members	Absent Members
Bruce Carlson, Chairman	
George Chang, V. Chairman	
John O'Brien	
Paul Carver	
Brad Thorpe	
Eric Dussault	
Meghan Brady	

In Attendance
Carl Fortuna, First Selectman
Matt Pugliese, Selectman
Lee Ann Palladino, Finance Director
Barbara Labriola, Treasurer (exited at 8:15 p.m.)
Jennifer Donohue, EDC Director
William Claffey, Director Public Works
Larry Hayden, IT Director
Gerri Lewis, Clerk

I. CALL TO ORDER

Chairman Carlson called the meeting to order at 6:30 p.m.

II. PLEDGE OF ALLEGIANCE

Chairman Carlson led the pledge.

III. ROLL CALL

All present.

IV. PUBLIC COMMENT – None

V. MINUTES 12/5/2023

A motion to approve the minutes of December 5, 2023 was made by Mr. Thorpe and seconded by Mr. O'Brien. Discussion: Selectman Pugliese noted that he was present at the 12/5/2023 meeting. Motion passed unanimously.

At this time, Mr. Chang noted that he is now liaison to the Board of Education and that he is on the Capital Planning Committee.

VI. TREASURER'S REPORT

Treasurer Labriola provided the monthly Treasurer's Report. See attachment.

VII. FINANCE DIRECTOR'S REPORT

Ms. Palladino provided the monthly Finance Director's Report. See attachment.

VIII. FY2025 BUDGET REVIEW

ECONOMIC DEVELOPMENT – Ms. Donohue shared her Power Point presentation on her department budget. See attachment.

DEPARTMENT OF PUBLIC WORKS – Mr. Claffey shared his Power Point presentation on his department budget. See attachment.

INFORMATION TECHNOLOGY – Mr. Hayden shared his Power Point presentation on his department budget. See attachment.

IX. PRESENTATION AND CONSIDERATION OF THE DEPARTMENT OF PUBLIC WORKS FLEET CAPITAL MANAGEMENT PLAN.

After a brief discussion, it was decided that having just received this information, the Board of Finance will add this agenda item to the next regularly scheduled meeting of February 6th, 2024.

X. PRESENTATION AND CONSIDERATION OF THE ELDERLY BENEFIT RECOMMENDATION FOR FY 2025.

After a brief discussion, it was decided that having just received this information, the Board of Finance will add this agenda item to the next regularly scheduled meeting of February 6th, 2024. It was noted that the tax relief was $100,000.00 last fiscal year.

XI. SELECTMAN'S REPORT

Selectman Fortuna briefly noted the following:
- Past Director of DPW, Larry Bonin's Retirement Party;
- Beaver Dam Trail Easement Project

XII. LIAISON REPORTS - None

XIII. COMMENTS FROM BOARD MEMBERS – None

### XIV. COMMENTS FROM THE CHAIR - None

XV. PUBLIC COMMENT – None

XVI. ADJOURNMENT

A motion to adjourn was made by Mr. Thorpe, seconded by Mr. Carver and was so VOTED unanimously at 9:16 p.m.

This meeting was recorded and is on the Town of Old Saybrook video library website and posted in the Town Clerk's office.

Submitted: Gerri Lewis, Clerk
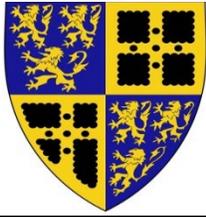
Monthly Treasurer's Report – December 2023

(Preliminary and Unaudited)

Background   **Sec. 7-80. Duties of treasurer.** (a) The town treasurer shall receive all money belonging to the town, pay it out on the order of the proper authority and keep a record of all moneys received and when received and of all moneys paid out, when, for what and upon whose authority, which record shall always be open to the inspection of any taxpayer in such town and shall be presented to each annual town meeting, being first sworn to by him and adjusted by the selectmen. The town treasurer shall be, ex officio, treasurer of the town trust funds and may appoint a deputy who shall, in the absence or disability of the town treasurer, perform all his duties.

Executive Summary as of December 2023

REVENUES:	Budget	Received FYTD	% Received FY24	% Received FY23
Taxes	48,176,744	31,507,180	65.4%	68.6%
State of Connecticut	500,000	369,822	74.0%	70.7%
Local Revenues	1,600,000	1,473,525	92.1%	92.2%
TOTALS:	**50,276,744**	**33,350,527**	**66.3%**	**69.1%**

Authorized Investments per Investment Policy:

Authorized Investment	Balance	Rate as of 12/31/23
STIF	$9,245,353	5.57%
Webster Bank	$6,867,166	5.36%
Short Term Cash Management	$10,000,000	5.08%
ARPA Cash Management	$1,200,000	5.33%
Total	27,312,519	5.33%

Pension Plans as of: December 2023

Description	Town Pension Plan	Fire Department Pension Plan
Beginning Balance 6/30/23	25,787,191	1,709,107
Change in Value	1,110,618	71,567
Ending Balance	27,261,452	1,805,174
Return FYTD (net of fees)	5.72%	5.62%
Benchmark Return	6.15%	6.15%
Assumed Rate	6.75%	6.50%
Funded Ratio	85%	52.7%

Operating Budget Report: Revenue

General Fund: 1005

:: Property Taxes

Dept. #	Department	Revenue Account	FY24 Budget	FY 24 Period Receipts	FY 24 YTD Receipts	Current FY % of Budget	FY23 YTD Receipts	Prior FY % of Budget	Y/O/Y $ Change
413500	TAX COLLECTOR	INTEREST ON PRIOR YEARS'	100,000	4,678	67,853	67.9%	250,680	250.7%	(182,827)
413500	TAX COLLECTOR	PP TAX REVENUE	100,000	8,292	163,592	163.6%	489,762	489.8%	(326,170)
413500	TAX COLLECTOR	TAX REVENUE - CYEAR	47,941,744	3,211,837	31,275,735	65.2%	31,386,688	67.3%	(110,953)
413500	TAX COLLECTOR	TAXES TELECOMM	35,000	-	-	0.0%	-	0.0%	-
Property Taxes - Total			**48,176,744**	**3,224,807**	**31,507,180**	**65.4%**	**32,127,129**	**68.6%**	**(619,949)**

:: State Revenue

Dept. #	Department	Revenue Account	FY24 Budget	FY 24 Period Receipts	FY 24 YTD Receipts	Current FY % of Budget	FY23 YTD Receipts	Prior FY % of Budget	Y/O/Y $ Change
413700	TREASURER	ECS ST/CT	130,000	-	32,815	25.2%	32,697	25.2%	118
413700	TREASURER	IN LIEU OF TAXES ST/CT	34,000	-	-	0.0%	42,642		(42,642)
413700	TREASURER	LOCIP ST/CT	53,000	-	-	0.0%	-	0.0%	-
413700	TREASURER	STATE SHARED REVENUES	37,000	-	200,357	541.5%	117,621	345.9%	82,736
413700	TREASURER	TAX RELIEF OPM VET/DISABI	-	11,699	11,699		9,919		1,779
413700	TREASURER	TOWN AID ROAD ST/CT	246,000	-	124,951	50.8%	124,448	50.6%	503
State Revenue - Total			**500,000**	**11,699**	**369,822**	**74.0%**	**327,328**	**70.7%**	**42,494**

:: Local Revenue

Dept. #	Department	Revenue Account	FY24 Budget	FY 24 Period Receipts	FY 24 YTD Receipts	Current FY % of Budget	FY23 YTD Receipts	Prior FY % of Budget	Y/O/Y $ Change
411100	SELECTMEN	VENDOR LICS, SELECTMEN	2,000	50	425	21.3%	400	20.0%	25
413700	TREASURER	INTEREST	600,000	74,504	609,705	101.6%	259,033	345.4%	350,672
413700	TREASURER	INTERST & DIVIDND	-	(878)	54,261		3,568		50,692
413700	TREASURER	MISC REVENUES	45,000	61	20,071	44.6%	43,138	95.9%	(23,067)
413700	TREASURER	REALIZED GAINS / ST GAINS	-	0	69,455		14,281		55,174
414701	TOWN CLERK	RECORDING FEES	400,000	35,564	248,899	62.2%	207,008	51.8%	41,890
415101	LAND USE	LAND USE PERMIT FEES	20,000	-	10,770	53.9%	14,421	72.1%	(3,651)
420101	PD - FIELD SERVICE	PUBLIC SAFETY FINES	5,000	784	2,704	54.1%	3,095	61.9%	(391)
421300	BUILDING	BUILDING PERMITS	180,000	23,965	173,735	96.5%	180,405	100.2%	(6,670)
421900	FIRE MARSHAL	PROTECTIVE INSPECTION FEE	3,000	185	1,610	53.7%	3,390	113.0%	(1,780)
450100	LIBRARY-ACTON	LIBRARY USE	4,000	143	1,604	40.1%	1,655	41.4%	(51)
450301	RECREATION	BEACH PASSES	45,000	-	7,308	16.2%	7,040	15.6%	269
450301	RECREATION	HARVEY'S BEACH	55,000	-	75,864	137.9%	82,358	149.7%	(6,493)
450302	RECREATION MINI GOLF	GOLF FEES	180,000	-	135,784	75.4%	135,132	75.1%	652
450503	PARKS VICKY DUFFY PAV	FEES FOR SERVICES	6,000	1,150	6,518	108.6%	8,082	134.7%	(1,564)
840100	TRANSFER STATION OPERATI	REFUSE COLLECTION CHARGES	55,000	12,754	54,813	99.7%	28,670	52.1%	26,143
Local Revenue - Total			**1,600,000**	**148,281**	**1,473,525**	**92.1%**	**991,675**	**92.2%**	**481,851**
Overall - Total			**50,276,744**	**3,384,787**	**33,350,528**	**66.3%**	**33,446,132**	**69.1%**	**(95,604)**
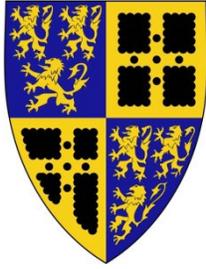
Finance Director's Report – December 2023
(Preliminary and Unaudited)

The Finance Director's report will address the present status of the Fiscal Year expenditure budget, Cash Flow trends, and the Town's long-term strategies.

Section I: Expenditure Budget for Fiscal Year 2024

EXPENDITURES:	Budget	Expended FYTD	% Expended FY24	% Expended FY23
General Government	18,375,394	9,496,041	51.7%	53.9%
Bonded Indebtedness	3,071,844	2,768,402	90.1%	88.3%
Board of Education	28,829,506	12,923,761	44.8%	49.2%
TOTALS:	**50,276,744**	**25,188,204**	**50.1%**	**53.1%**

Budget Fiscal Year 2024
The general government budget for Fiscal Year ("FY") 2024 presently stands at $18,375,394, along with the Town's Debt Service budget of $3,071,844, total General Government Expense equates to $21,447,238. The Board of Education budget of $28,829,506 brings the Town-wide budget to $50,276,744. The budget was approved at the May 9, 2023 referendum.

ARPA Appropriations –

The BoF approved an ARPA appropriation in the amount of $50,000 for the purpose of purchasing a humidity system for the KHCAC. Further, this was approved at the November 27, 2023 town meeting.

The BoF approved an ARPA appropriation in the amount of $17,294 to the Old Saybrook Ambulance Association for the purpose of repairing the driveway. Further this was moved to town meeting.

The BoF approved an ARPA appropriation in the amount of $15,000 to the Old Saybrook Little League for the purpose of purchasing equipment. Further this was moved to town meeting.

The BoF approved an ARPA appropriation in the amount of $25,000 to the Back River Living Shoreline project. Further this was moved to town meeting.

Budget Transfers –

Capital Non-Recurring Appropriations -

The BoF approved an appropriation of $2,500 from the Town's capital non-recurring account for the purpose of purchasing new flagpoles on the Main Street median. This appropriation was approved at the October 3rd town meeting.

The BoF approved an appropriation of $25,000 from the Town's capital non-recurring account for the purpose of purchasing a time and attendance system. Further, this was approved at the November 27, 2023 town meeting.

The BoF approved a reimbursable grant for the purpose of purchasing radios for the Old Saybrook Fire Department in the amount of $500,000. Further, the BoF approved an appropriation in the amount of $84,654 from the capital non-recurring account to supplement the radio grant. Both appropriations were approved at the November 27, 2023 town meeting.

The BoF approved an appropriation in the amount of $100,365 from the capital non-recurring account to supplement a $500 thousand urban action grant to complete Phase II of the Main Street Connection Park. Further, this appropriation was moved to town meeting.

Fiscal Year 24 Budget Performance

Through December 2023, 50% of the general government budget equates to $9,187,697. Actual expenditures of $9,496,041 are $308 thousand below a straight-lined budget. Capital transfers, quarterly payment, and other one-time annual payments were made near the start of the fiscal year. Attached is the detailed list of budget line items.

Section II: Cash Flow Summary

As of December 31, 2023, the Town's cash balance was as follows:

Fund	Total	Monthly Activity
General Fund	7,942,582	-211,892
Capital Funds	5,521,916	118,833
Reserve Funds	5,210,958	-125,984
Non-major Funds	3,638,090	-172,902
Total	22,313,546	-391,945

The Town's total cash decreased by $392 thousand of which $212 thousand was due to activities in the General Fund. The GF received $3.3 million in revenues which were offset by $3.5 million in expenditure.

Section III.   Long Term Strategies

1.   **Capital Outlays FY24**

The Municipal Reserve Fund, which includes capital non-recurring, fire apparatus, public work/transfer station, and Board of Education sinking funds, totals $3,702,732 as of December 2023.

Municipal Reserve Fund	FY 2024 Transfers	Balance
Capital Non- Recurring Budget 3350	-$46,654	2,045,513
Fire Apparatus -3351	176,800	261,454
Public Works – 3353	75,000	395,765
Board of Education – 3354	0	1,000,000
Catastrophic Illness – 7219	70,000	221,589
Post-employment Payout – 7220	40,000	24,387
Revaluation – 7222	50,000	133,458
Contingency – 7224	30,000	75,253
Roof Repair – 3020	25,000	55,174
DPW Two heavy duty dumpsters– 3059	22,100	1,008
Town Hall – HVAC system - 3000	245,000	245,000
P&R painting of gym ceiling - 3060	4,850	4,850
P&R wind screen	3,404	0
P&R Awning Harvey beach	4,975	0
P&R resurface basketball court at Trask	14,445	0
P&R tennis court repair	5,880	0
Paving Budget	25,000	0
Hazard Mitigation Plan	21,000	21,000
Total	**741,800**	**4,484,451**

Capital Expenditures FY 2024 budgeted amount as noted below.

Department	Amount Budgeted/Transferred	Amount Used
Fire Department (4203)	60,000	5,080
Police Department (4201)	99,804	89,804
IT – Town (4143)	13,500	7,533
Highway & Streets (4303)	475,000	464,833
Library Heat Pumps (4501)	16,700	0
Total	**665,004**	**567,250**

2. **Pension Plan**

Description	Town Pension Plan	Fire Department Pension Plan
Actuarial Defined Contribution (ADC) FY24:	$844,066	$175,829
Paid to date by the Town & BoE	$851,000	$180,000
ADC budget amount	$673k (town) $178k (BoE) = $851k	$180,000
Pension Reserve Amount:	$312,000	

3. **Debt Service**

Outstanding June 30, 2023: $20,315,000
Debt Service budget FY24: $ 3,071,844

Operating Budget Report: Expenses
General Fund: 1005
:: General Fund Budget

Dept. #	Department	FY24 Budget	FY24 Period Expense	FY24 YTD Expenses	Current FY% of Budget	FY23 YTD Expense	Prior FY % of Budget	YOY Change
411100	SELECTMEN	377,416	46,990	189,055	50.1%	168,573	46.3%	20,482
411200	MAIN STREET MAINTENANCE	10,000	1,610	5,629	56.3%	3,677	36.8%	1,952
411700	BOARD OF FINANCE	74,116	4,954	28,616	38.6%	54,328	83.8%	(25,712)
412300	ACCOUNTING	430,352	45,013	198,835	46.2%	200,758	48.7%	(1,923)
412500	ETHICS	950	-	-	0.0%	-	0.0%	-
413100	ASSESSOR	173,220	13,845	86,962	50.2%	100,477	60.3%	(13,515)
413300	ASSESSMENT APPEALS	6,697	100	100	1.5%	2,676	40.0%	(2,576)
413500	TAX COLLECTOR	221,355	15,523	97,387	44.0%	110,326	52.4%	(12,939)
413700	TREASURER	8,631	719	4,316	50.0%	4,316	50.0%	-
413900	LEGAL SERVICES	105,000	13,251	36,579	34.8%	35,119	33.4%	1,459
414000	DB EMPLOYER CONT (ADC)	673,000	-	673,000	100.0%	664,000	100.0%	9,000
414200	RETIREE HEALTH INS	286,100	24,968	148,441	51.9%	144,207	51.3%	4,234
414300	INFORMATION TECHNOLOGY	231,557	30,434	105,018	45.4%	106,394	54.1%	(1,376)
414701	TOWN CLERK	261,752	20,777	117,677	45.0%	112,657	44.6%	5,020
414702	VITAL STATISTICS	1,350	211	211	15.6%	345	25.6%	(135)
414900	REGISTRAR OF VOTERS	65,643	5,762	36,757	56.0%	47,348	75.5%	(10,591)
415101	LAND USE	371,448	34,320	157,297	42.3%	123,723	34.4%	33,574
415102	ARCH REVIEW BD	3,711	254	769	20.7%	998	26.9%	(229)
415300	PLANNING COMMISSION	15,387	(6,086)	12,105	78.7%	12,627	82.1%	(521)
415501	ZONING COMMISSION	34,716	8,196	14,108	40.6%	9,892	28.5%	4,216
415502	ZBA	13,408	304	2,237	16.7%	2,901	21.6%	(664)
415700	INSURANCE	420,000	102,179	319,871	76.2%	293,627	75.1%	26,245
415900	HISTORIC DISTRICT	5,489	47	864	15.7%	2,707	49.3%	(1,844)
416300	INLAND/WETLANDS	8,716	1,555	2,862	32.8%	1,856	21.3%	1,006
416500	HARBOR MGMT COMMISSION	22,354	1,753	10,521	47.1%	10,935	48.9%	(414)
417100	CONSERVATION COMMISSION	4,504	223	1,516	33.7%	791	17.6%	726
417300	ECONOMIC DEVELOPMENT	84,710	8,236	38,215	45.1%	37,435	56.1%	781
417700	POLITICAL SUB DIVISIONS	149,256	106	128,365	86.0%	132,260	88.9%	(3,895)
419900	TOWN HALL	431,811	31,721	177,512	41.1%	194,058	39.0%	(16,546)
420101	PD - FIELD SERVICE	3,674,618	262,311	1,508,690	41.1%	1,614,089	44.8%	(105,399)
420102	PD - SUPPORT SERVICE	1,161,305	99,000	511,817	44.1%	504,783	45.3%	7,035
420103	PD GENERAL EXPENDITURES	542,663	44,379	299,331	55.2%	281,510	53.9%	17,822
420300	FIRE DEPT.	577,648	34,625	316,532	54.8%	394,310	67.3%	(77,778)
421100	TREE WARDEN	55,689	6,779	19,360	34.8%	34,582	62.1%	(15,222)
421300	BUILDING	140,364	10,430	61,959	44.1%	64,198	43.5%	(2,239)
421500	ANIMAL CONTROL	20,000	-	20,000	100.0%	20,000	100.0%	-
421700	MARINE PATROL	62,727	7,055	27,202	43.4%	24,503	39.7%	2,699
421900	FIRE MARSHAL	157,540	10,400	65,717	41.7%	70,047	47.1%	(4,330)
422300	EMERGENCY MANGEMENT	204,641	8,440	55,864	27.3%	63,372	31.0%	(7,509)
430100	PW ADMIN	1,121,426	71,312	477,810	42.6%	440,631	43.6%	37,179
430300	PW HIGHWAY AND STREET	644,300	2,489	513,942	79.8%	412,731	64.3%	101,211
430500	ENGINEERING	80,000	3,785	30,952	38.7%	74,968	93.7%	(44,016)
430700	PW SNOW AND ICE	45,000	1,321	1,796	4.0%	5,941	8.0%	(4,144)
431100	STREET LIGHTING	80,000	3,775	23,800	29.7%	20,173	25.2%	3,627
431300	PW VEHICLE/EQUIP MAINT	91,000	2,223	22,832	25.1%	32,436	37.7%	(9,604)
431700	WASTE COLLECTION	36,000	6,120	18,360	51.0%	17,808	52.4%	552
432900	WATER HYDRANT	742,500	54,758	160,636	21.6%	171,626	25.4%	(10,990)
440100	ENVIRONMENTAL HEALTH	162,000	57,530	130,020	80.3%	131,380	81.1%	(1,360)
441100	NURSING	53,123	-	9,192	17.3%	8,523	16.0%	669
441900	YFS	448,189	-	448,189	100.0%	434,089	100.0%	14,100
442700	SOCIAL SRVS	113,897	9,248	55,245	48.5%	50,626	47.0%	4,619
450100	LIBRARY-ACTON	1,070,025	81,467	486,903	45.5%	448,298	43.4%	38,605
450301	RECREATION	659,871	39,693	335,294	50.8%	316,490	50.3%	18,804
450302	RECREATION MINI GOLF	81,702	922	63,491	77.7%	48,299	58.5%	15,192
450503	PARKS VICKY DUFFY PAV	14,000	2,445	12,277	87.7%	9,051	58.6%	3,227
450505	PARKS - OTHER	71,000	14,690	82,431	116.1%	62,624	90.9%	19,807
451100	THE KATE	71,500	6,493	31,129	43.5%	33,587	47.0%	(2,458)
490000	CAPITAL OUTLAY	741,800	1,350	688,450	92.8%	735,000	100.0%	(46,550)

Dept. #	Department	FY24 Budget	FY24 Period Expense	FY24 YTD Expenses	Current FY% of Budget	FY23 YTD Expense	Prior FY % of Budget	YOY Change
821100	WPCA ADMIN	255,071	13,029	138,056	54.1%	64,940	26.0%	73,116
840100	TRANSFER STATION OPERATI	362,248	23,240	143,028	39.5%	145,452	40.4%	(2,425)
840300	TS WASTE TRANSPORT/ DISPO	340,900	26,491	140,912	41.3%	162,555	47.7%	(21,643)
General Fund Budget - Total		**18,375,394**	**1,312,763**	**9,496,041**	**51.7%**	**9,477,628**	**53.1%**	**18,413**

:: Debt Service

Dept. #	Department	FY24 Budget	FY24 Period Expense	FY24 YTD Expenses	Current FY% of Budget	FY23 YTD Expense	Prior FY % of Budget	YOY Change
480100	DEBT SERVICE GG	3,071,844	-	2,768,402	90.1%	2,711,976	88.3%	
Debt Service - Total		**3,071,844**	**-**	**2,768,402**	**90.1%**	**2,711,976**	**88.3%**	**56,426**

:: Board of Education

Dept. #	Department	FY24 Budget	FY24 Period Expense	FY24 YTD Expenses	Current FY% of Budget	FY23 YTD Expense	Prior FY % of Budget	YOY Change
470000	BOARD OF EDUCATION	28,829,506	2,194,880	12,923,761	44.8%	13,525,444	49.2%	
Board of Education - Total		**28,829,506**	**2,194,880**	**12,923,761**	**44.8%**	**13,525,444**	**49.2%**	**(601,683)**
Overall - Total		**50,276,744**	**3,507,642**	**25,188,204**	**50.1%**	**25,715,048**	**53.1%**	**(526,844)**

ECONOMIC DEVELOPMENT & COMMUNICATIONS DEPARTMENT

FISCAL YEAR 2025 DEPARTMENT BUDGET PRESENTATION

AGENDA

- Department Budget FY25

- Structure and Staffing

- Department Accomplishments

- Cost Containment/Process improvements

- Conclusion

BUDGET OVERVIEW FY25

	FY23 Actual	FY24 Budget	FY25 Budget	% change FY 24 vs FY25
Salaries	53,828	54,209	62,786	15.8%
Benefits	10,577	10,436	12,528	20%
Operations	19,115	20,065	25,400	26.5%
Total Budget	83,519	84,710	100,714	18.9%

The department budget is up 18.9% over FY24, led by increases in salary and marketing.

STRUCTURE & STAFFING – MAJOR CHANGES

- Increase in the director's hours from 30 to 34 weekly.

- "Advertising" line item has been changed to "Marketing Development" and increased by $5,000.
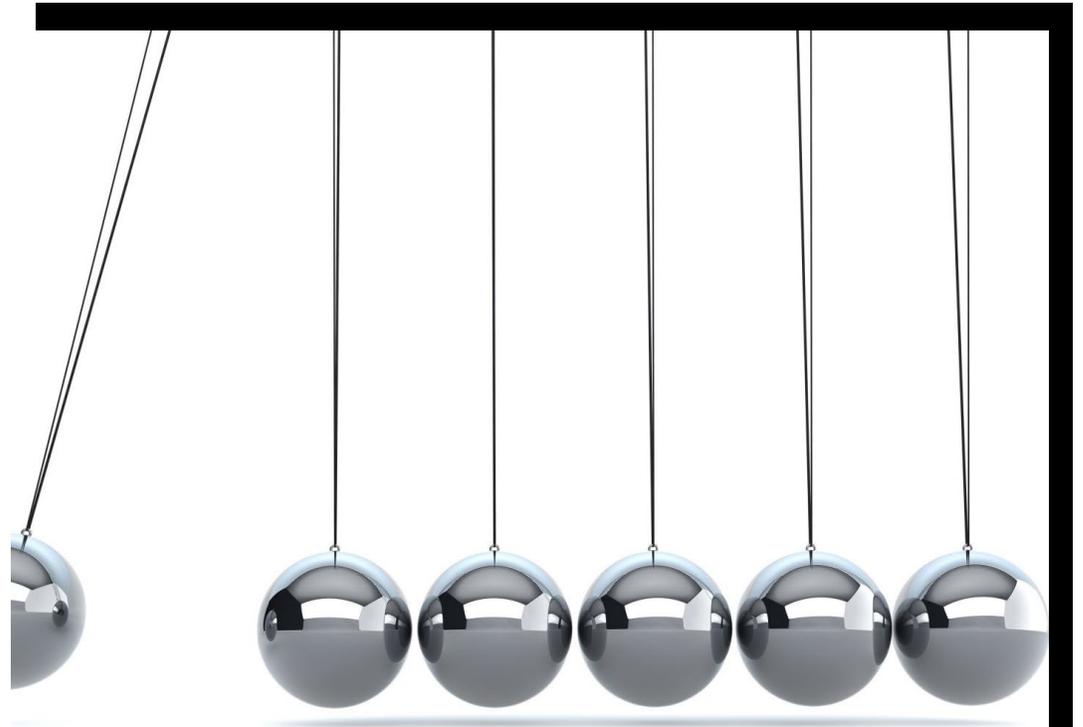
DEPARTMENT ACCOMPLISHMENTS

- Reviewed and evaluated 19 responses to RFP for marketing services, ultimately selecting Miranda Creative. Marketing projects since have included building a more extensive professional photo and video library, creation of several promotional videos and a YouTube Channel, strategic planning, event promotion, social media improvements, website planning and domain name selection and support of ARPA funding goals.
- Prepared grant applications for 2023 STEAP Grant (awarded $500,000) and CT Recreational Trails Grant.
- Continued to work with consultants to support study of Boston Post Road East/Mariner's Way, including conducting area tour, facilitating connections with businesses and public feedback activities.
- Played integral role in promoting and planning Celebrate Saybrook Street Party with an estimated 20,000 in attendance and more than 100 vendors.
- Spearheaded planning and promotion of Starlight Festival with planning committee, including increase in business and restaurant participants in the event as well as launch of a new event web page and new event logo.
- Hosted with the Kate a Business Networking Reception for business community members which featured a screening of the episode of *Road Trip Masters* showcasing Old Saybrook and some of its unique offerings.
- Continued focus on Main Street with walking tour with CT Main Street Center, utilization of Main Street Assessment Tool, and conducting parking and business inventories of Main Street and Route 1.
- Implemented additional holiday lighting and formed a committee to guide future efforts in this area.

ACCOMPLISHMENT HIGHLIGHTS

- Promotional Videos

- ARPA-Funded Downtown Marketing & Promotion

- Starlight Festival Improvements

- Celebrate Saybrook

PROMOTIONAL VIDEOS

- This video was used to promote summer visits to Old Saybrook.

- Garnered 14,000 views on YouTube

- Was used as a whole and in smaller snippets for digital ads through Meta (Instagram and Facebook)

- 2 additional videos were produced this year: 1 for fall and a mini-video for shopping local at the holidays

ARPA-FUNDED DOWNTOWN MARKETING & PROMOTION

- $100,000 to be spent by 12/30/26

- To support resiliency for business community.

- Partnered with CT Main Street Center

- Supported by professional marketing

- Coming soon…visitor website with branding tied to domain name…

STARLIGHT FESTIVAL

- Paid digital advertising and other efforts drove more than 4,000 visits to the new landing page for the event.

- Double the number of restaurants participated in the event this year offering a Starlight drink, military discount, or other special. Several found their special drink to be a bestseller that day.

- YFS raised $2,000 for the soup kitchen.

- Lions Club sold out of food and ran out of hot chocolate.

CELEBRATE SAYBROOK STREET PARTY

- Townwide Collaboration

- More than 100 vendors, including Main Street businesses and local restaurants

- Estimated 20,000 attendance

- More than 75 signed up to date for 2024 event

- Nearly 6,000 visits to event website with nearly 3,000 of those resulting from clicks from paid digital advertising

COST CONTAINMENT/PROCESS IMPROVEMENTS– FY24

- Hired a new marketing company that has been instrumental in helping to shape our vision and direction and laying strategic, targeted groundwork that not only improves our efforts today but will make future efforts more economical and impactful.

- Conducted business inventories for Main Street and Route 1 providing key demographic and contact information for a large percentage of OS businesses. This will allow for more convenient and frequent electronic communication with businesses, which is cheaper and more efficient than mail.

- New Starlight Festival event landing page not only provided a great way to showcase our event but was able to collect valuable information that will help market future events more precisely with less resources.

- Improved professional photo and video library, creating an inventory of images that can be used for many promotional and communication purposes.

CONCLUSION

The Economic Development Department is:

✓ Poised to move forward with a communications plan for the calendar year

✓ Ready to use video and photos from the past year to produce new content to promote OS

✓ In the process of launching a new visitor website that will promote tourism and business which will have everyone Saying Old Saybrook…stay tuned…

✓ Looking forward to implementing the new Boston Post Road East/Mariner's Way strategy

✓ Preparing to again apply for grant funding to improve the Saybrook Point area

✓ On target to be part of the production and promotion team bringing a second Celebrate Saybrook and a fourth Starlight Festival (with even more lights!!) to the town

DEPARTMENT OF PUBLIC WORKS

FISCAL YEAR 2025 DEPARTMENT BUDGET PRESENTATION

AGENDA

Department Budget FY25

- Public Works
- Transfer Station

Structure and Staffing

Department Accomplishments

Capital Request

Conclusion

STRUCTURE & STAFFING – MAJOR CHANGES

Department of Public Works

- Nine-member team:
    - DPW Director
    - Crew Chief
    - One Maintainer III
    - Six Maintainer II
- No other staffing changes.

Transfer Station

- Five-member team:
    - Full time Maintainer III
    - 3 PT operators
    - 1 PT attendant

    - No staffing changes

STRUCTURE & STAFFING OF THE D.P.W.
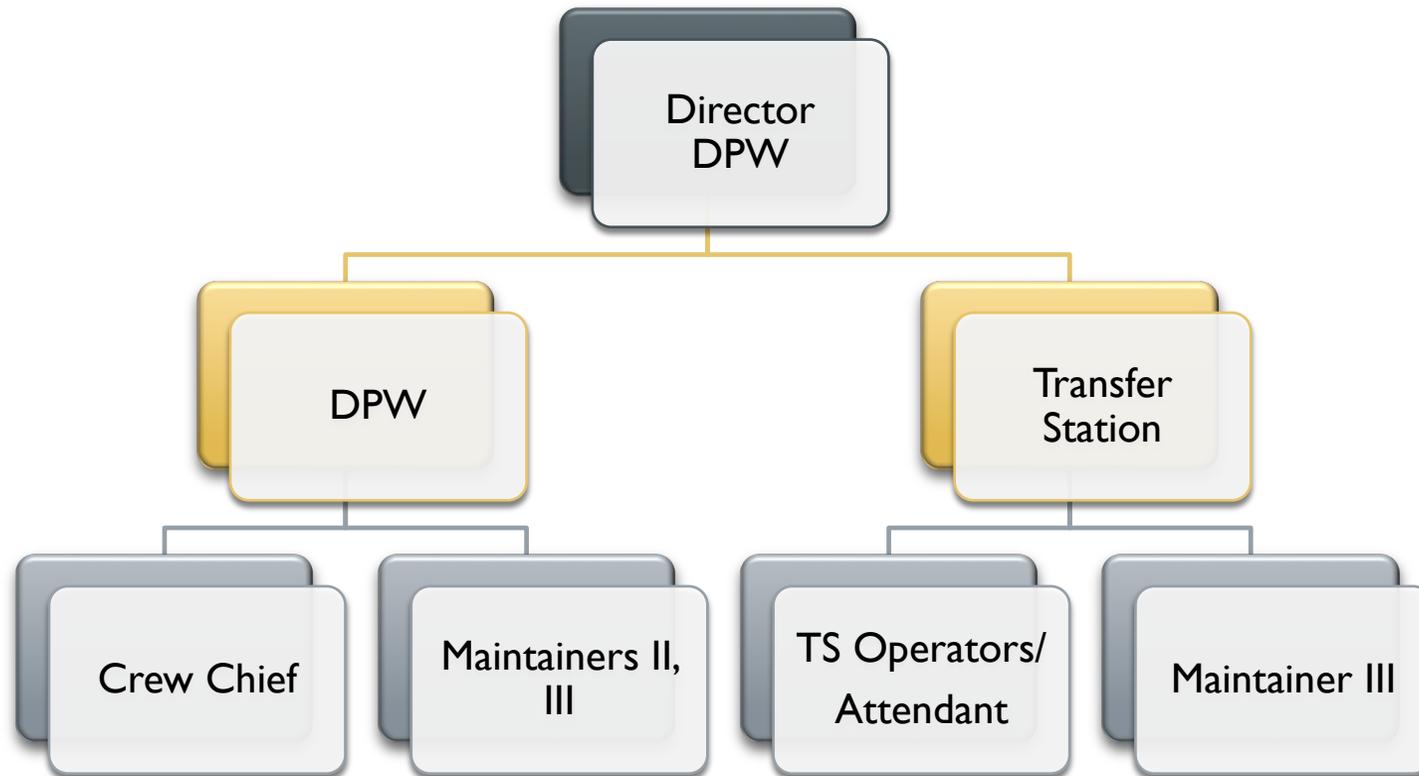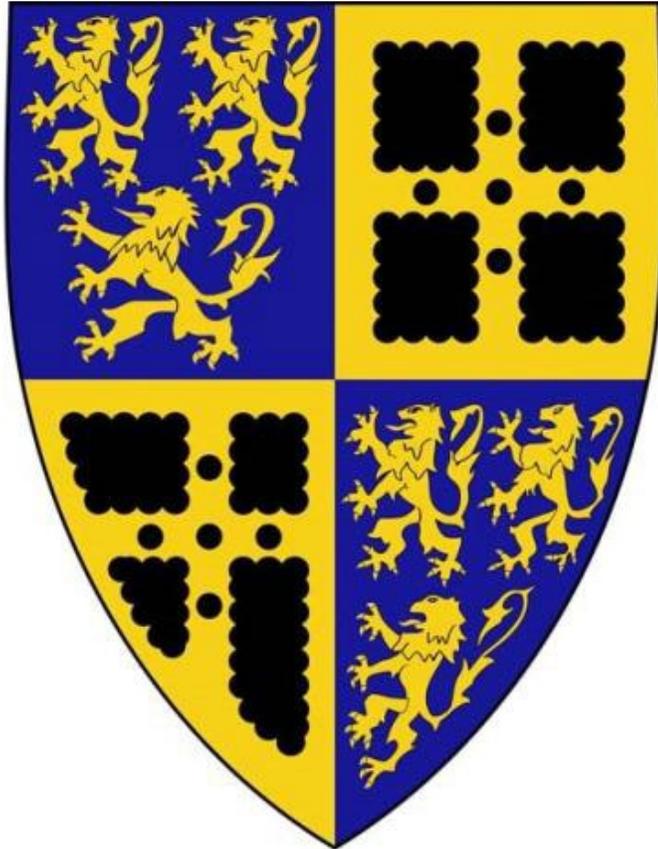
DEPARTMENT OF PUBLIC WORKS:

TOWN OF OLD SAYBROOK

DEPARTMENT OF PUBLIC WORKS: DUTIES

- First Responders – 24/7 (Hurricanes, Floods, Snow, etc.)

- All Certified Hazwooper Trained

- Maintain the Infrastructure

- Work collaboratively with all departments
  - Facilitate Economic Development / Land Use endeavors
  - Work closely with the Town engineer
  - Provide in-kind services to the Board of Education
  - Maintain Town buildings and vehicles
  - Work with Parks & Recreation to maintain all fields, parks, beaches, and the Point

- Community Safety & Protect Public Health
  - Storm Water Management
  - Leaf Compost
  - Refuse / Recycling
  - Dead Animal Pickup
  - Catch Basin Cleaning
  - Road Sign Maintenance
  - Guard Rail Repair
  - Road Resurfacing

DEPARTMENT OF PUBLIC WORKS: A TYPICAL DAY

- The previous slide is an overview of all duties responsible of the D.P.W. for the Town of Old Saybrook. On any given day, the Crew may be expected to balance and combine the tasks previously explained as well as:

  - Road obstructions

  - Sign repairs

  - Weather related incidents (flooding, snow, etc.)

  - In – Kind services

  - Debris removal on beaches

- Please know, the D.P.W. is available to the Town of Old Saybrook for emergencies, etc. 24 hours a day

DEPARTMENT OF PUBLIC WORKS BUDGET OVERVIEW

Overall budget up $35k or 1.9%

Description	FY23 Actual	FY24 Budget	FY25 Budget	$ Change	% Change
DPW Admin	948,861	1,121,426	1,121,942	$516	0%
Highway & Street	567,835	644,300	671,700	$ 27,400	4.3%
Snow & Ice	34,024	45,000	45,000	0	0%
Vehicle Equip/Maintenance	87,151	91,000	98,500	$7,500	8.2%
Total DPW	1,637,871	1,901,726	1,937,142	$35,416	1.9%

DPW Budget Changes

- DPW salaries offset by reduction in a family health plan
- Highway & Street paving budget increased $25k
- Vehicle & Equipment up $7.5k for fuel increase and equipment maintenance

BUDGET D.P.W. OVERVIEW FY25

	FY23	FY24	FY25	% change FY 25 vs FY24
Salaries	$697,470	697,220	$716,474	$19,254
Benefits	$266,943	$326,986	$297,748	($29,238)
Operations	$847,520	$877,520	$922,920	$45,400
Total Budget	$1,811,933	$1,901,726	$1,937,142	$35,416

- **Salaries increased 3%.** No changes in staff – normal contractual salary increases
- **Benefits decreased.** A family plan went to waive status
- **Operations increased $45k**. $25k paving budget and $20k for various operational line items due to inflation.

TRANSFER STATION: TOWN OF OLD SAYBROOK

TRANSFER STATION BUDGET OVERVIEW

Budget up primarily due to health insurance moving from one person to 2 person plus normal salary increases

- Overall budget up $23.6k or 3.4%

Description	FY23 Actual	FY24 Budget	FY25 Budget	$ Change	% Change
Transfer Station Admin/Operations	339,821	362,248	382,885	$20,637	5.7%
TS Waste Transport/Disposal	339,254	340,900	343,900	$3,000	.9%
Total Transfer Station	679,075	703,148	726,785	$23,637	3.4%

BUDGET OVERVIEW FY25

	FY23	FY24	FY25	$ change FY 25 vs FY24
Salaries	223,214	230,643	236,582	$5,939
Benefits	45,584	$40,405	$55,103	$14,698
Operations	432,100	$432,100	$435,100	$3,000
Total Budget	$700,898	$703,148	$726,785	$23,637

The department budget is up $23,637. Benefits are up due to change in healthcare plan from a one person to a two person. Salary increases represent normal contractual increase.

ACCOMPLISHMENTS: DEPARTMENT OF PUBLIC WORKS

Department of Public Works

- Hauling of materials and assisted in construction of Frisbee Golf at Town Park (Clark Community Park)

- Assisted Goodwin School by installing 300+ feet of electrical conduit and poured concrete slab and sidewalks for the chiller pads for the new air conditioning

- Prepped and prepared for renovations on Town Green with gazebo, concrete slab, and installed conduit for future electrical upgrades

- Organized uniform holiday lights and decorations throughout Main Street (Town Green, Pickle Ball Courts, the Chamber of Commerce, and center medians on Main Street)

- Restoration (including new wiring and lights, placement for compactor and water tank, sandblasted and repainted) of hotbox trailer and Kubota trailer)

ACCOMPLISHMENTS: DEPARTMENT OF PUBLIC WORKS

Department of Public Works

- Installed underground power at Town Beach

- Restriped parking stalls at Town Beach, Town Hall, and Acton Library

- Resurfaced (chip seal / asphalt) portion of / all of Garden Street, Gagnon Avenue, Old Post Road, Town Beach Road, Ridge Drive, Mohican Road, Seabreeze Road

  - All the Cornfield Point Roads were pulverized, re-graded, compacted, and paved

  - Old Post Road was pulverized, re-graded, compacted, and paved

- New drainage on Ridge Road, Mohican Road

- Installed new drainage and pipe on Old Post Road as well as at the entrance of Meadowood Lane and Old Post Road; installed two dry wells on Colonial Lane; replaced broken drainage at the corner of Captains Lane and Old Post Road; replaced catch basin at the corner of Neptune Avenue and Middletown Avenue

- Installed crosswalk at Old Post Road and intersection with Route 1

Transfer Station

- Prepped, prepared, and installed the Commodities Exchange (building and parking area including handicapped accessible) in conjunction with the Rotary Club

- Transfer Station passes were issued to the public

- Reorganized flow of traffic to be two lanes to accommodate the new Commodities Exchange area as well as the day-to-day flow of the public

- Major revamping of the grounds: removal of unused equipment, etc.

- Installation of new signage

- Organization and implementation of now annual Saybrook Street Party

ACCOMPLISHMENTS: TRANSFER STATION

GOAL FOR FY25

- Strategic Management of the DPW
  - Create five - year paving plan
  - Create fleet repair management plan
  - Create and maintain capital asset plan
  - Help to implement and enforce a town – wide recycling program that is effortless for the public to follow
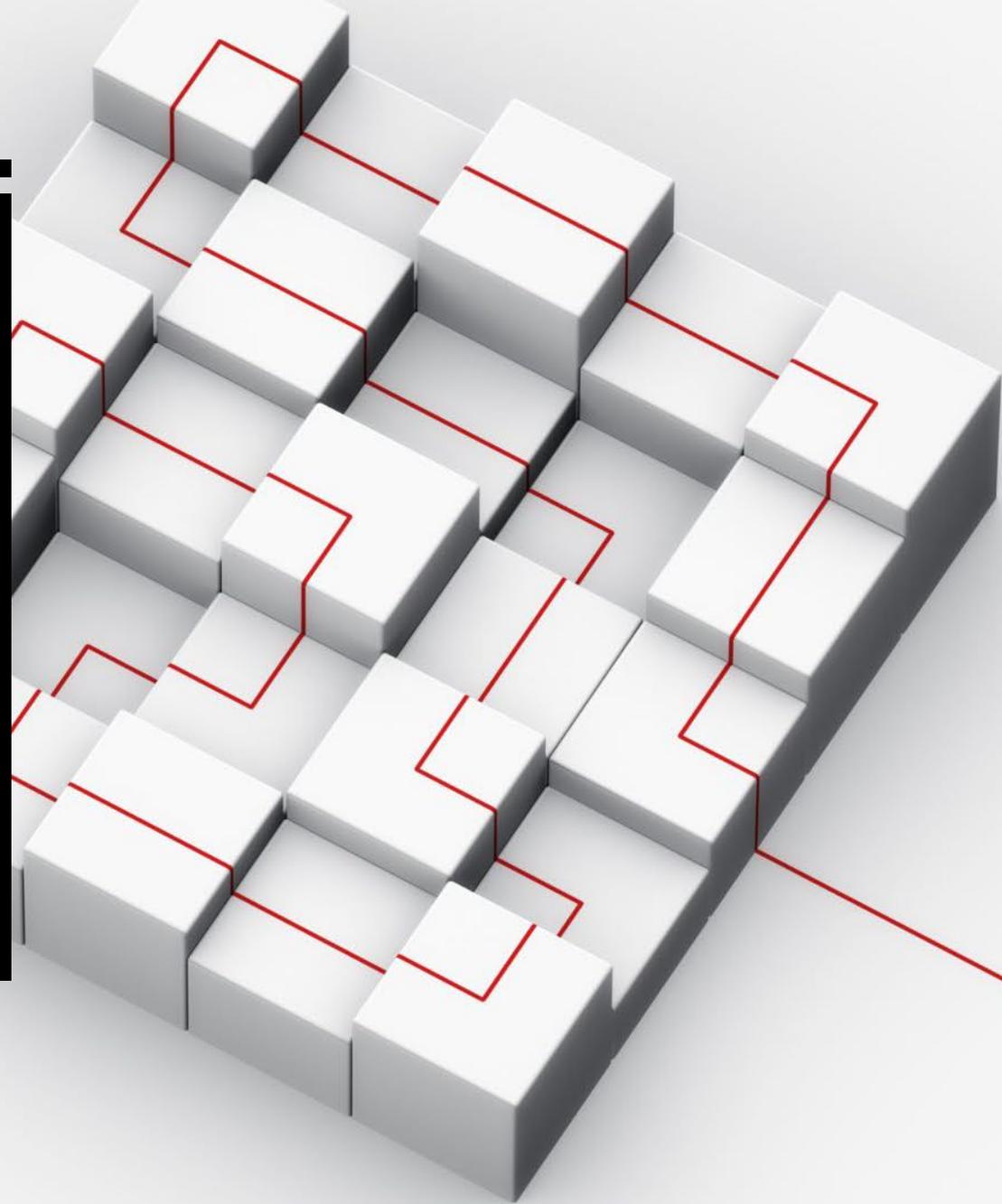
CAPITAL REQUESTS OF THE D.P.W.

- Implement the Capital Management Plan for Year One
    - Two dump trucks with all – season bodies
    - John Deere 333G Compact Track Loader

CONCLUSION

- The Department of Public Works is responsible for maintaining the town's infrastructure and waste recycling facility.

- The DPW budget is up $35 thousand, or 1.9%, the majority of which is attributable to the $25 thousand increase of the paving budget to $500 thousand.

- The Transfer Station budget is up $23.6 thousand, or 3.4%, due to contractual payment of salary and employee choice of benefits.

FROM THE DEPARTMENT OF PUBLIC WORKS …

FROM THE DEPARTMENT OF PUBLIC WORKS ….

INFORMATION TECHNOLOGY DEPARTMENT

FISCAL YEAR 2025 DEPARTMENT BUDGET PRESENTATION

AGENDA

- Department Budget FY25

- Structure and Staffing

- Department Accomplishments

- Cost Containment/Process improvements

- Conclusion

BUDGET OVERVIEW
FY25

	FY23 Actual	FY24 Budget	FY25 Budget	% change FY 24 vs FY25
Salaries	67,937	69,370	71,104	2.50%
Benefits	8,165	8,127	8,277	1.84%
Operations	122,681	154,060	174,300	13.14%
Total Budget	130.846	162,187	182,577	9.55%

The department budget is up 13.14% ($20,240) over FY24.

Top 4 increases

$10,000 – MSP – Support Augmentation / Continuity

$6,240 – Communications (Wi-Fi / Surveillance / Redundancy)

$2,400 – Microsoft 365 Backup Services

$1,300 – Additional Microsoft 365 licenses

STRUCTURE & STAFFING – MAJOR CHANGES

CURRENT:

1 Full Time (35 Hrs / Wk) "at will" employee.

FUTURE:

Department structure and staffing is currently undergoing review as part of the *Clifton, Larson, Allen (CLA)* assessment initiative.

Information Technology
1 - 35 hour/week Position

- User Account Management
- Security & Anti-Virus
- Copy and Print Services
- Backup & Recovery
- Telephone Services
- Hardware Refresh
- Virtual Meetings and Video Archive
- End User Support
- Editor - Town Web Site
- Digital Signs
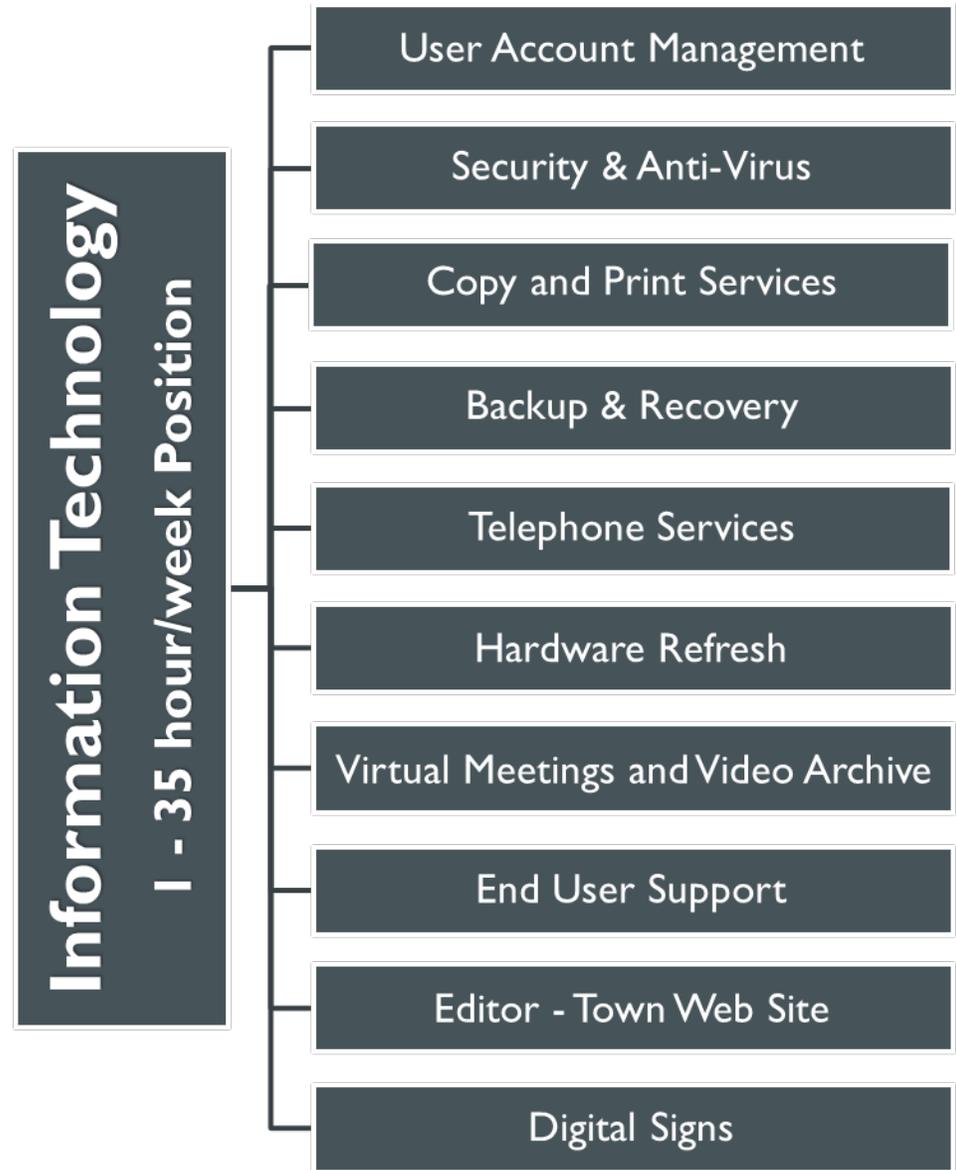
DEPARTMENT ACCOMPLISHMENTS

- Information Security

  - In over 10 years no town data has been lost to virus attacks or ransomware.

  - CT SOTS IT audit found that current Town procedures, practices and workstations meet the SOTS prescribed US Government CIS workstation standards and additional SOTS audit points. .

  - Successfully met CIRMA cybersecurity indemnity standards and PCI qualification reviews.

  - Cyber Incident Response Plan published.

  - Ongoing external vulnerability scanning for general network and PCI segmented access points.

  - Ongoing cyber security training for Town employees.

    - Weekly cybersecurity awareness pamphlets and case studies.

    - Monthly program of phishing testing and reporting.

    - Quarterly training modules on current cybersecurity topics.

DEPARTMENT ACCOMPLISHMENTS

- Windows 11 Preparedness

  - Microsoft will stop providing security updates for Windows 10 in October, 2025

    - Specific hardware requirements (Trusted Platform Module) and additional CPU/BIOS capabilities are required.

  - Current status of the Town Hall workstation fleet (60 systems).

    - 23 workstations are currently on Windows 11

    - 24 workstations meet the minimum requirements for upgrade to Windows 11 (as evidenced by Microsoft compatibility verification software) .

    - 9 workstations are scheduled to be replaced in January 2024 by already purchased, on-our-shelf Windows 11 systems.

    - 4 workstations are scheduled to be replaced by purchases in February/March 2024.

DEPARTMENT ACCOMPLISHMENTS

- Network Enhancements

  - Public Wi-Fi and surveillance connectivity deployed for multiple Parks & Recreation locations.

  - 500 MB/s backup network service for Town Hall implemented.

  - Segregated secure network for PCI (credit card) terminals established.

  - Point to point wireless bridge between YFS and Town Hall installed.

  - Cellular backup for Town Hall internet access.

- Telephony migration from Comcast VoiceEdge to Comcast/Masergy/Webex (April 2024)

  - Better Disaster Recovery / Business Continuity profile.

  - Reduced cost. Rental vs Leased desk stations provide additional deployment flexibility.

COST CONTAINMENT/PROCESS IMPROVEMENTS– FY24

- Cybersecurity

  - End user training, phishing testing results demonstrate increased awareness.

  - Ongoing external scanning for public facing vulnerabilities initiated.

  - Cybersecurity Incident and Response Plan formalized and published.

- Network Reliability

  - Backup network services enhanced for Town Hall and YFS.

CONCLUSION

- Cybersecurity and Data Protection continue to be key activities which drive increased resource requirements.

  - Insurance and PCI continue to update and expand their requirements.

  - Due to the moving nature of threats, cyber protection hardware and software will continue to evolve, grow in sophistication, and certainly grow in cost.

  - Attention to cyber reports and indicators grow more time intensive.

- Town Hall is well positioned for the 2025 Windows 10 support deadline.

  - In 2020, Town Hall workstations age: Average: 5.8, Median: 5.6

  - In 2024, Town Hall workstations age: Average: 4.0, Median: 4.4

  - By April 2024 all Town Hall workstations will meet Windows 11 (Nov 2025) minimum requirements.

BACK UP SLIDES FOLLOW

11-YEAR BUDGET HISTORY

	IT BUDGET (NON-PERSONNEL)											
		FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**	**FY 2021**	**FY 2022**	**FY 2023**	**FY 2024**	**FY 2025**
53010	PUCRCHASED PROFESSIONL SERVICES											10,000
53520	OTHER TECHNICAL SERVICES	18,750	21,750	20,250	18,000	19,000	19,000	19,000	21,500	33,000	53,000	57,000
54320	TECHNOLOGY RELATED REPAIR	16,500	16,500	16,500	16,500	17,250	17,250	17,250	10,500	10,500	15,000	15,000
54430	RENTAL OF COMPUTER RELATE	13,750	13,750	13,750	13,750	15,000	15,000	15,250	11,800	11,800	11,800	11,800
55300	COMMUNICATIONS	51,250	51,250	51,250	51,250	45,000	45,000	47,000	47,000	47,000	55,760	62,000
56500	SUPPLIES - TECHNOLOGY REL	9,800	5,500	5,500	7,000	7,000	7,000	5,000	5,000	5,000	5,000	5,000
57340	TECHNOLOGY - RELATED HARD	25,000	25,000	25,000	25,000	25,000	25,000	25,000	25,000	13,500	13,500	13,500
		135,050	133,750	132,250	131,500	128,250	128,250	128,500	120,800	120,800	154,060	174,300
	Year Diff		-1.0%	-1.1%	-0.6%	-2.5%	0.0%	0.2%	-6.0%	0.0%	27.5%	13.1%
	Total Diff		-1.0%	-2.1%	-2.6%	-5.0%	-5.0%	-4.9%	-10.6%	-10.6%	14.1%	29.1%
	Services in Town Hall Accounts prior to Transer to IT								Includes $5,760 trransferred from Parks & Recreation			
	Pre-UCOA Accounting System											

	TOWN OF OLD SAYBROOK Information Technology Information Technology Department	Last Reviewed: Jan 8, 2024
	Strategies, Standards and Practices	

Overview

This document provides an overview of the strategies, standards and practices for the Information Technology Department at Old Saybrook Town Hall.

Scope

The Town Hall Information Technology (IT) Department supports administrative departments located primarily within the Town Hall complex, including Parks and Recreation, Youth and Family Services, Public Works (Town Garage) and the Acton Library. Not within scope of this IT Department are the Old Saybrook Police and Fire Departments, the Probate Court or the Board of Education and school system.

The department is responsible for all computers and peripherals associated with the Town administrative network; this includes desktop and server replacements, software upgrades and maintenance, service contracts on printers and copiers, repairs to equipment and Internet connections. In addition, the Information Technology budget supports land line and cellular telephone services for the included departments.

Endpoint Security Strategy

Maximize protection against external and internal cyber threats by configuring Town Hall computer systems and networks in accordance with published cyber security standards.

- US Government Center for Internet Security (CIS) standards.
- CIRMA internet security indemnity standards.
- CT SOTS Election Security Audit Questionnaire.
- PCI Industry Compliance Standards.

Documentation and Published Procedures

- Cyber Incident Response Plan

Practices / Results

- US Government Center for Internet Security (CIS) Desktop Hardening standards are applied via group policy for all Town Hall desktop and server systems.

- CIRMA internet security indemnity standards are met, as documented in CIRMA questionnaires, enabling the acquisition of cyber insurance.

- The recent CT SOTS IT Audit found that current Town procedures and practices meet the SOTS prescribed CIS standards and additional SOTS audit points. Further, the CT SOTS IT audit found the level of "strategy and policy" documentation is appropriate for an organization of our size.

- Cutting edge, Gartner Quadrant 4 "Leading", network firewall and desktop protection have been deployed.

- In over 10 years no town data has been lost to virus attacks or ransomware.

- The Town Hall Cyber Incident Response Plan defines cyber incident severity levels, outlines cyber incident escalation activities and lists external points of contact for cyber response partner organization.

  o An online copy of the plan is located in the Information Technology "Procedures Manual" folder.

  o A printed copy of the plan is available in the documentation set located in the center cabinet above the IT Director's office in the Administration Suite.

Disaster Planning and Business Continuity

Maximize protection against data loss by implementing tiered backup and data recovery services.

- Local repositories for tactical rapid recovery or individual files and folders.
- Cloud repositories for major components such as servers, department folders.
- Have an available alternate data center to host Town Hall services in the event of catastrophic physical event affecting Town Hall.

Maximize availability of Town Hall and Family Services applications by availability of off-site data center resources.

Practices

- The Town Hall Incident and Disaster Recovery Plan details all business software systems and SAAS services utilized in Town Hall along with current backup practices, recovery RTO and RPO objectives, recovery methodologies and vendor contact information.

  - An online copy of the plan is located in the Information Technology "Procedures Manual" folder.

  - A printed copy of the plan is available in the documentation set located in the center cabinet above the IT Director's office in the Administration Suite.

- Daily file services backups are performed and managed in local online repositories. Copies of local repositories are periodically exported to portable media and stored in a safe in the Town Clerks vault.

- Daily server backups are performed and uploaded to cloud repositories. Backup results are reviewed on a daily basis.

- The Town Hall network is extended via VPN to Novus Insight, including live instances of domain controllers and applications servers. This infrastructure can provide an alternate data center capability in the event of a catastrophic physical event at Town Hall.

- To enable the emergency redeployment of applications, and support routine workstation refresh, documented procedures exist covering the step-by-step installation procedures for all line-of-business applications. Local online libraries of software installation media are kept up to date with current vendor software versions.

Desktop Lifecycle and Performance

Manage the retention of workstation assets towards maximizing the return on investment on hardware expenditures.

Target 100% workstation fleet compatibility with minimum hardware requirements for next generation operating system and major software lifecycle deadlines.

Practices / Results

- Cascading "mid-life" workstations via hardware renewal (typically HDD/SSD and RAM upgrades).and software reimaging towards less demanding functions/roles such as counter PCs, kiosks and conference room systems.

- The IT Department locally renews and reimages "broken" mid-life workstations for emergency redeployment in response to workstation operational issues.

- Utilize "configuration reset" software to protect vulnerable systems against accidental software, browser extensions, temporary applet and data bloat.

- Doubles the projected service life of a workstation from 3-4 years to 7-8 years.

    o Local refurbishment cost is approximately 15% of the cost of a new system.

- Estimated cost savings from maximize service life strategy: $10,000 - $15,000 annually.

Desktop Performance

- While new trends in Artificial Intelligence and other advanced computing applications may require high end workstations, the IT Department projects most Town Hall applications will see little requirement for increased desktop performance over the next few years.

- By the Town Hall's strategy, all major systems have been moved to the cloud to maximize data protection, minimize local server and workstation performance requirements, and extend local hardware service lifecycles.

- In the event that Town Hall were initiate a software initiative requiring high end performance workstations, the specification and deployment of the necessary enhanced workstations would be better planned as part of that initiative and limited to the workstations targeted for that application.

	TOWN OF OLD SAYBROOK Information Technology **Information Technology Department**	Last Reviewed: Jan 8, 2024
	Strategies, Standards and Practices	

Considerations on Windows 11 End of Service and Workstation Aging

Within the framework of the Desktop Lifecycle and Performance strategy, ensure that all workstations are utilizing the Windows 11 operating system prior to the Windows 10 end of service date of October 2025.

- All incoming systems are to be provisioned with Windows 11.

- Existing workstations that meet minimum Windows 11 will be updated to Windows 11. Upgrade RAM to a minimum of 32 GB for user systems; 16 GB for kiosks and counter PCs.

- Replace any current systems which do not meet Windows 11 minimum hardware requirements.

Practices / Results

For Town Hall's 60 workstations (as of January 1, 2024)…

- 23 workstations are currently on Windows 11.

- 24 workstations meet the minimum requirements for upgrade to Windows 11 (as evidenced by Microsoft compatibility verification software).

  Note: Windows 11 has been demonstrated as a 1-2 hour update for current systems.

- 9 workstations are scheduled to be replaced in January 2024 by already purchased, on-our-shelf Windows 11 systems.

- 4 workstations are scheduled to be replaced by purchases in February/March 2024.

- The Windows 10 end of support deadline is 2025.

- Windows 11 is expected to be supported until (at least) November 2030. Once Town Hall hits the March 2024 workstation upgrade/replacement targets above, all current workstations will be supported by Microsoft operating systems for at least 6.5 years.

Networks - Security and Availability

Maximize Town Hall and Family Services network availability.

Maximize network security by physical segregation.

- Limit Wireless connectivity to physically segregated public network and broadband service.

- Limit PCI related devices to a separate, physical wired network.

Verify firewall "hardness" via external vulnerability scanning.

Practices – Network Security

- Cutting edge, Gartner Quadrant 4 "Leading", network firewall is deployed.

   o Subscriptions for ongoing firewall updates by for known malicious IP addresses.

   o Geographical restriction on incoming and outgoing network traffic.

- Periodic external CIS vulnerability scanning of public IP addresses is performed.

- PCI network security standards, as documented by ongoing PCI Compliance Audit certification, are met for Town connected credit card terminals.

- PCI related devices have dedicated facilities wiring, dedicated network switches and dedicated ingoing and outgoing firewall interface ports.

- Periodic external PCI vulnerability scanning of PCI dedicated public addresses is performed.

- Persistent wireless networks within Town Hall are limited to separate public broadband services and implemented with dedicated hardware switches (where possible) and VLANs (where necessary).

   o Temporary wireless networks supporting one-off training or operational requirements may be deployed at the discretion of the IT Director.

- VOIP telephony network access is segregated from business data access by VLAN.

Practices – Network Availability

- Town Hall

  o The primary internet connection is the 1.0 GB CT State fiber optic network.

  o Secondary (failover) connectivity is configured to a 500 MB Comcast Business cable connection.

  o Tertiary failover connectivity is configured to a 4G LTE wireless connection.

- Family Services

  o The primary internet connection is a 500 MB Comcast Business cable connection.

  o Secondary (failover) connectivity is configured to a 200 MB YFS to Town Hall wireless bridge for access to the Town Hall CT state fiber connection.

  o (Coming in Spring 2024) Tertiary failover connectivity is configured to a 4G LTE wireless connection.

Telephony – Availability

The Strategy (as practiced)

- Maximize Town Hall and Family Services telephony availability.

In Practice

- Town Hall and YFS - Current

    o The primary Comcast VoiceEdge VOIP telephone connection is provided by a dedicated Comcast VoiceEdge cable connection.

    o Alternate incoming and outgoing call service is provided by device redirection to registered town or personal cellular devices.

    o Routine voicemail to email transcription services is available by department or individual request.

    o Access to town voicemail from town mobile or personal devices.

- Town Hall and YFS – Future (March 2024)

    o The primary Masergy/Webex VOIP telephone connection will be provided "over the top" of the CT State fiber optic network.

    o Secondary (failover) connectivity will be provided by the 500 MB Comcast Business cable connection.

    o Tertiary (failover) connectivity will be provided by a 4G LTE wireless connection.

    o Alternate incoming and outgoing call service is provided by device redirection to registered town or personal cellular devices.

    o Routine voicemail to email transcription services is available by department or individual request.

    o Access to town voicemail from town mobile or personal devices.

Department Applications - Migration to Cloud SaaS Architecture and Providers

For purposes of business continuity, disaster recovery and extended workstation lifetime migrate local server-based cloud applications and services "to the cloud".

Practices / Results

Has resulted in all major applications (including phone services) becoming cloud based.

- o 2015 – Local on-site VOIP PBX moved to cloud VOIP provider.
- o 2017 - Accounting (eFinance) moved to cloud SAAS.
- o 2018 - Municity launches for Building Dept as cloud SAAS.
- o 2018 - Mail system hosting moved to the Microsoft Government Cloud.
- o 2020 - Assessor System (Vision) moved to a cloud database.
- o 2021 - Town Clerk Laserfiche Agendas and Minutes archive moved to cloud SAAS.
- o 2021 - QDS (Tax Collector, Assessor, WPCA) moved to a cloud datacenter.
- o 2021 – Microsoft Active Directory infrastructure extended to a cloud datacenter.
- o 2023 – Town Clerk vital records database moved to a cloud database.

Personal Productivity Software - Microsoft Office 365 & Exchange Online (Plan 1) for GCC

Personal productivity tools supporting the modern version of the Microsoft Office file formats (DOCX, XLSX, PPTX) is the standard across all Town Hall departments.

Provision Microsoft licensing in a cost-effective manner:

- Microsoft "full" Office 365 user licenses are provisioned for users who are primary/sole users on assigned desktops connected to the Town Hall network.

- "Exchange Only" licenses are provisioned for shared/kiosk users, remote user email access and non-user service account.

- Microsoft Office single device licenses (one time purchase, $40-$80) are provisioned for workstations identified as "shared/kiosk" where each workstation is used by multiple part-time employees and non-employee interns.

Practices / Results

- 48 Microsoft "full" Office 365 user licenses are provisioned for users who are primary/sole users on assigned desktops connected to the Town Hall network. "Full" licenses provide the capability to locally download and run MS Office applications in addition to having access to the Microsoft electronic mail cloud service.
  License fee: $22/user/month.

- 50 "Exchange Only" licenses are provisioned for shared/kiosk users, remote user email access and non-user service accounts. These licenses allow for provisioning Town email addresses, under Town control, without paying the overhead for Microsoft Office licensing.
  License fee: $5/user/month.

  - Off-network remote email users (27): Public Works and Transfer Station Employees, Board/Commission members, non-OSTH OS employees.

  - On-network shared/kiosk users (17): Situations where multiple users share a single PC which has a single system MS Office license..

  - On-Network Service Accounts (6): Email accounts needed to support non-user requirements such as Zoom Rooms, Conference Room calendars, administrator and service accounts that have no Microsoft application requirements.

- Total annual cost saving from tiered strategy: $7,976

  - Off-network remote mail users (27): $5,508 annually.

  - On-network shared/kiosk users (17): $2,468 annually.

Personal Productivity Software - Adobe Acrobat

Provision Adobe Acrobat PDF image editing licensing in a cost-effective manner:

- Unlike previous versions of Microsoft Windows and Office, the ability to create, save and distribute Adobe Acrobat PDF files is now built in as part of the Microsoft environment.
- The ability to perform simple "edit" of PDF images after printing (e.g. rearrange pages, change text on pages) requires additionally licensed Acrobat Standard PDF image editing software.
- More complicated tasks (creating fillable forms from Word documents, converting PDF images to Microsoft Word editable DOCX files) would require an Acrobat Professional PDF image editing software license.
- Provision Acrobat licensing levels based upon department request and willingness to take responsibility for licensing costs.

Practices / Results

- Out of the approximately 60 desktop users, 8 users have come forward expressing a requirement to edit Adobe PDF image files.
    - Four had requirements necessitating Acrobat Standard licenses.
    - Four (including the Information Technology Department) had requirements necessitating Acrobat Professional licenses.
    - The IT Department services a handful of end user requests annually to provide PDF to Word (DOCX) or Excel (XLSX) conversion.
- The savings
    - The cost of Adobe Acrobat Standard PDF image editing license is $14.99/user/month.
    - The cost of Acrobat Professional PDF image editing licenses are $23.99/user/month.
    - Savings applying this strategy versus fulling deploying Acrobat Standard licensing to all 52 remaining users is $779.48/month, $9,353.76 annually.