

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

**FORM 1**

**DEPT/DIVISION NAME:** Town Council

**DEPT/DIV NUMBER:** G 1100

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

Since the adoption of the Town Charter in 1968, East Hartford has been governed by a strong Mayor/Council form of municipal government. The Town Council is the legislative branch of local government.

The nine-member Council meets the first and third Tuesdays of each month. It elects its own Chair, who also serves as the town's Deputy Mayor. Minority representation is guaranteed, with no more than six members of the Council elected from the same political party. All Councillors are elected at-large for two-year terms in the odd-numbered election years.

The Town Council approves the town budget and adopts it into law as a Town Ordinance. The Town Council maintains and updates the Code of Ordinances and is responsible for engaging a licensed CPA firm to perform the annual single audit.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

DEPARTMENT NAME: Town Council **Form 2**

Statement of goals and objectives for the next year, program statistics and other descriptive information:

To meet all Charter and Ordinance requirements of the Town Council in an expeditious, thoughtful manner; conduct an audit of the town budget and an audit of a selected department to ensure compliance with legal requirements and to make such department more efficient.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

**FORM 1**

**DEPT/DIVISION**      TOWN CLERK  
**NAME:**                      Robert J. Pasek

**DEPT/DIV**                      G1200  
**NUMBER:**

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

**The Office of the Town Clerk;**

- Upholds a broad range of local, state and federal ordinances, statutes and laws.
- Is responsible for recording, maintaining and preserving all land records and vital statistics for the Town.
- Provides accurate information to facilitate land transactions.
- Takes in land records; collects fees, records, indexes and references records; files in a timely manner and delivers accurate information to the Tax and Assessor departments. Copies and mails land records as requested.
- Works closely with the Registrars of Voters to maintain the integrity of all elections held.
- Creates the ballot for all elections.
- Issues all other necessary paperwork for the elections.
- Issues, and maintains records of, all absentee ballots for all elections and certifies the results to the Secretary of State.
- Issues various municipal and state permits, including marriage, burial, cremation, sporting licenses, dog licenses, bulky waste permits, and trade name certificates.
- Provides Notary Public services.
- Registers and maintains a listing of Justices of the Peace.
- Registers and maintains a listing of foreclosures; delivering copies to appropriate departments.
- Issues Marriage Licenses
- Provides certified copies of birth, marriage and death certificates.
- Records and maintains copies of veteran discharge papers and delivers the information to the Assessor's department.
- Oversees posting and/or filing of agendas and meetings of all of East Hartford's Boards and Commissions.
- Takes in, posts and/or files agendas, meetings, and correspondence from various organizations and agencies.
- Takes in, copies, disburses and files all claims and summonses submitted to the Town.
- Administers the Oath of Office to all elected or appointed Officials and Officers for the Town.
- Files all necessary paperwork with the Secretary of State including monthly document reports, appointments and election results.
- Assists the public in person, as well as by phone, mail, email, and fax

TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET

DEPARTMENT NAME: TOWN CLERK

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

In fulfilling its goals and objectives for the 2014-2015 fiscal year, the Town Clerk's Office will; maintain a lawful depository of all public records; prepare timely indexes (which facilitates access to the records); work in close relationship with the Registrars of Voters to maintain the integrity of all elections held; act as an agent of the State in order to provide State licenses locally; disseminate information to the public in a timely and desirable fashion; and issue various municipal licenses and permits. During the 2015-2016 fiscal year, it will be extremely important to continue to implement and utilize the various computer technologies to streamline manual operations for additional cost savings.

SPECIFIC OBJECTIVES

1. Recordkeeping - To ensure the proper recording of land records, vital statistics, maps, trade names, veteran discharge papers, boards' & commissions' agendas and minutes, and various town records as archival files.
2. Public Information - To assist the public in obtaining information from the Town Clerk's records and to handle the dissemination and sale of various State and Town licenses and publications.
3. Elections - To oversee the election process; to administer the oaths to applicants qualified for admission as electors; to create the ballot; to issue and maintain absentee ballots; to issue Presidential ballots; to timely publish legal ads and certify election results.
4. Licenses - To issue marriage, sport and dog licenses and to maintain these as public records. We issue certified copies of marriage, death and birth certificates. We have created a computer program to input and create marriage licenses. We are using a computerized sport licensing program provided by the Department of Environmental Protection which allows the scanning, sale and printing of various sport licenses.
5. Permits -To issues burial, cremation, liquor, and bulky waste permits.
6. Record Preservation and Retention - To preserve and protect the permanent records of the Town through restoration and recreation and to provide for an orderly retention of all town records.
7. Imaging System for Recordings - A program has been installed to enable us to scan recordings and create land record volumes immediately upon recording. In the future, additional programming will generate land record indexes available for viewing on the web.
8. Electronic Vital Records System (EVERS) This system from the Department of Public Health, allows instant access to all birth certificates with in the State after 2001. It provides crisp, clear copies for certification.

The Town Clerk's Office staff will be concentrating on maintaining and improving all the programs listed above, along with any new initiatives enacted this year.

CUSTOMER SERVICE OBJECTIVES

Continue the training and cross-training of staff members to insure the accuracy of records and improve the quality of customer service during the next fiscal year.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2016  
OPERATING BUDGET**

**FORM 1**

**DEPT/DIVISION NAME:**                      Registrars of Voters  
\_\_\_\_\_

**DEPT/DIV NUMBER:**              G1300  
\_\_\_\_\_

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The responsibilities of the Registrars of Voters are delineated by and imposed by the Election Laws of the State of Connecticut. In printed form these are two inches thick. The only election-related function not imposed on the Registrars is the issuance of Absentee Ballots which is the responsibility of the Town Clerk.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2015/2016  
OPERATING BUDGET

DEPARTMENT NAME: REGISTRARS OF VOTERS

FORM 2

Statement of goals and objectives for the next year, program statistics and other descriptive information.

All functions of this office are established by state statutes.

In prior budgets we have informed you of the added costs of acquiring new memory cards for our tabulators and for the annual maintenance of the tabulators and batteries. These costs are reflected in the following budget documents.

#### FULL TIME STAFF PERSON

Several Years ago our full time secretary/administrative assistant was taken away. Each subsequent year we have asked for restoration of this position. We must now be blunt. This position is absolutely essential for the proper operation of the Registrars' office. The need for Registrars to handle ALL routine chores in addition to our extensive statutory duties is unacceptable. For those of you who have secretaries or administrative assistants we ask you how you would get along without those services.

We are again asking, as strongly, as possible, for immediate restoration of this position. By the way, we work more than three days a week.

In this same area, our Deputies have asked for an increase in wages. Under Susan Kniep their salary was cut \$500 to \$2500.00. This was later restored. Thus, they have not seen an increase since prior to Mayor Kniep's term. They have asked for an increase of \$3,000.00 which we recommend.

#### ELECTION DAY REGISTRATION NEEDS

We had the first full implementation of Election Day Registrations in the November 2014 state election.

To handle the flow people who need to fill out registration cards we brought in young people from Youth Services. They sat at tables in the lobby and guided the public through the process. But, the next steps must be done by the Registrars . Each applicant must be entered into the computerized state system and various telephone checks must be carried out . We registered 233 people during the day. There were long lines all day but people were orderly and polite. However, the Registrars and deputies were swamped. The process occupied virtually all of our time, making it difficult to carry out the many other tasks imposed during the day of election.

To handle this activity we are looking at setting up a separate operation away from our office. This will require finding space in Town Hall where several people (number unknown right now) can be properly trained and given desk space, a computer connected to the state system and telephones. Privacy booths and ballot boxes will be needed as well. The size of this operation will change according to the election. Clearly, the largest will be Presidential elections and the least the municipal elections. It is absolutely essential that this be done. Otherwise we risk a breakdown of normal election day operations. We want this arrangement to be in operation for the local election in 2015. This will be a good "trial run" prior to the Presidential election in 2016.

For the 2014 election we combined the ballot counting for absentees and EDR in our central counting setup. Absentees are machine counted but we did not have the ability to machine count EDR ballots. These were hand counted. We have asked our supplier of memory cards to determine how we can combine absentee and EDR for machine counting.

As a side note: For the last few elections the Town Clerk has entered absentee ballots into the state system as they arrived. This thus marked the absentee ballots as such in the official lists printed on the Friday evening prior to elections. Before this was possible the Registrars hand marked the printed lists with a red A to designate person who had already voted absentee. This is not required of the Town Clerk and is an indication of the fine working relationships the two offices have.

#### ELECTRONIC OFFICIAL LISTS.

We are staying abreast of the move to use electronic poll books to check off voters on election day. There were 25 towns that used this successfully in the November 2014 election. The Secretary of the State has yet to designate software suppliers for the program so we can't do much right now. She also indicated, at our ROVAC conference, that she is looking into state funding of the associated costs.

#### PRIMARY

In addition to the regular election the Republican Registrar conducted a full scale primary in August.

#### AUDIT

We were again selected to perform an audit hand counting the paper ballots and matching the results with the machine tapes in the November election. As in prior audits we passed with flying colors.



**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-16  
OPERATING BUDGET**

**FORM 1**

**DEPT/DIVISION  
NAME:**                      Office of the Mayor  
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**DEPT/DIV  
NUMBER:**                      G 2100  
\_\_\_\_\_

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Town of East Hartford is governed by a strong Mayor/Town Council form of municipal government. The Mayor is recognized as the Chief Executive Officer of the Town and is directly responsible for the administration of all departments, agencies and commissions of the Town. The Mayor prepares the Town's annual operating budget for council approval and ensures proper enforcement of all laws and ordinances of the Town.

This responsibility involves significant interaction with the general public, various State and Federal Agencies, Town Departments, Boards and Commissions and the Town Council. This office serves as a "clearing house" with respect to facilitating timely responses to our residents and business community on requests for information and assistance.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

**DEPARTMENT NAME:** Office of the Mayor

**Form 2**

**Statement of goals and objectives for the next year, program statistics and other descriptive information:**

**Mayor's Office**

**MISSION:** To provide strong leadership and management oversight to town government and improve the Quality of Life for community residents.

- **Objective:** To develop strong management and goal oriented department heads.

**Success Indicators:** Achieve goals and objectives, flexible performance framework, annual work plan success.

- **Objective:** To improve town services that affect the Quality of Life in Town.

**Success Indicators:** Visual improvements, surveys, reduced complaints, increased investments in public/private infrastructure.

- **Objective:** To maintain fiscal stability.

**Success Indicators:** Grand list stability/growth, effective budget management by each department, favorable bond rating, favorable tax collection rate.

- **Objective:** To provide timely and comprehensive information and recommendations to the Town Council, Department Heads, employees and citizens when appropriate.

**Success Indicators:** Re-election, positive feedback from all identified parties.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET

DEPT/DIVISION

NAME: Corporation Counsel

DEPT/DIVISION

NUMBER: G2200

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

Pursuant to Section 5.1 of the Charter for the Town of East Hartford, the Corporation Counsel's office serves as the Town's legal advisor. The office works closely with all departments of Town government in providing legal representation with respect to the rights and responsibilities of Town departments, the Town Council, the Board of Education and appointed Boards and Commissions.

The Corporation Counsel also acts as the legal advocate for the Town in all actions, suits, or proceedings brought by or against it or any of its department, officers, agencies, boards or commissions.

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**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

**DEPARTMENT NAME:** Corporation Counsel

**Form 2**

**Statement of goals and objectives for the next year, program statistics and other descriptive information:**

The Office of Corporation Counsel, as the legal advisor to the Mayor, Town Council, Board of Education, Town departments and all Town officers, boards and commissions, is responsible for protecting the legal rights of the Town. Towards that end, during the 2015 fiscal year, the goals for Corporation Counsel include:

- Vigorously defend all claims against the Town, including all general and automobile liability claims.
- Assist the Inspections and Permits Department in the enforcement of the Property Maintenance/Housing Code and Zoning Regulations.
- Provide professional development for various Directors and Departments by sponsoring workshops and/or seminars to provide guidance as to legal issues affecting their roles and duties.
- Provide legal support to the Development, Inspections and Permits and Engineering Departments.
- Assist the Finance Department with tax collection efforts including tax lien sales and foreclosures.
- Represent the Town in tax assessment appeals.

- Provide advice, counsel and training to Town Departments on labor and employment matters.
- Negotiate collective bargaining agreements with the Town's various municipal unions.
- Represent the Town and its departments in labor and employment proceedings, including grievance arbitrations, hearings before the Board of labor relations and mediation.
- Review and revise Town employment policies.
- Thoroughly and timely review all Town contracts.
- Respond to Freedom of Information requests.
- Oversee, coordinate and assist outside insurance defense counsel in the defense of claims against the Town.
- Review and/or settle all property damage and personal injury claims within our prescribed authority.



TOWN OF EAST HARTFORD

FISCAL YEAR 2015-2016

OPERATING BUDGET

DEPARTMENT NAME: Human Resources Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information: Administration of the Town employment, labor relations and employee relations

Functions. Examples of specific activities within these functions are as follows:

Recruitment, testing, selection and placement of employees

Benefits administration

Development of classification and compensation plans

Assist Corporation Counsel's Office with labor negotiations

Contract administration

Hear employee grievances

Maintenance of employee records and files

New employee orientation

Supervisor and employee training and development

Assist Corporation Counsel's Office with labor arbitration hearings and other employment-related hearings

Maintain Equal Employment Opportunity Plan

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

**FORM 1**

**DEPT/DIVISION  
NAME:** PUBLIC LIBRARY

**DEPT/DIV NUMBER:** G2400

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The East Hartford Public Library System consists of the main branch, Raymond Library, and the Wickham Branch. The libraries provide:

- Free and equal access to all library materials
- Opportunities for lifelong learning
- Technology access and instruction
- Programs for all age groups
- Support for educational and recreational interests
- Outreach services with the bookmobile

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

DEPARTMENT NAME: PUBLIC LIBRARY

**Form 2**

**Statement of goals and objectives for the next year, program statistics and other descriptive information:**

Department Mission: To provide all the residents of East Hartford with opportunities to pursue life-long learning and literacy, to connect with their community, and to share information and ideas freely.

During the new fiscal year, the library will focus on taking full advantage of its beautiful new facility. Providing programming for the "Creative Commons" makerspace will be a primary goal, as well as bringing in a variety of programs, exhibits, lectures and classes to our new community rooms. The library will be working with other Town agencies and organizations on an intensive early literacy initiative. The library will support the American Library Association's Teen Read Week and Teen Tech Week Initiatives with special programming for young adults, and we will increase our children's early literacy programs. The library will collaborate with other town departments and non-profit organizations in order to bring its resources and programs to as many people in the community as possible.

During our transition time in the East Hartford Cultural Center the library had a very small physical presence and only approximately 10% of its material collection available for public use. However the statistics for that time remained strong, with 76,250 people visiting (92% of prior year) and a total circulation for both print and electronic resources of 121,190 (87% of prior year.) Reference staff answered over 8239 questions (93% of prior year.) These numbers demonstrate the community's support for the library and the services it offers.

The library will continue to provide access to online reference sources, downloadable books and magazines, as well as work on updating the material collection in the areas of consumer health, technology skills, and career development.

# TOWN OF EAST HARTFORD

FISCAL YEAR 2015-2016 \_\_\_\_\_

## OPERATING BUDGET

FORM 1

DEPT/DIVISION NAME: PROBATE COURT

DEPT/DIV NUMBER: G2500

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Probate Court for the District of East Hartford was formed from the District of Hartford in May of 1887 and its District is comprised solely of the Town of East Hartford. The Court is located in the Town Hall, has handicap access and is headed by the Judge of Probate who is elected for four (4) year terms.

The Probate Court's jurisdiction extends over a wide variety of phases of family life, from adoptions to the administration of decedent's estates. In addition, the court has jurisdiction over parental rights, appointment of guardians and trustees, commitments of the mentally ill, appointment of conservators, settlement of disputes concerning life sustaining medical treatment, settlement of appeals from quarantine orders, and changes of names.

The Probate Court's jurisdiction was greatly increased by Public Act 93-279 which became effective October 1, 1993. This Act now grants concurrent jurisdiction with Superior Court to determine title or rights of possession and use to any real or personal property that may be in an estate. This Act further grants authority to construe the meaning and effect of any will or trust agreement if construction is required. This new jurisdiction for Probate Courts has shortened the time required to complete an estate when these matters are in dispute.

The Town of East Hartford provides the office space, fire resistant vault, record books and supplies the Court deems necessary to keep permanent records of all matters entered in the Court.



**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

**DEPARTMENT NAME:**     **Youth Services**    

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

The Department of Youth services is staffed by five full-time employees: the Director, the Counseling Coordinator, the Program Coordinator, Youth Outreach Coordinator and the Administrative Secretary. The Department employs part-time contractual counseling staff composed of 6 master's level Marriage & Family therapists, one-master's level social workers, and one substance abuse counselor.

In addition there are 8 master's level interns, 5 Youth outreach workers and 4 Adventure based/experiential) program facilitators.

**Counseling Component**

The Counseling Coordinator, Kelly Waterhouse, supervises our community based counseling services located at the East Hartford Community Cultural Center located at 50 Chapman Place. Contracting with experienced family therapists provides cost effective professional help and is accessible six days each week. Hours range from late afternoons and evenings throughout the year, as well as, Saturdays between the hours of 9:00 a.m. till 1:00 p.m. The Department will offer well over 3,000 hours of counseling services in fiscal year (FY) 2012-2013. The department supplements the paid contractual counseling hours, supervising the therapeutic work of 5 graduate-level Marriage & Family Therapy interns and two graduate-level Social Work interns and a graduate level Counseling Intern.

In FY 10-11, Youth Services provided counseling for close to 400 youth and their families. In addition, approximately 200 families will have received crisis intervention and informational or referral services.

In addition to family therapy the counseling staff was also involved in providing:

- "Strengthening Families " Group
- Choices ( Anger Management) Groups
- Spanish Parents Group
- Boys Council Group
- Girls Circle Group

**Program Component**

Jennifer King, Program Coordinator, implements positive youth development programs specifically targeted to East Hartford youth. These programs encourage young people to explore life skills, issues of adolescence, decision-making, character development, and respect for diversity, peacemaking and other issues essential to healthy development. Bonding with parents, peers, schools, and community is reinforced in these programs.

Activities include:

1) **Adventure Club:**

This program runs after school through Crossroads. Adventure education facilitators use a variety of games and initiatives to engage youth in grades 2 through 8 in play while increasing their ability to focus, complete initiatives, manage behaviors, and work together effectively in a group. On average, 20 students attend each hour long program, and two Adventure Club programs run at several schools in the district each week.

2) **Youth 2 Youth (Y2Y) Mentoring:**

Y2Y mentoring is a program for high school students in 10<sup>th</sup> grade or higher. This program is designed to foster positive cross-age peer relationships, build investment in community, and enhance high school student's leadership potential. Youth accepted as mentors in the program attend weekly training sessions, participate in a number of leadership development programs and activities throughout the year, mentor and provide activity facilitation to elementary students, and give back to their community through a variety of volunteer activities. There are approximately 25 students currently participating in this program.

3) **"Peers Are Wonderful Support" (PAWS):**

PAWS student groups are maintained at East Hartford High School, East Hartford Middle School and Sunset Ridge. Students at these schools participate in a variety of programs that enhance leadership, positive decision making, and peer support. PAWS students promote healthy alternatives to substance use and are a resource to create positive change in their community. PAWS students attend the regional and inter-district leadership training conference in Manchester, CT each year and participate in community projects throughout the year.

4) **Adventure Builds Character (A.B.C.):**

*A.B.C. has been a part of the positive youth development programming within East Hartford for a number of years. Due to funding changes it can no longer be offered to all 6<sup>th</sup> grade students in the district. Youth Services is currently working with several schools to offer the program to select groups of students.*

This adventure based education program uses group activities to help students learn, develop and demonstrate skills needed to experience a healthy adolescence. After successful completion of the in-school sessions youth continue their adventure in self and group development during a full day program on East Hartford Youth Services' Challenge Course.

5) East Hartford ChildPlan, the Youth Advisory Board, and the East Hartford Local Substance Abuse Prevention Council.

6) Sponsoring of youth attending the CT Wilderness School.

7) The Annual "Service to Youth" Award.

In FY 13-14, there were over 3,000 participants in Youth Services programs.

**Youth Outreach Component:**

The Youth Outreach coordinator is Marc Bassos as the department has worked towards developing the framework for the community to reach out to youth most at risk. In the past year the Youth Outreach has been involved in:

**OPM's Youth Prevention Grant:** In October of 2013 Youth Services received a Youth Prevention Grant from the CT Dept. of OPM to help divert youths from the juvenile justice system. We are in the

2<sup>nd</sup> year of this grant which provides funding for the coordination of services for those youth at risk for truancy, delinquency and school failure.

- **Adventure Plus:** An Adventure based/experiential program that promotes positive youth development and increases the number of EH Police Officers who are experienced and comfortable working and interaction with youth
  - **Adventure Service Learning** at the Silver Lane & Hockanum Schools i.e. Synergy High School students teaching at risk elementary school students Adventure Based programming using the skills they have learned in the above Adventure based programming. .
  - **The Goal Line Project:** working with East Hartford Middle School, East Hartford ChildPlan, and the Savings Bank of Manchester & UConn athletics including the football players who mentor at-risk middle school students. This year for the first time female UConn athletes was involved mentoring with female middle school students.
  - **Community Service:** Youth Services has developed purposeful Activities for youth and receiving referrals for Community Service from Juvenile Court & Juvenile probation.
  - **Boys Council:** A strength based group approach to promote boys and young men's safe and healthy passage through pre-teen and adolescent years.
  - **Girls Circle:** An evidenced based group program based on a strengths-based approach, motivational interviewing strategies and has a strong focus on positive youth development.
  - **TIPS (Truancy Intervention Program)** a Truancy / Family with Service Needs Program: A program to assess and provide services needed for families to help reduce truancy and absenteeism.
  - **Anger Management Group** Youth Services also provides, CHOICES (anger management) for youth who may be referred by the schools, juvenile probation, police, parents and the Juvenile Review Board.
  - **Character Oak Club** (OAK stands One Act of Kindness) A recognition honor for any youth (ages 12-18) and adult (teacher, neighbor, coach, mentor, business leader, clergy, etc.) who offers an act of kindness. Nominations may be made by any resident
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### Community Coordination, Collaboration, and Advocacy

The Department of Youth Services acts as a municipal agent for youth in the East Hartford community by coordinating services with East Hartford Public Schools, East Hartford Police Department, Hartford Juvenile Court, the State Department of Children & Families, the Rt. 2 Community Collaborative, the State Department of Education, North Central Regional Health Board and many other youth serving agencies.

East Hartford Youth Services coordinates the East Hartford Juvenile Review Board which annually screens over 150 police referrals of juveniles and school referrals of those with Family with Service Needs, and makes case specific recommendations and referrals to local resources in lieu of juvenile court proceedings, when appropriate.

The department advocates for local, regional, and statewide issues by leadership and active participation in the East Hartford ChildPlan, the Connecticut Youth Services Association (CYSA), the East of the River Action for Substance Abuse Elimination (ERASE), the RT. 2 Collaborative (East Hartford, Glastonbury, Andover, Marlborough, Hebron System of Care Collaborative), and participation on the Willow Brook (Head Start) Advisory Council.

Youth Services is also involved with the state-wide **Local Interagency Service Team (LIST)**: which is a collaborative effort among local stakeholders for assessing the physical, social, behavioral, and educational needs of children and youth in their respective communities that leads to juvenile justice involvement and Decrease the number of children and youth referred to court.

### Department of Youth Services Accomplishments 2013-2014

Approximately 229 youth received counseling services in the past fiscal year while 139 went to the Juvenile Review Board, 100 plus families have received crisis intervention, informational or referral services youth and over 400 families have received services in FY 13-14.

The Juvenile Review Board screened **139 cases in 2013-2014. More than 85%** were diverted from Juvenile Court.

In 2013-2014 the ABC Program impacted over 500 sixth grade students at 7 elementary schools and the Middle School, assisting in their transition to the adolescence by teaching decision-making and character development skills in over a 12-hour and weekly curriculum. That program was not funded by the BOE in 2014-2015.

Youth Services refers youths to CT Wilderness School for 1 day and 5 day programs during the year as well as the 20 day Wilderness course in the summer.

The Department assisted in funding East Hartford Project Graduation, East Hartford High School's Student Assistance Team, Circle of Life, Art for All, Inc., as well as, helping provide materials for a substance abuse prevention programs in the middle and high schools through the Local Substance Abuse Prevention Grant.

Youth Services has collaborated with the ERASE (East of the River for Substance Abuse Elimination) our local regional action council. ERASE had secured funding through the Drug Free Community Grant through SAMHSA this was the final year of that grant. . The PAWS program will continue to find ways to increase awareness of the Local Prevention Council and develop new strategies to combat substance use.

The major event for the Drug Free Community was 5<sup>th</sup> year of East Hartford's "Prevention Idol" in which East Hartford students in grades 7-12 were invited to showcase their talents by presenting original songs, dance, poetry or dramatic readings that illustrate how substance use negatively impacts lives. The event also highlights the benefits of living substance free. This has been a very successful program that is recorded and broadcasted on local access channel.

Youth Services continues to facilitate the Local Prevention Council activities.

The Department assisted in the March PAWS (Peers are Wonderful Supports) Regional Conference for middle and high school students. In addition to the 2-day conference, the program's goal is to provide leadership training to enable youth to serve as key mobilizers in their home communities by developing a Town-wide project related to eliminating substance abuse. Last year, youth held day-long presentations on substance abuse prevention to approx. 500 sixth-grade students.

The East Hartford ChildPlan, a cooperative community effort focused on children & youth, is a non-profit community action agency (i.e. a 501(c) 3 organization). Several members of Youth Services Department have served the community by their involvement on various committees in that organization including membership, strategic planning, after school and executive Board committee.

Youth Services continues to work on training and programming for the rope course located at East Hartford Middle School.

**QPR (Suicide Prevention Gatekeepers Training):** Youth Services has provided QPR (Question Respond and Refer) Gate Keeper Training to 38 East Hartford school personnel at their November in-service training. IN addition there have 39 additional Adults/teens in East Hartford who have received this training.

**TOWN OF EAST HARTFORD  
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OPERATING BUDGET**

**FORM 1**

**DEPT/DIVISION** Grants Administration Office  
**NAME:** \_\_\_\_\_

**DEPT/DIV NUMBER:** G2950

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Grants Administration Office manages the annual federal Community Development Block Grant (CDBG), a changing number of state and federal grants, leases for municipal properties, serves as the contract manager for on-call architectural services and is the staff liaison to the Historic District Commission.

The Town's budget supports 100% of the wages of the Grants/Lease Administrator. Two other positions, Housing Planning Analyst and Assistant Grants Administrator are funded solely by CDBG. There is a 20% administration expenditure cap in the CDBG program (24 CFR 570.200).

Formula funding levels for CDBG grantees have remained relatively stable since a cut of more than 15 percent in the 37th Program year (2011-2012). In the last three fiscal years it has been: \$547,539 (40th Program Year) \$558,810 (39th Program Year 2013-14); \$520,102 (38th Program Year 2012-13);

In addition to CDBG, other grant-funded projects managed by the office include financial administration of the Local Capital Improvement Program, grants from the Connecticut Trust for Historic Preservation and the State Historic Preservation Office for a predevelopment and conditions study for the Main Street Post Office, the Neighborhood Assistance Act Tax Credit Program run by the state Department of Revenue Services, donations made through the Brewer House Trust Fund, grant programs for seniors supported by the North Central Area Agency on Aging, programs for the Department of Health and Social Services, an infrastructure improvement grant for road reconstruction through the Department of Commerce's Economic Development Administration and a Brownfields assessment grant from the state Department of Economic and Community Development.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

DEPARTMENT NAME: Development – Grants Administration Office

**Form 2**

Statement of goals and objectives for the next year, program statistics and other descriptive information:

For the first time since 2011, the Grants Office has experienced an entire year with the same staff in place. The Grants Office intends to maintain the integrity and reputation of the department as accurate, efficient and fiscally responsible, while at the same time maximizing our ability to contribute resources to the Town's bottom line. One example of this was the development of an "in-kind" staff time calculation for the 2012 America the Beautiful grant. This effort resulted in an additional \$1,775 in grant funds added to the Town's coffers. The Grants Office also charges the East Hartford Housing Authority \$1,000 annually for oversight of the environmental review record required by HUD. These grant funds are ultimately channeled to the General Fund.

The federal Community Development Block Grant is also utilized to its maximum limit for funding staff costs and office expenses. The result is that no Town funds are spent for the compensation of two of the three staff persons in the Grants Office.

The Office will continue to locate and manage grants from federal, State, and private sources to meet the needs of our citizens. In addition, the following goals and objectives shall be maintained:

- A. Continue to support private housing rehabilitation and public facilities improvements through the Community Development Block Grant. These programs provide a direct benefit to private property owners and are successful in up-grading the quality of life for our citizens. Recent projects included conversion to gas heat, electrical system updates, plumbing work and roof and furnace replacements in the homes of qualifying low and moderate income residents. Community improvements projects including the installation of handicap accessible pool lifts at two of the Town's swimming pools.
- B. Complete the HUD-required 5-year Consolidated Plan, which describes the jurisdiction's community development priorities and multiyear goals based on an assessment of housing and community needs, an analysis of housing and economic market conditions and available resources.
- C. Provide staff services to the Historic District Commission by supporting their mission of preserving the built environment and acting as liaison with the Building Department and Development Office to mesh information and activities toward achieving the same goals.
- D. Continue to work with municipal departments who are independently researching and receiving grant funds. The aim is to achieve compliance between our standards and the eligibility requirements of grantors.
- E. Review all leases to ascertain compliance with lease terms, insurance requirements, and timely payment of rental fees.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION NAME: Finance - Administration

DEPT/DIV NUMBER: G3100

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

Town Charter, Chapter V, Section 5.5-5.6

The Director of Finance has responsibility for maintenance of the Town's financial records, processing payroll and payroll related expenses, coordination of the annual operating and capital budget processes and all accounting functions related thereto. In addition, the following divisions report to the Director of Finance: Tax Collection, Assessor, Risk Management, Purchasing and Data Processing.

The Director of Finance is also the administrator of the Town's retirement system.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET

FORM 1

DEPT/DIVISION NAME: FINANCE - ACCOUNTS & CONTROL

DEPT/DIV NUMBER: G3200 ACCOUNTS & CONTROL

This Department/Division provides the following services and functions and has the following statutory responsibilities:

This division is responsible for the creation and maintenance of the town's accounting records and reporting for all funds, cash management and investment activities, payroll and accounts payable. Since February, 1995, the division has been accomplishing its responsibilities using the MUNIS Financial System.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET

FORM 1

DEPT/DIVISION NAME: INFORMATION TECHNOLOGY

DEPT/DIV NUMBER: 3300

This Department/Division provides the following services and functions and has the following statutory responsibilities:

TO SUPPORT AND ENHANCE TECHNOLOGY ACCESS AND USE ACROSS ALL BUSINESS UNITS OF THE TOWN OF EAST HARTFORD, PROVIDING TRAINING AND CONSULTATION WHILE DELIVERING SUSTAINABLE, EFFICIENT SYSTEMS USE.

ION ECHNOLOGY

ION ECHNOLOGY

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

DEPARTMENT NAME: INFORMATION TECHNOLOGY

**Form 2**

Statement of goals and objectives for the next year, program statistics and other descriptive information:

**Overview:**

Fiscal year 2016 budgeting continues the trend of refreshing client desktop hardware and software, and sustaining all operations at current levels.

A major cost driver this coming Fiscal Year 2016 is the Computer Aided Dispatch/Records Management Software (herein referred to as CAD/RMS) migration to the CRCOG regional product, called Heartbeat (CAD side feeding Police and Fire) and CT Chiefs (RMS side used by Police). A breakdown of the costs associated with this migration in FY 2016 is:

**Data Conversion Costs:** \$34,716.00 The CRCOG initiative will pay an additional \$8,484. If they were not, this cost would actually be \$43,200). This is reflected in "G3300-63133 Professional Services" and added about \$20,516.00 to the line as a total, but was offset through the re-use of previously budgeted funds specific to the old RMS product. Funds

**Server hardware/Storage/software:** \$76,600.00. While this cost seems high, if we did nothing right now, we would likely be looking at about \$60,000 to refresh the hardware running the existing CAD/RMS software. The IBM hardware costs about \$22,000 annually for software and hardware maintenance for two servers.

A few other budgetary goals:

IT will handle asset management/turnover by:

- Replacing 50 desktop PC's
- Replacing about 20 laptop PC's (in use in cruisers)
- Replacing remaining 6 EHFD Mobile Data Terminals (iPad initiative)
- Replacing 1 DVR at Parks and Recreation – at end of life

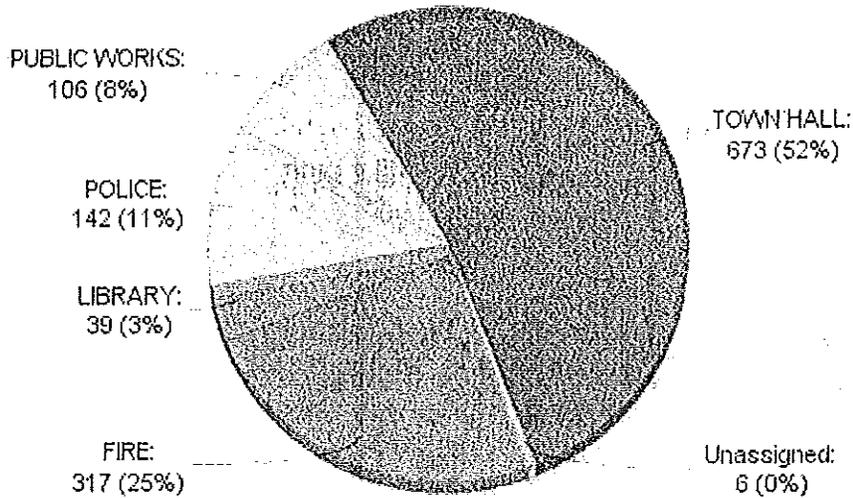
IT has set aside about \$3,000 to have People GIS, our GIS applications platform, assist with development of People Forms, specifically form creation hurdles and data mining from the forms themselves for users.

IT has set aside \$12,000 to relicense Windows Server 2003 boxes and upgrade them to Server 2008 or higher per our SAS audit recommendations by Bloom Shapiro.

Work to date:

IT has been increasing use of ticketing software to track time spent with each division. To date this fiscal year we have processed over 1,200 tickets ranging from software installs to full-blown projects (replacing PC's, re-writing database queries, creating custom GIS forms, user training). I anticipate based on the below chart and remaining items to be performed this fiscal year, that the 7 civilian IT employees will have performed about 3,000 tasks by end of fiscal year as everyone gets used to this process.

Tickets by Location Group



Fire and Town operations have been reporting tickets through this portal for about 2 years but this year, the entire Public Safety side staff is now being required to record work through this portal.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET

FORM 1

DEPT/DIVISION  
NAME: Finance/Purchasing

DEPT/DIV  
NUMBER: G3400

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Procurement of all supplies, materials , equipment and services as required by Town Departments to function effectively and efficiently. The Purchasing Department operates per the Town Charter Sec. 5.6 (c) and Town Ordinances Sec. 10.5 through Sec. 10-14.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET

DEPARTMENT NAME: Purchasing

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

- Further enhancement of the Munis Financial Computer System for the processing of purchase requisitions and purchase orders.
- Redesign the Purchasing Department's website for bid notifications and bid tabulations for vendors and the public to access. Including posting bids and result on the website.
- Continue working with the Board of Education on joint bidding projects including on-call service bids and other purchasing consortium bids.
- Explore opportunities for cost savings in office supplies, paper and printing and reproduction by looking at vendors who participate in purchasing consortium bids.
- Continue working with each Town Department on an individual basis to provide helpful information and resources which will provide the most cost efficiency.
- Start using Go.Docs application with Munis to email or fax purchase orders to vendors.

OBJECTIVES

The overall objective of the Purchasing function is to buy the right item, in the right quantity, from the right source, at the best price and to be delivered at the right time. The need for many goods and services are repeated from year to year, and proper planning enables departments to have annual bid contracts approved and ready to meet the needs of all departments. Productivity and department budgets can be negatively impacted by an inefficient and a poorly organized purchasing department.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET

FORM 1

DEPT/DIVISION NAME: FINANCE / TREASURER

DEPT/DIV NUMBER: G3500

This Department/Division provides the following services and functions and has the following statutory responsibilities:

PURSUANT TO TOWN CHARTER AND CONNECTICUT GENERAL STATUTES, THERE IS AN ELECTED TOWN TREASURER WHO HAS RESPONSIBILITIES DEFINED BY THE STATUTES WHICH ARE RELATED TO THE FISCAL MANAGEMENT OF THE TOWN GOVERNMENT.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2016  
OPERATING BUDGET

FORM 1

DEPT/DIVISION

NAME:

Finance/Assessor's

DEPT/DIV NUMBER:

G3600

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Assessor's Office compiles the total assessed value of all Real and Personal Property within the Town of East Hartford annually.

The Assessor and staff attempt to discover and list all property as mandated by the Connecticut General Statutes. The property is valued and equalized. Fair and equitable assessments are a major goal in this process.

This office also administers and processes elderly, veteran's and numerous other exemption programs which continue to grow each year.

Providing assistance to the public and other Town departments is a major function of the Assessment Division.

Revaluation of all Real Property was completed for the 2011 Grand List. A major portion was done "in-house" by the Assessor's staff.

Next revaluation will be conducted for the 2016 Grand List.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2016  
OPERATING BUDGET**

DEPARTMENT NAME: Finance/Assessor

**Form 2**

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Major Goals 2015/2016:

- Continue organizing information for anticipated mapping/GIS updates.
- Conduct audits of selected personal property accounts.
- Continue to expand our services to other offices and the general public.
- Continue to enhance CAMA capabilities for revaluation and annual Grand Lists.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2016  
OPERATING BUDGET**

**FORM 1**

**DEPT/DIVISION**                      Finance: Revenue and Collections  
**NAME:** \_\_\_\_\_

**DEPT/DIV NUMBER:**      Finance G3700

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

- The Tax Office is responsible for the collection of all Taxes and Parking Ticket for the Town. As set forth in the Connecticut General Statutes and Town Ordinances, our Rate Bill and Tax Warrant authorize this collection process.
- Balances / reconciles rate book with abstract
- Prepares the Tax Collector's Report
- Processes and reviews Assessor's adjustments and bills; credit or refund these accounts as necessary
- Employs all statutory tools in the collection of revenue for the Town; enforces statutory application of interest, fees and penalties
- Creates and maintains statistical reports and financial records, computerized files and databases; review and maintains audit trails for 15 years
- Codes, updates and maintains tax records of over 7,500 escrow accounts, furnishes this information to numerous financial institutions via electronic file transfer, disk or print outs
- Employs all lawful means of collection including delinquent billing, Alias Tax Warrants, Tax Liens, Tax Lien Sales, and reporting delinquent motor vehicle accounts to DMV throughout the year
- Provides information and assistance to other departments, taxpayers and external agencies
- Produces and submits annual reports to the Office of Policy and Management
- Develops and submits suspense list for Town Council action
- Prepares real estate tax lien lists and files it with Town Clerk

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2016  
OPERATING BUDGET**

DEPARTMENT NAME: Finance: Revenue and Collections

**Form 2**

Statement of goals and objectives for the next year, program statistics and other descriptive information:

It continues to be our main objective to provide the tax payers of the Town of East Hartford with exceptional customer service, process and deposit tax payments timely and efficiently, while aggressively pursuing the delinquent taxes.

Goals and Objectives:

- Continue to maintain a stable collection and meet our projected collection rate
- Continue staff training and send to certification courses

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

FORM 1

DEPARTMENT:            FINANCE  
\_\_\_\_\_

DEPT. NUMBER:        RISK MANAGEMENT  
                                 3800/3900

**This Department provides the following services and functions and has the following statutory responsibilities:**

The Risk Management Division is responsible for developing, administering and overseeing a comprehensive program to protect the Town and Board of Education against a variety of risks. Included in this program is claim administration, safety awareness and financial planning including self-insurance funding for health benefits, workers' compensation and property/liability exposures. Risk Management is also responsible for contract management and overseeing other employee benefits such as the employee assistance program and employee wellness programs.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

**DEPARTMENT NAME:** RISK MANAGEMENT

**Form 2**

**Statement of goals and objectives for the next year, program statistics and other descriptive information:**

The main goal of risk management is to reduce the cost of risk to the Town/Board of Education by applying a management process of risk identification and measurement and by using a combination of risk control and risk financing techniques that will protect all assets. Assets include the entire workforce, property, and financial integrity of the Town and Board of Education. Reduced cost of risk will increase funds available for more productive usage.

This goal will be met by maintaining the integrity of the existing risk management programs:

- chair, monitor and plan activities for the Employee Assistance Program, the Employee Wellness Program and seven different safety committees.
- continue employee incentive programs such as the workers' compensation and wellness initiatives
- manage all self-funded programs (health benefits, workers' compensation and AL/GL) and all insured programs and update as needed
- maintain and keep updated the list of vendors with acceptable insurance on the Town's website

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2014-15  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION            DEVELOPMENT AND PLANNING  
NAME:                      ADMINISTRATION

DEPT/DIV NUMBER: G4100

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Department of Development and Planning provide guidance and support to residents, businesses and developers to encourage investment and economic growth for the Town, and to provide management and support services to the Town Planning and Zoning Commission, Redevelopment Agency and Economic Development Commission.

The department provides analysis, education and guidance on land use matters as well as project management for public property acquisition and disposition. Through staff initiatives, it provides many resources to support new business, business expansion and development initiatives.

Guidance on permit applications, land use matters, legal land use issues and zone change recommendations is provided to the Town Planning and Zoning Commission and Redevelopment Agency. The department strives to expand the knowledge base of the town boards and commissions through education and research to respond to new development opportunities, understanding best practices and procedures to make East Hartford a town that is welcoming to business.

The department works collaboratively with the East Hartford Chamber of Commerce, MetroHartford Alliance, Connecticut Economic Resource Center, State Development Agencies, and Federal agencies to assure maximum public and private capital investments.

# TOWN OF EAST HARTFORD FISCAL YEAR 2015-2016 OPERATING BUDGET

DEPARTMENT NAME: DEPARTMENT OF DEVELOPMENT AND PLANNING  
Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

## 1. GOALS AND OBJECTIVES FOR FY 2015-2016

- a) Provide administrative support to the Planning & Zoning Commission; Redevelopment Agency and Economic Development Commission
- b) Act as first municipal contact and support for new business opportunities, local business expansion and other development initiatives
- c) Provide information and administrative support for Enterprise Zone and Railroad Depot Zone tax incentive program benefits to local manufacturing companies. Provide support to applicants with the application process thru Department of Economic and Community Development.
- d) Give guidance for UTC/UTRC construction and renovation planning approval and development.
- e) Respond quickly to new development opportunities on Rentschler Field and throughout the community with a coordinated effort by all appropriate departments.
- f) In conjunction with the Mayor, act as municipal liaison to the Chamber of Commerce, State Development agencies and Federal Economic Development agencies.
- g) Continue to work on implementing the newly adopted Plan of Conservation and Development along with revitalization strategy for Main Street, Burnside Avenue, Silver Lane, the Riverfront, Founders Plaza and Goodwin College areas so as to maximize long term grand list growth and to improve the overall quality of life in the community.
- h) Provide policy and strategic oversight and guidance to the Grants Department.

## 2. CALENDAR YEAR 2014 ACCOMPLISHMENTS

- a) Processing of 93 applications for Planning and Zoning Commission's consideration. New construction includes Bakery On Main, Tolland Street Car Wash, and Cardio Express in School Street Square.
- b) Staff processed 32 sign applications for the Design Review Committee's approval for as many new local businesses in town.
- c) Coordinated 24 Land Use Meetings for close to 50 business owners with Police, Fire Marshall, Health, Inspections and Permits, Zoning, Engineering and our staff to support business expansion and retention in East Hartford. We discuss important issues and possible permit requirements related to the proposed business and its location.

- d) CDBG Funding for 2013-2014 was \$547,539.
- e) Our Grants Department secured \$175,000 Grant from DECD the State Office of Brownfields Redevelopment for the assessment and demolition of the Daley Court Housing Complex. Additional new grants include grants from the State Historic Preservation Office and the CT Trust for Historic Preservation for a development study for the Main Street Post Office.
- f) The park at Main Street and Connecticut Boulevard received a \$10,000 Grant from Community Economic Development Fund (CEDF) toward brickwork refacing and fence repair.
- g) The Plan of Conservation and Development was completed and adopted on June 25, 2014. We are working to fund and implement the Action Steps suggested within the POCD.
- h) Partnered with the East Hartford Chamber of Commerce on ribbon cuttings, a new East Hartford Town & Economic Guide and the AT&T Breakfast Series.
- i) Met with officials and started process of approval for new UTC/UTRC building and expansion.
- j) 26 Bissell Street was demolished and the property was transferred to TAB Computer Systems for open space or parking expansion.
- k) The Town, in conjunction with Goodwin College, hosted a consulting team called The Counselors of Real Estate (CRE) for a five-day working session (11/17 to 11/21) about the Town's relationship with the school. We discussed long and short term planning goals and objectives, zoning issues, town-college relations, housing and commercial development (and redevelopment), and other pertinent issues.
- l) Worked to update the new town website for the Development page along with EDC, RDA and P&Z pages. Updated and enhanced information and added FAQ to each section.
- m) Grant funding for a Post Office property reuse study were secured. A consultant was hired to evaluate property potential and provide a report.
- n) 10 Ribbon Cuttings/Grand Openings were attended – Bakery On Main Ground Breaking, Sacred Rivers Yoga, Thornton Martial Arts & Fitness, Nolitas, Mobile Car Pro, Dr. Cai Eyecare Center, Fortitude Fitness, and unitedbank along with Goodwin's CT River Academy and Pathways to Technology magnet schools.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-16  
OPERATING BUDGET**

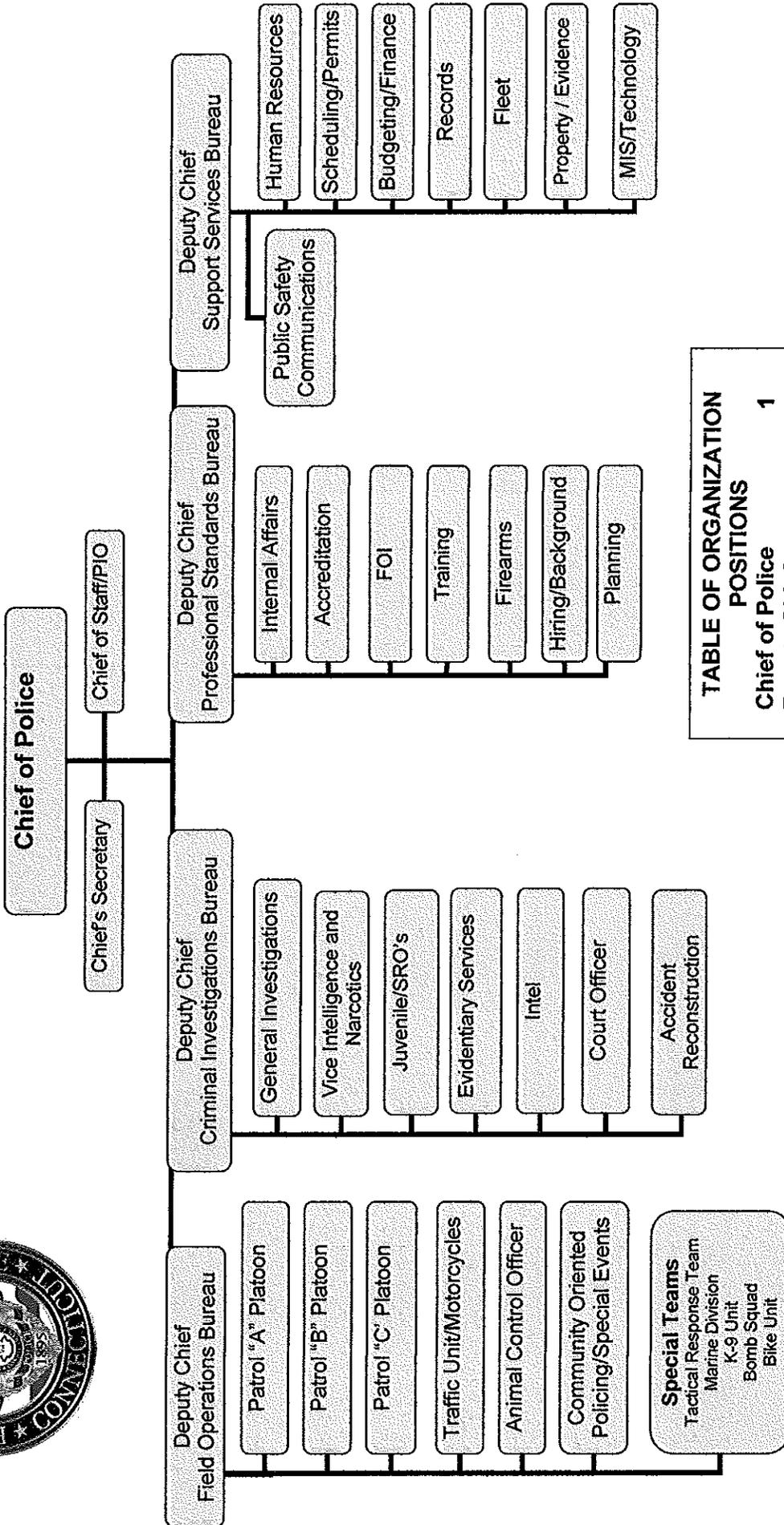
FORM 1

DEPT/DIVISION      POLICE DEPARTMENT  
NAME: \_\_\_\_\_

DEPT/DIV NUMBER:    G5203, G5204, G5205, G5400

<b>MISSION STATEMENT</b>
<p>The Mission of the East Hartford Police Department:</p> <ul style="list-style-type: none"><li>• Safeguard life and property</li><li>• Preserve the peace</li><li>• Enforce the law</li><li>• Prevent and detect crime</li><li>• Provide a safe community</li><li>• Enhance the quality of life</li><li>• Protect the rights of all citizens</li></ul>
<b>VISION STATEMENT</b>
<p>The East Hartford Police Department is committed to providing the highest quality of police services to the people who live, work and visit the Town of East Hartford.</p> <p>We will constantly evaluate and improve our efforts to enhance public safety with the goal of improving the quality of life for our citizens while respecting individual rights and maintaining a high degree of professionalism.</p>
<b>PHILOSOPHY</b>
<p>Through teamwork and in partnership with our citizens we are committed to identifying and resolving issues that impact public safety. We strive to make our community a safe place to live, work, and play through a true community oriented policing attitude.</p> <ul style="list-style-type: none"><li>• Respect - We are committed to respecting the individual rights, human dignity and the value of all members of the community and the police department.</li><li>• Integrity - We are committed to building public trust by holding ourselves accountable to the highest standards of professional conduct and ethics.</li><li>• Dedication - We are committed to providing quality service and the highest quality of law enforcement service to the community with the goal of enhancing the quality of life.</li><li>• Pride - We are committed to conducting ourselves in a manner that brings honor to ourselves, the department, and the Town of East Hartford.</li></ul>

**EAST HARTFORD POLICE DEPARTMENT**  
**TABLE OF ORGANIZATION**  
**JUNE 2014**



**TABLE OF ORGANIZATION POSITIONS**

Chief of Police	1
Deputy Chief	4
Lieutenant	9
Sergeant	18
Detective	12
Officer	81
Civilian	38

# EAST HARTFORD POLICE DEPARTMENT



January 2012

## MISSION STATEMENT

The Mission of the East Hartford Police Department:

- Safeguard life and property
- Preserve the peace
- Enforce the law
- Prevent and detect crime
- Provide a safe community
- Enhance the quality of life
- Protect the rights of all citizens

## VISION STATEMENT

The East Hartford Police Department is committed to providing the highest quality of police services to the people who live, work and visit the Town of East Hartford.

We will constantly evaluate and improve our efforts to enhance public safety with the goal of improving the quality of life for our citizens while respecting individual rights and maintaining a high degree of professionalism.

## PHILOSOPHY

Through teamwork and in partnership with our citizens we are committed to identifying and resolving issues that impact public safety. We strive to make our community a safe place to live, work, and play through a true community oriented policing attitude.

- Respect - We are committed to respecting the individual rights, human dignity and the value of all members of the community and the police department.
- Integrity - We are committed to building public trust by holding ourselves accountable to the highest standards of professional conduct and ethics.
- Dedication - We are committed to providing quality service and the highest quality of law enforcement service to the community with the goal of enhancing the quality of life.
- Pride - We are committed to conducting ourselves in a manner that brings honor to ourselves, the department, and the Town of East Hartford.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-16  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION            POLICE ADMINISTRATION  
NAME: \_\_\_\_\_

DEPT/DIV NUMBER:    G5203

**This Department/Bureaus provides the following services and functions and has the following statutory responsibilities:**

The Police Administration area includes all of the salary accounts for all Divisions and Units. It also covers most of the non patrol and investigative spending including things such as training, uniforms, animal control, printing, copier supplies, radio repairs and all police equipment.

All salaries, both sworn and non-sworn are accounted for in the Administrative area making the Personnel Services Report easy to read and understand.

The organizational chart shows four [4] Bureaus [Field Operations, Criminal Investigations, Professional Standards, and Support Services].

The Training Section is a subordinate unit of the Support Services Bureau. The Training Section coordinates all of the Departments training for both sworn and civilian personnel including basic recruit and in service training.

The Records Section is a subordinate unit of the Support Services Bureau. The Records Section is responsible for organization, filing and safekeeping of all of the Police Department's records. It is also responsible for such State mandated programs as: UAR, NIBRS, FOI, MVD reports. It also has direct service responsibilities to the public regarding requests for reports, permits and other information.

The Police Vehicle Maintenance account covers all costs associated with the maintenance and repair of the Department's vehicles. This includes gasoline and miscellaneous expenses such as towing.

The MIS Section's primary function is to provide overall computer support for the Public Safety's computer systems. This includes a number of hardware and software applications being used by both the Police and Fire Departments. The daily operation, maintenance, backup, training, and problem resolutions are handled by the members of this unit. Personnel from this section also support a number of town wide technology initiatives. NCIC/Collect computer support services are also provided.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-16  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION POLICE OPERATIONS BUREAU  
NAME: \_\_\_\_\_

DEPT/DIV NUMBER: G5204 \_\_\_\_\_

**This Department/Bureau provides the following services and functions and has the following statutory responsibilities:**

Field Operations Bureau includes traditional Patrol activities. Through consolidation efforts Field Operations Bureau also includes the Traffic Unit, Motorcycle Unit, Marine Unit, Regional Bomb Squad, Animal Control, the Tactical Response Team [TRT], Community Oriented Policing and the scheduling of special events including UConn football and other Town wide activities.

Traffic Unit members are responsible for the aggressive enforcement of all traffic laws in order to keep motorists and pedestrians safe. They may operate under State grants to address drunk or distracted drivers and often target specific problems pointed out by our citizens.

The Field Operations Bureau is the largest division within the Police Department. The services associated with the Patrol Division include: Patrol, and all first responder 9-1-1 generated calls for service.

The Animal Control Officer works within the Patrol Division and has duties and functions that are set by state law. These duties included the town-wide control of dogs and the investigation of animal related incidents. The ACO is also responsible for the transporting of found dogs to the Tyler Regional Animal Care Shelter in South Windsor [TRACS].

The Animal Control function has changed with the addition of the Regional Animal Control facility in South Windsor and the care and use agreement between East Hartford, Manchester and South Windsor.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-16  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION            POLICE CRIMINAL  
NAME:                      INVESTIGATIONS BUREAU

DEPT/DIV NUMBER:    G5205

**This Department/Bureau provides the following services and functions and has the following statutory responsibilities:**

The Criminal Investigations BUREAU [CIB].

The Criminal Investigation Bureau includes the General Investigations Section, Youth/Juvenile Section, Motor Vehicle Accident Reconstruction Team [ART], School Resource Officers, Identification Unit, Court Officer, and the Vice Intelligence Narcotics Unit. Members of the Criminal Investigations Bureau investigate all major crimes. CIB serves as the liaison to the States Attorney's Office, the Chief Medical Examiner, and the State Police Forensic Laboratory and Federal Bureau of Investigation.

Vice Intelligence Narcotics officers address street crime issues not normally detected by patrol officers. They utilize unmarked cars, officers in plainclothes and various pieces of technology designed specifically for their job tasks.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-16  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION NAME: PUBLIC SAFETY COMMUNICATIONS

DEPT/DIV NUMBER: G5400

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Public Safety Answering Point (PSAP) for the Town of East Hartford is located at the East Hartford Police Department. All public safety resources including police, fire, and emergency medical service personnel are dispatched from this location.

The continuing goals of the Public Safety Communications Department are:

- To provide a high level of professional public safety dispatching services
- To continue to comply with federal, state, and local laws pertaining to PSAP functions
- To obtain maximum performance and efficiency from both human and material resources

MARCIA A. LECLERC  
MAYOR

**TOWN OF EAST HARTFORD**  
**31 School Street – Fire Headquarters**

Telephone  
(860) 291-7400  
FAX (860) 282-9706

FIRE DEPARTMENT  
JOHN H. OATES  
FIRE CHIEF

East Hartford, Connecticut 06108

January 5, 2015

TO: Mike Walsh Director of Finance

FROM: John Oates, Fire Chief

RE: 2015-16 Budget Development

The development of the fire department's budget for the 2015-16 fiscal year is substantially complete. Noted below is a variety of clarificative information regarding our development process. Included are a number of items that require action above that which I am able to achieve. Most are technical in nature. Should you believe any/all/or part of this list fall under the purview of someone other than you, please let me know.

1. Stadium 'S' Account. The 2015-16 budget will show the revenue received from the State of Connecticut for Rentschler Field events that required fire department staffing. In order to support those events, certain tools, equipment, and supplies are often needed. I propose that we create a mechanism to permit obligation of funds from the 'S' Account to support this work.
2. Cardiac Monitor Replacement. The fire department has and utilizes a variety of cardiac devices. They range from a very sophisticated full-function cardiac monitor to the simple automated external defibrillator (AED) similar to those found in public locations. The manufacturer of those devices, Physio Control, recently reduced, from ten (10) years to eight (8) the expected service life of the devices. Currently, the cardiac monitors cost approximately \$34,000; the AED approximately \$4500. In order to ensure the community is not required to replace all of the units at one time, we propose adding funds to support the replacement of one (1) monitor and two (2) AED each year. While this is a costly addition, it will prevent a 'bubble' many years from now when all of the units require replacement.
3. The headcount on the attached permanent services report is correct for all fire department divisions. Concurrent with the Mayor's approval, the Firefighter positions circled in red should be transformed to Fire Lieutenant, step one. This will provide badly needed first level supervision on the response apparatus that currently lack the same. The new initiative discussing this need, and quantifying the expense, is attached.
4. It appears that the holiday and paramedic stipend for all divisions is correct.

5. The office supply budget line in Emergency Management was eliminated. Any office supply needs for that office, and the EOC, will be provided through the fire admin office supply line.
6. The insurance deductible budget line in Fire Administration was eliminated. This line has not been used in six years. It has, however, generated unproductive conversation at the budget presentation. Should the fire department have the need to cover an insurance deductible, it will be covered under professional services.
7. The line funding gasoline and diesel fuel was reduced by 10% from this year's amount. This is roughly equivalent to the price reduction.
8. You will note a significant increase in the line that funds cellular connectivity. This increase is driven by the department's transition from on-board computers to iPads in the fire apparatus. As you may recall, the department transitioned away from bulky and expensive ruggedized computers to iPad devices on all fire apparatus. This resulted in CROG separating the fee for the software-as-a-service and the wireless connectivity. Information Technology guru Ken Sayers has agreed to continue funding the service portion of the project. In order to keep all of our Verizon devices (phones, tablets, and EMS patient care report computers) on a single bill, we will assume responsibility for the wireless connectivity.
9. The fire department's capital project request is detailed and, due to the cost of fire apparatus, substantial. That request is covered under a separate memo.

Please let me know if you need additional detail on any or all of these items. As you can well imagine, significant data, deliberation, and evaluation went into each decision before inclusion.

**TOWN OF EAST HARTFORD  
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**FORM 1**

DEPT/DIVISION NAME: Fire - Fire Administration

DEPT/DIV NUMBER: G5316

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The East Hartford Fire Department is committed to the prevention of fires and protection of lives, property and the environment. The Department's major areas of emergency response include fire suppression, emergency medical services, technical rescue, and hazardous materials incidents.

The staff includes a Chief, two Assistant Chiefs; 116 fire suppression personnel, (38 of which are Paramedics), Planning, Logistics and Support Personnel, an Administrative Assistant, a full time clerk, and a Secretary within the Fire Marshal's Office.

Divisions supporting the delivery of services include the Fire Marshal Office, the Medical Division, the Training Division, the Apparatus Maintenance Division, the Fire Alarm Division, and the Town's Planning and Preparedness Assistant.

The Department maintains five fire stations, which are strategically located throughout town. This dispersion facilitates a timely response to fire and medical emergencies. These stations house five pumping engines, one 95' aerial tower/ladder, one 100' aerial ladder, one rescue truck, and a command vehicle. The department also has a boat that enables the department to handle marine emergencies. The Department also maintains two pumping engines as reserve equipment. This reserve equipment is used when first line equipment is being repaired and maintained. It is also available for response to larger incidents, mutual aid responses, and stadium events. The department removed from service its spare aerial ladder and rescue truck due to overwhelming mechanical defects. The department currently borrows spare apparatus as needed from neighboring communities.

This budget proposes the minimal level of staffing and service necessary to ensure the continued safe and timely response to emergencies for the citizens of East Hartford. This budget also considers the need to maintain the planned and scheduled replacement of fire apparatus necessary to ensure fleet reliability, the department's continued ability to respond to emergencies, and the community's desire for fiscal responsibility.

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DEPARTMENT NAME: Fire Department Administration Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

**SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:**

- To continually monitor the department's response to fire and medical emergencies for compliance with nationally recognized standards.
- Implement and monitor a system to enable customer service feedback.
- Continue to integrate technology and computerization into all areas of department operations.
- Ensure coordination of efforts between the various department divisions to improve efficiency and cost effectiveness.
- Monitor the department's emergency medical delivery system to ensure quality patient care.
- Evaluate contents of ISO report and investigate CFAI Accreditation process
- Ensure community representation in all regional initiatives including the Capital Region Emergency Planning Committee and the Region 3 Incident Management Team, and the Department of Emergency Management and Homeland Security Advisory Board .
- Work in concert with IT, Engineering, and Assessors Offices to improve the department's use of GIS. This project will address daily operational needs as well as use of GIS in disasters.
- Further implement and refine internal fiscal controls to ensure adherence to budget and purchasing policies.
- Refresh mission statement and core values to better reflect organizational position.
- Create system to retain organizational history and knowledge as members retire.

TOWN OF EAST HARTFORD  
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OPERATING BUDGET

FORM 1

DEPT/DIVISION NAME: Fire - Operations Division

DEPT/DIV NUMBER: G5317

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Operations Division of the Fire Department provides customer-centered emergency response services ranging from fire suppression to public service. The Fire Department's ability to respond in a prompt manner, with an adequate and well-trained staff using the correct apparatus and equipment, is what allows it to control fires and other emergencies in a safe and effective manner.

The East Hartford Fire Department Operations Division is organized around a system of five strategically located fire stations that provide the capability to respond swiftly with personnel and equipment to control and extinguish fires. Since 1977, the Operations Division has also responded with skilled paramedics to calls for emergency medical care.

Additional capabilities of the Operations Division include water rescue, confined space rescue, hazardous material response, and motor vehicle extrication. This Division also conducts pre-fire surveys of complex structures, provides public fire education programs, and completes company reviews of department standard operating procedures and training directives. The research and development of new methods, tactics, and systems to provide better service is also a focus of the Division.

TOWN OF EAST HARTFORD  
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OPERATING BUDGET

DEPARTMENT NAME: Fire Department – Fire Suppression Division

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- Limit damage from fires in buildings to the area of origin in 85% of incidents.
- Support pre-fire plan program to ensure building survey completion for target hazards.
- Evaluate the ability to maintain hazardous materials response capability while considering reduced funding from the Capital Region Council of Governments.
- Complete high-rise firefighting preparation and hold multi-agency real-time exercise.
- Institutionalize the formal incident 'after-action review' process to ensure lessons learned are communicated through all shifts and stations.
- In conjunction with our partner agencies, create a Marine Operations guideline.
- Reduce apparatus contact incidents to zero for the year.
- Support ongoing efforts of the Information Technology Department to improve the department's use of GIS.
- Formalize research and development framework.

TOWN OF EAST HARTFORD  
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FORM 1

DEPT/DIVISION NAME: Fire – Fire Marshal’s Office

DEPT/DIV NUMBER: G5319

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Fire Marshal’s Office is responsible for preventing and reducing the loss of property and life from the devastation of fire. We recognize the need to inspect properties, enforce the fire safety code and to educate the public in order to meet our objectives.

The Town of East Hartford has approximately four thousand (4000) properties that are classified under the provisions of Connecticut General Statue 29-305. Additional duties imposed by the Connecticut General Statutes include, but are not limited to, the following:

- Fire cause and origin investigation.
- Issuing permits and inspection for compliance of State Explosive Regulations.
- Inspection of flammable and combustible liquid storage tank installation.
- Site inspections for firework and special effects displays.
- Inspection and enforcement regarding the sale of sparklers.
- Inspection of tents and portable structures.
- Conduct plan reviews for proposed new construction and renovations.
- Attendance of classes and seminars to keep abreast of codes, regulations and new technology.
- Provide safety education to the general public.
- Investigate complaints regarding smoke detection, overcrowding and other safety concerns

TOWN OF EAST HARTFORD  
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DEPARTMENT NAME: Fire Department - Fire Marshal Office

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- To meet its statutory requirement for fire inspection, fire investigation, plan review, and hazardous materials reporting.
- Create a comprehensive public fire education program.
- Provide training for suppression and emergency medical service personnel in fire prevention and detection systems and fire prevention practices.
- Schedule and enable all Fire Marshal staff to complete public fire and life safety educator training.
- Expand the Division's investigative capability by attendance at professional educational offerings.
- Sustain the department's of smoke and carbon monoxide detector installation program.

Performance Measures:

- 97% inspection rate of residential property fire inspections.
- Specific origin determination for 90% of structural fires
- Specific cause determination for 75% of structural fires
- Complete 100% of all plan reviews in less than statutory time limit.

**TOWN OF EAST HARTFORD  
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**FORM 1**

DEPT/DIVISION NAME: Fire Apparatus Repair Division

DEPT/DIV NUMBER: G5320

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Master Mechanic and an Assistant are responsible for the maintenance of nine primary Fire Department response apparatus, two spare fire apparatus, 29 light fleet vehicles and trailers, and a significant array of equipment including fire hose, self contained breathing apparatus (SCBA), and firefighting tools.

The complexity of department apparatus has grown exponentially over the past several years. The fire service has embraced new technologies to provide more effective and efficient use of personnel and equipment. Because of this increased sophistication, the knowledge base of the Fire Apparatus Repair Division has expanded well beyond simple heavy truck mechanics. As we strive to maximize our fleet resources and their longevity, the abilities of the Fire Apparatus Repair Division become more critical. The completion of the new apparatus repair facility on Brewer Street enables the department to further lessen its reliance on outside vendors, thus adding efficiency and cost savings to the repair and maintenance program.

Maintenance of mission-critical firefighting tools and equipment that ensure the safety of the firefighters is also coordinated through this division. They also facilitate the annual testing of all pump and aerial apparatus, self-contained breathing apparatus, fire extinguishers, hose, and ladders.

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DEPARTMENT NAME: Fire Department – Fire Apparatus Repair Division

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- Enable proper response times by maintaining the in-service rate of our apparatus and equipment.
- Participate with the Training Division to ensure a comprehensive apparatus operator qualification process.
- Coordinate grant-funded self-contained breathing apparatus replacement program.
- Begin specification development for replacement of Ladder 2 and Squad 1.
- Participate in Public Works research process to identify appropriate fleet management software..
- Perform annual required pump and ladder service tests to insure safety of the public and department members.
- Develop and implement a DOT compliant 'out of service' criteria for emergency apparatus and light fleet vehicles
- Monitor expected 'out of service' time/interval of fire department equipment including thermal imaging cameras and self-contained breathing apparatus (SCBA).

Performance Measures for the Division

- Maintain an in-service rate of 95 percent for primary response apparatus
- Maintain a preventative maintenance program that ensures readiness of all vehicles in the fleet.
- Effect minor repair within two working days
- Successfully test 100 % of all of the department's ladders
- Successfully test 100% of all of the departments pumps

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**FORM 1**

DEPT/DIVISION      Fire - Fire Alarm Division  
NAME: \_\_\_\_\_

DEPT/DIV              G5322  
NUMBER: \_\_\_\_\_

The scope of work for the Fire Alarm Division includes the receipt of alarms from the public (the Municipal Fire Alarm system and E911), processing of the alarms (the fire department responsibilities within Central Dispatch) and prompt notification of the alarm to the emergency responder(s) (the Fire Department's communications system).

The Municipal Fire Alarm System selectively signals Central Dispatch of hazardous conditions at convalescent hospitals, residential high rises, schools, municipal buildings and commercial occupancies. This system has been expanded to monitor security at certain Town owned and Board of Education buildings. The system also identifies the specific location within a facility where the response is needed, thus hastening the arrival of the responding units. Because the system is self-testing, problems are identified and corrected promptly.

Alarm processing occurs at Public Safety Dispatch utilizing the fire department's standard operating procedures. Working with the Dispatch supervisor and under the direction of an Assistant Fire Chief, this division oversees the fire department aspects of Central Dispatch. expansion of service is anticipated by the direct link of the radio alarm box system to the public safety computer system. Long-range goals include responder notification and status monitoring via radio to computer system link. Both of these items will be enabled by the planned upgrade to the Computer Aided Dispatch System and the radio consoles contained within Public Safety Dispatch

No fire department operation can be efficiently managed without continued growth and improvement of its communication system. The Alarm Division is responsible for the maintenance, testing and repair of the base stations, repeaters, mobiles, portables and antennas that make up our radio systems. In addition to internal systems, the division manages our participation in Intercity and mutual aid radio networks.

Additional duties provided by this division include maintenance of department electrical equipment and emergency generators, emergency electrical repairs to department facilities, and calibration of combustible and flammable gas meters. The Alarm Division is also responsible for the diagnosis and re-lamping of town owned traffic control signals. Technical assistance is provided to other town departments. The Division has provided technical guidance on Board of Education radio communication projects and will provide repair and maintenance of Public Works radio equipment.

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DEPARTMENT NAME: Fire Department - Fire Alarm Division Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- Continue integration of Town and Board of Education owned buildings into the municipal alarm system.
- Ensure ability to communicate with all mutual aid response partners
- Ensure reliability and continuity of municipal fire alarm system through preventative maintenance and increased education.
- Provide technical support to Police Department, Public Works, and Board of Education to ensure communication system reliability and common operating platform.
- Continue to assist in the integration of the department's information systems into field operations.
- Continue involvement in regional communications planning.
- Coordinate the rental of space on the communications tower.
- Coordinate the specification and purchase of replacement equipment in Public Safety Dispatch
- Continue the planned replacement of field communications equipment (radios).

PERFORMANCE GOALS FOR THIS DIVISION:

- Maintain 100% daily in-service rate of Municipal Fire Alarm System
- Maintain 98% daily in-service rate of primary Fire Department Radio System,
- Effect minor repair of portable and mobile radios within 48 hours of notification.
- Effect major repair of portable and mobile radios within 4 working days of notification of problem.

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**FORM 1**

**DEPT/DIVISION NAME:** Fire - Emergency Medical Services Division

**DEPT/DIV NUMBER:** G5323

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Fire Department responds to all life threatening and non-life threatening medical emergencies with the nearest Engine Company, Ladder Company, or Rescue Company. Advanced Life Support Care (ALS) is provided utilizing five Paramedic Engine Companies that respond from the Town's five fire stations. Through this effort, the Fire Department continues to provide Town residents and visitors with the highest level of Emergency Medical Services available.

We endeavor to save lives and minimize effects of injuries by ensuring a rapid response and efficient and effective effort by the Department's Emergency Medical Technicians and Paramedics.

To insure that the highest-level care is provided to those in need, the Emergency Medical Services system must be constantly monitored and evaluated. The Emergency Medical Division is lead and managed by the department's Chief Medical Officer and an Assistant Medical Officer. Together, they are responsible for the extensive ongoing medical quality assurance process, medical education for all personnel, and the research and purchase of all medical equipment and supplies.

The Medical Division administers the revenue recovery program that is conducted on the Town's behalf. It is also responsible for the creation and administration of the Emergency Medical Dispatch protocol. It also monitors, daily, the department's electronic patient care reporting system.

St. Francis Hospital and Medical Center continues to provide medical control and consultation to our Emergency Medical Services system for both paramedic and basic life support providers.

TOWN OF EAST HARTFORD  
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DEPARTMENT NAME: Fire Department - Emergency Medical Services

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- Continue to provide basic and advanced life support care that meets or exceeds the national standard of care to all requests for service.
- Continue to develop and implement an effective quality assurance program to monitor the effectiveness of the patient care provided by the department's emergency medical services system for 100% of the calls answered.
- Continue real-time review of the emergency medical response system in order to most efficiently and effectively use current staff at all medical certification levels.
- Institutionalize electronic patient care reporting platform. Research potential transition to tablet computers.
- Institutionalize revenue recovery processes including feasibility of accounting clerk position.
- Ensure the organization is prepared for health care systems changes including the impact of Accountable Care Organizations and community para-medicine.
- Reform process to train and orient new firefighter paramedic personnel

Performance Goals:

- Deliver in-service training to sustain licensing and medical control for 100% of active Paramedic personnel.
- Deliver in-service training for 100% of active Emergency Medical Technicians leading to recertification
- Deliver in-service training for certified and licensed members who do not fit in above criteria.

**TOWN OF EAST HARTFORD  
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**FORM 1**

**DEPT/DIVISION**                      Emergency Management  
**NAME:** \_\_\_\_\_

**DEPT/DIV NUMBER:**      G5324

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Office of Emergency Management (OEM) develops and maintains emergency management plans and operations plans as required by Title 28 of the Connecticut General Statutes. These plans enable the Town to respond quickly and effectively to an incident through training, drills, preplanning and exercises. The Town of East Hartford Charter designates the Mayor as the Emergency Management Director for the community. The Emergency Management Coordinator manages the day-to-day activities of the office. The office also oversees and maintains the town's Everbridge reverse notification system.

The Office of Emergency Management coordinates resources and agencies during natural and manmade disasters and emergencies. This includes the management of the Emergency Operations Center (EOC), relocation of victims, and management of the town's shelters. The Office of Emergency Management is also responsible for coordinating emergency management, fire service and homeland security grants as well as conducting Hazard Vulnerability Analysis (HVA) of the town. The Office of Emergency Management is responsible for the coordination, development and supervision of the Community Emergency Response Team (CERT). The Office of Emergency Management is also responsible for maintaining the Host Town Plan and coordinating training, exercises, and equipment maintenance with the state's Radiological Emergency Preparedness and Millstone Nuclear Power Station personnel.

The Office of Emergency Management also coordinates activities required under the federal law called SARA Title III, (Emergency Planning Community Right-to-Know). This law requires that all communities develop emergency response plan for chemical accidents and that certain facilities submit Tier II Reports to community Local Emergency Planning Committees and Fire Departments. Training requirements for those dealing with hazardous materials and emergency response are required through OSHA (CFR-1910.120)

The Office of Emergency Management is also directly responsible for coordinating resources, training, grants, laws, mandates and emergency operations between local, regional, state, federal and private sector emergency management and homeland security agencies or organizations. The Office of Emergency Management is the Town's representative on the Capitol Region Emergency Planning Council (CREPC) and is the point of contact between Regional Emergency Management Officials, the State Division of Emergency Management and Homeland Security (DEMHS), the Federal Emergency Management Agency (FEMA) and the Federal Department of Homeland Security (DHS). The Office of Emergency Management is further responsible to ensure that the Town is compliant with all National Incident Management training mandates.

The Office of Emergency Management assists and advises other Town departments with emergency management related topics. The Emergency Management Coordinator also is a member of the East Hartford EMS Commission as well as several subcommittees of the Capitol Region Emergency Planning Council.

TOWN OF EAST HARTFORD  
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DEPARTMENT NAME: Office of Emergency Management Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

- To continually update and improve the town's various emergency operations plans and become a more prepared and resilient organization.
- To develop Continuity of Operations, Continuity of Government, and Recovery Plans
- To continually update and improve the town's emergency operations center to be more effective and efficient.
- To continue to increase and coordinate emergency management training and preparedness of individual town departments as well as community residents.
- To develop and provide resources to meet the emergency management needs of the town's residents, businesses, and town departments.
- To continue to develop and grow the Community Emergency Response Team to be prepared to respond and support the town and its operations.
- To maintain current relationships and foster new relationships with local, regional, state, federal and private sector agencies and organizations.

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FORM 1

DEPT/DIVISION NAME: Fire - Training Division

DEPT/DIV NUMBER: G5325

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

This division is responsible for developing and delivering all training to the fire suppression staff. This training is conducted to maintain and increase operational skills in the following areas: fire suppression, technical rescue, hazardous materials, apparatus operation, incident command, and officer preparation.

This division is also tasked with ensuring all personnel achieve and maintain their professional qualifications according to the Occupational Safety and Health Association (OSHA) as well as national consensus standards promulgated by the National Fire Protection Association (NFPA). This division is staffed with one member, the Chief Training Officer. In addition to his other duties, the Chief Training Officer is responsible for liaison with the Connecticut Fire Academy. The Chief Training Officer is also responsible for coordination of training and orientation for new members and acts as their primary point of contact during their training. This division maintains the department's training records and is responsible for coordinating individual company training and drills.

TOWN OF EAST HARTFORD  
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DEPARTMENT NAME: Fire Department - Training Division

Statement of goals and objectives for the next year, program statistics and other descriptive information:

SPECIFIC GOALS FOR THIS BUDGET YEAR INCLUDE:

- To continually improve the department's level of training to be prepared to deliver the highest level of service to the community.
- To ensure the department is responsive to changes within the emergency services environment including, but not limited to, technology, mandates, and service demand changes.
- To monitor the effectiveness of the new Company Level Fire Training Program.
- To facilitate and present the high-rise firefighting training program
- To ensure compliance with OSHA mandated training.
- To increase the number of personnel 'qualified' to operate fire apparatus by qualifying new operators and ensuring existing apparatus operators are qualified for all department vehicles.
- To develop and implement a bi-annual Fire Officer Training Program.
- To assist personnel who wish to obtain professional certification appropriate to their responsibilities.
- To reduce the number of injuries during training to zero.

**TOWN OF EAST HARTFORD  
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**FORM 1**

**DEPT/DIVISION NAME:** Dept of Inspections & Permits

**DEPT/DIV NUMBER:** G6100

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

**Building:** Under the authority of state statutes and town ordinances this division administers the Connecticut State Building Code and related ordinances and regulations to ensure that construction of buildings meets minimum construction safety standards. Responsibilities include processing permit applications, reviewing construction documents, performing construction inspections, issuing certificates of occupancy, enforcing code violations, and providing information related to construction to residents and businesses.

**Zoning:** Under the authority of state statutes and town ordinances this division administers the town Zoning Regulations by processing zoning permit applications, performing site inspections, determining compliance with zoning ordinances, and enforcing violations of the zoning regulations. Staff also provides support to the functioning of the Zoning Board of Appeals and perform administrative reviews of applications to the Planning and Zoning Commission.

**Housing:** Under the authority of state statutes and town ordinances this division administers the town's adopted Property Maintenance Code, currently the 2003 International Property Maintenance Code covering both multi-family housing and commercial properties. Functions include responding to complaints, performing inspections and enforcing violations of the code.

The Director oversees all three divisions and administrative staff and acts as the town Building Official and Zoning Enforcement Officer.

**TOWN OF EAST HARTFORD  
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**Form 2**

DEPARTMENT NAME: DEPT OF INSPECTIONS & PERMITS

Statement of goals and objectives for the next year, program statistics and other descriptive information:

**BUILDING INSPECTION DIVISION:**

**Code Changes:** It is anticipated that there will be a change in the State Building Code to the 2012 ICC model codes toward the end of 2015. Therefore, we will be receiving training, reviewing changes, and getting ready to implement the changes so that permit review and inspections with the new codes will be as seamless as possible.

**Online Permitting:** Each year online participation has increased. We will continue to encourage our customers to use this method as it expedites review time and increases the accuracy of our documentation.

**Code Modifications and Approved Alternatives:** We take pride in being one of the leading municipalities in using these methods to allow code compliance for existing conditions and technical hardships and allowing the use of new construction products and technologies.

**PROPERTY MAINTENANCE DIVISION:**

**Staffing:** We will stabilize the staffing of the division and be training a new inspector.

**ZONING ENFORCEMENT:**

**Changes to Regulations:** We will be working the Planning and Zoning Commission and Town Planner to amend the zoning regulations regarding various property uses and technical requirements.

**Enforcement:** We will be enforcing the newer requirements for storage containers and security shutters and increasing our enforcement regarding signs.

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FORM 1

DEPT/DIVISION NAME: Public Works  
All Divisions

DEPT/DIV NUMBER: G7100- G7900

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Public Works is responsible for seven divisions which include Administration, Engineering, Highway Services, Waste Services, Fleet Services, Park Maintenance, and Facilities.

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FORM 1

DEPT/DIVISION NAME: Public Works-  
Administration

DEPT/DIV NUMBER: G7100

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Administration Division is responsible for day-to-day operation of the Public Works Department, controlling of expenses to assure expenditures don't exceed the Town Council-approved budget. Public Works works strives to deliver existing levels of service within ever tightening budgetary constraints.

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DEPARTMENT NAME: PUBLIC WORKS

**Form 2**

**Statement of goals and objectives for the next year, program statistics and other descriptive information:**

Roads Maintained	
- Miles	151.5
- Lane-miles	388
Equipment Maintained	
- Licensed Vehicles	272
- Miscellaneous Equipment	142
Buildings Maintained	
- Number	45
- Square Feet	355,000
Tons of Rubbish Collected Annually	17,000
Stormwater Pump Stations	3
Miles of Flood Control Dike	4.1
Catch Basins Maintained (approx.)	5,400
Storm Manholes Maintained (approx.)	1,600
Storm Drain Outfalls Maintained (approx.)	380
Cemeteries	
- Number	5
- Acreage Maintained	45.5
Streetlights	5,100
Bus Shelters Maintained	11
Full-Time Employees	69
Part-Time Employees	1

Annual percentage change in cost indices for the preceding year:

- Municipal Cost Index	+ 1.77%	Source: <i>(American City and County)</i>
- Construction Cost Index	+ 2.7%	Source: <i>(Engineering News-Record)</i>
- Consumer Price Index	+ 1.3%	Source: <i>(Bureau of Labor Statistics)</i>

Heating/Cooling Degree Days (Base 65° F.)		FY Snowfall (inches)	
- 2004/2005	6044/829	- 2005/2006	69.9
- 2005/2006	5540/789	- 2006/2007	24.0
- 2006/2007	5743/679	- 2007/2008	47.5
- 2007/2008	5659/627	- 2008/2009	45.5
- 2008/2009	6158/596	- 2009/2010	30.6
- 2009/2010	5494/585	- 2010/2011	72.0
- 2010/2011	6684/616	- 2011/2012	22.9
- 2011/2012	4911/913	- 2012/2013	74.1
- 2012/2013	5536/1485	- 2013/2014	59.7
- 2013/2014	6126/906	- Normal	46.8
- Normal	6072/567		

Major Goals and Objectives for FY16:

- Continue needed improvements to Flood Protection System; maintain accreditation
- Maintain services as much as possible in light of severe fiscal constraints
- Complete Year 1 of the \$15 million Road Improvement Program, Phase 6
- Complete design of the Brewer Street Reconstruction project.
- Complete streetlight LED conversion under Energy Performance Contract #3.

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FORM 1

DEPT/DIVISION NAME: Public Works- Engineering

DEPT/DIV NUMBER: G7200

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Engineering Division reviews all site plans submitted to the Planning and Zoning Commission, Inland Wetlands Commission and Inspections and Permits Department and serves as primary staff to the Inland Wetlands Commission. Inspects construction to ensure compliance with approved plans. Public Works Engineering also provides design services and technical support to other Town departments and Public Works divisions. This division issues permits for excavations in Town roads and for new improved curb cuts.

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FORM 1

DEPT/DIVISION NAME: Public Works-  
Highway Services

DEPT/DIV NUMBER: G7300

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Highway Services Division is responsible for overall maintenance of roadways and sidewalks, Town-owned cemeteries, flood control system, leaf collection and snow removal.

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FORM 1

DEPT/DIVISION NAME: Public Works-  
Flood Protection System

DEPT/DIV NUMBER: G7310

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Flood Protection System provides for the annual operation and maintenance of the Town's 4.1 miles of Connecticut River floodbarrier and supporting infrastructure. Operation and maintenance activities include vegetation control, animal burrow repairs, system testing, pump maintenance, pump station building maintenance, and general repairs required for the system to function as intended.

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FORM 1

DEPT/DIVISION NAME: Public Works-  
Waste Services

DEPT/DIV NUMBER: G7400

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Waste Services Division is responsible for the collection and disposal of all residential solid waste. The Division provides residential curbside waste and collection as well as management and operation of the Town's Transfer Station. The Division is also responsible for the ongoing post-closure monitoring and maintenance of the Town's capped municipal solid waste landfill.

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FORM 1

DEPT/DIVISION NAME: Public Works-  
Fleet Services

DEPT/DIV NUMBER: G7700

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Fleet Services Division is responsible for maintenance of over 400 vehicles and rolling stock owned by the Town including Police vehicles, with the exception of the Fire Department, and the Board of Education.

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FORM 1

DEPT/DIVISION NAME: Public Works-  
Building Maintenance

DEPT/DIV NUMBER: G7800

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Building Maintenance Division is responsible for care and upkeep of Town buildings exclusive of Board of Education.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2016  
OPERATING BUDGET

FORM 1

DEPT/DIVISION NAME: Public Works-  
MDC

DEPT/DIV NUMBER: G7900

This Department/Division provides the following services and functions and has the following statutory responsibilities:

This division contains the Town contribution to the Metropolitan District Commission for sanitary sewer operation and maintenance and sewer use charges for the East Hartford Housing Authority.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2016  
OPERATING BUDGET

FORM 1

DEPT/DIVISION NAME: Parks & Recreation-  
Maintenance

DEPT/DIV NUMBER: G8200

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Park Maintenance Division is responsible for the ongoing year-round maintenance of over 650 acres of Town land. Responsibilities include the operation and maintenance of 5 outdoor pools, restroom buildings, picnic pavilions, playgrounds, tennis and basketball courts, rental buildings (VMC, Brewer House), over 30 ballfields, nature trails, and Hockanum Linear Park. Other responsibilities include trash removal from parks and public areas and landscaping, tree and flower planting of greens, squares, and public areas including the Town Green and Community Cultural Center. During the winter months the division clears snow and ice from all Town owned sidewalks, bridges and steps, the Public Safety Complex, libraries, Larson Center, and firehouses.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015 -16  
OPERATING BUDGET**

**FORM 1**

DEPT/DIVISION NAME: Parks, Recreation and Senior Services

DEPT/DIV NUMBER: G8100

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

Parks and Recreation is charged with the responsibility for operating, and providing a safe comprehensive program of recreational opportunities and activities for all segments of our community. The staff of the Department works in close association with many facets of the community to develop and to assure that the needs of the public are addressed. The Department is committed to enhancing the lives of all our citizens through the provision of diversified leisure opportunities.

Our department can accomplish this by the following:

- Being responsive to the changing recreational needs of a diverse and growing community
- Continue a citizen-driven and professional approach to provide safe, well designed and maintained facilities and programs
- Providing responsible use of human, fiscal, natural and historic resources
- Maximizing community efforts

TOWN OF EAST HARTFORD  
FISCAL YEAR 2015 -16  
OPERATING BUDGET

FORM 1

DEPT/DIVISION NAME: Parks, Recreation and Senior Services

DEPT/DIV NUMBER: G8300

This Department/Division provides the following services and functions and has the following statutory responsibilities:

This account was established when the Department took responsibility of managing and maintaining the Community Cultural Center. This account also pays for expenses at the Veterans Memorial Clubhouse and Brewer House.

Reservations for these facilities are handled in our Administrative Office.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015/16  
OPERATING BUDGET**

**FORM 1**

**DEPT/DIVISION**

**NAME:**

Parks & Recreation, Senior Services Division

**DEPT/DIV NUMBER:** \_\_\_\_\_

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

It is the responsibility of Senior Services to develop and implement services, programs and activities for residents ages 60 and older. The focus is on sustaining dignity, integrity, health, wellbeing, and independence, and to safeguard and empower older adult residents. Caregivers of residents ages 60 and older are also assisted through Senior Services. The following is a list of programs and services available through Senior Services:

Health & Wellness

- Health Screenings (blood pressure, bone density, memory, hearing, skin, etc.)
- Education/Information Sessions (Fall Prevention, Heart Attack Warning Signs, Diabetes Education, etc.)
- Flu Shot Clinics (Public Health Nurses)
- Foot Care
- Community Cafés at North and South End Senior Centers

Psychosocial Support

- Short-term Case Management
- Service Coordination
- Home Visits
- ADL/IADL Assessments
- Caregiver Consultations
- Bereavement Support Group
- Telephone Reassurance Program

Advocacy

- Municipal Agent for the Elderly
- Friends of the East Hartford Senior Centers, Inc.
- Commission on Aging

Programs for Independence

- Transportation Services (Dial-a-Ride, ADA, Medical Livery, Senior Bus, Metro W/C, Saturday trips)
- AARP Driver Safety Course
- Grocery Delivery Service
- Hair Cuts at South End Senior Center
- Safelink Free Cell Phone Application Assistance

## Information & Referral Services

Senior Services Directory & Program Brochures  
Monthly Newsletter: *The Golden Ager*  
Articles in *East Hartford Gazette*  
CHOICES Counseling (Medicare, Medicaid, & Private Insurance)  
Medicare Part D Information, Screenings and Application Assistance  
Legal Assistance Referrals  
AARP Income Tax Preparation Assistance at Senior Centers  
ADA Transportation Application Assistance  
Liaison to 12 Senior Housing Complexes (8 Public & 4 Private)  
Housing, Long Term Care, Home Care and Adult Day Center Referrals  
Meals on Wheels Referrals  
Elderly Outreach Services  
Energy Assistance Referrals

## Emergency Care

Larrabee Foundation Applications  
Referrals to State Protective Services for the Elderly  
Crisis Intervention  
Respond to Referrals from Police, EMS and Chief Medical Officer  
File of Life Refrigerator Magnets  
Emergency Cell Phone Program

## Life Enrichment & Recreation

Open Computer Lab  
Educational Seminars  
Bus Trips (day trips and rides to the Senior Centers)  
Exercise Programs (Powerful Aging, Energetic Exercise, Aquarobics, Yoga, Tai Chi – Beginner and Intermediate Classes, Zumba, Broadway Dance Fitness, and Gentle Movement Chair Exercise)  
Friday Night Dances (Summer)  
Arts & Crafts (Painting, Embroidery, Knitting & Crochet Group)  
North and South End Senior Clubs  
Commission on Aging Annual Senior Picnic  
Volunteer Opportunities & Annual Recognition  
Group Activities (Cribbage, Setback, Book Discussion Group, Mahjong, etc.)  
Red Hat Society Chapter  
Special Events  
Birthday Parties  
Nintendo® Wii™ Bowling League  
Tap Dance (Beginner and Intermediate)  
Holiday Special Events  
Book Talk  
At the Movies

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015/16  
OPERATING BUDGET**

**DEPARTMENT NAME:** Parks & Recreation, Senior Services Division

**Form 2**

**Statement of goals and objectives for the next year, program statistics and other descriptive information:**

The following is a list of goals and objectives for FY 2015/16:

1. Goal: Increased number of older resident volunteers.  
Objectives:   a) Centralize volunteer opportunities.  
                  b) Develop and implement marketing and recruitment strategies.  
                  c) Promote the value of volunteering.  
                  d) Hold Annual Recognition luncheon.
  
2. Goal: Increased sponsorships of programs and events to benefit the Senior Centers.  
Objectives:   a) Strengthen partnerships, cultivate relationships among local agencies and businesses, and encourage program sponsorship.  
                  b) Promote benefits of sponsorships for agencies and businesses.  
                  c) Increase number of contacts.  
                  d) Increase number of programs and events sponsored in part or in full by local agencies and businesses.
  
3. Goal: Expanded Programs and Services that encourage safe independent living.  
Objectives:   a) Increase awareness of services available through Senior Services.  
                  b) Update promotional materials, referral resources, and information displays.
  
4. Goal: Increased participation at Senior Centers.  
Objectives:   a) Promote programs to attract younger seniors.  
                  b) Increase media coverage of senior center events.  
                  c) Develop new partnerships and sponsors for senior center activities.

The responsibility of Senior Services is to be prepared as the population ages and successive cohorts need and want more intricate and dynamic programming. It must continue to respond to the challenges and issues faced by the increasing number of residents aging in place as well as offer opportunities for life enriching experiences. Senior Services continues to see an increase in the number of seniors accessing the meal program and recreational activities at the senior centers and intervention and assistance programs through senior services.

The dramatic increase in the number of participants in activities and events sponsored by the senior center represents the need to offer programs that enhance the quality of life of this population. New programs like Zumba, and Broadway Dance Fitness have increased participation at the senior centers. Strong participation continues in the community cafés, exercise and dance classes, card games, bus trips, and informational sessions. More seniors are taking advantage of the health screenings offered

at the senior centers. Regardless of whether someone is 55 or 95, there is something for everyone at the East Hartford Senior Centers.

Senior Services strives to keep current on local, state and federal programs and services available to seniors. The number of calls to the office is approximately 1,000 a month. On average 10 home visits are done every month; many of which are referrals from the Fire and Police Departments. Short-term case management is often required.

Transportation services continue to increase as need increases. Over 1,800 people are using the transportation services, and over 8,500 rides are provided each month by the combination of services. There is a service for everyone, and all rides are free.

Two-thousand Golden Ager newsletters are distributed monthly to individuals as well as grocery stores, pharmacies, housing complexes, libraries, among other places. The format of the newsletter has been improved and readership has increased. Advertisement in the Golden Ager newsletter is also available.

More and more family caregivers are requesting assistance with planning for the future and coping with the day to day struggles of caregiving. On average, information packets are mailed to caregivers six or more times per week.

Staff continues to assist with Medicare Part D, Housing, ADA, and the Homecare Program for Elders, the number of applicants for these programs is increasing every year. Staff meets with clients to determine eligibility for programs and services. We have staff that can assist as CHOICES Counselors.

Every month approximately 25 people register for the AARP Drivers Safety course sponsored by Senior Services.

In the past year donated cell phones were given to older adults to use in emergency situations. The cell phones can only call 911. Staff have also assisted with applications for Safe-Link and Assurance Wireless for seniors who qualify for free cell phone service.

The Grocery Delivery service provides approximately 95 deliveries per month to 40 homebound seniors. When someone is no longer able to go to the grocery store on their own, the grocery delivery service is available. Delivery is available bi-monthly as needed by the client.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-16  
OPERATING BUDGET**

**FORM 1**

**DEPT/DIVISION NAME:** Health & Social Services, Administration Division

**DEPT/DIV NUMBER:** G9100

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Administration Division is responsible for articulating and implementing the mission, goals, and objectives for the department. The Director exercises statutory oversight and enforcement for the Town's compliance with multiple sections of State Statutes and the CT Public Health Code: Sections 19, 19a, 19-13, 19-13B33-B109; and applicable East Hartford Municipal Codes.

The Director's principal functions are:

- Administer the five divisions of this department.
- Enforce the Public Health Code and municipal ordinances.
- Prepare and lead a workforce capable of responding to disease outbreaks, epidemics, bio-terrorist attacks, emergency preparedness activities, and other threats to public health.
- Conduct needs assessments and aid residents in undertaking and responding to community health and social needs.
- Design and implement programs to improve community health status.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-16  
OPERATING BUDGET**

**DEPARTMENT NAME:** Health & Social Services, Administration

**FORM 2**

**Statement of goals and objectives for the next year, program statistics and other descriptive information:**  
The principal goal of this division is to maximize the functional effectiveness, span of control, economy and accountability of the department in order to accomplish its mission.

**Objectives for 2015 – 2016 include:**

- To develop a lean, stable, highly-educated, forward presence workforce capable of protecting the public health and safety and defending the population against mass morbidity and mortality threats.
- Increase bio-terrorism response and public health emergency preparedness competencies of Health and Social Services staff, using existing resources and DPH bio-terrorism grant funds.
- Expand enrollment in the Women, Infant and Children's (WIC) Nutrition Program and achieve compliance with DPH WIC Outcome Goals and Objectives, using USDA funds.
- Develop and refine a Diabetes Self-Management Program, using DPH Preventive Health and Health Services Block Grant funds.
- Using existing staff and free federal and non-profit programs and educational materials along with the written media, community access TV and our local Health Alert Network, conduct periodic public health education programs geared toward health promotion and disease prevention. Examples of this would include National Substance Abuse Recovery public service TV advertisements, the Flu Star online interactive education vehicle, the DEA Prescription Drug Take-back Program, on-line diabetes education risk tests with teaching component, locally-produced Hypothermia and Carbon Monoxide Poisoning prevention materials, the Health Department/CATV-produced Bedbug education program, DPH and CDC produced mosquito control, mold abatement and lead remediation pamphlets and fact sheets, press releases, USDA nutrition education materials, the East Hartford Farmer's Market and the Town web site.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
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**FORM 1**

**DEPT/DIVISION NAME:** Health & Social Services, Nursing Division

**DEPT/DIV NUMBER:** G9200

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

1. Adult Immunization Activities – seasonal flu vaccine clinics for residents and employees
2. Communicable/Reportable Diseases (CT Statute: 19-A6, Inclusive).
3. Childhood lead issues; tracking, data input, follow-up, education (CT Statute: 19a-111-2 Inclusive) and amendments included in Public Act 07-2.
4. Community outreach such as Child Plan membership/participation.
5. Bio-terrorism issues/activities/training exercises.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

**DEPARTMENT NAME:** Health & Social Services, Nursing Division

**FORM 2**

**Statement of goals and objectives for the next year, program statistics and other descriptive information:**

Assist the health director and the environmental division to protect and improve the public health and prevent or diminish disease and injury.

**PROGRAM STATISTICS (Calendar Year 2014, January – December 2014)**

- 12   doses of influenza vaccine given to Town and BOE employees.
- 399  doses of seasonal influenza vaccine given to Town residents.
- Contact investigations and Direct Observational Therapy provided to 2 residents with TB disease.
- Multiple investigations/home visits and workplace visits concerning communicable diseases such as tuberculosis, salmonella, campylobacter and pertussis.
- Childhood Lead: tracking/follow-up/education and home visits for 10 current cases. Action level reduced thus more children affected.
- Contractual nurse serves as liaison to East Hartford Child Plan.
- 7 enteric disease follow-up evaluations completed.
- On-site presence at two DEA Prescription Drug Take Back initiatives held at the Public Safety Complex.

**TOWN OF EAST HARTFORD  
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FORM 1

DEPT/DIVISION NAME: Health & Social Services, Environmental Health

DEPT/DIV NUMBER: G9300

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

*Abatement of nuisances, including garbage and animals – Public Health Code Sec. 19-13-B2, EH Code Chapter 13*

Inspection of Public Swimming Pools – PHC Sec. 19-13-B33b

Inspection of Grocery Stores, Bakeries – PHC Sec. 19-13-B40, E H Code Chapter 12

Inspection of places dispensing food and beverages – PHC Sec. 19-13-B42, EH Code Chapter 12  
*(required recertification)*

Inspection and approval of on-site sewage disposal – PHC Sec. 19-13-B103 & 104

Epidemiological investigation - Inspection and remediation of housing with a child <16 with an elevated blood lead level – CGS 19a-111 & PHC Sec. 19a-111-1 *et seq. required annual recertification*

*Inspection & enforcement of required heating – CGS Sec. 19-13-B109*

Regulation of the keeping of animals – E H Code Chapter 6

Regulation and abatement of stagnant water (Pools, Mosquitos & West Nile Virus) – PHC Sec. 19-13-B31

Bioterrorism Response Planning – Homeland Security Act *required ongoing recertification*

Inspection and remediation of mold in housing – PHC Sec. 19-13-B1 *new regulation interpretation*

Open Burning Regulation – Sec. 19-508-17

**TOWN OF EAST HARTFORD  
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**DEPARTMENT NAME:** Health & Social Services, Environmental Control Division

**FORM 2**

**Statement of goals and objectives for the next year, program statistics and other descriptive information:**

**MISSION:** The Mission of the Environmental Health Division is to enforce the Connecticut Public Health Code and Town Health Ordinances in the Town of East Hartford thereby enhancing residents' health and safety.

**GOALS**

- To improve the sanitation practices of food service establishments in the town through uniform, regular inspections and education.
- To address the environmental health related complaints of residents in a timely manner and according to local ordinances and CT Public Health Code.
- To reduce the occurrence of lead poisoning in the East Hartford population, especially among children under six years of age through education of residents regarding lead and by conducting epidemiological investigations and lead inspections as required.
- To improve the safety of all public swimming facilities through regular licensing and inspection.
- To conduct environmental inspections of day care centers.
- To ensure that subsurface sewage system installations and repairs are in compliance with the technical standards.
- To manage the mosquito control program in a responsible manner.
- To continue to participate in planning an organized and appropriate response to possible bioterrorism incidences.

**STATISTICS – (2014)**

Food Service Inspections	512
Temporary Events Licensed	50
Actions taken by division based on resident complaints	>400
Pool Inspections	29
Elevated Blood Lead Investigations or Inspections	4

There were a number of highlights:

1. Food Service – The difficult economic times have resulted in food service facilities changing ownership more frequently. We continue to work with new owners to ensure they have the knowledge and practices to serve food safely.
2. The Environmental Health Department continues to receive a significant number of complaints from residents. Bed bugs, mold, garbage and other environmental housing issues continue to generate many complaints and consume large amounts of staff time.
3. Lead – Reports of elevated blood lead levels (EBLL) to the Health Department result in an epidemiologic investigation. Environmental Health works in tandem with Nursing Services to reduce the risk that a child's blood level will continue to rise. When comprehensive lead inspections by our department are required by state statute, they are followed by months of follow-up with the owners.

4. Septic Systems - The division continues to review and approve repairs to systems where public sewers are not available. In addition to inspecting the installation of septic system repairs, a number of septic tank abandonments are also documented each year.

**TOWN OF EAST HARTFORD  
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**FORM 1**

**DEPT/DIVISION NAME:** Department of Health & Social Services/Social Services Division

**DEPT/DIV NUMBER:** G9400

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Social Services Division strives to promote the well-being, self-sufficiency and quality of life among East Hartford residents by administering & developing programs and initiatives which provide individuals & families with the support and opportunities to realize their fullest potential.

**1. Advocacy; Information & Referral:**

- Municipal Agent for the Disabled.
- Nationally certified CHOICES Counselor for disabled residents.
- Benefits counseling and assistance in accessing entitlement programs such as Temporary Assistance for Needy Families, State Administered General Assistance, SNAP (Food Stamps), Health Care, Social Security and Veterans' Benefits.
- Needs assessment, information and referrals to community agencies and outside service providers for problems such as substance abuse, domestic violence, mental illness and other special needs.
- Advocacy and assistance in obtaining goods and services from charitable organizations, medical providers and other agencies for persons unable to do this on their own.

**2. Case Management:**

- Short-term case management for individuals and families who because of multiple barriers are in need of someone to coordinate inter-agency services on their behalf.

**3. Crisis Intervention:**

- Evictions, homelessness, fire, lack of heat or other utility services, and other emergencies that require immediate action to assist residents.

**4. Energy Assistance:**

- Administration of the East Hartford Fuel Bank.
- Administration of the Operation Fuel Program.
- Administration of Emergency Food & Shelter Program (FEMA) monies which provides one-time utility/heating assistance to residents unable to provide for these services.
- Referrals to the statewide Energy Assistance Program administered by the Community Renewal Team (CRT).
- Assistance making payment arrangements/enrolling in matching payment programs with the utility companies.

**5. Employment Assistance:**

- Maintain current listings of available employment/training opportunities.

**6. Food Bank Coordination & Referral:**

- Administration of centralized referral service for East Hartford Combined Churches' Emergency Food Banks.
- Site Coordination for two of the five Mobile Foodshare locations in town.

**7. Housing Assistance:**

- Administration of Emergency Food & Shelter Program (FEMA) monies which provides one-time eviction prevention assistance to residents unable to meet their monthly rental obligations for various reasons.
- Maintain current listing of rental property in town to assist those seeking housing.

**8. Tax Relief Programs:**

- Administration of State Renters' Tax Relief Program for low income elderly and disabled renters.
- Administration of State and Local Homeowners' Tax Relief Programs for elderly and disabled homeowners.
- Administration of State and Local Additional Veteran's Tax Relief Programs for elderly and disabled veterans.
- Enrollment in additional tax relief programs for disabled and blind residents.

**9. Special Programs:**

- Coordination and administration of special programs throughout the year to assist less fortunate residents: Thanksgiving food baskets, Christmas food and toys, winter coats for children, back-to-school supplies for students and other opportunities as they arise.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

DEPARTMENT NAME: Health & Social Services, Social Services Division

**Form 2**

Statement of goals and objectives for the next year, program statistics and other descriptive information:

**Goals - Social Services staff are motivated by three goals:**

- Enable residents to access fundamental necessities of life
- Assist residents in achieving self-determination and self-sufficiency
- Enable residents experiencing challenges to achieve full community participation

**Objectives - FY 2015-2016:**

- Continue to streamline office procedures & application processing to ensure timely responses to customer inquiries/requests.
- Expand utilization of online benefits access for residents.

**Statistics - F.Y. 2013-14**

- 5,992 short term case management services were provided to residents.
- 15,652 information and referral services were provided to residents.
- 2,868 households received assistance through the East Hartford Combined Churches' Emergency Food Banks.
- 6,281 households participated in bi-weekly distribution of perishable food items through Mobile Foodshare at the two sites coordinated by the town (Hockanum Park & Veterans Terrace).
- 229 East Hartford students received new back-to-school supplies donated by local residents, businesses and organizations.
- 105 East Hartford children between the ages of 5-12 received new winter coats, valued at up to \$60 each through the Coats for Kids Program funded by the East Hartford Rotary.
- Coordinated the delivery of 746 Thanksgiving food baskets/meals to local households, feeding a total of 1,985 individuals, with the help of 17 different partners.
- Provided 404 East Hartford households with Holiday Food Baskets, feeding 1,246 people, in partnership with 21 other agencies, organizations, churches, businesses and individuals.
- 613 local children between the ages of 0-10 were provided with new Christmas toys by the town or one of 7 community partners.
- 1,064 elderly and disabled Renter's applications were processed resulting in a total of \$446,322 in State Renter's Tax Relief benefits returned to the local economy.
- Assisted 241 local households with payments/ making payment arrangements on their utility bills, while 3,004 households received Energy Assistance benefits through the Statewide Energy Assistance Program, totaling \$1,293,178.44 in benefits.
- Responded to 64 emergency relocations/safety checks during F.Y. 2103/14, including 18 units at Bell Court without an operable heating system in the middle of winter (11/13).

**TOWN OF EAST HARTFORD  
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FORM 1

DEPT/DIVISION            BEAUTIFICATION COMMISSION  
NAME: \_\_\_\_\_

DEPT/DIV NUMBER:    G9811

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Beautification Commission provides plantings for areas in town during the Spring and Fall. It also provides plantings for the flower barrels on Main Street and other areas of town.

The Commission sponsors Holiday Fest, a town -wide festival, the first weekend of December which includes a tree lighting and decoration of Town Hall, along Main Street and Town Green. The Commission donates a tree to a school on Arbor Day. The Commission serves as a Tree Board to comply with the designation of "Tree City USA" awarded to the town in 1997 and every year since by National Arbor Day Foundation. The Commission also maintains the service signs and median landscaping throughout town. Along with clean-ups and education, the Commission tries to encourage citizens to take a more active role in their community by awarding Beautification Awards for outstanding landscaping to homes and businesses.

**TOWN OF EAST HARTFORD  
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FORM 1

DEPT/DIVISION            PATRIOTIC COMMISSION  
NAME: \_\_\_\_\_

DEPT/DIV NUMBER:    G9812

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The fifteen (15) member Patriotic Commission conducts activities related to National and State holidays, Town celebrations, etc. Gravemarker Flags are placed on veterans' graves in six (6) Town cemeteries during Memorial day and Veteran's Day observances. Community volunteers assist us with this project. We estimate that fifty-two gross of gravemarker flags for 2014/15 fiscal year, as we are losing World War II Veterans rapidly. To enhance Patriotism in our youth, we conduct Flag Day essay contest in conjunction with the East Hartford School system. Winners in each level are awarded trophies.

**TOWN OF EAST HARTFORD  
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DEPARTMENT NAME: PATRIOTIC COMMISSION

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Our goals and objectives remain the same each year, ie.

1. Recognize those who have served our country.
2. Promote Patriotism.
3. Organize the annual Memorial Day Parade and related ceremonies.
4. Represent East Hartford in the regional Veterans' Day Parade.
5. Organize appropriate ceremonies at the request of the Mayor ( ie. Death of former President, a National Holiday, etc.)

**TOWN OF EAST HARTFORD  
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FORM 1

DEPT/DIVISION NAME: Veteran's Affairs  
Commission

DEPT/DIV NUMBER: G9813

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

THERE IS ESTABLISHED A COMMISSION ON VETERAN'S AFFAIRS. THE COMMISSION SHALL CONSIST OF NINE MEMBERS. AT LEAST SIX MEMBERS SHALL BE RESIDENTS OF EAST HARTFORD. SUCH MEMBERS SHALL BE APPOINTED FOR A TWO YEAR TERM. IN ADDITION, THE AGENT FOR VETERAN'S AFFAIRS DESIGNATED PURSUANT TO SECTION ONE, SHALL SERVE AS AN EX-OFFICIO MEMBER OF THE COMMISSION ON VETERAN'S AFFAIRS.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
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FORM 1

DEPT/DIVISION NAME: Board of Assessment Appeals

DEPT/DIV NUMBER: G9815

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Board of Assessment Appeals hears appeals from taxpayers. It is an avenue for aggrieved taxpayers to seek adjustment to their tax assessment. These appeals are heard (by State Statute) during the year as follows:

1. Each September for Automobile appeals for Grand List of the previous October.
2. Each March or April for appeals of Real Estate, Personal Property and Supplemental Motor Vehicles.



**TOWN OF EAST HARTFORD  
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**FORM 1**

**DEPT/DIVISION  
NAME:** Historic District Commission

**DEPT/DIV NUMBER:** G9817

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The East Hartford Historic District Commission was established by Ordinance Article 18 in 1986 to promote and preserve our historic built environment. The Commission is organized under C.G.S. 7-147a-u and is designated as a "Certified Local Government" by the Connecticut Commission on Culture and Tourism (formerly known as the Connecticut Historical Commission) and the National Park Service for having local expertise in dealing with matters concerning historic preservation. Certified Local Government status allows the Commission to examine all issues affecting historic preservation even if these are outside a locally designated district.

Staff services are provided by the Grants/Lease Administrator who is also the initial point of contact for the Municipal Historian. Historic data, design guidelines, and technical assistance relating to building preservation are available to any East Hartford resident through the Grants Office.

East Hartford has one local Historic District (Naubuc Avenue) and four National Register Districts (Naubuc Avenue/Broad Street, Garvan/Carroll, Central Avenue/Center Cemetery, and a portion of the Downtown).

**TOWN OF EAST HARTFORD  
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DEPARTMENT NAME: Historic District Commission

**Form 2**

Statement of goals and objectives for the next year, program statistics and other descriptive information:

Goal: To preserve and protect East Hartford's historic structures. This goal is the primary directive of the Commission. Each year we work to refine coordination with the Building Inspections and Permits Department regarding factors such as "delay of demolition" notices and meeting Certificate of Appropriateness requirements for building permits. The Commission works to identify new owners, funding sources, or locations for buildings threatened with demolition or in severe need of rehabilitation. This is the hardest obstacle to overcome in this economic climate. Finally, our objective is to utilize the Commission's status as a "Certified Local Government" (CLG) to comment on town-wide changes to the built environment which may not be in keeping with the period and style of a particular structure or neighborhood. The CLG program also offers us an avenue for receiving matching grant funds for projects listed on the National Register of Historic Places.

Goal: To heighten residents' awareness and appreciation of historic buildings. In the past, an annual "Recognition of Historic Preservation Efforts" award program for property owners, developers, and architects who contribute positively to the rehabilitation of historic resources was held every May to coincide with National Historic Preservation Week. Budget constraints have meant the cancellation of an awards program. Other means of raising the profile and benefits of preservation will be explored in the coming year. Possibilities include sending articles to area newspapers about the private efforts of citizens who maintain their historic homes both in and out of the Naubuc Historic District.





TOWN OF EAST HARTFORD  
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FORM 1

DEPT/DIVISION NAME: PUBLIC BUILDING COMMISSION

DEPT/DIV NUMBER: G9835

This Department/Division provides the following services and functions and has the following statutory responsibilities:

Pursuant to Connecticut General Statutes, there is an appointed Public Building Commission which meets as necessary to plan, organize, administer and supervise public building projects from their initial design stages to occupancy. The Commission consists of nine members who serve on a volunteer basis. All school building projects must also be reviewed by this commission in order for those projects to become eligible for reimbursement under the State's school construction great programs.



**TOWN OF EAST HARTFORD  
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FORM 1

DEPT/DIVISION      ECONOMIC DEVELOPMENT  
NAME:                      COMMISSION

DEPT/DIV NUMBER:    G9841

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Economic Development Commission undertakes studies and projects to optimize the business climate and investment opportunities in East Hartford. The Commission promotes the Town through business visitations, marketing and outreach to current and new businesses.

The Economic Development Commission is currently collaborating with the Community Economic Development Fund and the State of Connecticut to develop an investment strategy for Main Street. This strategy involves both business development and housing stabilization components.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

DEPARTMENT NAME: ECONOMIC DEVELOPMENT COMMISSION

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

**1. GOALS AND OBJECTIVES FOR FY 2015-2016**

- a) Promote East Hartford as a number one choice for business location in collaboration with the East Hartford Chamber of Commerce, Greater Hartford Convention and Visitor's Bureau, and MetroHartford Alliance website.
- b) Collaborate with the Chamber of Commerce and other business organizations to understand the needs of East Hartford Businesses and recommend or provide services to meet those needs.
- c) On behalf of the Town, conduct and attend business visitations, ribbon cuttings, Business After Hours events, business showcases, and the EDC Lunch Club.
- d) Alumni Park Kiosk renovation will be completed and provide up to the date information to visitors and residents traveling on Main Street.
- e) We will be implementing a façade improvement project with the help of the Grants Department for Main Street and Burnside Avenue.
- f) The Counselors of Real Estate (CRE) recommended a district with a cohesive design and theme for the south end of Main Street – benches, lighting, sidewalks, etc. Intent is to launch a joint EDC/RDA effort towards creating a "Campus District". Funding would be matched by the private sector – i.e. Goodwin College, UTC, Coca-Cola. Intent would be to establish a motif to brand the district through visual cues such as light poles, benches, barrels, bus shelters, planters, landscaping and bollards. We would also examine traffic flow, bus stops and pedestrian access.
- g) Recommend business incentives to the Town Council for action.
- h) Complete and distribute new East Hartford Business & Community Guide for use as a resource when soliciting new business to move, stay and grow in East Hartford.
- i) Continue to work and support the revitalization of the Main Street business district and the surrounding neighborhoods.
- j) Implement outreach and training programs for minority and small businesses as outlined in Plan of Conservation and Development Action Plan.

## 2. CALENDAR YEAR 2014 ACCOMPLISHMENTS

### a. Enterprise Zone/Railroad Depot Zone Incentives

- i. Bakery On Main ground breaking at 115 Park Ave.
- ii. Three new companies receiving EZ/RDZ benefits: CT Shirtman (70 Tolland St), Joseph Merritt Printing (Prestige Park Rd), and Bakery On Main (115 Park Ave).
- iii. Three pending applications for EZ/RDZ incentives: Coca-Cola (471 Main St), Pyramisa Marble & Granite (22 Rumsey Rd) and United Steel (164 School St)

### b. Planning Office

- i. Planning Office issued permits for thirty two Sign Applications, fourteen Soil Erosion and Sedimentation Control, zero Subdivision, twenty Site Plans, seven Special Permit, five Text Amendments, five Site Plan Modifications, one Site Location Approvals, six Flood Zone, two Zone Change and one Natural Resources Removal & Filing Permit.

### c. 10 Ribbon Cuttings/Grand Openings

- i. Bakery On Main, Sacred Rivers Yoga, Thornton Martial Arts & Fitness, Nolitas, Mobile Car Pro, Dr. Cai Eyecare Center, Fortitude Fitness and unitedbank along with Goodwin's CT River Academy and Pathways to Technology magnet schools.

### d. Main Street Initiative

- i. The Town of East Hartford has been partnering with the Community Economic Development Fund (CEDF) on its Main Street Improvement Project to revitalize downtown East Hartford. This initiative is a multi-staged, long-term community development process – a collaboration of both the businesses and the neighborhoods of Main Street to create a vibrant and bustling downtown area.
- ii. As part of our CEDF support we worked with Alta Lash from UCANCT on the small park at Main Street and Connecticut Boulevard on sign restoration along with brickwork and fence.
- iii. Public Works is implementing a traffic calming plan to span from entire length of Burnside Avenue from Main Street to Walnut Street.
- iv. The Town, in conjunction with Goodwin College, hosted a consulting team called The Counselors of Real Estate (CRE) for a five-day working session (11/17 to 11/21) about the Town's relationship with the school. We discussed long and short term planning goals and objectives, zoning issues, town-college relations.

v. We in the process of completing a 16-page full color Business and Community Guide highlighting all the ways East Hartford is business friendly and encourage businesses to move, stay and grow in East Hartford. The East Hartford Chamber of Commerce sold ads to their members and the guide was sponsored by the East Hartford Chamber of Commerce ads, Goodwin College and Pratt and Whitney.

e. **Website**

i. Updated new town Website with content and FAQ. We expanded the Development and Resources section on the Development page of the new town website.

f. **EDC Lunch Club**

i. We hosted four lunches at area restaurants to promote eating in East Hartford and networking among employees of local businesses. The lunches were held at Roma's, Calabrese's, Pho99 and the East Hartford Golf Course. We coordinated advertising with the East Hartford Chamber of Commerce.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2014-15  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION  
NAME:

PLANNING AND ZONING  
COMMISSION

DEPT/DIV NUMBER: G9842

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The Planning & Zoning Commission, under Section 8-24 of the Connecticut General Statutes, (Section 8-2, Section 8-23A, 8-3A, 8-224, 8-26E and 8-25) is authorized to prepare and adopt a plan of development, to establish and amend zoning regulations and boundaries; hear and decide on requests for changes in the regulations or boundaries of zoning districts; and review and decide on applications for site approval for commercial and industrial facilities, apartments, mobile home parks, subdivisions, resubdivisions, special permits and referrals on town real estate purchases.

The Planning & Zoning Commission and planning staff undertake evaluations and recommend changes to current regulations to better position the town for appropriate growth through the public hearing process.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

DEPARTMENT NAME: PLANNING & ZONING COMMISSION

Form 2

Statement of goals and objectives for the next year, program statistics and other descriptive information:

**1. GOALS AND OBJECTIVES FOR FY 2015-2016**

- a) The Planning and Zoning Commission and the Development Department will begin implementing the Town's 2013 Plan of Conservation and Development's Action Plan.
- b) Give permit guidance for UTC/UTCRC construction and renovation plans.
- c) Respond to changing marketplace and new opportunities that support the long range plan of development.
- d) Publish amended Zoning Regulations and update website version.
- e) Begin to accept all site plan and other zoning applications in digital form as part of a new inter-departmental data management system.
- f) Improve technical digital scanning process within the office.
- g) iPads for all Planning and Zoning Commission members (12) for purposes of analyzing applications and pertinent information supporting applications. They would use to prepare for site visits and commission meetings.
- h) Review parking regulations to avoid excessively large parking lots and allow for more landscaping in manufacturing zones.
- i) Consider creation of an overlay campus zone with design guidelines or form based zoning approaches.
- j) Research and adopt regulations consistent with state law on bonding.

**2. CALENDAR YEAR 2014 ACCOMPLISHMENTS**

- a) The Planning and Zoning Commission processed ninety three applications and held twenty three public hearings, reviewed and approved twenty six site plan applications, four site location applications and held four Commission workshops.
- b) Planning Office issued permits for thirty two Sign Applications, fourteen Soil Erosion and Sedimentation Control, zero Subdivision, 20 Site Plans, seven Special Permit, four Text Amendments, five Site Plan Modifications, one Site

Location Approvals, six Flood Zone, one Natural Resources Removal & Filing Permit and two Zone Changes.

- c) June 2014 completed and adopted the Plan of Conservation and Development.
- d) The Planning Office updated four text amendments; one for wireless telecommunications, one for new directional signs for auto/truck sales and service, one for new language prohibiting exterior security gates to commercial and industrial buildings, and one for new language to permit accessory uses for propane exchange cages.
- e) The Planning Office generated \$10,546 in permit revenue.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION NAME: Inland Wetlands Commission

DEPT/DIV NUMBER: G9843

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Inland/Wetlands Commission is created by statute and charged with regulating land use within established wetlands and wetland buffer zone areas within the Town of East Hartford. The budget items listed are for those functions either required by statute (e.g. advertising) or deemed necessary for the orderly operation of the commission. By far, the budget item that generates the greatest cost is the one over which we have virtually no control – Advertising. Proceedings are a matter of public record and must be published in local newspapers.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2014-15  
OPERATING BUDGET

FORM 1

DEPT/DIVISION  
NAME:

EAST HARTFORD  
REDEVELOPMENT AGENCY

DEPT/DIV NUMBER: G9844

This Department/Division provides the following services and functions and has the following statutory responsibilities:

The East Hartford Redevelopment Agency is designated by the Town Council to carry out planning and redevelopment activities as allowed under chapter 130 and 132 of the Connecticut General Statutes. There are presently two active Redevelopment Plans, Main Street and Burnside Avenue, as well as authorization by the Town Council to undertake a project at Rentschler Field.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-16 OPERATING BUDGET**

**DEPARTMENT NAME: REDEVELOPMENT AGENCY**

**Form 2**

**Statement of goals and objectives for the next year, program statistics and other descriptive information:**

**GOALS AND OBJECTIVES FOR FY 2015-2016**

- Continue to evaluate development opportunities for the 550 Burnside Avenue and 590 Burnside Avenue (Daley Court) redevelopment sites and initiate a new Request for Proposals for both sites and select a tentative developer for each site.
- Continue to work with the property owner to complete the development on the one remaining site on area III/tract A (Main and Governor Streets.)
- Implement ideas from the adopted Plan of Conservation and Development
- Demolish Daley Court with Department of Economic and Community Development (DECD) grant funding.
- The Counselors of Real Estate (CRE) recommended a district with a cohesive design and theme for the south end of Main Street – benches, lighting, sidewalks, etc. Intent is to launch a joint EDC/RDA effort towards creating a “Campus District”. Funding would be matched by the private sector – i.e. Goodwin College, UTC, Coca-Cola. Intent would be to establish a motif to brand the district through visual cues such as light poles, benches, barrels, bus shelters, planters, landscaping and bollards. We would also examine traffic flow, bus stops and pedestrian access.

**CALENDAR YEAR 2014 ACCOMPLISHMENTS**

- The Town, in conjunction with Goodwin College, hosted a consulting team called The Counselors of Real Estate (CRE) for a five-day working session about the Town’s relationship with the school. We discussed long and short term planning goals and objectives, zoning issues, town-college relations, housing and commercial development (and redevelopment), and other pertinent issues.
- A proposal bid for development was placed for 550 Burnside Avenue. One response was received but rejected.
- Façade funding for Chuck’s Auto is in place.
- Public Works is implementing a Traffic Calming plan to span from entire length of Burnside Avenue from Main Street to Walnut Street.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION            EMERGENCY MEDICAL SERVICE  
NAME:                      COMMISSION

DEPT/DIV NUMBER:    G9859

This Department/Division provides the following services and functions and has the following statutory responsibilities:

This EMS Commission advises the Mayor on the operations and policies related to the Town's EMS System.

The Commission is made up of two Town Council members, representatives of the Fire, Police and Health Departments

along with three residents. Ex-official members include the Fire Union, Chief Medical officer and our sponsor hospital

St. Francis.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION            FINE ARTS COMMISSION  
NAME: \_\_\_\_\_

DEPT/DIV NUMBER:    G9884 \_\_\_\_\_

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The East Hartford Fine Arts commission, a fifteen-member commission, promotes and stimulates general interest among the citizens and youth of East Hartford in the fine arts. The commission is divided into eight committees: music, children's program, art, drama, photography, lecture/poetry, dance and film series projects.

The commission is supportive of the East Hartford Art League and the East Hartford Summer Youth Festival. The commission had underwritten a grant for the sculpture in Alumni Park and has been the main stage sponsors for the Podunk Blue Grass Festival which is held annually in July. Further, the commission has sponsored mini-grants for the East Hartford Public Schools Fine Arts Department.

Our Student Music and Art Award Program is held in May and adjudicators work closely with music, dance and visual art students. We also work closely with the Department of Fine Arts with the East Hartford Public Schools sponsoring and encouraging programs throughout the school year. The Fine Arts Commission sponsors and endorses programs for our diverse East Hartford community.

The Fine Arts Commission will continue to bring a variety of programs to the people of East Hartford to enhance the public's awareness of the programs available to them in the fine arts.

TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-16  
OPERATING BUDGET

FORM 1

DEPT/DIVISION NAME: Hockanum River Commission

DEPT/DIV NUMBER: G 9885

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

There is established a Hockanum River Commission, consisting of nine members, at least seven of whom shall be electors of the Town of East Hartford, and no more than two of whom may be residents of other towns in Connecticut. Members shall serve a term of three years.

The Commission shall, in cooperation with the Parks and Recreation Director, develop and implement projects to improve the Hockanum River within the Town of East Hartford and operate programs to encourage the use and appreciation of the Hockanum River.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-2016  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION NAME: COMMISSION FOR SERVICES TO THE ELDERLY \_\_\_\_\_

DEPT/DIV NUMBER: G9894

**This Department/Division provides the following services and functions and has the following statutory responsibilities:**

The Commission for Services to the Elderly, composed of seven members appointed by the Mayor, that meet once a month at Town Hall to administer to the needs and concerns of the senior population of the Town of East Hartford. The Commission offers various programs throughout the year in cooperation with a number of volunteer groups. The Commission works closely with Town Senior Service and Elderly Outreach staff to develop and fund new programs to meet the needs of the Town's Senior Citizens.

**TOWN OF EAST HARTFORD  
FISCAL YEAR 2015-16  
OPERATING BUDGET**

FORM 1

DEPT/DIVISION                      COMMISSION ON SERVICES FOR  
NAME:                                      PERSONS WITH DISABILITIES

DEPT/DIV NUMBER:    G9895

This Department/Division provides the following services and functions and has the following statutory responsibilities:

This Commission serves the Town and its population in numerous ways. These include:

1. Advisory Board to the Town for enforcement of Federal American with Disabilities Act (ADA)
2. To provide educational programs for Town staff, and Board of Education staff regarding working with Persons With Disabilities.
3. To provide information regarding activities both social and informative seminars for all persons whether with a Disability or not.
4. To help the Town meet its responsibilities for citizens with disabilities.

