

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
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 present Town Charter in 1968, which was revised in 1980 and 2004, 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 the 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 Council members are elected at-large for a two-year term 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 sets fees for town services, approves job descriptions, authorizes the town purchase, lease or sale of property, maintains and updates the Code of Ordinances and is responsible for engaging a licensed CPA firm to perform the annual single audit and additional special audits.

**TOWN OF EAST HARTFORD
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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
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FORM 1

DEPT/DIVISION TOWN CLERK

PREPARED BY: 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 and complies with all local, state and federal ordinances, statutes and laws.
- Records, maintains and preserves the Town Land Records.
- Records, maintains and preserves the Town and State Vital Statistics.
- Providing accurate information to facilitate land transactions.
- Receives 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.
- Collects and Distributes Connecticut State and Town of East Harford Conveyance Tax.
- Works with the Registrars of Voters to maintain the integrity of all elections held.
- Issues Town, State and Federal paperwork necessary for the elections.
- Creates all ballots for elections.
- Issues and maintains records of absentee, federal and overseas ballots.
- Certifies the Election results to the Secretary of State.
- Files necessary paperwork with the Secretary of State including monthly document reports, appointments and resignations of elected and appointed offices.
- Issues various municipal and state permits and licenses, including marriage, burial, cremation, sporting, dog, and trade name certificates.
- Registers and maintains a listing of the Town's Justices of the Peace.
- Registers and maintains a listing of the Town's Notaries Public.
- Provides Notary Public services.
- Registers and maintains a listing of foreclosures and bankruptcies; distributing copies to applicable departments.
- Provides certified copies of birth, marriage and death certificates.
- Records and maintains Veteran Discharge Papers (DD-214).
- Post and/or files of agendas and meetings of all of East Hartford's Boards and Commissions.
- Post and/or files of agendas, meetings, and correspondence from various State and regional organizations and agencies.
- Receives all claims and summonses served to the Town for filing, copying and disbursement.
- Administers the Oath of Office to all elected or appointed Officials and Officers for the Town.
- Assists the public in person, as well as by phone, mail, email, and fax.

TOWN OF EAST HARTFORD
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DEPARTMENT NAME: TOWN CLERK
PREPARED BY: Robert J. Pasek

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 2018-2019 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 2018-2019 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 timely publish legal ads and certify election results to the Secretary of the State.
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, and liquor 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, additional programming has been generated to record land record using the internet thus recording, indexing, printing to a book and viewing on the web without ever touching a piece of paper.
8. Connecticut Vital Records System (ConnVRS) 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.

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DEPT/DIVISION

Name

Registrar 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
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DEPARTMENT NAME: REGISTRARS OF VOTERS

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

All functions of this office are established by state statute

REGISTRARS COMPENSATION

Compensation of the Registrars is established by the Ordinance Committee of the Town Council.

PROFESSIONAL DEVELOPMENT

The Registrars have completed the two year eight session certification program enacted by the State Legislature. We each passed the final exam with flying colors.

ELECTION DAY REGISTRATION

This program has proceeded smoothly now for several elections including a Presidential election. Based on past experience we have decided to increase the staff from four to six to speed up the process. We will continue to engage volunteer young people, supervised by staff from Youth Services, to assist voters with initial paperwork.

ELECTIONS AND PRIMARIES

There is evidently a very high level of interest in the 2018 Gubernatorial election. Many potential candidates have already appeared. We therefore expect and are planning for primaries in both parties.

ELECTION NIGHT REPORTING.

Our first experience with this activity ran well this past election. The IT department will, this coming election, provide us with a dedicated computer for the Head Moderator to use to electronically report our results to the Secretary of the State. Election night reporting is now required of all Registrars statewide.

ELECTRONIC CHECKOFF LISTS

This program is still being set up by the state. We have no information on when it might be activated.

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FORM 1

**DEPT/DIVISION
NAME:**

Office of the Mayor

**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.

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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 affects 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.

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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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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, 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.

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FORM 1

DEPT/DIVISION Human Resources
NAME: _____

DEPT/DIV NUMBER: G2300 _____

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

The Department of Human Resources administers six collective bargaining agreements, assists the Town attorneys with collective bargaining, processes employee grievances, and advises town Departments on employee and labor relations matters and personnel policies. The department is also responsible for recruiting, testing, placing employees and administering employee benefits.

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DEPARTMENT NAME: HUMAN RESOURCES **Form 2**

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

Recruitment, testing, selection and placement of employees

Benefits administration

Development of classification and compensation plans

Assist Town Attorneys with labor negotiations

Contract administration

Hear employee grievances

Maintenance of employee records and files

New employee orientation

Supervisor and employee training and development

Assist Town Attorneys with labor arbitration hearings and other employment-related hearings

Maintain Equal Employment Opportunity Plan

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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 provides every member of the community with:

- Free and equal access to all library materials
- Opportunities for life-long learning
- Technology access and instruction
- Programs for all age groups
- Support for educational and recreational interests
- Job-searching assistance
- Access to local artifacts as well as East Hartford historical and genealogical information
- Outreach services

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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 lifelong learning and literacy, to connect with the community, and to share information and ideas freely.

At the newly renovated and expanded Raymond Library, metrics of usage continue to trend upwards as the community rediscovers our collections, programs, and services. At a time when circulation is declining at libraries nationwide, our circulation is going up. In fiscal year 2016, circulation was 75,191 (a 5% increase), our public computers were used for 41,927 sessions (a 6% increase), and we issued 2,714 new library cards (a 3% increase). Year-to-date, our overall circulation for fiscal year 2017 is up 14% from FY2016, and our program attendance is up 13% for the second straight year of growth.

Important initiatives for the next year include strengthening our MakerSpace program, including putting systems in place for public use of our equipment by appointment. We will expand our adult program offerings in response to community needs in partnership with the Senior Center, East Hartford Adult Education, and other community groups. Collection initiatives include expanding our Spanish-language print collection for adults, and adding to our e-book collections for all ages. Our children's department will conduct outreach programming as well as programs held at the library, and we will continue to partner with the East Hartford Public Schools for our summer reading program. For our cultural assets, we will follow best practices to inventory and catalog our collections with the goal of making them more accessible to the community through displays, exhibitions, and other outreach efforts.

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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 an extensive area of matters. The Court has jurisdiction over the administration of decedent's estates; adoptions; parental rights; appointment of guardians of adults with intellectual disabilities; guardians of estates of minors; appointment of trustees; commitments of the mentally ill and substance dependent persons; appointment of conservators; settlement of disputes concerning life sustaining medical treatment; settlement of appeals from quarantine orders; changes of names; determination of title or rights of possession and use to any real or personal property that may be in an estate; construing the meaning and effect of any Will or Trust agreement; and granting relief to any person who has been determined by the federal government unable to possess a firearm.

Public Act 16-40 which became effective October 1, 2016 granted the Court additional jurisdiction to terminate, limit, or suspend an existing power of attorney upon the granting of a conservatorship, and the power to reinstate a suspended or limited power of attorney upon termination of a conservatorship

The Town of East Hartford Provides the office space, telephone, copier, and facsimile services, fire resistant vault and file cabinets, archival record books, internet access for scanning court documents into an archival database, and supplies the Court deems necessary to keep permanent records of all matters entered into the Court, in addition to general office supplies.

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FORM 1

DEPT/DIVISION Youth Services
NAME: _____

DEPT/DIV NUMBER: G2600

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

The Town of East Hartford's Department of Youth Services was created in 1971 and has celebrated over 46 years of providing professional youth and family counseling and positive youth development to East Hartford youth. The Department of Youth Services effort's are directed in five critical areas:

- 1) Providing therapeutic counseling services to individual youth and their families experiencing a wide variety of problems including abuse, neglect, criminal behavior, family dysfunction, and substance abuse.
- 2) Providing carefully focused program services with the goal of preventing delinquent behaviors and substance abuse by enhancing communication, problem solving, and decision making skills as well as offering positive opportunities for youth to participate in their community.
- 3) Providing community coordination, collaboration, and advocacy for East Hartford youth with local, regional, state, and federal youth serving agencies.
- 4) Creating awareness in the community of the services and programs offered by the Town of East Hartford, Department of Youth Services.
- 5) Securing State and Federal grants to increase services to East Hartford youth.

**TOWN OF EAST HARTFORD
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DEPARTMENT NAME: East Hartford 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 8 master's level Marriage & Family therapists, one-master's level social worker, and one substance abuse counselor.

In addition there are 7 master's level (MFT & MSW) and 1 BSW intern, 3 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) 2016-2017. The department supplements the paid contractual counseling hours, supervising the therapeutic work of graduate-level Marriage & Family Therapy interns and graduate-level Social Work interns.

In FY 16-17 Youth Services provided counseling for 379 youth and their families. Another approximately 100 families received crisis intervention and informational or referral services from the department.

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

- "Strong Start" Group (A socio-emotional group for grades K-2nd)
- "Smart Start" Group (A socio-emotional group for pre-k ages 3-5)
- Choices (Anger Management) Groups
- EH High School Assimilation Group
- Boys Council Group
- Girls Circle Group

- Safe Dates
- Strong Teen (A socio-emotional group for high school students)
- Community Forums

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) **Boys II Men Group:** A new group that is being run at the high school that helps high school males develop into healthy males with a good sense of character values. The group's goal is to develop a caring support system that will focus on self-esteem, problem solving, relationships, and to prepare them for the future.
- 2) **"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.
- 3) **"Youths on the Rise":** A Leadership group that is run at East Hartford High School focuses on character development, social-emotional and academic supports. Using adventure based practices it provides an enriching environment that is active and supportive to youth skill development.
- 4) **Junior Adventure Club:** gives high school students from the "Youth on the Rise" program the opportunity to be a positive influence for younger students in the community. The students will work with their facilitators to develop fun adventure based activities for youth in grades 3-5.
- 5) **Managing the Challenge Course (Ropes course)** at the Middle school which included its maintenance and the running of programs that support character education and social-emotional learning. Last year approx. 300 students participated in a program at

the Challenge Course. There were also several Family Challenge Days on the Ropes Course to improve family communications.

- 6) Youth Services staffs are active members of the East Hartford ChildPlan, the Youth Advisory Board, and the East Hartford Local Substance Abuse Prevention Council, the Board of Education Health & Wellness Committee, North Central Regional Mental Health Board and ERASE (East of the River for Substance Abuse Elimination).
- 7) Sponsoring of youth attending the CT Wilderness School and High 5 Edge of Leadership Program
- 8) Realizing Your Dreams Workshop with Jim Cantoeni (Middle School and community)
- 9) **Explorer's Club:** Summer time experiential activities in and around the East Hartford community.
- 10) Yoga for all ages
- 11) Zentangle Art for all ages
- 12) Drum Circle for all ages
- 13) The Annual "Service to Youth" Award.

In FY 16-17, there were over 2,500 participants in Youth Services programs.

Youth Outreach:

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:

- **CT Judicial Department, Court Support Services "Youth Prevention Grant":** In October of 2015 Youth Services received a Youth Prevention Grant from CSSD to help divert youths from the juvenile justice system. We are in the 3rd 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 youth understanding how to successfully work with people in positions of authority.
- **The Goal Line Project:** working with East Hartford Middle School, East Hartford ChildPlan, and the Savings Bank of Manchester Charitable Foundation & UConn athletics including the many UConn male & female sports team members who mentor at-risk middle school students. Statement of goals and objectives for the next year, program statistics and other descriptive information:
- **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.
- **Sexting Prevention:** a program based on the "Before You Text" Prevention Curriculum for the state of CT. This curriculum was developed by Division of Criminal Justice Chief State's Attorney's Office, Center for Children's Advocacy, and Connecticut Youth Services Association.

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 Head Start Advisory Council.

Youth Services is facilitating this Hartford Juvenile Court District's 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 2016-2017

Approximately 379 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 16-17.

- The Juvenile Review Board screened 139 cases in 2016-2017.
- The Department assisted in funding East Hartford Project Graduation, East Hartford High School's Student Assistance Team, Circle of Life, Arts for All, Inc., as well as, helping provide materials for 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 DMHAS (Department of Mental Health and Addiction Services). Youth Services continues to facilitate the Local Prevention Council activities.
- A major youth substance abuse prevention effort was the 7th 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.

- 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.
- 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 East Hartford school personnel and in addition was presented to Youth Leaders of Y2Y program and was presented during a Community Forum.
- Youth Services had provided special bi-cultural and bi-lingual programming for youth :
 - Spanish Speakers Support group at the East Hartford Middle School
 - Assimilation Group for Spanish speakers at the East Hartford High School
- **Family Engagement Activities :**
 - "Break Dancing Shakespeare" Event
 - Hunger Action Team's "Blitz Party "
 - East Hartford Police Departments "National Night Out" event.

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FORM 1

DEPT/DIVISION

NAME:

Grants Administration Office

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 90% of the wages of the Grants/Lease Manager. The other 10%, along with 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). Last year, due to continuing reductions in the Town's CDBG allocation, the Assistant Grants Administrator position was changed to part time.

Formula funding levels for East Hartford's CDBG grant have decreased significantly (10 percent) over the past 4 Fiscal Years: \$495,027 (43rd Program Year 2017-18); \$498,058 (42nd Program Year 2016-17); \$521,306 (41st Program Year 2015-16); \$547,539 (40th Program Year 2014-15).

In addition to CDBG, other grant-funded projects managed by the office include financial administration of the Local Capital Improvement Program, Brownfields assessment grants from the state Department of Economic and Community Development and the federal Environmental Protection Agency, grants for the design and construction of a new Senior/Community Services facility, the Neighborhood Assistance Act Tax Credit Program run by the state Department of Revenue Services, donations made through the Brewer House Trust Fund, purchase of a new vehicle for the Town's Dial-a-Ride program for senior/disabled transportation; ongoing administration of grant funds dedicated to the Raymond Library, a cleanup project at Hockanum Cemetery funded through a Neglected Cemetery grant from the state Office of Policy and Management and programs for the Department of Health and Social Services.

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DEPARTMENT NAME: GRANTS ADMINISTRATION

Form 2

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

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. For example, the Grants Office 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 (CDBG) 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 Housing Planning Administrator and the Assistant Grants Administrator (AGA). Due to decreases in the Town's CDBG allocation over the past several years, the AGA position was changed from full time to part time during FY 2018. The Department also charges 10 percent of the Grants Manager's salary to CDBG.

Goal: 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 handicapped accessibility (installation of ramp) conversion to gas heat, plumbing work, electric heat upgrades and roof and furnace replacements in the homes of qualifying low and moderate income residents. Planned or currently operating community improvement projects include the replacement of a fuel tank at the Department of Public Works' Ecology Drive facility, replacement of signage at various Town properties and reconstruction of the basketball courts at Labor Field.

Goal: 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.

Goal: Continue to work with municipal departments who are independently researching and receiving grant funds, and provide support for writing applications and reporting grant outcomes. The aim is to achieve compliance between our standards and the eligibility requirements of grantors.

Goal: Review all leases to ascertain compliance with lease terms, insurance requirements, and timely payment of rental fees.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
OPERATING BUDGET**

FORM 1

DEPT/DIVISION Finance - Administration
NAME: _____

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 2018
OPERATING BUDGET**

FORM 1

DEPT/DIVISION **FINANCE - ACCOUNTS & CONTROL**
NAME: _____

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 2018-2019
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.

**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:

In Fiscal Year 2019 Information Technology continues the drive to do more with the same or less.

We have worked with vendors and regional contracts to negotiate multi-year pricing agreements to cost control expenses at flat rates while trying to increase capacity and availability of services for the last 4 years.

Inside of Fiscal year 2018 and entering the fiscal year we have:

- Organize a meeting with the BOE's IT Supervisor and Network administrator and shared our strategic goals, offering joint training opportunities and fostering an environment of mutually beneficial sharing of services where feasible.
- Worked with the BOE to develop the Town and BOE Fiber-To-The-Premise strategic network map in conjunction with the SiFi project
- Supported Police and Fire rollout of the CAD/RMS system, troubleshooting any outstanding issues and continuing to provide discussion points to improve the new system where possible
- Continued to purchase using Contracting vehicles to maximize the value of our funds – evidenced by the quality of workstations we are purchasing at lower rates.
- Proactively completed hardware swaps on Town Network gear to give about 5 years of growth or more.
- Invested in Backup and Restore software and hardware to ensure continuity of services
- Continued to update and address GIS match rates, which are now in the high 90's after three years of work.
- We are on track for completing slightly less work orders this year (see below) but those tickets have occupied larger volumes of time due to the nature of several key project.

We have continued our usual maintenance renewals and worked with vendors to reduce costs by co-terming or looking to new purchasing consortiums as the budgets have been held flat for several years, or in our case, receded.

In Fiscal Year '19 Information Technology will be working on several key initiatives, two based on NI approval:

- Swap Desktop hardware to ensure quality hardware is available for Town operational staff
- Continue refreshing IT skill sets

- Continue expanding WIFI in the Cultural Center to provide ubiquitous public Access and in doing so, build out the Town Hall WiFi Access for the value of citizens and contractors working with the Town
- Continue proactive server OS upgrades to ensure we are not faced with aging, unsupportable infrastructure
- We hope to continue decommissioning older software products and work to modernize home-grown systems in Housing Code Enforcement and Health (NI from Building, Health, and IT) to create more efficient Government
- Look to modernize the Town Phone System with a supported, long term system. (NI)
- Find efficiencies in Network and Server Management through automation to free up Staff resources to be in front of users rather than in front of hardware.
- Create an education program for Information Security for User awareness, possible synergies with BOE if they choose to proceed with this.

Against that backdrop I submit a spending plan that controls IT costs with a 0% increase, while continuing to deliver services to the Town. We have leveraged competitive contract pricing, RFP processes where required, and multi-year capital expenditures over the last several years to continue keeping costs flat. Fiscal Year 2019 several contracts return but at the same time, the migration from an IBM based mainframe CAD/RMS system has reduced operation costs for specialty hardware and allowed us to absorb any vendor related increases.

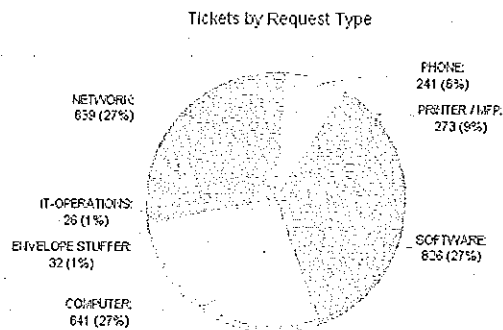
We also reduced the external GIS work to include only the bare essentials to keep our public facing GIS properties as accurate and updated as possible in place of hiring new staff, and will continue to leverage any management tools we can purchase as a one-time fee to ensure that we can automate monitoring and maintenance of network equipment to reduce employee time on those elements.

Over the last two years we have reduced phone set costs through analysis of phone licensing found to be retired, eliminated costly phone circuits where possible and will further attempt to leverage the State's PSDN to further eliminate data transmissions costs for information sharing with the region.

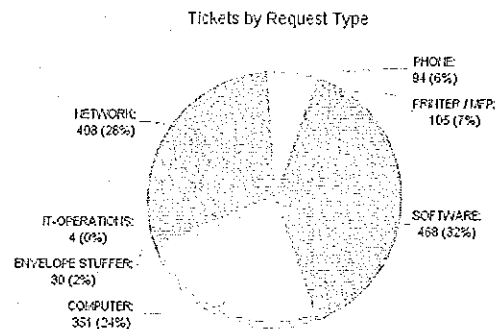
Due to the always-on demands currently being faced by IT operations we have found that maintenance windows for routine tasks such as code patches on network and server elements need to be done later in the day so as to avoid user disruption where possible. This has resulted in increases in IT overtime in FY '16 and '17. Where possible we do schedule what we can during business hours.

Work performed Fy '17 vs. Fy '18

In comparing the type of work year-over-year we continue to spend approximately ¼ of our time on Network based repairs and about 50% of our time on Computer repairs and Software support.



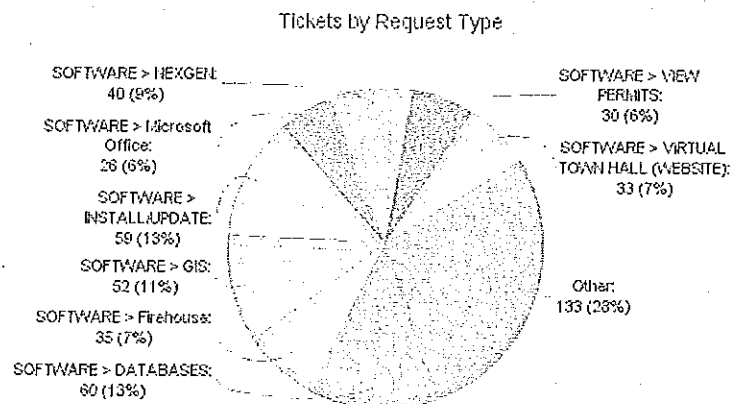
Fiscal Year 2017 Work-by-type
Volume: 3,078



Fiscal Year 2018 Work-by-type
Volume: 1,460 (to date)

Based on the amount of time that went into the Nexgen cutover while our volume has decreased, the projects themselves have occupied more time, resulting in a slight dip for the first half of FY '18. I anticipate the distribution and volume of work will increase as we enter the second half of the year now that Nexgen is live and will be being handled via support requests.

In terms of Software support, which tends to be a large support item, the composition categories are broken out below for review:



Computer, Phone, and Printer categories are all generalized repair work and not broken to sub-categories.

TOWN OF EAST HARTFORD
FISCAL YEAR 2018
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. This includes competitive bidding and the approval of all purchases. 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 2018
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 results on the website. This will reduce postage costs and time associated with mailing bids.
- 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 2019
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.

The Assessor's Office records all real estate title transfers and changes.

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.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
OPERATING BUDGET**

DEPARTMENT NAME: Finance/Assessor's

Form 2

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

Major Goals 2018/2019:

- Continue organizing information for anticipated mapping/GIS updates.
- Conduct audits of selected personal property accounts.
- Continue researching, pricing and adjusting motor vehicle assessments.
- Continue to update real estate title transfers and changes.
- Continue to expand our services to other offices and the general public.
- Continue to enhance CAMA capabilities for revaluation and annual Grand Lists.
- Process personal property declarations utilizing CAMA module and scanner.
- Complete the 2018 Grand List.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
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 2019
OPERATING BUDGET**

DEPARTMENT NAME: Finance: Revenue & Collection **Form 2**

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

- Pursue the collection path on real estate and personal property identified as problematic
- Continue to maintain a stable collection and meet our projected collection rate
- Continue staff training; sending staff to certification courses, meetings, roads shows and seminars which are pertinent to tax collection

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
OPERATING BUDGET**

FORM 1

DEPT/DIVISION **DEVELOPMENT ADMINISTRATION**
NAME: _____

DEPT/DIV NUMBER: G4100

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

The Development Department provides guidance and support to business owners, developers, and residents to encourage investment and economic growth in East Hartford. It also provides management and support services for the Planning and Zoning Commission, Economic Development Commission, and the Redevelopment Agency. Additionally, it oversees the Grants Department, which researches and applies for all grants, administers the town's Community Development Block Grant (CDBG) program, and provides support to the Historic District Commission.

- It is responsible for the issuance of permits relating to planning and zoning and collects corresponding fees that are authorized by Chapter 124, Section 8-1c of the Connecticut General Statutes.
- It provides analysis and guidance to the Planning and Zoning Commission on land-use issues, helping to implement the vision set forth in the Town's Plan of Conservation and Development.
- It assists the Economic Development Commission in studying matters that are important to promoting a business-friendly environment and in fostering a positive relationship with the business community.
- It organizes Land-Use Group meetings to simplify the process of opening or expanding a business in town. It also works with developers to incentivize large-scale developments which will grow the Town's tax base and attract additional economic activity.
- It assists the Redevelopment Agency in carrying out urban renewal activities authorized under chapters 130 and 132 of the Connecticut General Statutes, including acquiring properties and lending money.
- It works with organizations that promote the region's economic vitality including the Capitol Region Council of Governments, the Connecticut River Valley Chamber of Commerce, MetroHartford Alliance and the Connecticut Economic Resource Center.
- It administers the Enterprise Zone and Railroad Depot Zone programs to incentivize manufacturers to locate in East Hartford.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
OPERATING BUDGET**

DEPARTMENT NAME: DEVELOPMENT ADMINISTRATION

Form 2

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

FY 2018-2019 Goals and Objectives:

- Work to revitalize the Silver Lane Corridor, utilizing the Silver Lane Advisory Committee, the CRCOG transportation study, grants for brownfield remediation, Land-Use Group meetings to assist property owners and potential developers, and identifying redevelopment opportunities for the Showcase Cinemas site.
- Continue to facilitate the development of the Rentschler Field property by utilizing town and state incentive opportunities to assist retail and other development to build upon the success of the new Pratt & Whitney world headquarters and the expansion of the United Technologies Research Center.
- Revise zoning regulations to improve clarity and promote better uses of land in accordance with the Plan of Conservation and Development, including creating a new College Campus Design Development District.
- Continue Business Visits with the Mayor to grow relationships with business owners and understand the best ways the Town can be supportive of local businesses.
- Simplify the Planning and Zoning process by implementing best practices and continuing to utilize new technology to save commissioners and applicants time and money.
- Enhance our ability to attract development through new tools which may include the Capital Region Development Authority and the City and Town Development Act.

Statistics and Recent Accomplishments:

In FY17 the department issued a total of 90 permits, generating \$11,131 in revenue. To date, in FY18, we have issued 32 permits, generating \$4,300 in revenue. The most common applications include sign permits, site plan applications, and erosion and sedimentation control applications.

PERMIT TYPE	NUMBER OF PERMITS	
	FY2016-2017	FY2017-PRESENT
Natural Resources Removal & Filling	1	0
Flood Hazard Zone - Major Development	0	2
Flood Hazard Zone - Minor Development	1	1
Sign Application	46	15
Site Plan Application	13	1
Site Plan Modification	6	4
Soil Erosion and Sedimentation Control	10	3
Special Permit	6	2
Subdivision	2	2
Text Amendment	2	1
Zone Change	3	1
Grand Total	90	32
Revenue	\$11,131	\$4,300

In FY17, the department held 17 Land-Use Group Meetings with a total of 20 proposals from business owners looking to start, expand, or relocate a business in East Hartford. There have been an additional 15 meetings with a total of 19 proposals thus far in FY18. The department also organizes and participates in ribbon cuttings at new businesses, the most recent being at the newly renovated Finex Credit Union on Burnside Avenue.

The department held eight Business Visits with Mayor Leclerc in order to establish relationships with local businesses and to understand how the Town can best create a supportive environment for them. Visits took place with the Arthur J. Hurley Wire Company, DXC Technology, the Coca-Cola Bottling Company, Dur-a-flex, Gengras Motor Cars, the Hoffman Motor Group, Granny's Pie Factory, and the Fremont Group.

The department continues the Commercial Facade Improvement Program, in an effort to use CDBG funding to improve the aesthetic appeal of East Hartford's business districts. The current focus is on renovations to the properties from 1008-1016 Main Street. This objective is to significantly approve the appearance of the heart of East Hartford's downtown area.

Over the course of the past year, the department partnered with East Hartford Public Schools, the United Way of Central and Northeastern Connecticut, the Connecticut Center for Advanced Technology, and HallKeen Management on East Hartford's application for the Working Cities Challenge. This program,

coordinated by the Federal Reserve Bank of Boston, incentivizes public, private, and non-profit organizations to collaborate on changing systems to benefit the lives of low-income residents. The team is focusing on the Silver Lane neighborhood and hopes to improve educational and employment opportunities as well as community involvement for households in the area.

The department continues to distribute information promoting the town's strong assets for businesses. These include brochures promoting Land-Use Group meetings and the business incentive zone programs and an informational booklet which details the many great resources and opportunities the town has to offer. It also depicts the town's pleasant scenery in colorful photographs. The Town's website features a video welcoming newcomers to East Hartford featuring Mayor Marcia Leclerc. She discusses the town's central location, business-friendly environment, and exciting events.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2018-19
OPERATING BUDGET**

FORM 1

DEPT/DIVISION
NAME:

POLICE DEPARTMENT

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

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.



EAST HARTFORD POLICE DEPARTMENT

TABLE OF ORGANIZATION
FY 2018 - 2019

Chief of Police

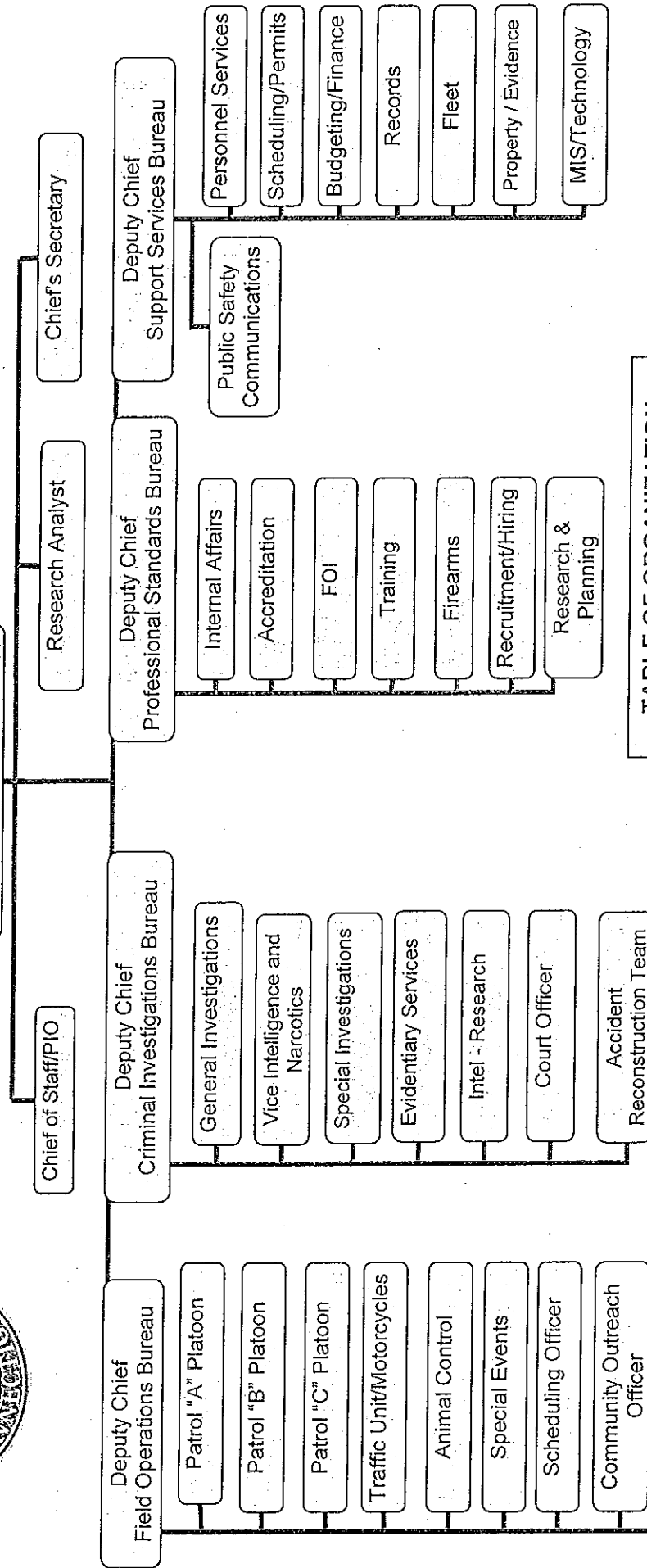


TABLE OF ORGANIZATION POSITIONS

Chief of Police	1
Deputy Chief	4
Lieutenant	11
Sergeant	16
Detective	10
Investigators	4
Officer	80
Civilian	38

Special Teams/Units
 Tactical Response Team
 Marine Division
 K-9 Unit
 Bomb Squad
 Bike Unit
 Honor Guard
 Peer Support/Crisis Intervention

**TOWN OF EAST HARTFORD
FISCAL YEAR 2018-19
OPERATING BUDGET**

FORM 1

DEPT/DIVISION POLICE ADMINISTRATION
NAME: _____

DEPT/DIV NUMBER: G5203

This Department/Bureau 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 Professional Standards Bureau. The Training Section coordinates all of the Department's 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 Federally-mandated reporting platforms such as: UAR, NIBRS, FOI, and 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 Management Information Systems (MIS) Section's primary function is to provide overall computer support for the Public Safety Complex'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 members of this unit in conjunction with other members of the IT Department. 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 2018-19
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 2018-19
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 Investigation Bureau includes the General Investigations Section, to include Motor Vehicle Accident Reconstruction Team [ART], Identification Unit, Court Officer.

The Criminal Investigation Bureau includes the Vice Intelligence Narcotics Section. Vice Intelligence Narcotics Officers address street crime issues not normally detected by patrol officers. They utilize unmarked vehicles, officers in plainclothes, and various pieces of technology designed specifically for their job tasks.

The Criminal Investigation Bureau includes the Special Investigative Section to include Youth/Juvenile Unit, Missing Persons, School Resource Officers, and the Lethality Assessment Program for Domestic Violence.

The Criminal Investigation Bureau 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.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2018-19
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. On the average, it handles about 35,000 calls for Police Service, 1,600 calls for Fire Service, and 9,000 calls for Emergency Medical Services.

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

**TOWN OF EAST HARTFORD
FISCAL YEAR 2018-19
OPERATING BUDGET**

FORM 1

DEPT/DIVISION Fire -- Fire Administration
NAME: _____

DEPT/DIV G5316
NUMBER: _____

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, (34 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 Emergency Management.

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.

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 balances 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.

TOWN OF EAST HARTFORD
FISCAL YEAR 2018-2019
OPERATING BUDGET

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:

- Enable member and department effectiveness through a thorough program of wellness, preparedness and logistical support.
- To continually monitor the department's response to fire and medical emergencies for compliance with nationally recognized standards.
- Increase and enhance the department's efforts to ensure a healthy and well workforce with a concentration on issues related to behavioral health, resiliency, and physical health.
- In concert with the police department, ensure the department and community's readiness for active shooter or hybrid violence events
- Ensure organizational capacity to withstand retirement of senior staff without interruption of service or degradation of quality.
- 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.
- 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.
- Continuously monitor legislative proposal for intent and impact on community and service
- Create system to retain organizational history and knowledge as members retire.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2018-19
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
FISCAL YEAR 2018-2019
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.
- Evaluate new technologies and tactics in the suppression of building fires and adopt as applicable.
- 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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OPERATING BUDGET**

FORM 1

DEPT/DIVISION Fire – Fire Marshal's Office
NAME: _____

DEPT/DIV G5319
NUMBER: _____

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
- Maintain an effective Juvenile Fire Setters prevention program

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 and prevention program.
- Provide training for suppression and emergency medical service personnel in fire prevention and detection systems and associated 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 smoke and carbon monoxide detector delivery and installation program.
- To work collaboratively with new commercial and industrial development to ensure all applicable codes are met within a cooperative environment
- Work to improve the Division's existing technology and software in an effort to streamline data management to increase efficiency and effectiveness of reporting.
- To investigate and implement a process to issue fire code violation citations/tickets.

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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OPERATING BUDGET**

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, four spare fire apparatus, 27 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.

TOWN OF EAST HARTFORD
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OPERATING BUDGET

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 target 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.
- Perform annual required pump and ladder service tests to ensure 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 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 Fire Alarm Division has primary responsibility to ensure the department is able to receive and be dispatched to calls for service and communicate via radio while responding and operating at emergency calls. The Division is also responsible for all hazardous chemical metering devices. It is also responsible to maintain the Town owned traffic signals.

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.

TOWN OF EAST HARTFORD
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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:

- Ensure a robust communications system including radios, fire alarms, station alerting systems, mobile data terminals, and enabling electronic field collection of data for EMS calls and Fire Inspections.
- Provide technical support to Police Department, Public Works, and Board of Education to ensure communication system reliability and common operating platform.
- 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. Improve, through replacement, the centralized receiving equipment for the municipal alarm system.
- 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 99% 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 Fire - Emergency Medical
NAME: Services Division

DEPT/DIV G5323
NUMBER: _____

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

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.

The Fire Department responds to all 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.

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 all aspects of the EMS System including: quality assurance process, medical education for all personnel, public education and awareness, and the research and purchase of all medical equipment and supplies.

The Division is responsible to maintain the Town's Public Access Defibrillation (PAD) program. This program has lead East Hartford to achieve the designation as a HEARTsafe Community.

The Division implemented and monitors, daily, the department's electronic patient care reporting system. Statistical data is created and monitored to drive decision making that will enhance service to the community and patient outcomes.

The Medical Division is responsible for administration and maintenance of the Emergency Medical Dispatch (EMD) protocol. Part of that responsibility is to ensure the EMD system meets its statutory mandate through administration of the quality assurance program and ongoing continuing education.

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.

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 along with medical consultation for EMD.

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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 for 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. Quality assurance and improvement shall include Emergency Medical Dispatch (EMD) and the department's medical delivery system
- 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.
- Monitor tablet-based software and hardware for field collection of data. Evaluate and integrate new technology to maintain maximize revenue recovery.
- Monitor revenue recovery efforts and use current data to recommend improvements to the system.
- Ensure the organization is prepared for health care systems changes including para-medicine should the State of Connecticut permit its execution..
- Monitor the changes made to the process to train and orient new firefighter paramedic personnel by revamping the paramedic precepting program.
- Review the local EMS plan while ensuring it meets the goals of the community, department, as well as applicable state regulation. Update and re-submit to the Department of Public Health as needed.
- Maintain File of Life program and increase public education efforts.
- Direct involvement in Statewide Committees to include, Emergency Preparedness Committee, and North Central Medical Advisory.
- Enhance the medical division to improve and project the future needs of the department and the community.
- Ensure compliance with Connecticut Office of Emergency Medical Service (OEMS) recommended standards though Statement Memos and minimum equipment lists for medical equipment
- Integrate community agencies and Health Care Social Services for citizens requiring advances social service needs.

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.
- Delivery in-service training for 100% of the Public Safety Communications telecommunicators.
- Delivery in-service training to maintain Public Access Defibrillation program for the community.
- Ensure firefighter medical monitoring/rehab/recovery at all working fire incidents

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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 Mayor is the Director and the Emergency Management Captain manages the day-to-day activities of the office. The office oversees and maintains the town's Everbridge reverse notification system.

The Office of Emergency Management coordinates resources and agencies during natural and manmade 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 regularly. 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 is also involved with several regional and state projects and planning efforts that directly benefit the Town and also assists and advises other local departments with various public safety and emergency management related topics.

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 continually update and improve the town's emergency operations center and be more effective and efficient.
- To improve community outreach, improving individual and business preparedness, therefore creating a more resilient community.
- To continue to update and revise the Community Emergency Response Team's Standard Operating Policies to create a more effective and uniform response.
- To continue to develop and grow the Community Emergency Response Team to be prepared to respond and support the town and its operations.
- To develop and provide resources to meet the emergency management needs of the town's departments and citizens.
- To update and revise the Continuity of Operations Plan.
- To maintain and build upon current relationships and foster new relationships with local, regional, state, federal and private sector agencies and organizations.
- To increase and coordinate emergency management training and preparedness within individual town departments.

**TOWN OF EAST HARTFORD
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FORM 1

DEPT/DIVISION Fire - Training Division

NAME: _____

DEPT/DIV G5325

NUMBER: _____

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.
- To institutionalize the changes made to the probationary firefighter task-book.

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FORM 1

DEPT/DIVISION **INSPECTIONS AND PERMITS**
NAME: _____

DEPT/DIV NUMBER: G6100

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 or approval, enforcing code violations and providing information related to construction to residents and businesses.

Zoning: Under the authority of the State Statutes and Town Ordinances this division administers the Town Zoning Regulations by processing zoning permit applications, performing site inspections, determining compliance with the zoning ordinances and enforcing violations of zoning regulations. Staff provides support to the functioning of the Zoning Board of Appeals and performs administrative reviews of applications to the Planning and Zoning Commission.

Housing: Under the authority of the State Statutes and Town Ordinances this division administers the Town's adopted Property Maintenance Code covering all residential 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.

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DEPARTMENT NAME: Inspections and Permits

Form 2

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

BUILDING INSPECTION DIVISION:

Code Changes: In Summer 2018 the State will adopt a new edition of the Building Code for which we will be implementing the changes immediately. In October 2017 the State enacted Public Act No. 17-176 allowing closure of permits (9) nine years from date of issuance on one and two family homes to be closed as long as there are no hazardous conditions. We will continually be receiving additional training, reviewing changes, and implementing the changes so that permit review and inspections with the new codes will be as seamless as possible. We will be closing permits with the new Public Act as we become aware of the old open permits.

Online Permitting: Each year online participation increases. We will continue to make greater use of the system and encourage our customers to do so.

View Point Cloud: We will be migrating our permitting system from View Permit client-based software to View Point Cloud which will also intergrade property maintenance and the Health Department so we can share data and enforcement activities. There will be some time required for all users to adjust to the new technology and to adjust the system to our needs.

Customer Service: Participation with QAlert is helping us to track our responsiveness to property maintenance complaints and we look forward to increasing our use of this CRM system.

ZONING DIVISION:

We continually work closely with the Town Planner to provide the best service to the public and streamline work when possible. We are making greater use of View Permits for zoning permits as well.

PROPERTY MAINTENANCE CODE: We will be proposing adoption of the 2015 International Property Maintenance Code to coordinate with the State Building Code adoption.

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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.

**TOWN OF EAST HARTFORD
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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.

**TOWN OF EAST HARTFORD
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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
Park Land Acreage Maintained	650
Outdoor Pools	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	+3.45%	Source: (American City and County)
- Construction Cost Index	+ 3.64%	Source: (American City and County)
- Consumer Price Index	+ 2.54%	Source: (American City and County)

Heating/Cooling Degree Days (Base 65° F.)		FY Snowfall (inches)	
2005/2006	5540/789	2006/2007	24
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	2014/2015	72.0
2014/2015	5472/1451	2015/2016	33.5
2015/2016	5091/1398	2016/2017	60.4
Average/Normal	6072/567	10-year Average	49.29

Major Goals and Objectives for FY19:

- Continue needed improvements to Flood Protection System; maintain accreditation
- Maintain services as much as possible in light of severe fiscal constraints
- Complete Year 2 of the \$10 million Road Improvement Program
- Complete design of Brewer Street Reconstruction Project
- Improve Town's overall recycling rate

**TOWN OF EAST HARTFORD
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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.

**TOWN OF EAST HARTFORD
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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 recycling 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.

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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.

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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.

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FORM 1

**DEPT/DIVISION
NAME:**

Parks & Recreation

**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

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Form 2

DEPARTMENT NAME: Parks & Recreation

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

Goal: Foster collaboration, coordination, and partnerships throughout the community |

Objectives:

- 1) Continue to foster relationships with other town departments on joint collaborative opportunities
- 2) Partner with educational institutions for training and educational opportunities to include School Family Nights, PTO Events, etc.
- 3) Continue to support park, aquatic and field improvements with private sector users and recognized athletic and recreational organizations.

Goal: Cultivate an effective and dynamic workforce

Objectives:

1. Increase training and professional development opportunities
2. Expand connections throughout the community
3. Recognize and celebrate staff excellence and innovation
4. Implement approaches to improve accountability

Goal: Improve civic engagement and provide opportunities for social connection

Objectives

1. Be recognized as a statewide leader in parks and recreation with a reputation for diverse programs and innovation.
2. Develop a top quality leadership team as determined by participation on state boards and committees.
3. Develop a high volunteer base through partnership with the High School
4. Build a strong brand supported by effective use of technology (i.e. social media, website)

**TOWN OF EAST HARTFORD
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FORM 1

**DEPT/DIVISION
NAME:**

Parks & Recreation

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

FORM 1

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, dental, memory, hearing, etc.)
- Education/Information Sessions (Nutrition, Fall Prevention, Heart Attack Warning Signs, Diabetes Education, etc.)
- Flu Shot Clinics
- Foot Care
- Community Café at South End Senior Center

Psychosocial Support

- Short-term Case Management
- Service Coordination
- Home Visits
- ADL/IADL Assessments
- Caregiver Consultations
- Alzheimer's 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, Senior Bus)
- 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
Articles in *East Hartford Gazette*, *Journal Inquirer*, *Courant Community*
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
Homeowners Tax Relief Application Assistance
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 for education and recreation)
Transportation for medical appointments, grocery shopping and to the Senior Center
Exercise Programs (Energetic Exercise, Yoga, Tai Chi – Beginner and Intermediate Classes, Zumba, Silver Sneakers, and Gentle Movement Chair Exercise)
Arts & Crafts (Painting, Embroidery, Knitting & Crochet Group)
South End Senior Club
Commission on Aging Annual Senior Picnic
Volunteer Opportunities & Annual Recognition
Group Activities (Cribbage, Setback, Book Discussion Group, Mahjong, Dominoes, etc.)
Red Hat Society Chapter
Special Events
Birthday Parties
Nintendo® Wii™ Bowling League
Tap Dance, Line Dancing
Holiday Special Events
Book Talk
At the Movies

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
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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 2018/2019:

1. 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.
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: Promote a healthy lifestyle among older adults.
Objectives:
 - a) Educate older adults about the importance of a healthy diet.
 - b) Educate older adults about the importance of exercise and provide opportunities at the senior center to participate in exercise and dance classes and other physical activities.
4. Goal: Provide affordable home and community-based care services and living options to allow elders to remain in their own home.
Objectives:
 - a) Continue to implement and expand existing options through state supported programs for eligible individuals, to allow such individuals to remain in the community with necessary health care services and supports.
 - b) Expand provision of benefits counseling and other services to older adults of all income levels in the community.
 - c) Increase awareness of energy assistance, property tax reduction, Medicare Savings Programs that make it easier for elders to remain in their own homes.
5. Goal: Evaluation and increased reporting.
Objectives:
 - a) Outcome based evaluation of classes. What are the benefits residents receive from participating.
 - b) Customer service evaluation. Are participants expectations being met.
 - c) Collecting statistics on attendance and participation levels in all areas.

6. Goal: Welcoming to all residents.

Objectives: a) Provide diverse programs.

b) Spanish-language groups, services and trips.

c) LGBT programs

d) Offer trips to reach a population that may not want to come to a senior center.

7. Goal: To remain fiscally responsible, we look at creative ways to continue and expand programs.

Objectives: a) Expand donor base

b) Look for new revenue streams

c) Seek out grant opportunities

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 center 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. Programs like Zumba, and Energetic Exercise have increased participation at the senior center. 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 Center.

Senior Services strives to keep current on local, state and federal programs and services available to seniors. The number of calls to the office average 1,000 a month. At least 10 home visits are made every month; many of which are referrals from family members seeking help for their parents, aunts and uncles. The staff frequently works with the Fire and Police Departments on referrals where short-term case management is often required.

Transportation services continue to increase as need increases. Residents are using the transportation services, for medical appointments, grocery shopping, to attend the Community Café at the Senior Center as well as educational and recreational programs that are offered at the center.

Two-thousand 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 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.

Residents often take part in the AARP Drivers Safety course at the Senior Center.

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 has also assisted with applications for Safe-Link and Assurance Wireless for seniors who qualify for free cell phone service.

The Grocery Delivery service provides deliveries to 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.

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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
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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 2018 – 2019 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.
- To coordinate and deliver humanitarian assistance to citizens in need and to promote self-sufficiency and personal responsibility.
- 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, EPA Skin Cancer Prevention Program, CDC Zika advisories, 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
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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 – surveillance interviews, providing disease specific education and enforcing control measures (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 – Emergency Preparedness Health Coalition, School Readiness Council participation, community health education for high risk populations: Sunwise for summer camp groups; food safety, lead poisoning prevention and vaccination information (myths and facts) for preschool families; participation in the Connecticut TB Coalition, East Hartford Health and Wellness and Head Start Advisory Councils.
5. Bio-terrorism and pandemic issues/activities/training – exercises, provision of nursings perspectives to the bioterrorism and pandemic plans.

**TOWN OF EAST HARTFORD
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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 2017, January – December 2017)

- 13 doses of influenza vaccine given to Town and BOE employees.
- 247 doses of seasonal influenza vaccine given to Town residents.
- Multiple telephone investigations/home visits concerning communicable diseases such as tuberculosis, salmonella, campylobacter, giardia, shigella and cryptosporidiosis.
- Childhood Lead: tracking/follow-up/education and home visits for 25 current cases.
- 11 enteric disease follow-up evaluations completed.
- STD data monitoring and case collaboration for 15 middle and high school students (number reflects cases from beginning of school year-to-date).

**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 < 6 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

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 licensing and regular 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.
- To continue to participate in regular prescription drug take-back events in order to mitigate potential misuse of these drugs as well as to protect the environment from their improper disposal.

STATISTICS -- (2016-2017)

Food Service Inspections	430
Temporary Events Licensed	45
Actions taken by division based on resident complaints	592
Pool Inspections	36
Elevated Blood Lead Investigations or Inspections	9

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.
- 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:

- Code Enforcement, 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 the Uniform Relocation Assistance Act.
- Administration of Emergency Food & Shelter Program (FEMA) monies which provides one-time eviction/foreclosure prevention assistance to residents unable to meet their monthly rental/mortgage 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. Transportation:

Town Hall point of sales for ADA ticket books.

10. 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 shoes for students and other opportunities as they arise.

**TOWN OF EAST HARTFORD
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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 2018-2019:

- Continue to streamline office procedures & application processing to ensure timely responses to customer inquiries/requests.
- Increase Community Partnerships to expand/enhance services available to residents at no additional cost.
- Expand utilization of online benefits access.

Statistics – F.Y. 2016-17

- 3,359 short term case management services were provided to residents.
- 8,566 information and referral services were provided to residents.
- 2,400 households received assistance through the East Hartford Combined Churches' Emergency Food Banks.
- 3,610 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).
- 128 East Hartford students selected a pair of new back-to-school shoes from Payless Shoe Source via funds donated by local residents, businesses and organizations to purchase 1 time use, \$25 Payless Gift Cards.
- 112 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 856 Thanksgiving food baskets/meals to local households, feeding a total of 2,156 individuals, with the help of 18 different partners.
- Provided 355 East Hartford households with Holiday Food Baskets, feeding 1,210 people, in partnership with 12 other agencies, organizations, churches, businesses and individuals.
- 1,016 local children between the ages of 0-10 were provided with new Christmas toys by the town or one of 10 community partners.
- 1,152 elderly and disabled Renter's applications were processed resulting in a total of \$529,142.83 in State Renter's Tax Relief benefits returned to the local economy.
- Assisted 171 local households in making payment arrangements on their utility bills; 230 with financial assistance to restore/maintain their service through the Operation Fuel, local Fuel Bank or FEMA Programs, totaling \$87,913.72; while an additional 1938 households received Energy Assistance benefits through the Statewide Energy Assistance Program, totaling \$1,129,303.36.
- Responded to 95 emergency relocations/safety checks during F.Y. 2106/17.

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FORM 1

DEPT/DIVISION NAME: BEAUTIFICATION COMMISSION

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 the 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 the 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

FISCAL YEAR 2019

OPERATING BUDGET

DEPARTMENT NAME: BEAUTIFICATION COMMISSION

Form 2

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

The Beautification Commission will provide:

- Plantings at areas of town during spring thru fall including town properties and street medians.
- Maintain a program of replacement of plantings due to "winter kill", as well as maintaining landscaping around service signs.
- Continue the flower barrel project along Main Street and Burnside Avenue and purchasing of additional barrels to enhance these areas.
- Continue the Arbor Day Celebration at a school and purchasing a tree and Mountain Laurel bush for said school.
- Continue to award Beautification Awards to a business and residential property from June to September.
- Continue to award a Special Recognition Award to a neighborhood group or organization in town that have demonstrated exceptional efforts to make our town a more beautiful place to live and work.
- Continue to sponsor HOLIDAY FEST '18, which will be held on December 7th thru December 10th.
- Continue the Remembrance Fund seeking donations for trees to be planted as a memorial gift or to honor a loved one.
- Continue to serve as the town's Tree Board to comply with the designation of "TREE CITY USA" awarded to the town since 1997 by the National Arbor Day Foundation to present.
- Continue to plant additional perennial gardens thru out town.

MAIN OBJECTIVE: To continue to encourage the citizens of East Hartford to take an active part in beautifying their town by taking pride in their own properties. The Commission will continue to support activities designed to benefit the town and its appearance.

**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 State Historic Preservation Office (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.

**TOWN OF EAST HARTFORD
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FORM 1

DEPT/DIVISION NAME: ECONOMIC DEVELOPMENT
COMMISSION

DEPT/DIV NUMBER: G9841

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

The Economic Development Commission is established for the purpose of furthering the economic growth and development of the community to its best advantage. It 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. Commission members collaborate with Development Department staff to provide ideas and input towards ongoing development efforts.

**TOWN OF EAST HARTFORD
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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 2018-2019

- a) Promote East Hartford as a number one choice for business location in collaboration with organizations such as the Connecticut River Valley Chamber of Commerce, Greater Hartford Convention and Visitor's Bureau, and MetroHartford Alliance.
- 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) Continue to contribute knowledge and ideas for the Commercial Facade Improvement Program.
- e) Continue to study creating cohesive design and theme for the south end of Main Street (benches, lighting, sidewalks, etc.), as recommended by the Counselors of Real Estate (CRE).
- f) Begin studying design and theme for Silver Lane, working with the Commission's representative to the Silver Lane Advisory Committee.
- g) Recommend business incentives to the Town Council for action as necessary.
- h) Continue to distribute the 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 downtown business district and the surrounding neighborhoods.
- j) Implement outreach and training programs for minority and small businesses as outlined in the Plan of Conservation and Development's Action Plan.

2. RECENT ACCOMPLISHMENTS

- a) Studied streetscape design and other possible improvements for Main Street. Funded the design of a sidewalk to the Hockanum River Linear Trail from Main Street near Pitkin Street. Other small projects may be implemented in the near future based on this work, including improvements to the Main Street/Pitkin Street intersection and tree replacement.
- b) Continued to promote Enterprise Zone and Railroad Depot Zone assistance; recent participants include United Centerless Grinding Co. and Clarcor Engine Mobile Solutions.
- c) Vice-Chair Frank Collins is serving as a representative of the Commission on the Silver Lane Advisory Committee.
- d) Reviewed applications for the Commercial Facade Improvement Program and provided feedback.
- e) Participated in ribbon cuttings for Dunkin' Donuts, Grossman's Bargain Outlet, Carmine's Bar & Grill, UConn Health, Vet for Pet Animal Clinic, the Goodwin College Business & Manufacturing Center, and Clarcor Engine Mobile Group.
- f) Completed and continuing to distribute the 16-page full-color East Hartford Business and Community Guide, highlighting our great resources and business-friendly environment. The East Hartford Chamber of Commerce assisted by selling advertising space to their members. Goodwin College and Pratt & Whitney also provided support.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2018-19
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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 2018-2019
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 2018-2019

- a) Amend parking regulations to mitigate negative impacts to local businesses by avoiding excessively large parking lots and to comply with new MS-4 stormwater requirements.
- b) Adopt the Design Development District III zoning district to facilitate desired development around the Goodwin College campus area as outlined in the Plan of Conservation and Development.
- c) Implement zoning recommendations of the Mayor's Silver Lane Advisory Committee to help stimulate development along the Silver Lane corridor.
- d) Continue implementing the Town's adopted Plan of Conservation and Development's Action Plan.
- e) Improve technical digital scanning process within the office as part of an inter-departmental data management and digital document retention system.
- f) Adopt new zoning regulations for Brew Pubs in commercial districts and allow for new types of retail uses and emerging businesses.
- g) Incorporate design guidelines for bollards into new parking regulations to ensure aesthetically pleasing and functional parking management practices.
- h) Continuously publish any amended Zoning Regulations and updates, and maintain the website containing land use applications, meeting agendas, and minutes.
- i) Respond to changing marketplace and new opportunities that support the long range plan of development.

2. RECENT ACCOMPLISHMENTS

- a) In 2017, the Planning and Zoning Commission held 12 public meetings consisting of Public Hearings, Workshops and Regular Session meetings.
- b) In 2017, the Planning Office revised the Zoning Regulations to:

- i. Allow Site Plan Review Committee to review and approve Minor Modifications to site plan applications to expedite development.
 - ii. Require review of temporary construction staging areas in town to ensure adequate erosion and sedimentation control measures.
- c) In FY17, and FY18-Present, the Planning Office reviewed and issued the following number of land use applications:

PERMIT TYPE	NUMBER OF PERMITS	
	FY2016-2017	FY2017-PRESENT
Natural Resources Removal & Filling	1	0
Flood Hazard Zone - Major Development	0	2
Flood Hazard Zone - Minor Development	1	1
Sign Application	46	15
Site Plan Application	13	1
Site Plan Modification	6	4
Soil Erosion and Sedimentation Control	10	3
Special Permit	6	2
Subdivision	2	2
Text Amendment	2	1
Zone Change	3	1
Grand Total	90	32
Revenue	\$11,131	\$4,300

- d) From FY13-FY17, and FY18-Present, Planning Office land use applications generated the following revenue:

APPLICATION FEES GENERATED	
FY 2012-2013	\$13,818
FY 2013-2014	\$7,640
FY 2014-2015	\$16,591
FY 2015-2016	\$25,149
FY 2016-2017	\$11,131
AVERAGE	\$14,865.80

FY18 TO DATE (7/1/17-12/30/17)	\$4,300
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**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
OPERATING BUDGET**

FORM 1

DEPT/DIVISION Inland Wetlands Commission
NAME: _____

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 2019
OPERATING BUDGET**

FORM 1

DEPT/DIVISION EAST HARTFORD
NAME: 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 chapters 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. There is also potential for involvement on redevelopment efforts on Silver Lane.

TOWN OF EAST HARTFORD FISCAL YEAR 2019 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 2018-2019

- 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).
- Begin demolition of Daley Court with Department of Economic and Community Development (DECD) grant funding.
- Implement ideas from the adopted Plan of Conservation and Development.

RECENT ACCOMPLISHMENTS

- Chair Robin Pearson is also serving as the Chair of the Mayor's Silver Lane Advisory Committee, which is guiding a grant-funded study of how to best redevelop the commercial areas of Silver Lane.
- Facade funding for Chuck's Automotive was disbursed following a successful project. The \$100,000 in Redevelopment Agency funding in the form of a forgivable loan was leveraged as part of a larger facade renovation and expansion project.
- The Agency contributed to plans to improve streetscaping in the Main Street downtown district and funded new Cleveland Pear street trees for this area.
- Public Works successfully implemented a traffic calming plan along the entire length of Burnside Avenue from Main Street to Walnut Street, including adding bicycle lanes.
- 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.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
OPERATING BUDGET**

FORM 1

DEPT/DIVISION HOCKANUM RIVER COMMISSION
NAME: _____

DEPT/DIV NUMBER: G9885 _____

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 (9) 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. No project or program of the Commission shall be implemented without the approval of the Parks and Recreation Director.

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
OPERATING BUDGET**

FORM 1

DEPT/DIVISION
NAME:

COMMISSION ON AGING

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 South End Senior Center to administer to the needs and concerns of the senior population of the Town of East Hartford. The Commission works closely with the Town Senior Services staff to develop and fund new programs for the needs of the Town's Senior Citizens.

The Commission offers various programs throughout the year in cooperation with a number of volunteer groups: examples-Free Income Tax counseling and preparation for submission to IRS which is available from February until April 15th in cooperation with AARP.

The Commission also helps sponsor activities and programs for socialization for the seniors.

Mayor's Breakfast, Annual Senior Picnic

**TOWN OF EAST HARTFORD
FISCAL YEAR 2019
OPERATING BUDGET**

FORM 1

DEPT/DIVISION
NAME:

COMMISSION ON SERVICES FOR
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.