City of Hartford:
TRANSFORMATIONAL PLANNING AWARD

See all our award winners beginning on page 4

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As we welcome in the new year, this is an appropriate time to both reflect on our recent experiences and plan out our work going forward. All of this is particularly rewarding for me as I have had many new opportunities to learn and celebrate the exceptional planning work taking place around Connecticut.

In this first column, allow me to extend the Chapter’s appreciation for the work of Emily Hultquist, who served as our President since 2013. Emily did an outstanding job taking CCAPA to the next level with planning initiatives and by building up our sense of family. Going forward, expect continuing focus on our member services and professional development efforts. Both Emily and I recognize that CCAPA does its best work when providing added value to our members.

In 2017, CCAPA will be taking a seat at important policy tables and lending a “planner’s perspective” on issues of statewide significance. To date, CCAPA and its members are actively participating in the development of the Long Island Sound Blue Plan, the Connecticut Plan of Conservation and Development Policies and CCM’s “BEST” statewide strategic planning conference. As planners, we recognize the socio-economic headwinds facing our State. It is consistent with our mission to be part of the ongoing strategic dialogues which are intended to move the State forward.

With that in mind, this issue includes a recap of our annual Chapter awards. I trust you will see a consistent thread running through all of the award recipients. In their own unique way or in their specific project, the recipients illustrate and reflect our mission, which is to say that they advance the art and science of planning in Connecticut and advance the interests of our profession through great accomplishment.

Newtown’s journey in recent years, highlighted by a beautiful new school, has touched us emotionally as well as professionally. The municipal team from Newtown was honored in part for their ability to serve the community that is “within us all.” Likewise, CCAPA

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recognized initiatives that make a policy bridge between municipal planning and related disciplines. The Complete Streets program in Portland, for example, demonstrates the central role of planners in advancing change in transportation policy.

These are just two examples of how planners rise up and help frame our future. As we go into 2017, let us remember that we have an important role to play on “Team Connecticut” and our award recipients provide us with the inspiration to take on the work still to be done. If you would like to volunteer or simply discuss issues if importance to the Chapter, please do not hesitate to call me at (203) 946-2867 or email at mpiscite@newhavenct.gov.

— Michael Piscitelli, AICP

Please take the time to congratulate and celebrate this year’s CCAPA award recipients, highlighted in this issue. Check out their innovative and award-worthy projects — who knows? You might pick up some ideas to incorporate in your own work. Also, don’t miss the unique insight and perspective offered by small- and medium-size business entrepreneurs in our article on economic development in Connecticut. Thank you for your readership, and please send me your ideas for themes and articles you want to read about in 2017!

— Rebecca Augur

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The town worked closely with the largest developer and owner of medical offices in the corridor, to study 120 acres of developed residentially zoned land.
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After six months and multiple meetings a formal policy including vision and goal statements, development standards, jurisdictional guidance, and performance measurements, was adopted.

Citizens know their communities well and often make the best planners. In Portland, a grass-roots effort to improve pedestrian and bicycle safety grew into a Complete Streets initiative as residents became knowledgeable and vocal about fixing dilapidated and segmented sidewalks.

The resident-directed Complete Streets Group emerged unofficially from Portland’s Air Line Trail Steering Committee — a committee convened for the main purpose of planning a multi-use trail linkage to neighboring East Hampton. As interest in Complete Streets expanded under the tutelage of Chairperson, Kathy Herron, the Group began collaborating with the town’s planning department and forged new partnerships, including the local non-profit (Jonah Center for Earth and Art) known for advocating for bike and multi-use trails. CGS also hosted several well attended workshops to engage and educate the general public. A Facebook page was soon underway to facilitate communications.

These achievements did not go unnoticed. Portland’s Board of Selectmen granted special appropriation allowing the CSG to pursue consultant services to help create a formal Complete Streets Policy. After six months and multiple meetings a formal policy including vision and goal statements, development standards, jurisdictional guidance, and performance measurements, was adopted.

While the policy was being developed, the CSG had an opportunity to push for tangible Complete Streets improvements after learning that the Connecticut Department of Transportation planned to repave Portland’s Main Street — CT Route 17A. The CSG immediately engaged local and
state officials and suggested that the repaving project include bike and pedestrian improvements. Suggestions were favorably received and Main Street was repaved with striping for bike lanes, where feasible, and pedestrian-friendly improvements at no additional cost.

The hard work and commitment of the citizen planners of the Portland Complete Street Group is recognized by CCAPA as a prime example of what can be accomplished when grassroots efforts utilize the planning process.

Portland Complete Streets Group, recipients of the Citizen Planning Award.
In rural and small towns, creating healthier communities can be a challenge. Reliance on cars is greater, creating linkages between destinations such as schools present safety challenges, and attracting grocers who provide healthy food options is a struggle. The 2016 Public Program Award is presented to the Eastern Highlands Health District for its efforts to increase physical activity and access to healthy foods in the region’s towns by helping them link their planning and public health programs with a focus on healthier communities.

The Eastern Highlands Health District serves the rural communities of Andover, Ashford, Bolton, Chaplin, Columbia, Coventry, Mansfield, Scotland, Tolland and Willington. The District launched a Community Health Action Response Team (CHART) comprised of local public health, healthcare, public education, local planning, human services, and other community organizations. EHHD and CHART, supported by a national PLAN4Health grant, created the online Healthy Communities Toolkit primarily to benefit local planning and zoning commissioners in creating opportunities for physical activity and increasing access to healthy foods.

The CHART coalition was successful in engaging 8 of the 10 local PZC within the Eastern Highlands Health District and asked them what would and would not work. The coalition applied three methods to collect this information: (1) conducted key informant interviews, (2) hosted focus groups, and (3) administered a survey instrument. The data collected was used by the coalition to inform decisions on the format, framework, and content of the toolkit.

The specific content originated from a comprehensive inventory of potential resources that selected based on relevance, applicability, and benefit to the participating towns.

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weaknesses in terms of physical activity and access to health foods. The site also boasts a full complement of useful resources, in the form of hyperlinks that access model ordinances, guidelines, funding and partnership opportunities. The site was designed as an open source to allow new resources to be added by the public.

CCAPA is proud to recognize the Eastern Highlands Health District’s as its 2016 Public Program Award recipient for its unique and innovative approach to promoting healthy living in rural communities.

Note: The Healthy Communities Toolkit will be showcased with other Plan4Health programs from NY and NJ, as part of a deep dive session at the upcoming national APA conference in NYC in May 2017.
The City has openly recognized that the Code will continue to evolve, and there is hope that as Hartford continues on its path of reinventing itself, new development projects will help to massage and tweak portions that remain unclear.

Working over a two-year period and involving more than 100 community and stakeholder meetings and a wide range of city departments and commissions, the City of Hartford has successfully tackled its first comprehensive zoning revision in 50 years. This effort is award-worthy not entirely because of the end result — though the form-based code is a remarkable and effective tool — but for boundless thought, innovation, and a willingness to take a brave step forward. The adoption of the new code represents the first time the Planning & Zoning Commission has assumed a pro-active leadership position since charter revision redirected zoning power from City Council to the Commission in 2002.

The City has openly recognized that the Code will continue to evolve, and there is hope that as Hartford continues on its path of reinventing itself, new development projects will help to massage and tweak portions that remain unclear.

Four elements distinguish Hartford’s code from what we see in conventional codes: Economic Growth, Environmental Sustainability, Access and Mobility, and Food Security. These represent a dramatic and innovative shift, and should inspire us as planners to challenge traditional thinking. Within these four elements, a framework unfolds that intentionally guides the ultimate transformation in developing and preserving Hartford.

One of the boldest provisions in the Code pertains to parking. Parking requirements in the downtown core are completely eliminated and reduced or eliminated in other areas — a decision based on close collaboration with the city’s Parking Authority and only after considering the results of a comprehensive inventory of public and private parking spaces that estimated about 9,000 downtown spaces go unused on a daily basis.

Another notable inclusion is urban agriculture. With nearly one-quarter of Hartford residents living in a “food desert,” without access to healthy food options, the code explicitly authorizes urban agriculture except in downtown and high-density corridors. Beekeeping is

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allowed everywhere under certain specification as are hen houses. And with input from the Hartford’s Food Policy Advisory Commission, the Code stipulates that 20% of the net floor area of any convenience store be devoted to selling fresh food or canned/dried foods without additives.

**Other examples:**

- Creation of a Craftsman-Industrial use category to allow maker space in every non-residential zone
- Treatment of special uses by establishing overlays for TOD, corporate and college campuses, college housing and a special mixed use zone called the Connecticut River Overlay
- New classifications of streets and design guidelines reflective of Complete Streets principles
- Cutting-edge inclusion of green energy incentives
- Protection and enhancement of the City’s tree canopy
- Banning synthetic turf (one of the first codes to do so)

Many people, professionals and citizens, tirelessly devoted themselves to this remarkable venture. The Chair of the Planning & Zoning Commission, Sara Bronin, deserves a shout-out for her insatiable can-do attitude, particularly her willingness to personally and endlessly meet with each neighborhood, city departments, and organizations. Her professional knowledge as a land use attorney was certainly a benefit and as a professor at UConn Law, Sara engaged her students enrolled in a zoning practicum to analyze and develop realistic modifications. The students were given the opportunity to present their ideas to the Commission for consideration.

Two developments have already been the beneficiary of the Code: allowance of a tap room inside the Hog River Brewing Company and the redevelopment of the 410-unit Chester Bowles Park public housing complex.

The Chapter is recognizing the City and its new zoning code for what we are calling the Transformational Planning Award but it could have easily been called the Planning Pioneer Award.
This year, CCAPA presents its Special Chapter Award not in celebration of planning but for reliance upon it. This year it is about recognizing the critical role of planning in the face of unfathomable tragedy. The events at Sandy Hook School on December 14, 2012 changed our world.

The village of Sandy Hook and the small town of Newtown reeled, but somehow steadied itself in the face of adversity. In the hours and days after the tragedy, the Town grappled with media relations, spontaneous memorials, traffic, additional security, communications, accommodations, memorial observances and funerals along with logistics for President Obama’s attendance at a televised vigil.

There was a dire need for grief counselors, as the impact to first responders set in. The Town’s reference librarian became inundated with requests for maps and town photos. The tax assessor was attempting to manage donations. A temporary post office was set up to sort through incoming mail and in what is believed to be the first time ever, postal workers from neighboring towns donated their time to help the cause.

Within a week of the tragedy, the Town was collaborating with its neighbor, the town of Monroe and with assistance from the state, began the process of retrofitting Monroe’s former Chalk Hill School so that the children’s’ education could continue. In January 2013, public conversations began about what to do with the existing school. By February the Sandy Hook Elementary School Advisory Committee was formed and thanks to volunteer architects and construction professionals the existing school was assessed for renovation and 40 alternative sites were evaluated for a new school.

After the decision was made to demolish the existing school, and construct a new building immediately next to it, the Town worked with the State to obtain construction funding and began planning and design. A town referendum was held that carried the proposal to demolish. Demolition was completed in November 2013. Planning & Zoning approvals were obtained in August 2014 and construction began in March 2015.

There was on-going demand for managing mental health issues and the steady stream of condolences. The Town worked with federal partners to secure approximately $6 M in grants for recovery and mental health services. Protocols were established and decisions were made about what to do with the 500,000 cards and letters, paper snowflakes, teddy bears, votives and other things that were part of the spontaneous memorial. A Permanent Memorial Commission was formed to lead the community through an outreach and decision-making process to honor the memory of those who were lost.

During all of this, and despite the overwhelming demands on personnel and resources, the Town also continued on with the day-to-day responsibilities of town management. The Town, with the help of volunteers, continued the in-house updates of the Plan and

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Conservation and Development and updated The Fairfield Hills Master Plan. Also the Newtown Ambulance Garage was constructed and planning continued for a new Hook and Ladder Fire House and a Newtown Community Center.

As Newtown continued to adjust to the “new normal”, other ways of looking to the future have emerged. A resident contributed $200,000 toward the construction a long-planned sidewalk loop now known as the Children’s Memorial Walkway. The main benefactor considers the walkway a physical manifestation of the unity and recovery exhibited by the community after the tragedy. The first leg was opened in September 2014 and ultimately, this walkway will unify Sandy Hook with Newtown’s town center.

The Sandy Hook Permanent Memorial Commission had to endure a few setbacks in choosing a site for the town’s memorial, but a few months ago it began due diligence on a site that appears to have many of the attributes being sought to aptly honor the lives that have been lost.

The new Sandy Hook Elementary School opened in August. Its design balances openness with security. The exterior and interior reflect natural attributes in an effort to provide a calming secure environment. In a series of KidsBuild! workshops organized by the architects, students created some of the design elements, including a series of patterns and flags, which are positioned near the entryway.

With the help of the Connecticut Main Street Center, a branding consultant was retained to assist with building a positive community identity and sustain the viability of the local businesses. The end result, a fitting new tag line: *A place within us all.*

The entire Chapter is honored to recognize the **Town of Newtown** and its citizens, “For Compassionate Planning Efforts in Response to Unfathomable Loss.”
This award is given in memory of Bruce Hoben, whose selfless involvement with and longtime leadership in the Chapter along with his many contributions to the practice of planning in Connecticut, truly exemplify the spirit of distinguished service. This year the Chapter recognized Glenn Chalder for his contributions to planning in Connecticut and the Chapter.

Bruce and Glenn were longtime partners who founded Planimetrics in 2009, a firm that remains a standard-bearer in land use and comprehensive planning in Connecticut. In his nomination, Jason Vincent, former Chapter President and former member of the team at Planimetrics, noted that Glenn’s primary interests are working for communities in order to help make them better places for future generations. However, Glenn credits understanding the land use process “from both sides” as helping him provide meaningful guidance to clients. Glenn allows the planning process to unfold and for consensus to emerge. He has a distinct ability to weave insights and his incredible acumen into a conversation without talking past anyone. You will hear feedback from Commission members about this and how much this approach is noticed and appreciated. It’s not just the Happy Plan (as he might say) but also the Happy Planner.

His well-balanced experience — as a developer, practicing planner, and a consultant — probably helped shaped his ability to work with professionals and citizens (not to mention developers, politicians, and the many others touched by our profession). Glenn’s values, his honesty, dedication, intellect and wisdom, overlap with our professional standards of ethical conduct and dedicated practice.

Glenn has served the Chapter in various capacities, including a stint on the Executive Committee from 1990-1994. He has also won a couple of special awards in the past. This time, due to the special relationship between Glenn and his friend and partner, and due to his continued leadership and mentorship to so many of us, the Awards Committee felt it was very important (to the point of imperative) that Glenn is honored specifically for his distinguished service to the Chapter, in the spirit and memory of Bruce Hoben.

Glenn Chalder presenting at a public hearing of the Easton Planning & Zoning Commission.

AICP Candidate Pilot Program Approved!

The AICP Commission recently approved the AICP Candidate Pilot Program to be launched in late 2017. This pilot provides an expanded path to certification while maintaining the current steps to becoming AICP. The program addresses a need to provide more opportunities to certification while at the same time maintaining the integrity of the credential. AICP will evaluate the Pilot Program over the next few years to ensure that it meets the needs of members and employers of planners. For more information, see https://planning.org/media/document/9117251/.

Photo: Brad Durrell, courtesy Easton Courier.
## CCAPA FY 2017 Budget — Approved October 2016

### Revenue

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**Total Revenue** $61,970.00

### Expenses

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**Total Expenses** $61,970.00
Next Generation Economic Development
by Alan Sylvestre, AICP

Connecticut’s dependence on large employers for job growth — as shown in Table 1 and Table 2 — complicates the development and retention of jobs that afford their incumbents a middle-class standard of living. Early this year, based on the premise that Connecticut’s economy would benefit from job growth among businesses of all sizes, the Capitol Region Council of Governments convened a panel of experts composed of business and government leaders to generate ideas for nurturing small to medium-size businesses in economic sectors that show promise for bringing more well-paying jobs to Connecticut. In this article, entrepreneurs describe their enterprises, offer their views on development support provided by government and quasi-public agencies, the advantages of having their firms in Connecticut, and what they believe the state can do to attract and retain businesses such as theirs.

SINCE ITS FOUNDING in 1983 as Micro-genesis, Protein Sciences, a Meriden-based medium-size firm, has developed biopharmaceuticals for disease prevention and treatment. Its proprietary technology led to the development of vaccines, including Flublok® for influenza. Protein Sciences has also developed genetically-based products and manufacturing services used with other makers of vaccines and therapies. Finally, the firm offers purified antigens and antibodies that it shares with the scientific community for disease research.

Protein Sciences CEO, Dr. Manon Cox, the firm’s leader since 2010, sees many Connecticut advantages for potential employees including its proximity to

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Economic Development cont’d

New York and Boston and the region’s mountains, beaches, and countryside. The state also offers access to capital, colleagues, and support from community and political leaders. For Connecticut to keep young people engaged in its workforce, Dr. Cox believes that state officials must find ways to help with student debt, and expand its bus rapid transit (BRT) systems beyond the Hartford-to-New-Britain CTfastrak route.

(continued on page 18)
Economic Development cont’d

AS THE SCION of a Wethersfield family whose Connecticut roots date back 200 years — including time spent running a prohibition-era speakeasy — Adam von Gootkin is the 32-year-old proprietor and distiller of Onyx Premium Moonshine. Since the establishment of its distillery in East Hartford, von Gootkin’s enterprise has set its goal of making Connecticut known for its moonshine in the same way the Champagne region of France is the standard bearer of sparkling wine. While Onyx Spirits does not disclose its number of employees, it has a record of employing people with intellectual disabilities in its bottling operation. From von Gootkin’s perspective the state can be helpful to enterprises such as his family’s by providing better access to capital, promoting entrepreneurship as an alternative to the pursuit of a college degree, and providing more networking opportunities such as the CRCOG Institute workshop.

LED BY ITS PRESIDENT, 20-year ceramic engineer Orville Bailey, Covalent Coatings Technologies is a small, minority-owned company that uses the skills and experience of its hard materials and coating specialists with advanced degrees in materials and mechanical engineering to develop coating system from hard coatings and their substrates. With its expertise in manufacturing and regulatory controls, Covalent provides its services in sealing or embedding to aerospace, biomedical device, renewable energy, and environmental protection firms in the aerospace and biomedical industries. Additionally, Covalent has developed patented coating systems that materials experts regard as revolutionary in their markets.

Bailey said he is pleased with the technological, seed-funding, and financial support from the University of Connecticut, the state Department of Economic and Community Development (DECD), and quasi-public agencies such as CCAT (Connecticut Center for Advanced Technology) give to Covalent. His state-assistance wish list includes less restrictive financing made available for long-cycle technology and attracting firms with technological resources available for product testing to prepare them for the marketplace. Since technology entrepreneurs routinely look to regions as far away as the west coast for technology firms capable of supporting capital-intensive testing processes, this presents an obstacle to completing product-development work in Connecticut.

A NON-PROFIT ORGANIZATION that supports social entrepreneurs, reSET (Social Enterprise Trust) bills itself as the “‘go-to’ place for impact entrepreneurs, to make Hartford the Impact City4, and Connecticut the social enterprise state.” While it provides co-working space as well as accelerator and mentoring programs to all entrepreneurs, reSET specializes in social enterprise. Its principal aim is to inspire innovation and community collaboration and to support entrepreneurs in creating market-based solutions to community challenges wherever entrepreneurs may be in their trajectory.

(continued on page 19)
**Economic Development cont’d**

Kate Emery founded reSET in 2007 as a means to transform her company, The Walker Group, into a social enterprise. reSET then turned its attention to developing the social entrepreneurship sector in Connecticut. In 2010, reSET hosted its first Beyond Business as Usual conference that brought together more than 200 people to discuss changing expectations of business and how to add a social purpose to the bottom line. Committed volunteers went on to develop reSET’s initial strategic priorities:

*Introducing the benefit corporation, a new type of business organization in Connecticut for social entrepreneurs; education and business development services to support emerging and scaling entrepreneurs; and better access to financing and investment.*

According to reSET’s Director of Advocacy and External Affairs, James Woulfe, reSET was attracted to Hartford’s Parkville neighborhood by its access to co-working space, proximity to the CTfastrak BRT system, and support of quasi-public agencies. The availability of competitive grants, revolving loan funds, and access to capital are among the things the reSet Networks regards as advantages to conducting business in Connecticut that enhance its ability to attract clients and nurture its business.

According to Woulfe, Connecticut has the potential to attract more social enterprises by emphasizing public policy’s role in driving social entrepreneurship and advancing more relationships with capital sources in ways similar to those described by Covalent’s Orville Bailey. Woulfe cites CTNext, a state initiated network launched in 2011 that provides guidance and access to funding for entrepreneurs, as an exemplar of efforts to make the benefits cited above available to enterprises throughout the state by closing on grants and loans totaling $800,000 since 2012, requiring substantial financial contributions from funded enterprises, initiating public-private partnerships to build community infrastructure, and encouraging the establishment of community-based economic development districts.

(continued on page 20)
With 9,209 businesses formed in 2015, up from 9,048 at the apex of the last economic cycle in 2007, according to the August 2016 Economic Digest, business formation hit a new peak in Connecticut. Economic prosperity and stability that rely less on large employers and more on small to medium enterprises may be developing. As Table 3 shows, the four enterprises featured above draw their workers from among the occupational categories with some of the most robust employment in the state as of early 2016. Average annual wages — shown in Table 4 — among some employment sectors represented by the featured enterprises, will put workers in these industries among middle class wage earners. Achieving balance in hiring and employment among employers large and small is a challenge that is likely to be with us for many years to come.

The variety of goods and services made and provided by the firms described here, the communities where they chose to conduct business, and the diversity of investment sources illustrate the notion that there is no single answer to question of how to attract economic development to your city or town that attracts middle-class jobs.

Al Sylvestre, AICP is a certified land use planner and economic geographer for the state labor department’s office of research and information.

Footnotes
1 Information in all tables is derived from the Connecticut Labor Market Information Website.
2 The term stable new hires is defined as: The estimated number of workers who started a job that they had not held within the past year and the job turned into a job that lasted at least a full quarter with a given employer. Jobs are counted as a stable hire in the first quarter of full-quarter employment, rather than the first quarter of employment.
3 An antigen is a toxin or other foreign substance that induces an immune response in the body.
4 www.resetco.org: About reSET.
**A Chance for Leading Practitioners to Go Beyond a Master’s Degree**

Tufts University Graduate School of Arts and Sciences is now offering a post-master’s advanced graduate certificate for leading policy and planning practitioners striving to incorporate today’s latest research into their work. The Certificate of Advanced Graduate Study (C.A.G.S.) in Urban Justice and Sustainability is being offered by the Department of Urban and Environmental Policy and Planning (UEP) for today’s policymakers, social justice advocates, planners, government officials and affiliated professions.

The C.A.G.S. is uniquely structured to allow participants to continue their career, service, and leadership in their community through a low-residency format. It enhances a professional’s skillset to become a more effective agent of change to advance urban justice and sustainability, building on their previous work experience. The program director, Justin Hollander, describes the program as “a chance to reconnect and refresh to what our discipline deeply cares about.” In addition, the program provides an extraordinary opportunity for those who are members of the American Institute of Certified Planners (AICP) to obtain more than 24 Certified Maintenance (CM) credits, enough to satisfy two years of required credits.

The program commences with a five-day, on-campus intensive course. Throughout the year of academic study, participants engage in online coursework and develop an individual project where they receive one-on-one mentorship from distinguished faculty members. The program concludes with another five day, on-campus intensive course.

For more information see: [http://go.tufts.edu/UJS](http://go.tufts.edu/UJS), or contact Justin Hollander at (617) 627-3394 or certificates@tufts.edu.

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**APA’s Membership Structure Is Changing**

The American Planning Association is making entry into the association easier and more affordable for students and new planners. Effective in July 2017:

APA student membership will be **free** for any individual who is:

- Enrolled as a full- or part-time, degree seeking student
- In any college or university program
- For the duration of his or her studies

“Free” includes national, chapter, and AICP membership, as well as membership in up to five APA Divisions.

APA will offer reduced dues for up to two consecutive years to any individual who:

- Joins APA for the first time as a regular member; OR
- Is an APA student member who recently ended college or university studies

The APA/AICP Student and New Planner Task Force developed these policies, with input from APA leaders — including the APA Board, AICP Commission, and chapter, division, and student leaders — and academic partners. They respond to member feedback about broadening participation in the association and making membership more accessible and affordable to a diverse population with both planning and non-planning backgrounds.

APA’s current membership structure and prices will be in effect through June 2017. APA will communicate with individuals who currently are in the Early Career Membership Program (i.e., joined as a student member within the last five years) to ensure a smooth transition into the new framework.

See [www.planning.org/join/students](http://www.planning.org/join/students) to learn more. APA will share more information about these membership changes in Spring 2017. Stay tuned!

Contact APA staff at [customerservice@planning.org](mailto:customerservice@planning.org) or call (312) 431-9100 with questions.