

## Inside >>>

*This report provides a snapshot of each of the Town Department's primary functions and a look back on the past year, identifying a variety of new and continuing successes and accomplishments which are highlighted throughout this annual report.*

FY 2014



*A year in review: Fiscal Year 2014*



# *Town of East Hartford*



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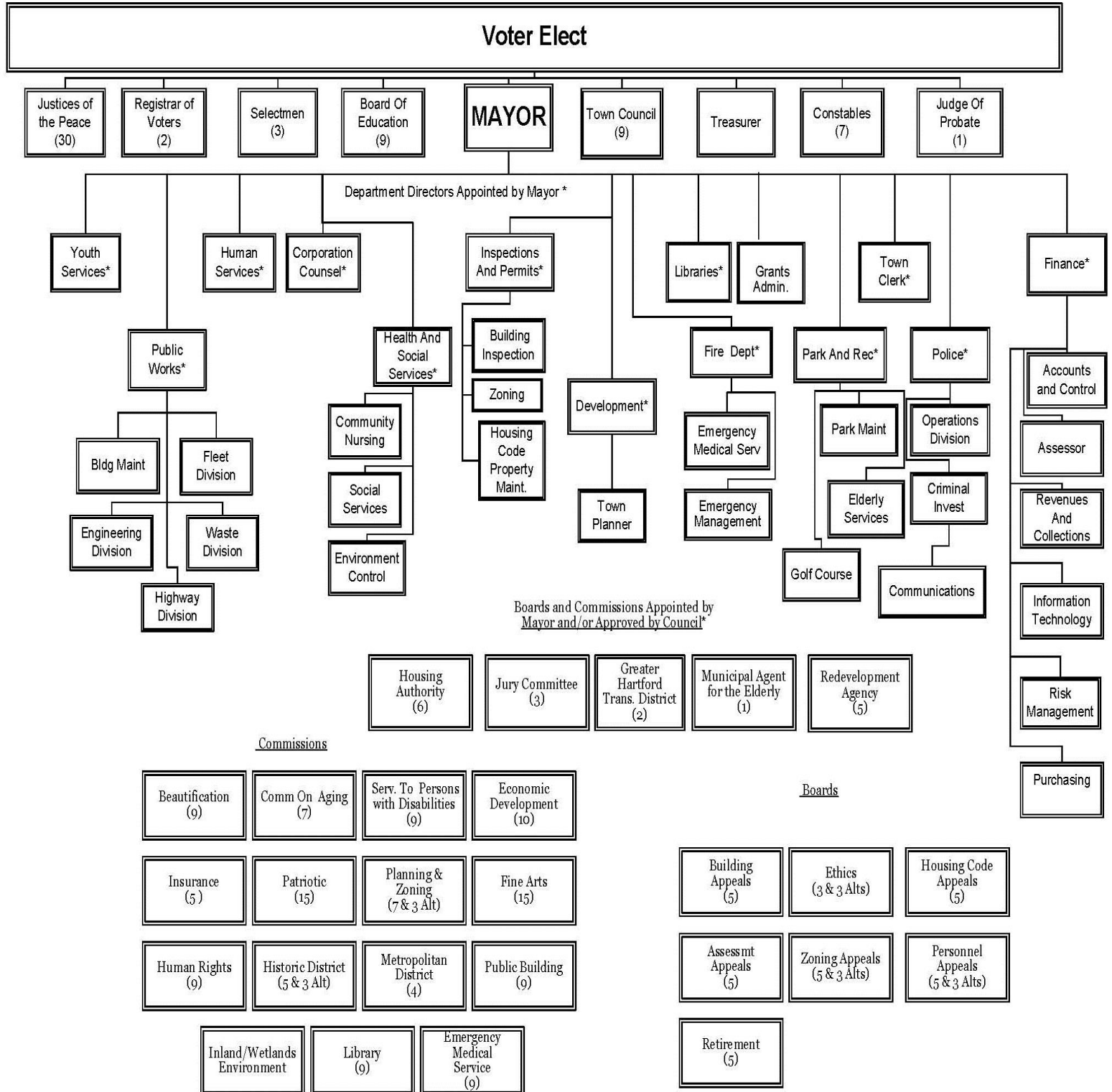
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## Town of East Hartford: At a Glance

The town's current population is 51,252 with 19,000 households. East Hartford has a Strong Mayor Council form of government, with the Town Council as the governing body, and the Mayor as the Chief Executive Officer.



## Message from the Mayor



Reflecting upon 2014, it is apparent that we have begun to see the culmination of the goals and objectives set out in the past few years come to fruition. These accomplishments were realized with the exceptional commitment by our directors and employees across all departments, the support of our Town Council, legislative delegation and governor. Working together toward our common goal of creating a vibrant, well-maintained and safe community is something that has been on the forefront as we begin preparing to break ground on several major development projects slated for 2015.

I am grateful for the team of Directors leading our town departments who continue to complete the important work of the town. There is no doubt that their respective talents and skills have provided the impetus to move our community forward and when coupled with the work of our amazing town employees, we deliver a very broad scope of exceptional services.

The transition to new leadership in our East Hartford Police Department was smooth, and I am honored to have outstanding Police and Fire Departments that provide unparalleled service to our residents.

Our Health and Social Services department continues to do work to ensure that our residents are connected to services and that community health standards, licensing and education are addressed in a proactive and timely fashion. Youth Services provides essential services to East Hartford families and continues to find creative, engaging, positive experiences for our young people and families. Our Town Clerk, Finance, and Inspections & Building departments have been busy streamlining, archiving and updating their departments.

Collectively our accomplishments have been significant. From the increased improvements and maintenance of our portfolio of 22 town buildings, 650 acres of open and developed park space including ball fields, athletic courts, recreational trails, and 5 outdoor pools, to expanded numbers of participants and increasing interest and quality of town programs. Our Parks & Recreation has been dedicated and busy. We witnessed a successful conclusion of the 2014 Golf Season and anticipate opening day and fair weather at our reinvigorated golf course. Then there has been our leap into solar energy savings with installation of solar rooftops and solar canopy arrays in parking lots to significantly reduce electrical costs.

Our Public Works Department consists of six separate divisions: Engineering, Fleet Services, Waste Services, Highway Services, Park Maintenance, and Building Maintenance. They are responsible for technical design plans, surveys and various complex municipal improvement projects to maintaining our 146.3 miles of Town roads, levees, bridges, cemeteries, pavement markings, street lights and traffic signs, snow removal and curbside leaf collection. While our Waste Services employees collect 26,000 tons of residential waste and recycling annually as well as operate the Town transfer station and maintain over 350 Town vehicles and equipment.

Transitioning our historical documents online, ensuring our capacity to provide better service, and ensuring our technology is current and keeping pace with our needs is ongoing at our Town Hall. Right outside at the street level, creating elements that revitalize and refresh the major

thoroughfares of our community has given us new public amenities, and the Downtown kiosk redesign.

The exciting renovation and expansion of our Raymond Library remains on time and budget, and is scheduled to open in the spring of 2015. Our dynamic library will take a prominent position with a new direction being forged that includes literary and creative programming and spaces for all generations and interests.

With our renewed direction we have seen an increased movement amongst our current businesses to expand their investment in our community. There has been the welcoming of new developments with the major announcement of the Pratt & Whitney World Headquarters and the UTRC expansion and renovations. Rentschler Field, the Silver Lane corridor and the Big Y Plaza are moving in positive discussions and directions. Property right-of-way acquisitions along Burnside Avenue are moving forward in time for the 2015 resurfacing and redesign of the roadway.

East Hartford is grateful to all the unsung heroes comprised of our residents, business leaders, local businesses, club, boards & commissions and organizations who provide services, opportunities and benefits to the town, both directly and indirectly. Some highlights include Summer Youth Employment opportunities, our ability to bring literacy to the homebound and to public parks via our Rotary-sponsored Book Mobile, new landscaping design and plantings by Goodwin College at our Town Green, Golf Course, Wickham Library, Brewer House and Raymond Library.

Equally I am grateful for the residents who make our community so enjoyable. The simple e-mails, calls or visits throughout my day remind me that we are in this together. It is validation of why I choose to serve and how honored I am to bring the best of East Hartford to the forefront with your assistance.

As we look to 2015, your continued support is important. There is a lot of work to be done. Although the challenges continue to be great, I know that our community has the courage and determination to rise up and meet them. I'm excited because I know the best days for East Hartford are in front of us. And I look forward to what opportunities and achievements 2015 will bring.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ma', with a long horizontal flourish extending to the right.

Marcia A. Leclerc  
Mayor

## Mayor Marcia Leclerc's Office

The Mayor is the Chief Executive Officer (CEO) for the Town of East Hartford. The position is elected every two years, with the next election in 2015. The Mayor's Office administers the Annual Budget which is approved by the Town Council and oversees the day to day operations of the town including 500 employees.

Mayor Marcia A. Leclerc's role is to provide strong leadership and management oversight to town government and community residents. The Mayor's objectives are to; Develop strong management and accountability in department heads, Improve town services that affect the quality of life in the community, Maintain fiscal stability, and Provide timely and comprehensive information and recommendations to the Town Council, department heads, employees, and citizens, when appropriate.

The Mayor's office is comprised of her front of the office administrative assistant and Assistant to the Mayor, John Choquette. The Mayor's Office staff is dedicated to working with the public to help mediate and resolve any issues or concerns they may have in navigating the town departments, in addition to providing information and helpful resources.

This year the Mayor has continued her "Lunch with the Mayor" sessions and looks forward to expanding them and offering information from various departments. These luncheon meetings are a great opportunity for East Hartford residents to meet with the Mayor and discuss any questions or concerns they may have through an in-person, Q&A session.

In keeping with her goal of expanding the Town's communication with its residents the Mayor's Office in conjunction with the IT department recently completed a total renovation of the Town website. With a significant emphasis on improving communication we have taken great care to update and improve how residents access all of the information on our site and will continue to work aggressively on updating the site to keep residents better informed.

The Mayor's Office is open and available to the public through requested appointments, email, and phone calls, and encourages residents to contact the office.

## Town Council

The Town Council is East Hartford's legislative body. The Council is responsible for approving a town budget, passing ordinances and providing oversight of the town administration. The Town Council meets the first and third Tuesday of the month (except for July and December when the Council meets only once) in the Council Chambers on the second floor of Town Hall. Meetings are called at the discretion of the Council Chair.

The Council has nine elected officials with a Chair, Vice Chair, Majority Leader and Minority Leader. There are also sixteen subcommittees that members of the Town Council serve on or are liaisons to. Subcommittee meetings are called to act on issues needing Town Council action.

## Corporation Counsel

### *By the Numbers*

- 3 – Solar Power Purchase Agreements
- 100+ - Parking Ticket Appeals
- 99 – Number of years of new lease for Raymond Library

### *Key Public Service Areas*

The Corporation Counsel's office provides legal advice and representation exclusively for the Town of East Hartford, handling all legal matters from traffic tickets and civil lawsuits to giving legal advice for town departments, negotiating leases, dealing with civil claims, real estate leases, major purchases, etc. The Corporation Counsel's office also defends various administrative appeals, as well as prosecutes enforcement actions against non-compliant property owners.

### *Scope of Operations*

The Corporation Council's office works with the Engineering Department, Zoning, Finance, and the Town Council and its subcommittees, routinely attending meetings to address questions, provide needed background and present motions for the committee's action.

### *Performance Report*

The Corporation Counsel's office has had an active year negotiating a number of advantageous contracts and leases. The office negotiated a seamless transition from the previous lessee of the East Hartford Golf Course to a five-year Management Contract with Billy Casper Golf, and a new 99-year lease with the Raymond Library Company (for the Town's continued use of the library building), an Architectural Services Contract, Construction Contract, and IT Services Contract, to facilitate the design and construction of an expanded Town Library.

To reduce energy costs and the Town's environmental footprint, the office collaborated with the Finance and Public Works departments on three distinct Solar Power Purchase Agreements (with necessary leases and easements) that placed solar installations at various schools, Town buildings and the landfill. Recently, an extension of Riverfront Recapture's Management Contract and a Billboard Swap Agreement was done that brings additional tax revenue to the Town and frees up a development parcel on Connecticut Boulevard.

The Corporation Counsel's office has successfully resolved dozens of property damage and personal injury claims during fiscal year 2014. As part of this work, the office assists the Risk Manager in the establishment of proper monetary reserves to protect the Town's interests. The Corporation Counsel's office has also continued to oversee, coordinate and assist outside insurance defense counsel in the defense of claims (such as police and CHRO claims) against the Town.

The Corporation Counsel's office has also commenced and prosecuted several foreclosure actions relating to tax liens, resulting in the collection of hundreds of thousands of dollars in delinquent taxes. Finally, the Corporation Counsel's office continues to hear and decide in excess of one hundred parking ticket appeals each fiscal year.

## Development Office

### *By the Numbers*

- 4 – New Major New Businesses Moved to East Hartford
- 14 - Ribbon Cuttings for New Businesses
- 86 – Planning and Zoning Applications
- \$1,120,000 – Grants Received by the Town

### *Key Public Service Areas*

The Development/Planning Department coordinates the planning and zoning activities, the renewal activities, and the capital planning activities of the town with the view of conserving desirable existing values and achieving economically, socially, and aesthetically desirable development in the town

### *Scope of Operations*

The Department of Planning & Development acts as first contact and support for new business, business expansion, and development initiatives, and provides staff support to the Planning & Zoning Commission, Redevelopment Agency, and the Economic Development Commission.

### *Performance Report*

During the fiscal year 2014 the Office of Planning and Development assisted numerous businesses throughout the approval process to complete their building expansion plans.

The Development Office has worked on the 2013 Plan of Conservation and Development with the Planning and Zoning Commission. The Plan is primarily an update of the 2003 Plan, with the addition of focus areas which include, South Main Street/College District, Silver Lane, and Founders Plaza. Together with our consulting team, the Commission held several public workshops to garner input. The draft plan has been completed and the Commission is in the process of finalizing revisions for adoption.

The Development Office coordinated and held 27 Land Use Group Meetings, providing individuals and businesses a chance to speak with all town departments which require licensing, permitting, and approval to ensure the successful receipt of a Certificate of Occupancy, and saving both the Town and business people time and money.

In the fall of 2013, the Development Office welcomed the Grants Administration under its umbrella.

The Development Office assisted four businesses with obtaining Dept. of Economic & Community Development (DECD) approval for Enterprise Zone/Railroad Depot Zone Incentives. The companies will receive a five-year, 80% tax abatement on real and personal property taxes, and a 10-year, 25% corporate tax credit on state taxes as a result of their relocations to East Hartford. They include Bakery on Main (127 Park Avenue), Tide-mark Press, Ltd (22 Prestige Park Circle), ATI Landish (311 Prestige Park Road), BL Plastic Slitting and Converting, LLC (91 Prestige Park Circle). Four companies are currently in the pre-application stages.

The Town has held 14 ribbon cuttings including: Farmington Bank, Rite Aid, Holiday Inn, Cherry Berry, Barilla Salon, Office Space at 403 Main Street, Goodwin College Early Childhood Center, Connecticut River Academy, Sacred Rivers Yoga, Pathways Academy for Advanced Technology & Design, Thornton Martial Arts & Fitness, Nolita, Mobile Car Pro, and East Hartford Golf Club. The East Hartford Chamber has also been publicizing our events which has resulted in increased attendance for ribbon cuttings and the EDC “Lunch Club”.

In addition, an advertisement was created for a special edition magazine “Doing Business in Connecticut” with the help of our partners Goodwin College, United Technologies and the East Hartford Chamber of Commerce to showcase business opportunities in East Hartford.

## **Planning and Zoning Commission**

### *By the Numbers*

- 86 - Zoning Applications Received
- \$10,000 - Grant for new Town Sign

The Planning and Zoning Commission received 86 applications during the Fiscal Year 2013-2014. The breakdown is as follows:

- Site Plan Applications/ Modifications – 24
- Site Location Approvals – 4
- Sign Applications – 30
- Special Permits – 6
- Subdivisions – 0
- Re-subdivisions – 0
- Text Amendments – 4 (Billboards, Medical Marijuana)
- Soil Erosion & Sedimentation Control – 10
- Flood Hazard Zone – 3
- Zone Change – 1
- 8-24 Referral – 4

## **Economic Development Commission**

The EDC will use the CEDF Grant of \$10,000 for a project of replacing the town sign and logo along with renovating the brick wall and fencing at the gateway of Main Street and Connecticut Boulevard.

## **Redevelopment Agency**

RDA has focused on redevelopment options for 550-560 and 590 Burnside Avenue. RDA developed and advertised a request for proposals for the two sites, which resulted in one response for an affordable housing site. Unfortunately, the bid was rejected. The agency is considering a new bid in the coming year.

## Grants Administration

### *By the Numbers*

- \$200,000 - Spent on housing rehabilitation projects
- \$400,000 - Grant to reconstruct bath house roofs Drennan and Lord Pools
- \$500,000 - Grant for reconstructions of Town Hall parking lot

### *Key Public Service Areas*

The Grants Administration Office (GAO) is responsible for administering the federal Community Development Block Grant (CDBG), applying for and managing a changing number of state and federal grants, overseeing leases of Town-owned buildings, serving as the contract manager for on-call architectural services, and providing staff support to the Historic District Commission.

### *Scope of Operations*

Grant-funded projects managed by the office include commercial and housing rehabilitation programs and financial

### *Performance Report*

This year saw the transition of leadership in the department, with Paul O'Sullivan hired as the new Grants Manager.

In the Housing Rehabilitation Program reviewed 26 applications for assistance and approved and 12 properties (10 single-family and 2 multi-family) that all qualifications. If prior practice holds true, some of those owners who did not pass original review criteria will be able to resolve those issues and ultimately qualify for the program. In total, more than \$200,000 was expended on housing rehabilitation projects over the past year (7/1/2013 to present). This amount includes some projects that were approved in the previous fiscal year, but completed in the present one.

During this past year the CDBG program met all HUD-mandated expenditure goals. Also, for the first time in six years, the Department was subject to a formal program review by the HUD Field Office in Hartford. The final review letter complimenting the GAO staff on their knowledge and competence and effective contracts management system.

This past year saw the closeout of a million-dollar grant from the United States Department of Defense, Office of Economic Adjustment (OEA). The GAO had the primary duty of meeting application, contract execution and reporting criteria for the grant. This support allowed the Connecticut Center for Advanced Technology to undertake a review of community economic adjustment activities focusing on the defense manufacturing workforce.

The GAO succeeded in securing \$10,000 in federal funding to perform a pre-development study and conditions assessment on the Central Business District Post Office. Grant funds were also secured for the installation of and electric vehicle (EV) charging station in the reconstructed Town Hall parking lot.

The GAO played a key role in securing a timeline extension from the federal Economic Development Administration (EDA) grant for the Riverside Drive Reconstruction Project. CT

DOT requirements and delays resulted in an inability to meet the original construction start deadlines and put the funds in jeopardy. The Office teamed effectively with the Engineering Department to secure the extension.

Other grant-funded projects assisted by this office's financial administration included the Brewer House Trust Fund, the rehabilitation of the East Hartford High School tennis courts, a grocery delivery program for seniors supported by the North Central Area Agency on Aging and programs for the Department of Health and Social Services, including Public Health Emergency Preparedness and a Diabetes Self-Management program. Also during this year, the Department oversaw completion of the Martin Park Pool Lift Project.

Over \$400,000 in State of Connecticut "Local Capital Improvement Program" grants helped fund the reconstruction of the roofs of the bath houses at Drennan and Lord Pools. Additionally, the GAO is managing more than \$500,000 in LoCIP funding for the reconstruction of the Town Hall Parking Lot, which will be completed by July, 2014.

The Office also oversaw the renewal of leases for Child Plan and "New to You" Thrift Store operated by the Friends of the East Hartford Senior Centers.

## Finance

### *By the Numbers*

- \$0 – Cost to the town for nine solar panel displays
- \$1,500,000 - \$3,200,000 – Anticipated energy savings from nine new solar arrays over a 20 year period
- 16,500 – Residences in town of East Hartford

### *Key Public Service Areas*

The Department of Finance is responsible for all aspects of the financial functions of the town. Organized into six operating divisions, the Department prepares the Mayor's Recommended Budget, manages the town's investment portfolio, advises the Mayor on matters affecting the financial standing of the town and oversees management of the employee benefits and insurance programs.

### *Scope of Operations*

The six operating divisions of the Finance Department include Accounts and Controls, Assessor, Information Technology (IT), Risk Management, Collector of Revenue, and Purchasing.

### *Performance Report*

One noteworthy project completed by the Finance Department was the planning and construction of nine solar arrays at no cost to the town. The arrays will generate up to 70% of the electricity used by the buildings they serve. Over 20 years, besides stabilizing the kilowatt hour price paid by the town for electricity, the arrays will lower operating costs by an additional \$1,500,000 to \$3,200,000 depending on the future price of electricity.

## **Accounts and Controls Division**

The Accounts and Controls Division primary responsibility is to present the town's financial statements and budgetary reports, accounts payable and receivable, payroll functions for all general government employees, and ensuring an adequate system of internal controls to protect and safeguard the town's assets.

The Accounts and Control Division was the recipient of the Certificate of Excellence in Financial Reporting for the fiscal year ended June 30, 2013 from the Government Finance Officers Association of the United States and Canada.

## **Assessor's Division**

The Assessor's Division annually compiles the total list and assessed value of all Real and Personal Property within the Town of East Hartford as mandated by the Connecticut General Statutes. Fair and equitable assessments are a major goal in this process. This office also administers and processes all tax credit and exemption programs for the elderly, veterans, and the disabled.

A recent notable accomplishment of the Assessor's Division was the completion of the 2011 Grand List year town-wide revaluation of 16,500 residences.

### **Information Technology Division**

The IT Division provides support for the town's computer applications, data and phone networks, and hardware. Computer application support is provided through hands-on troubleshooting and user support of commercial off-the-shelf software, as well as developing and maintaining in-house applications and databases. Data and phone network support, upgrades, and troubleshooting is provided on a daily bases by on-site staff. Servers and desktop hardware is supported on a daily bases across all town entities including Police and Fire.

The IT Division turned on a high speed, municipally-owned, fiber optic network connection and upgraded capacity to the new Fire House 5 complex, as well as made substantial progress in establishing a Virtual Server structure.

### **Risk Management Division**

This division administers a comprehensive program to protect the town and Board of Education against a variety of property, liability, personnel and net income risks. Programs include claim administration, safety awareness, wellness activities and financial planning for the Workers Compensation, Health Benefit and Automobile and General Liability self-insured accounts.

The Risk Management Division introduced a variety of voluntary employee wellness programs including health testing, fitness, lifestyle and behavior analysis, and health education. The overall goal of the program is to engage employees to make better decisions that will improve their overall health and well-being.

### **Office of the Collector of Revenue**

The Office of the Collector of Revenue is responsible for the collection of all taxes and parking tickets for the town, as set forth in the Connecticut General Statutes. In addition, this division verifies and deposits all revenues collected by town departments.

The Office of the Collector of Revenue recently executed the annual tax lien sale to maintain a fair and equitable tax collection system.

### **Purchasing Division**

The Purchasing Division is responsible for the procurement of all supplies, materials, equipment and services as required by town departments to function effectively and efficiently.

Purchasing Division is the use of the town website to post bids and results. This use of the website has created considerable savings in printing, paper, and postage.

### **Town Treasurer**

The Town Treasurer is elected to a two-year term. The Town Treasurer works closely with the Department of Finance and performs all duties defined by state statute and the Town Charter relating to the financial management of municipal government.

## Fire Department

### By the Numbers

- 10,072- calls for service in fiscal year 2014
- 210- fires related incidents of various types

### *Key Public Service Areas*

The East Hartford Fire Department continually strives to provide the best services for the residents and visitors of East Hartford by working diligently to meet the increased service delivery demands of the community, while balancing today's fiscal limitations.

### Fire Suppression

The Suppression Division is responsible for the daily delivery of fire, emergency medical care, rescue, and hazardous materials response. It is staffed 24 hours a day, seven days a week in order to provide service to our community. This roster of personnel includes one Deputy Fire Chief; five company officers (a Captain or Lieutenant) assigned to fire apparatus, eight apparatus operators, and twelve personnel that are either firefighters or firefighter paramedics. These personnel responded to 10,072 calls for service this past year.

These calls included significant fire incidents on lower Main Street, Bissell Street, Woodbridge Avenue, and Spencer Court. The department also assisted its neighbors in Manchester, South Windsor, Hartford, and Glastonbury. The department noted a significant increase in calls for service to the highways that pass through town. This included a substantial increase in the number of accident fatalities on those roads.

The Division has continued its work to develop a pre-fire plan for target hazards. After considerable time spent refining the software, the department is close to implementing a mobile solution for this information.

### Fire Marshal's Office

The Fire Marshal's Office is tasked with applying and enforcing the requirements of the Connecticut Fire Safety code. This code mandates fire code inspections and fire investigations to be completed in a timely manner. The Fire Marshal's Office strives to meet that mandate each year. The Town of East Hartford has approximately four thousand (4000) properties that are inclusive under the provisions of Connecticut General Statue 29-305.

The Fire Marshal's Office completed 912 residential inspections of which 173 required re-inspections. Our office also endeavored to inspect the occupancies requiring inspection every two years. These use groups include assembly for worship and amusement; business (medical and college); institutional (daycare and nursing); and high hazard occupancies identified from the Assessor's records. Our office conducted 207 such inspections.

The Town of East Hartford had experienced approximately 210 fires related incidents of various types this year. There were 15 civilian injuries and no known fire related deaths.

Other significant activity included:

1580	Code inspections
510	Plan reviews/ received
73	State inspections
31	Complaints
5	Firework inspections (retail)
137	Fires investigated
49	Fire protection system
4	Storage tank
18	Administrative reviews
32	Amusement permit
8	Event Staffing
34	Public Education
8	Juvenile Fire setter Intervention

### Apparatus Repair Division

The Apparatus Repair Division is tasked with maintaining a fleet of nine primary response apparatus, one boat, two reserve apparatus, 15 light fleet vehicles and a myriad of tools and equipment. This work is accomplished by two personnel operating from the new apparatus repair facility attached to Fire Station 5.

This year, the Division endeavored to place in-service two new fire apparatus. The replacement for Engine 3 was purchased used from the Seagrave Fire Apparatus Company. This apparatus was used as a working prop in the television series Rescue Me. Its purchase was enabled by the support of Mayor Leclerc, the Town Council, and Finance Director Walsh.

The second apparatus was the long-awaited replacement for Engine 5. This apparatus represents several years of effort by the shop and the replacement work group. The apparatus will serve the town well in the years to come.

As the department fleet ages, it is likely that the Repair Division will undertake similar projects in the future.

### **Alarm and Signal Division.**

The Alarm and Signal Division is responsible for the repair, maintenance, and operation of the Town's Municipal Fire Alarm System, traffic signals, and the fire department's radio communication system.

In addition to their typical repair, preventative maintenance, and testing programs, the Alarm Division spent a significant amount of time implementing solutions for two significant problems. The first was to create the ability to rapidly relocate the 911 communications center. This plan would be implemented if a fire or other disaster made the communication center, located in the Public Safety Complex, unusable. It could also be implemented in times of natural disaster. The plan to create a mobile and flexible back-up system has been executed and is complete. It is expected testing of the system will occur this summer.

The second, and ongoing, concern is the ability for the department to communicate, by radio, during emergency events. The Division was an integral part of executing a successful FEMA grant application that resulted in over \$300,000 of improvements to our radio system.

### **Training Division**

The Training Division is responsible for the ongoing training of the members of the department. In addition to annual required training to meet the requirements of Connecticut OSHA, the department continually strives to improve its skill set. Whether it is improved techniques in auto extrication, firefighting, or apparatus operations, the department's members are continually looking for methods to improve.

Notable accomplishments this year include the holistic recreation of the company level training program. This new framework sets curriculum, performance measures, and content for all training that occurs on-shift in the fire stations.

## Health and Social Services

### By the Numbers :

- 420 housing and property maintenance inspections
- 500 food service establishment inspections
- 562 senior residents and Town employees vaccinated
- 13 lead poisoning and 2 TB case investigations
- 4 ½ receptacles of outdated medications disposed
- 4,500 participants in a 19 town area served by WIC through 25,000 patient visits
- 40 residents received diabetes self-management education
- 1 successful Town-sponsored Farmer's Market staged

### *Key Public Service Areas:*

The Department of Health and Social Services is a multi-divisional organization whose mission is to help town residents help themselves and to promote and improve the health of our community.

### *Scope of Operations*

The Health Department is charged with the enforcement of the State Public Health Code and sections of the East Hartford Municipal Code. It is the Director's responsibility to prepare and lead a workforce capable of responding to epidemics, bio-terrorist attacks, emergency preparedness activities and other threats to the public health and welfare.

### Environmental Health Division

This division ensures compliance with the Public Health Code through inspections, investigations and education. The Registered Sanitarians that comprise this division are the front-line public health officers responsible for the prevention, containment and investigation of disease outbreaks. They inspect and license establishments where food is sold, issue septic system permits, inspect houses for lead and mold, inspect public pools and water supplies, enforce housing standards, investigate suspected food borne disease outbreaks, administer the mosquito control program, and correct public health nuisances and sources of filth. Staff members from this division are also trained public health preparedness and bio-terrorism emergency responders.

### *Performance Report*

Highlights of Division activity include the conduct of 420 housing and property maintenance inspections and 500 food service establishment inspections and re-inspections.

## **Nursing Services**

The Nursing Services Division assists with the prevention and control of communicable diseases within the community. They often coordinate recommended or required immunizations and screening tests to those not able to access mainstream medical providers. One of their major functions is the statutory reporting, tracking and sometimes, follow-up of infectious disease in conjunction with the state health department. Tuberculosis testing and related contact investigations and containment measures have increased significantly during the past few years, given shifting population demographics. Nurses work with the Environmental Health Division to resolve food borne and communicable disease outbreaks through the conduct of interviews, advice, and the coordination of laboratory sample collection. The division also coordinates with the school system in the event of disease outbreaks among the student population. Public health nurses conduct patient counseling activities to assist the sanitarians in lead abatement procedures. They also sponsor an influenza vaccination program. The division also immunized a combined total of approximately 450 senior residents and Town and Board of Education employees through four seasonal flu vaccination clinics. The Nursing Services Division conducts public health education programs which included flu prevention instruction and health promotion and outreach activities.

### *Performance Report*

Highlights of Division Activity include the immunization of a combined total of 562 senior residents and Town and Board of Education employees through 4 seasonal vaccination clinics. Staff also handled 13 open lead poisoning and 2 Tuberculosis case investigations. Under the Prescription Drug Take back Program, 4 1/2 large receptacles of medications were collected and discarded under controlled conditions.

## **WIC**

WIC, the USDA Special Supplemental Nutrition Program for Women, Infants and Children, is a regional, federally funded health care program. The Town of East Hartford has administered this agency for the past 35 years. WIC provided supplemental foods, nutrition education, breastfeeding promotion, and ensured the provision of medical insurance and immunizations to approximately 4,500 low-income families in a 19-town eastern Connecticut area.

### *Performance Report*

Last year, WIC disbursed over 3 million dollars in food vouchers and provided maternal and child health assistance through the conduct of nearly 25,000 patient visits. The agency is credited for reducing infant mortality, anemia, obesity and low birth weight babies and for assisting children during their critical stages of growth and development.

## **Preventive Health Services: Diabetes Self-management**

Through a grant from the Connecticut Department of Public Health, the East Hartford Health Department administered a Diabetes Management Program for the purpose of self-care education. This enabled residents afflicted by diabetes to reduce the risk of complications related to this disease, which afflicts nearly 3,500 people in East Hartford.

Five, 5-week Diabetes Management sessions were conducted by a Certified Diabetes Educator and Registered Dietician to provide instruction which included glucose monitoring, self-care practices, dietary guidelines, restrictions for diabetics, carbohydrate counting, medications, foot and eye care measures, exercise and other risk reduction activities.

### *Performance Report*

40 people were served by this program.

### **Public Health Preparedness Program**

The East Hartford Health Department, through a Public Health Preparedness grant from the US Centers for Disease Control and the State Health Department, conducted planning, training, exercise and intervention activities relative to the prevention and/or mitigation of disease outbreaks and injuries resulting from epidemics, weather-related events, disasters or bioterrorism.

### *Performance Report*

This past year, the Department also successfully conducted a Strategic National Stockpile Drawdown exercise with the state and federal governments. The exercise was geared toward the rapid mass dispensing of medications in the event of an anthrax attack.

### **Farmer's Market**

Held on the grounds of the Raymond Memorial Library each Friday morning from July through October, the East Hartford Farmer's Market was established by the department in 1991. Area farmers, certified by the State Agriculture Department and authorized to accept Food Stamps and WIC checks, sell Connecticut-grown fresh produce – usually picked on the day of sale.

This past year, the Market was successfully relocated to the Town Green on Main Street. The collateral benefits of this program are to provide new marketing outlets for Connecticut's farms, to keep the agricultural industry viable and to preserve Connecticut's open space and rural community character.

### *Performance Report*

The Market has evolved into a public health platform using the theme of "good health through good nutrition". Many health and human service providers, such as HUSKY, WIC, the East Hartford Community Health Center, the Social Services division, the Police and Fire Departments and area community resource centers used the market as an outreach and program promotion vehicle.

## Social Services

### By the Numbers

- 2,868 households served through the local Food Bank System
- 6,281 participants aided through the Mobile Foodshare distributions
- 3,004 households assisted by the Statewide Energy Assistance Program
- 138 households assisted through Operation Fuel
- 22 households served through the local Fuel Bank
- 1,985 individuals fed at Thanksgiving and 1,246 at Christmas
- 613 children provided with new holiday toys
- 229 students provided with new prefilled backpacks
- 75 new winter coats for kids provided by the Rotary Club of East Hartford

### *Key Public Service Areas*

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

### *Scope of Operations*

Programs and services include crisis intervention and the coordination of disaster/emergency relief to displaced families, referrals to emergency shelters, eviction prevention, Homeowner's Tax Relief and the Renter's Rebate Programs for the elderly and disabled, limited financial assistance through the Fuel Bank, Operation Fuel and FEMA, the Back to School supply distribution for children, weekly food distributions at multiple locations through the Mobile Foodshare Program, coordination with and referrals to the Combined Churches Emergency Food Bank network, holiday food basket distribution to low-income families at Thanksgiving and Christmas and the Holiday Toys for Children Program. In their advocacy role, Division social workers provided information, interagency referral services and benefits counseling in accessing programs such as State administered Assistance benefits, Medicaid, HUSKY health insurance, Social Security and veteran's benefits.

### *Performance Report*

Highlights of Division activity include: 2,868 households assisted through the local Food Banks & 6,281 participants at Hockanum Park & Veterans Terrance Mobile Foodshare distributions. 483 Homeowners Tax Relief applications accepted & 1064 Renters Rebate's = \$466,322 awarded to local renters 3,004 households assisted by the Statewide Energy Assistance Program = \$1,293,178 in awards, 138 households assisted through Operation Fuel = \$60,389 & 22 households assisted through the local Fuel Bank. 1,985 individuals fed at Thanksgiving & 1,246 at Christmas. 613 children provided with new holiday toys. 229 students provided with new prefilled backpacks & 75 with new winter coats provided by the Rotary Club of East Hartford.

## Inspections and Permits

### *By the numbers*

- 2,565 - Building and trade permits issued
- 3,245 - Number of inspections performed
- \$29,588,000 - Total cost of construction for building permits

### *Key Public Service Areas*

The Department of Inspections and Permits has the responsibility of enforcing the construction requirements of the Connecticut State Building Code, the town's zoning regulations, and the town's property maintenance code.

### *Scope of Operations*

A continuing focus of this department has been improving customer service in the way permits are processed, inspections are conducted, and communication is provided to contractors and owners. The department continues to reach out to design professionals and owners to perform preliminary design reviews so that problems can be avoided.

### *Performance Report*

Notable projects that our department was involved in were:

- Connecticut River Academy for Goodwin College
- Pathways Academy for Advanced Design & Technology for Goodwin College
- Raymond Library expansion
- Ongoing improvements at Goodwin College
- Coca-Cola plant automation
- Continuing improvements at Pratt & Whitney
- Bakery on Main relocation to 127 Park Ave

Projects completed included:

- Early Childhood Magnet School for Goodwin College
- Connecticut River Academy for Goodwin College
- President's Cottage at Goodwin College
- 403 Main Street for Goodwin College

## Human Resources

### *Key Public Service Areas*

The Town of East Hartford is an equal opportunity/affirmative action employer with approximately five-hundred full-time employees. The Department of Human Resources provides quality human resource management, benefits administration, technical and labor relations services to all Town departments for a productive and responsive workforce that meets the needs of the community and town employees.

### *Scope of Operations*

The Department of Human Resources administers six collective bargaining agreements, assists the corporate counsel with the during 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.

### *Performance Report*

The Department of Human Resources was in an integral part of the negotiations process with five of the Town Unions including (name unions), completed the full conversion of all employees to the High Deductible Health Plan with a Health Savings Account (HSA) and handled 50 recruitments. Twenty of the recruiting searches were open to the general public. The other thirty (30) processes were handled in accordance with union collective bargaining procedures. Several of the processes were for public safety sensitive positions. Four were for the positions of Chief of Police, Deputy Chief of Police, Police Lieutenant and Sergeant.

## Library

### *By the Numbers*

- 146,800 – Number of items borrowed from the Library
- 7572 – Number of participants in Library Programs
- 327 – Number of Library Programs

### *Key Public Service Areas*

East Hartford's two library locations, the Raymond Library and the Wickham Branch, offer a wide variety of services for people of all ages, including public computers with Internet access, Wi-Fi, book discussions, technology instruction classes and more. In addition to our many books, DVDs and CDs, the library provides the residents of East Hartford with 24/7 access to research materials and offers free downloadable eBooks and audiobooks. Free and discounted museum passes are available for check-out through the Raymond Library children's department.

### *Performance Report*

2013-2014 was a year of transition for the East Hartford Public Library. The Raymond Library at 840 Main Street closed for renovation in November, and the library relocated to the lower level of the East Hartford Community Cultural Center. Although the smaller space only allowed the library to bring approximately 15-20% of its physical materials, East Hartford patrons borrowed more than 146,800 items, representing 84% of the circulation from 2012-13. Downloading of eBooks, audiobooks and magazines increased by 19% this year, with over 4,400 titles downloaded.

The library offered weekly one-on-one instructional sessions for basic computer skills, individual help with tablets, readers and iPads and instruction for the JobNow database. Staff also offered small class instruction for these same topics both at the EHCCC and out in several locations in the community.

The bookmobile made appearances this year at Fall Fest and the Memorial Day Parade. It was also used for visits to several different neighborhoods and housing complexes, as well as visits to the schools. The bookmobile is a fully-functioning mobile branch and the library is able to provide all library services from it.

Library staff facilitated a monthly book discussion group at the Senior Center and provided services to homebound residents through the "Books-on-Wheels" program.

Although the library was not able to offer programs for the first five months of 2013-14 as staff was working hard to prepare for the closing and move from Raymond, during the second half of the year Children's staff offered 152 programs and Adult staff offered 175 programs. The total attendance for the year was 7572.

The Hockanum Crafters knitting group continued meeting weekly at the Wickham branch and created many items to donate to Birthright in East Hartford. Special library events this year included a Dr. Seuss Birthday Celebration complete with iPad *Cat in the Hat* story time, and a very successful first-time participation in Teen Tech Week (TTW). The library was awarded a LSTA grant in June to bring an early literacy program called *Every Child Ready to Read* (ECRR) to East Hartford. ECRR involves teaching parents the strategies they need to help their children develop important pre-reading skills. Planning for this new program is complete and the instructional sessions will begin in the fall.

Also in June, the library migrated to a new computer system along with all of the libraries in our shared Library Connection consortium. Our new system, Sierra, has far more functionality for staff and a much easier online interface for patrons. Library staff created a screencast tutorial to instruct people on the use of the new online catalog and it received over 1300 views during its first week! Many other area libraries linked to the video and used it for instruction. East Hartford Public Library was proud to be the trendsetter for this new system.

## Parks and Recreation

### *Key Public Service Areas*

The East Hartford Parks and Recreation division prides itself on offering a diverse range of recreation and leisure services. The Town offers extensive programming opportunities throughout the year to provide residents with safe and affordable activities. Our recreation department is responsible for the planning and scheduling all of Town Parks, Playfields, Picnic's, Open Space uses and Permits. We offer over 500 programs and process over 10,000 registrations each year. Recreation staff organizes all town-sponsored recreation activities and many special events. The department works closely with various citizen committees, civic and nonprofit groups, youth sports organizations and local schools.

### *Scope of Operations*

The size and scope of our programming includes 5 outdoor pools, 2 indoor pools, 19 basketball courts, 15 playgrounds, 2 football fields, 9 soccer fields, 2 softball field, 6 tennis courts, 9 Little League fields, 2 pony baseball fields, and 5 full-size hardball fields. The department also has 4 miles of trails along the Hockanum River. The Parks and Recreation Department handles the scheduling of the Veterans Memorial Club House, Selden Brewer House and the Community Cultural Center.

### *Performance Report*

The Parks and Recreation Department continues to create new programming areas. Summer Basketball Camp, Summer Preschool, Ice Skating, Aqua Zumba, Summer Splash Series and Three Bike to Work Days attracted over 1,000 participants.

The department hosted included; 24<sup>th</sup> Fall Fest with about 2,000 attendees, 28<sup>th</sup> annual Hershey Track and Field - Co-sponsored by Board of Education and Parks and Recreation. With 240 participants, it was one of the largest local meets in the State.

Holiday Fest/ Santa's Visit - Teaming with the Exchange Club and NORMA this annual event was well attended during Holiday Fest with 250 children over 500 adults.

Road Race Participants - Brian Aselton Snow Dash, 207, Memorial Mile, 65, Riverfest 5K, 54, and Youth Cross Country Meet - Co-sponsored with the Board of Education Physical Education Department, 255.

The Spring Egg Hunt had 300 children in attendance and 500 adults. A highlight of the winter program schedule was the underwater pictures with Santa, 85 families participated in this unique event.

### **Recreation Program Offerings:**

The youth basketball program had 397 participants in grades 1-12. This included a 2<sup>nd</sup> year league for grade 9-12 boys that had 59 participants. 100 teens in grades 7-12 participated in open basketball at Hockanum and O'Brien Schools. Adult open basketball at EHHS had 104 participants. 835 children and adults attended bus trips. 871 boys and girls in grades 7 & 8 attended Teen Dances.

Summer Programs Included: Summer Camps – Fun Days Camp Program at McAuliffe Park (1,386 sessions) 93 more than 2013, Teen Camp at Martin Park was consolidated from 8 to 6 weeks in 2013 and had 131 campers which was 5 more than attended the 8-week sessions in 2013. Counselor In Training Program (44) at McAuliffe Park was up 15 CITs from 2012. Our special needs summer camp Director Camp, Kelly Sousa receives CRPA Therapeutic Recreation Award.

Swimming was available at five outdoor pools. Activities included swimming lessons, senior swim, lap swim, water walking and water aerobics. The summer aquatics program continues to reinvent itself with 85% of our summer swim lessons participants returned their evaluations. Over 500 people attend the summer splash parties at each of the five outdoor pools.

Youth Soccer moved their fall program to McAuliffe Park to allow the turf at Dwyer Park to regenerate after extensive usage the previous spring. McKenna Field was used primarily by the East Hartford High School baseball team and EH American Legion team. The Greater Hartford Twilight Baseball League held their end of the season tournament at McKenna Field over two weeks in August. Men's softball continued to use the McAuliffe Softball Stadium from May through the beginning of November.

### **Park Maintenance**

The Park Maintenance Division is responsible for the maintenance of the Town's 650 acres of open and developed park space including ball fields, athletic courts, recreational trails, and 5 outdoor pools. The division also provides maintenance of all Town facilities grounds including Town Hall, Libraries, Fire Stations, and Community Cultural Center and the snow clearing of all publicly maintained sidewalks.

#### *Performance Report*

The Park Maintenance Division continued to focus on improving the appearance and functionality of parks facilities and public spaces. Improvements were made to the ball fields at Labor, Gorman, McAuliffe, and Woodland parks to improve the quality of play for leagues and the High School teams.

Challenges maintaining several athletic fields located on Board of Education property continue due to the organic fertilizer and pest control requirements. These applications are proving to be less effective and more costly than traditional materials used in a managed approach.

The Division worked with Goodwin College's landscape designer to install new plantings at the Brewer House and Alumni Park. The result is a more appealing and manageable garden space for residents to enjoy as well as providing attractive features to compliment the buildings.

All five outdoor pools were in operation for the season. A major pump issue was identified at Terry pool and Capital Improvement Project (CIP) funding has been allocated to address the problem in the coming year. Pump and piping issues are also present at both Lord and Drennan pools. Lord pool will be addressed utilizing operating funds while the Drennan pool concerns will be addressed as part of the upcoming CIP pool deck project.

## Senior Services Division

### *By the numbers*

- 107,604 Dial a Ride trips
- 600 – physical fitness and dance classes
- 9,486 - number of volunteer hours

### *Key Public Service Areas*

The Senior Services Division serves residents ages fifty-five and older as well as their caregivers. Its mission is to safeguard and empower East Hartford older adults in their personal efforts to sustain dignity, integrity, health, well-being, and independence.

### *Scope of Operations*

By taking a holistic approach, the staff responds to the psychological, biological, social, and physiological needs of town residents. Senior Services staff are available to assist with meeting basic needs, short-term case management, information and referral services, crisis intervention, application assistance, advocacy, community education, and family and caregiver consultations. They also coordinate and oversee a variety of fitness and enrichment classes, health and wellness screenings, and educational, cultural and social programs at East Hartford's two senior centers.

### *Performance Report*

Dial-a-Ride transportation services provided 107,604 one-way rides to medical appointments, grocery stores, senior centers, banks, and pharmacies.

The Community Cafés served 7,047 meals to 170 seniors. The Grocery Delivery Service Program provided 708 deliveries to 43 homebound seniors.

Over 600 seniors attended lifelong learning classes, health education and screening sessions, consumer information programs, and wellness events.

Seniors participated in more than 600 physical fitness and dance classes including Zumba, Belly Dancing, Broadway Dance Fitness, Energetic Exercise, Powerful Aging, Tai Chi (Beginner and Intermediate classes), Tap Dance (Beginner and Intermediate classes), Yoga and Aqua Aerobics. More than 60 classes were held in embroidery and painting. A Chair Exercise class was initiated to allow seniors with mobility or strength issues to exercise while remaining seated.

Six AARP Driver Safety Courses were offered to 105 seniors. A monthly movie program featuring a mix of classics and new releases debuted in August. Attendance for this program has increased almost 300% (from 22 individuals to 79).

The CHOICES Counselor provided Medicare Part D screenings and other insurance information to 293 individuals. More than 280 East Hartford residents received free flu vaccines at the South End Senior Center in collaboration with the East Hartford Health Department.

Wi-Fi capability was added to the Computer Learning Center at the South End Senior Center allowing seniors to utilize their iPads, notebooks, laptops, and other devices with wireless connections. The Computer Learning Center was open more than 200 days with an average of 5 users daily. Goodwin College's Adult Education Program provided free learning opportunities for seniors at the South End Senior Center in the Fall and Spring. Two-part courses included

Personal Financial Planning Basics, Tax Basics, Introduction to Computers and Introduction to Social Media.

Twenty-four thousand Golden Ager newsletters were distributed.

Seventy-one senior volunteers provided over 9,486 hours of service at the two senior centers and New To You Thrift Shop.

## Police Department

### *Key Public Service Areas*

The East Hartford Police Department is committed to ensuring the safety and well-being of East Hartford's citizens and visitors to the community. They are committed to enforcing the state's laws and town's ordinances vigorously, fairly and impartially, while respecting the dignity and rights of all with whom they come in contact. Upon Chief Scott M. Sansom's appointment in January of 2014, he immediately began an assessment of the department. He reviewed orders, procedures, collective bargaining agreements and daily operations. During this process, he also examined the culture and institutional norms.

After Chief Sansom's assessment, he began working on the organizational structure of the department and went through the lengthy process of hiring a command staff. The department now operates with four distinct bureaus with a Deputy Chief in command of each. Upon appointment, the command staff began working in a collaborative effort to redefine roles and responsibilities for staff as well as police processes.

The Police Department will continue to make improvements within our organization. We look forward to working together with the community and our fellow Town employees, as well as state and federal agencies to solve problems in the coming year.

### *Scope of Operations*

The Police Department has a complement of 125 sworn officers consisting of a Chief of Police, 2 Deputy Police Chief's, 10 Lieutenants, 20 Sergeants, 4 Detectives and 88 Police Officers. In addition to the sworn personnel, there are 15 civilian staff members of the Department including police records clerks, administrative clerks, and a full time Animal Control Officer. Public Safety Communications staffs 19 full time Telecommunications Operators and 4 Civilian Communication Supervisors.

The Police Department is divided into two (4) major bureaus: Field Operations Bureau and Support Services Bureau, Criminal Investigations Bureau, and the Office of Professional Standards

### **Field Operations Bureau**

The Field Operation Bureau is the largest Bureau within the Police Department. The Field Operations Bureau consists of the Patrol Division, supplemented by the following special teams to support the mission of the Police Department: Traffic Unit, Motorcycle Unit, Animal Control Unit, K-9 Unit, TRT SWAT Team, TRT Crisis Negotiating Team, Marine Patrol, Dive Team, Bomb Squad, Honor Guard and Bicycle Unit.

### **For Fiscal Year 2014, the Patrol Division completed the following:**

- Responded to 34,723 calls for Police service
- Made 2,597 arrests
- Issued 5,029 citations

For the Fiscal Year 2014 there were a total of 1,516 Part 1 crimes, in comparison the previous Fiscal Year 2013 had 1,676 Part 1 crimes.

### **Support Services Bureau**

The East Hartford Police Department's Communication center is typically the initial point of contact for citizens in need of assistance within the Town of East Hartford. Telecommunicators are responsible for dispatching Police, Fire, and Emergency Medical Services within the Town. The Communication center provides 24-hours-a-day, 7 days a week coverage with staffing on 3-eight hour shifts. Each shift is staffed with one Police dispatcher, one Fire dispatcher, multiple call operators and one Communication supervisor to oversee the operation on each shift.

**For the Fiscal Year 2014, the Public Safety Communications handling the following:**

- 34,723 calls for Police service
- 1,618 calls for Fire service
- 8,838 calls for Emergency Medical service

**Divisions within the Support Services Bureau include:**

- Management Information Systems (MIS) & Information Technology (IT)
- Records Division
- Fleet
- Property Unit
- Budget/Finance
- Payroll, Permits, & Human Resources Unit
- Administrative Scheduling Officer
- Quartermaster & Supply Clerk

### **Criminal Investigations Bureau**

The Criminal Investigations Bureau assists patrol officers with the investigation of cases that require specialized training or an extended period of time to complete. The CIB also initiates investigations that fall outside the normal complaint procedure such as compliance with Sexual Offender registration laws, certain firearms violation, and many vice and narcotics investigations.

**Divisions within the Criminal Investigations Bureau include:**

- General Investigations Division
- VIN (Vice Intelligence and Narcotics) Division
- Juvenile Division & School Resource Officers
- Evidentiary Services Unit (ESU)
- Intelligence Division
- Court Officer

- Accident Reconstruction Team (ART)

### Office of Professional Standards

Our foundation is built on integrity. We take pride in our organization and the community we serve. We are accountable to ourselves and the community while providing service with courtesy, compassion and empathy. We are committed to providing the highest quality of service to the community by always performing at our personal best. We are committed to continue progressive policing in partnership with our community.

Because this area is so imperative, a Deputy Chief position was added to the Office of Professional Standards. A Lieutenant was also assigned to assist with the oversight of the Bureau, a Sergeant assigned to Internal Affairs, a Sergeant assigned as the Department's Training Coordinator and an Officer assigned as the Officer in Charge of Firearms.

Divisions within the Office of Professional Standards include:

- Internal Affairs
- Accreditation
- Freedom of Information Request / Civil Liability
- Training / Firearms
- Hiring / Backgrounds
- Planning

## Public Works

### *By the Numbers*

- 5,000 – Street lights to be upgraded to new high efficiency LED fixtures.
- 13,100 tons – Curbside Waste Removed last year
- 3,291 tons – Recycled Waste last year

### *Key Public Service Areas*

The Department of Public Works is responsible for a wide variety of including maintenance of streets and roads, maintenance and operation of drainage facilities, coordination of environmental activities, building code enforcement, construction inspection and approval, maintenance of public buildings, operation of a central garage, engineering services for construction projects including design and supervision, traffic control device maintenance, traffic control engineering.

### *Scope of Operations*

The East Hartford Department of Public Works employs 90 full-time people utilizing over 220 vehicles of various types. The Department is responsible for six separate divisions: Engineering, Fleet Services, Waste Services, Highway Services, Park Maintenance, and Building Maintenance.

### *Performance Report*

A new Energy Performance Contract (EPC) has been issued and a vendor selected to upgrade the Town's 5,000 streetlights to new high-efficiency LED fixtures.

The Department assisted at the Golf Course with the transition to the new Billy Caspar management contract by completing several capital and maintenance improvements:

- Complete renovation of the lower level of the clubhouse including mold remediation, HVAC, bathrooms, locker rooms, ceiling, flooring, security, and garage door.
- Installation of a new dumpster pad and enclosure.
- New street fence and privacy fence at the residential house.
- Debris cleanup.
- Pond and island cleanup
- Parking lot sealing and restriping.
- Initiated assessment for a Water Diversion Permit

The Department completed work associated with an America the Beautiful grant that included a complete tree inventory and assessment of Town owned trees in the Central Business District. This plan has already been put to use identifying high risk trees and ways to better manage our downtown tree canopy in the future.

## Engineering

The Engineering Division reviews technical design plans, surveys for design and construction, inspects utility, subdivision and municipal construction projects, engineers and drafts the designs of various complex municipal improvement projects.

## *Performance Report*

The Division continued work on the Flood Protection System (FPS) Rehabilitation Project including numerous pump station repairs, levee toe-drain phase 1 design, and timber bulkhead replacement. The Division has identified many Flood Protection System encroachments and, along with Corporation Counsel Office, has issued a Request for Proposal (RFP) to hire a legal firm to begin reconciling these encroachments with our maintenance obligations.

Work continued on the Town's Road Improvement Program with the completion of the 2012 and 2013 construction contracts. The 2014 design contract development has been completed and bid with work beginning before the end of this fiscal year.

Reconstruction of the Town Hall parking lot completed in early July. The project will improve traffic flow and provide better accessibility and overall experience for visitors.

Survey and design of the High School tennis court rehabilitation project has been completed and has moved into the regulatory and permitting phase. The project will include the resurfacing of four existing courts and the reconstruction of four additional courts into one large tennis complex.

## **Highway**

The Highway Services Division provides for the maintenance of 146.3 miles of Town roads, flood dikes, bridges, cemeteries, pavement markings, street lights and traffic signs. This division's responsibilities also include snow removal and curbside leaf collection.

## *Performance Report*

Once again, this year's weather confronted the Department with significant challenges. The certified snow total for the season was 59.7" with over half of that amount (32.5") coming in February. In addition to the significant snow fall, the region faced a road salt shortage. The Highway Division did remarkable work keeping our roads safe and clear despite dwindling salt supplies.

## **Fleet**

The Fleet Services Division is charged with maintaining over 350 Town vehicles (except Fire) and other equipment and manages the Fuel Management and dispensing systems.

## *Performance Report*

This year the Division completed the installation of a new waste-oil heater in the garage which has reduced the natural gas heating costs for this building by over 30%. A new portable heavy vehicle lift has been installed to replace the old lift which was unsafe to operate. The new lift allows the Division to continue in-house heavy vehicle repairs to save on expensive vendor costs.

Testing of the 5,000-gallon underground gasoline storage tank (UST) located at the Public Safety Complex revealed a failure in the outer wall of the double wall tank. While there is no evidence of a product release, the tank was required to come off-line and a new above ground ConVault tank has been designed to replace the failed UST. The new system expands and updates the Town's Fuel Master management program allowing the PD to better track their fuel usage which they were unable to do with the old tank system.

## Waste

The Waste Services Division is responsible for collection of 26,000 tons of residential waste and recycling annually as well as operation of the Town transfer station.

The Waste Division has successfully implemented the Board of Education waste and recycling collection program. The program has provided a seamless transition and has resulted in a higher level of customer service to the BOE than they experienced with their previous vendor.

<b>Curbside Collection</b>	<b>Actual FY14</b>	<b>Projected FY14</b>
Municipal Solid Waste	13,110 tons	14,300 tons
Recycling	3,291 tons	5,600 tons

## Facilities

The Facilities Management Division provides daily maintenance and continuous monitoring of 22 public buildings.

### *Performance Report*

The Division staff oversaw the installation of solar arrays at both the Public Safety Complex and the Community Cultural Center as part of a ZREC program. These solar arrays will help to reduce the electrical costs over time to operate these facilities.

Facilities staff completed a full renovation of the IT offices in the lower level of Town Hall using in-house staff helping to keep costs low.

Facilities assisted in the transition of the Raymond Library to its temporary location in the Community Cultural Center including:

- Renovation of the temporary space
- Cleanout of the Raymond Library attic and basement
- Disassembly of the Museum
- Disassembly of built in cabinetry

New gas generators were installed at Firehouses #1 & 2. All firehouses have now been converted to gas generators.

Town Hall Council Chambers renovations were completed including the commissioning of the rooftop HVAC unit, refinishing of the dais, pews, and paneled walls.

Two rooftop compressor units were replaced at the Public Safety Complex. These units provide cooling for the building and were installed as part of the original construction and have been underperforming since that time.

## Town Clerk

### *By the Numbers*

- 7,735 – Number of land records processed
- 439 Marriage records processed
- 1137 Dog Licenses Issued

### *Key Public Service Areas*

The Town Clerk's Office has the responsibility of upholding a broad range of Town Ordinances, State Statutes, and Federal Laws.

### *Scope of Operations*

The Town Clerk records, preserves and maintains all Land Records, maps, Vital Records and Military Discharges, records and preserves all agendas, minutes and schedules of meetings of Town Boards, Commissions and Committees and keeps current membership rosters.

The Town Clerk oversees the election, referendum and primary processes, and creates, maintains and issues the election, primary, absentee and presidential ballots. The office files election and primary records and papers with the Secretary of State, processes the Moderator's returns and certifies all election results.

As an agent for the State, a variety of sporting licenses and dog licenses are issued. State and local conveyance taxes are collected, processed and filed along with forms and monies forwarded to the Commissioner of Revenue Services. In 2013, 657 birth, 488 death and 439 marriage records were processed

The Town Clerk administers the Oaths of Office to the Town's Justices of the Peace, Notaries Public, Fire and Police Department personnel and Board and Commission members.

### *Performance Report*

In the fiscal year 2013, 7,735 land records were processed, 1137 dog licenses issued

## Youth Services

### By the Numbers

- 3,500-Participants in group Services
- 350- participants in individual services (Counseling, Juvenile Review Board)

### *Key Public Service Areas*

The Department of Youth Services provides positive learning experiences for youth that will promote a sense of self-worth and community involvement. The department also advocates for youth issues on a local, regional and state-wide level and often collaborates with other local youth serving agencies... such as ChildPlan, ERASE, East Hartford Public Schools, Circle of Life: Arts for All, among others.

### *Scope of Operations*

The Department of Youth Services provides therapeutic counseling, several positive youth development programs and outreach services to help meet the needs of East Hartford's youth and their families. The Department is comprised of Counseling Programs, Positive Youth Development Programs and the Youth Task Force.

## Counseling Programs

The department continues to offer over 3,000 hours of counseling last year while adding bi-lingual staff to meet the needs of our Spanish speaking residents. Other special programming includes:

**Strengthening families:** The Strengthening Families Program (SFP) is a nationally and internationally recognized parenting and family strengthening program for high-risk and regular families. SFP is an evidence-based family skills training program found to significantly reduce problem behaviors, delinquency, and alcohol and drug abuse in children and to improve social competencies and school performance. Child maltreatment also decreases as parents strengthen bonds with their children and learn more effective parenting skills.

**The Girls Circle** is a structured support group for girls from 9-18 years designed to increase positive connection, personal and collective strengths, and competence in girls. It aims to promote an emotionally safe setting and structure within which girls can develop caring relationships and use authentic voices.

**The Boys Council** promotes boys' and young men's safe and healthy passage through pre-teen and adolescent years. In this structured environment, boys and young men gain the vital opportunity to address masculine definitions and behaviors and build their capacities to find their innate value and create good lives - individually and collectively!

### **Suicide Prevention Grant**

**SOS (Signs of Suicide)** curriculum was purchased for middle and high schools to use with their students. The SOS Signs of Suicide® Prevention Program is an award-winning, nationally recognized program designed for middle and high school-age students. The program teaches students how to identify the symptoms of depression and sociality in themselves or their friends, and encourages help-seeking through the use of the ACT® technique (Acknowledge, Care, and Tell).

**QPR Training (Question, Persuade and Refer):** Clinical Coordinator was trained and to do training in QPR Gatekeeper Training for Suicide Prevention. Just like CPR, QPR is an emergency response to someone in crisis and can save lives.

### **Positive Youth Development Programs**

Encourages youth to explore and develop life skills, issues of adolescence, decision making, character development, and respect for diversity, peace-making and other issues essential to healthy development. Last year over 3,000 students were impacted by these programs which include: Adventures Build Character for 6<sup>th</sup> grade students and the Junior Adventure Program for elementary school youth; Drug Free Community Grant through SAMSHA substance abuse prevention campaigns, Peers are Wonderful Supports (PAWS) Program & community projects with high school and middle school students.

### **Youth Task Force**

The Youth Task Force helps to divert youth from the juvenile justice system by using local community based resources. Last year there were 139 youth referred to the Juvenile Review Board with about 70% diverted from the Juvenile court system. Community resources include CHOICES Anger Management Group (community service activities), Goal Line Project (athletic activities) and the Adventure Plus program (teambuilding).