



## **Towns of Avon and Canton Shared Services**

### **Assessment Services**

- Relationship established in 1995
- Canton previously had a Part Time Assessor
- Services include the Tax Assessor and Assessment Clerk under the direct supervision of the Canton Chief Administrative Office
- Assessor shall be available to Canton an average of 11 hours per week
- Services include but are not limited to Motor Vehicle Supplemental Grand List; complete and price all necessary field work for October 1 Grand List; all personal property for the October 1 Grand List; complete the Motor Vehicle Grand List; complete all state and local reports as required; complete request for reimbursement from the State of Connecticut for additional veterans' benefits and any other appropriate State reimbursements; provide taxpayer assistance as needed
- Fee = \$47,280 payable in monthly installments
- Canton shall also reimburse Avon or the Assessor or Clerk for mileage incurred in performance of services, postage, and cost of reasonable supplies not provided by Canton.
- Canton provides reasonable office space, furniture, supplies, telephone and other utilities
- Independent contractor relationship
- Canton may terminate agreement with 30 days written notice; Avon can terminate agreement with 90 days written notice
- Joint revaluations; assessment records; senior tax relief programs based upon same formula
- Canton provides 1.25 office staff for Assessment Services
- [www.cantonassessor.com](http://www.cantonassessor.com)

### **Social Services**

- Relationship established in 1995
- At the time, Canton had no staff dedicated to the function. Matter of cost – did not need full time Director, but needed to fill role
- Social Services Director shall be available to Canton an average of five (5) hours per week provided in a manner mutually agreeable to both communities
- Services in Canton provided under direct supervision of Chief Administrative Officer
- Services include but are not limited to short term counseling as needed; local administration of Energy Assistance Program; complete all state and local reports as required; provide information and referral services as needed; Director shall maintain a case log and submit it monthly to CAO
- Fee = \$17,138 payable in monthly installments
- Canton shall also reimburse Avon or the Social Services Director for mileage incurred in performance of services, postage, and cost of reasonable supplies not provided by Canton.
- Canton may terminate agreement with 30 days written notice; Avon can terminate agreement with 90 days written notice
- Qualifies Canton residents for financial assistance of Canton trusts for needy; Canton provides administrative function of financial assistance

## **Animal Control Services**

- Services formerly conducted in Canton by Custodian with multiple functions; no longer available; needed to fill the service; Canton operated its own animal facility at the time
- Multiple Farmington Valley communities studied a regional service and facility in late 1990's; facility and service were combined with Avon and Canton; facility in Avon
- Contractual service procured through a Request for Proposal process
- Services include providing for all its employees such personal and protective equipment and such training as may be necessary for the performance of his/ her duties of Animal Control Officer as set forth in Connecticut General Statutes, which shall include the following responding to complaints (in Town vehicle), and care and maintenance of the dog pound including cleaning kennels and feeding animals; the Animal Control Officer, or his/ her Assistant, will be on call from the hours of 9:00AM to 9:00PM each day, including holidays; it is anticipated that proper performance of the duties of the Animal Control Officer will entail an average of 20-30 hours per week; the Animal Control Officer will ensure that veterinary services are provided as needed and the euthanasia of animals will only be done as a last resort unless medical conditions dictate otherwise; the Contractor shall be responsible for compensating any of his/ her employees; providing appropriate workers compensation and any other insurances required by law; maintain such records and financial data; conduct a door-to-door survey of unlicensed dogs if requested by Town(s) (Contractor receives \$1 per unlicensed dog licensed as result of survey).
- Appointed and supervised by Chiefs of Police of each respective Town
- Towns provide dog pound facility, uniforms, portable transporting cages, and other necessary handling equipment
- Avon provides a vehicle dedicated to and available for use by Contractor for purposes in accordance with Agreement
- Payment made by Town of Canton; Avon invoiced quarterly for services; fee proportioned based upon Census population (Avon 64.18%; Canton 35.82%)
- Canton reimburses Avon for 35.82% of operating expenses of animal shelter facility

## **Opportunities**

- Cost savings
- Enhanced efficiencies in and effectiveness of delivery of services
- Additional shared services including regional dispatch; police; fire; ems

## **Challenges**

- Resident and political "buy in" into shared services
- Need for good communication among Managers and between Managers and Key Staff regarding expectations and business of office
- Allegiances & loyalties
- Need for good support staff on site in absence of key staff
- Person in shared position and Managers