

# Annual Report 2020



# East Hartford CONNECTICUT



# MAYOR'S LETTER



Dear Friends and Neighbors,

This has been an unprecedented and emotional year for all of us. We have all been faced with many challenges in both our personal and professional lives, forced to make the necessary adjustments and sacrifices on a daily basis and acclimate to the new normal.

In March of 2020, our community was struck by the global COVID-19 pandemic, prompting us to act swiftly and efficiently to mitigate the spread of the Coronavirus. On March 16, 2020, I issued a Declaration of Civil Preparedness Emergency and closed all Town Facilities to the public to ensure the health and safety of our employees, residents, visitors and community. Nonetheless, East Hartford continued to operate throughout these challenging times, ensuring continuity of Town operations and critical services to our residents, made available remotely.

Under my leadership, we have trained all Town Directors to manage their departments through unprecedented times. East Hartford was one of the first communities to embark on a series of FEMA training sessions as part of the National Incident Management Systems (NIMS) Training Program. That training has served us well during this pandemic as we continued to lead and support our community, ensuring our response to the COVID crisis was thoughtful, focused, citizen-centered and sustainable.

Through it all, I have seen firsthand the rising of people called to action to use their time for the benefit of our community. We have been the recipient of local residents and businesses who have sewed and delivered hundreds of masks for Town employees during a nationwide shortage of supplies. I have seen thousands of cars bumper to bumper lined up to secure food through the FoodShare sites, and I have looked eye with grateful parents and children during the distribution hoping that they believe, as I, that we will persevere and get through this together. The Town has been the beneficiary of extraordinary kindness and I know there is a sea of others doing both large and small gestures of giving that provide others with hope and encourage us to think beyond ourselves by supporting each other in times of great challenge.

We have also been outraged and emotionally impacted by the racial injustices occurring nationwide, encouraging us to rethink who we are as a community and take the necessary steps toward positive equitable changes. In conjunction with the East Hartford Town Council we've held several public forums to open an honest discussion on what we, as a community, can do better to right the past and set the foundation for the future. For generations, we prided ourselves on being a fully diverse, close-knit community that rises and falls together and we will continue to do so. This year's Annual Report is dedicated to our community's resilience that has become so evident during these challenging times, and it outlines a variety of changes that were implemented to ensure continuation of services to support our residents and businesses.

Lastly, every day I choose to ensure the best outcomes for our residents, our community and our employees. Please reach out to my office with any questions, concerns or ideas as we work together to move forward despite the obstacles, and make every year in East Hartford the best it can be.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Ma', which is a stylized representation of the name Marcia.

Marcia A. Leclerc  
Mayor, Town of East Hartford

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**740 Main Street**  
**East Hartford, CT 06108**  
**860-291-7100**  
**[www.easthartfordct.gov](http://www.easthartfordct.gov)**





East Hartford Town Hall



- [fb.com/MayorMarciaLeclerc](https://fb.com/MayorMarciaLeclerc)
- [fb.com/TownOfEastHartford](https://fb.com/TownOfEastHartford)
- [fb.com/EastHartfordPublicLibrary](https://fb.com/EastHartfordPublicLibrary)
- [fb.com/EastHartfordPD](https://fb.com/EastHartfordPD)
- [fb.com/EastHartfordFire](https://fb.com/EastHartfordFire)
- [fb.com/EHYSB](https://fb.com/EHYSB)
- [fb.com/EHParks](https://fb.com/EHParks)
- [fb.com/EastHartfordAnimalControl](https://fb.com/EastHartfordAnimalControl)



Check out our  
“My East Hartford”  
app for up-to-date  
info on all programs  
and services

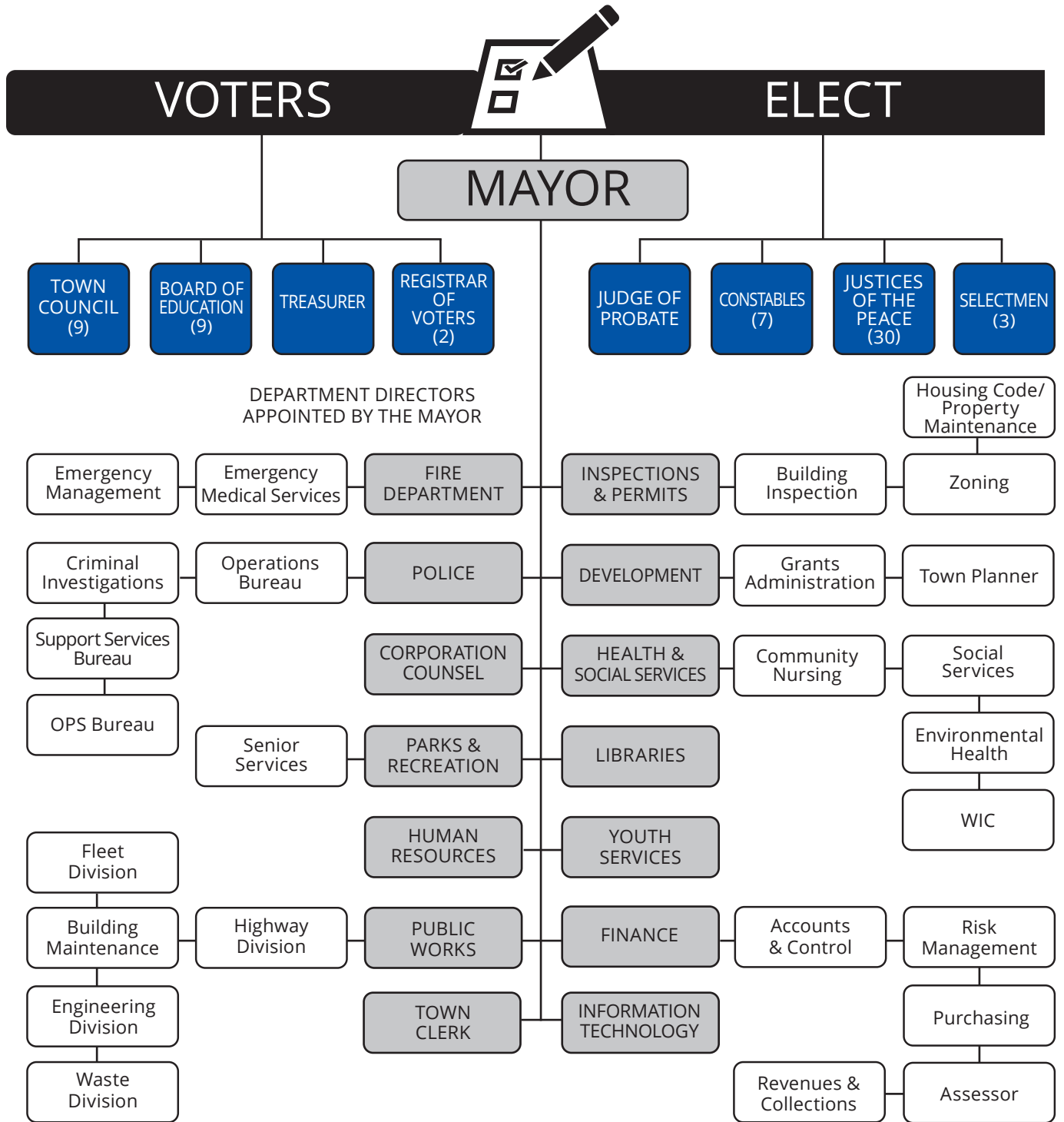
[www.easthartfordct.gov](http://www.easthartfordct.gov)

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# ORGANIZATIONAL CHART



## BOARDS & COMMISSIONS\*

Beautification Commission  
 Board of Assessment Appeals  
 Building Board of Appeals  
 Commission on Aging  
 Commission on Services for  
 Persons with Disability

Commission on Culture and Fine Arts  
 Economic Development Commission  
 Historic District Commission  
 Inland Wetland Commission  
 Pension & Retiree Benefit Board  
 Personnel Appeals Board

Planning and Zoning Commission  
 Public Building Commission  
 Veterans' Commission  
 Zoning Board of Appeals

\*Appointed by Mayor and/or approved by Council





East Hartford  
Town Hall's  
renovated cupola

## MAYOR'S OFFICE

The Mayor is the Chief Executive Officer (CEO) for the Town of East Hartford. Elected by the citizens of East Hartford to a two-year term, the Mayor is responsible for managing the Town government, developing and implementing the Town's Annual Budget as approved by the Town Council, and supervising the day-to-day operations of all Town departments and over 500 Town employees.

In office since January 2011, Mayor Marcia A. Leclerc is focused on improving and enhancing Town maintenance and services, creating strong management, accountability, and transparency practices in Town government, maintaining fiscal stability in Town budgeting and improving the Town's customer service and communication with residents. Mayor Leclerc exercises an open-door policy, inviting residents and visitors to share their concerns, ideas, and ask questions.



### THE MAYOR'S OBJECTIVES ARE TO:



Maintain East Hartford as an open, inclusive and welcoming community



Strive to create and maintain a physical appearance that brings pride to the community



Exhibit a positive, solutions-centered customer service attitude in all internal and external interactions



Cultivate strong, sustainable, and community-centered development in East Hartford

In addition to assisting the Mayor with management of Town government and the Mayor's schedule of programs and outreach, the Mayor's Office coordinates and oversees all Town communications, programs and initiatives for East Hartford residents. Throughout the pandemic, the Mayor's Office played an integral role in keeping residents and businesses updated with the latest COVID-19 information, including resources, financial assistance, testing opportunities and more, while working to establish continuity of operations across all departments. We have also been working with healthcare providers to offer free and accessible COVID testing sites throughout East Hartford. For COVID-19 information and resources, please visit [www.easthartfordct.gov/covid19-resources](http://www.easthartfordct.gov/covid19-resources).



# COMMUNITY SPIRIT & RESILIENCE



Mayor Leclerc with a box  
of donated face masks

East Hartford has always prided itself on being a strong, tight-knit community, with neighbors supporting each other in times of need and uncertainty. This year our residents and businesses have demonstrated incredible generosity, rising to action for the benefit of others as we battled the pandemic. East Hartford has been the beneficiary of extraordinary kindness with many exercising large and small gestures of giving.

At the beginning of this health crisis when masks were out of stock, East Hartford resident Jenilee Tedesco sewed and donated hundreds of facemasks to all Town Hall employees to ensure their safety at work.

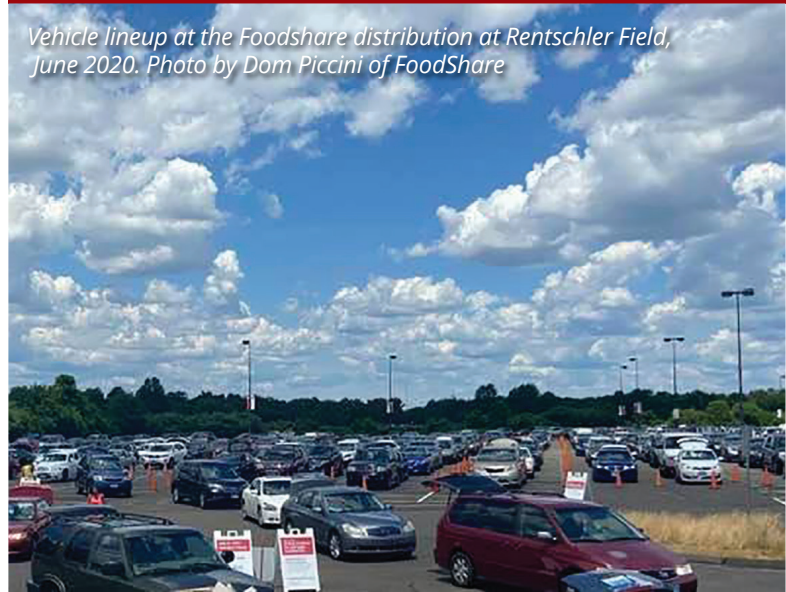
We are in this  
TOGETHER

We are also thankful for the many businesses that have contributed to our community and continue doing so. For example, Merritt Big Color/National Sign Co. provided signage free of charge to open restaurants during the recovery stages. Other businesses such as Ardent Displays, Raytheon, NEFCO, and Goodwin University, either shifted their production to provide hospitals with needed equipment or donated PPE supplies to area hospitals.

Additionally, FoodShare has been a generous community partner for East Hartford throughout the pandemic by hosting free daily drive-through food distribution at the Pratt and Whitney Rentschler Field, while many healthcare providers offered free COVID testing for residents. These are just a few examples of the strength and determination of our community to rise together and lift each other up when all other resources have been exhausted.

We continue to work with healthcare providers to offer free and accessible COVID-19 testing. View available testing sites at [211ct.gov](http://211ct.gov) or [www.easthartfordct.gov/coronavirus/testing](http://www.easthartfordct.gov/coronavirus/testing)

Vehicle lineup at the Foodshare distribution at Rentschler Field,  
June 2020. Photo by Dom Piccini of FoodShare





## PUBLIC FORUMS ON RACIAL EQUITY

This year has been particularly emotional for our community and the Nation. In June of 2020, we have all been outraged by the untimely death of George Floyd in police custody in Minneapolis, leading to nationwide protests. Our community too, came together on multiple occasions to demonstrate that East Hartford is an inclusive, diverse and welcoming for all.

Mayor Marcia Leclerc, in conjunction with the East Hartford Town Council hosted a series of public community forums on racial equity to gain input from residents regarding their experiences and come up with solutions to battle the issues of systemic racism.

*Reverend Garlen Taylor speaks at the public forum on racial equity at the Great River Park*



## COMMUNITY GARDEN

East Hartford's business "Bakery on Main" has introduced a new community garden in Town called "Growing Roots." Throughout the pandemic, locally grown produce was generously donated to the East Hartford Senior Center for distribution to over 60 local seniors with their food deliveries.



*Bakery on Main Founder Michael Smulders delivers locally-grown produce to local seniors*



## EH ALERT

Our staff takes communication with constituents very seriously, working every day to ensure residents receive important updates and news. During these unprecedented times, the Mayor's Office has been actively utilizing East Hartford Alert Network to keep residents informed throughout the pandemic.

The East Hartford Alert Network uses public data from the white pages and yellow pages to notify the public about imminent threats to health and safety such as weather events, fire, or critical police activity. The database only includes listed traditional landline telephone numbers for residents and businesses in East Hartford. Residents who wish to receive alerts from the Town may register at this link:

**[www.easthartfordct.gov/east-hartford-alert-network](http://www.easthartfordct.gov/east-hartford-alert-network)**

The link allows to add other means of communication to the network in addition to listed landline phone number, including cell phones, work phones, text messages and email.



# CORPORATION COUNSEL

The Office of the Corporation Counsel provides legal advice and representation exclusively to the Town of East Hartford, handling all legal matters, including the defense of civil claims and assessment appeals, development matters and contract negotiations, real estate leases and major purchases. The Office of the Corporation Counsel also defends various administrative appeals and prosecutes enforcement actions against non-compliant property owners. The office works with Inspections and Permits, Engineering, Development and Finance departments as well as the Town Council and its subcommittees, routinely attending meetings to address questions, provide needed legal advice and analysis, and draft ordinances and regulations.



*Assistant Corporation Counsel Rich Gentile (L) and Corporation Counsel Scott Chadwick (R)*

Throughout the pandemic, the office has been instrumental in reviewing, interpreting and explaining the impact of Governor Lamont's Executive Orders on Town business, including properly conducting and recording virtual public meetings, extending timelines for tax appeals, and drafting motions to enable short-term tax relief for residential and commercial property owners. The office also works closely with the Health and Building Departments to review State protocols for reopening restaurants and businesses, and enforcement mechanisms.

## TOWN COUNCIL

The Town Council is East Hartford's legislative body, responsible for approving a Town budget, passing ordinances and providing fiscal oversight. 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. Members of the Town Council serve on nine subject matter subcommittees and are appointed as members or liaisons to seven boards or committees. Subcommittee meetings are called to act on issues needing Town Council action.

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

### COUNCIL MEMBERS\*

Richard Kehoe, *Chair*  
Don Bell, *Vice Chair*  
Sebrina Wilson, *Majority Leader*  
Esther Clarke, *Minority Leader*  
Connor Martin  
Awet Tsegai  
Angie Parkinson  
Patricia Harmon  
John Morrison

*\*Please note that the Council membership listed above is for the 2019-2021 Town Council. Town Council membership may be different after the 2021 Municipal Election. For an updated roster, please visit [www.easthartfordct.gov](http://www.easthartfordct.gov).*



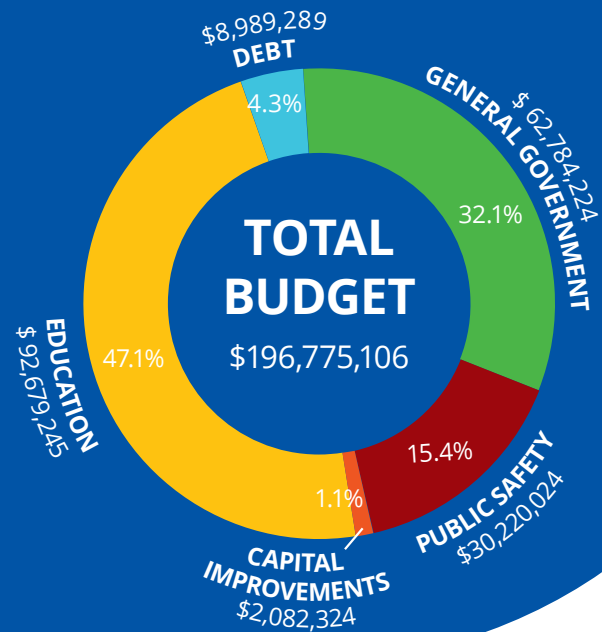
*East Hartford Town Council, 2019-2021*



# FINANCE

The Department of Finance is managed by the Director of Finance, appointed by the Mayor. In 2019, former Assistant Finance Director Linda Trzetzak was appointed as the Director of Finance. The department is responsible for all aspects of the financial functions of the Town, including the preparation of the Mayor's recommended budget, management of the Town's investment portfolio and advising the Mayor on financial matters. An elected Treasurer works closely with the Finance Department and performs all duties defined by state statute and the Town Charter relating to the financial management of municipal government.

The department is organized into five operating divisions:



## 1 ACCOUNTS AND CONTROLS

Responsible for budgeting, financial controls and statements.

## 2 ASSESSOR'S

Responsible for compiling the value of all real and personal property and maintaining the Grand List.

## 3 RISK MANAGEMENT

Responsible for protecting the Town and the Board of Education against property, liability, personnel and income risks.

## 4 OFFICE OF THE COLLECTOR OF REVENUE

Responsible for collection of all taxes and parking tickets.

## 5 PURCHASING

Responsible for procurement of supplies, materials, equipment and services.

East Hartford Finance Department staff



**To assist residents throughout the pandemic, taxpayers were granted a 90-day tax deferment.**

To ensure the safety of our residents, we transitioned all services to remote operations. All tax-related inquiries can be emailed to us at [tax@easthartfordct.gov](mailto:tax@easthartfordct.gov) and taxes can be paid online at [www.easthartfordct.gov/tax-collector](http://www.easthartfordct.gov/tax-collector).

All inquiries for the Assessor's division, including vehicle adjustments, elderly exemptions and more should be sent to [assessor@easthartfordct.gov](mailto:assessor@easthartfordct.gov).



### ADMINISTER ACCOUNTS

**2019 Grand List value at \$2,807,794,574**

(Increase of .86% from 2018)



**16,349**  
Real Estate



**1,664**  
Personal Property



**49,250**  
Motor vehicle



Processed **23**  
Bids and R.F.P.s



Processed **3,000**  
purchase orders



Processed **1,040**  
Certificates of Correction



Processed **1,119**  
Real Estate Changes

# DEVELOPMENT & PLANNING

The Development Department coordinates planning and zoning, revitalization efforts, and the capital planning activities for the Town in order to maintain existing assets and to promote economically, socially, and aesthetically desirable development in East Hartford. It provides assistance to anyone who wishes to start, grow, or relocate a business in the town and supports the Planning & Zoning Commission, the Redevelopment Agency, and the Economic Development Commission.

*East Bank at Founders renderings*

*Aerial Version   Eye Level Version*



## THROUGHOUT THE PANDEMIC

During the onset of the COVID-19 pandemic, we partnered with the East Hartford-based Connecticut Small Business Development Center to disseminate resources to support local businesses during these unprecedented times. We joined with the center on a series of informational webinars and promoted their business advisory services through the East Hartford Health Department and Connecticut River Valley Chamber of Commerce. For business resources visit [www.easthartfordct.gov/covid/business-resources](http://www.easthartfordct.gov/covid/business-resources).

## SILVER LANE

The Town purchased the former Showcase Cinemas property at 936 Silver Lane in January of 2019 and demolished the building in September of that year. We are currently seeking a development partner to revitalize the property with a mixed-use or housing development. A Request for Proposals process recently yielded a submission from a group led by Rhode Island developer Domenic Carpionato. It calls

for 312 market-rate apartments over two phases, modern amenities including a club house and pool, and 72,000 square feet of retail space. The development will be in line with the vision of the Mayor's Silver Lane Advisory Committee. There are \$3 million in municipal bonding, approved by voters, that remain available to help develop the corridor. In the summer of 2019, Silver Lane was repaved and reconfigured to incorporate two-way turn lanes. Plans call for additional complete streets improvements to Silver Lane including new sidewalks and lighting.



*Showcase Cinemas  
demolition*



## SOLIDUS

Throughout these challenging times, we were most happy to welcome a new business to our community. The historic, century-old building at 1450 Main Street, formerly known as Second North School and Tastebuds Banquet Facility, most recently became the new headquarters to Solidus – a local construction firm. Solidus specializes in designing and building retail spaces for financial institutions. This has ensured the continuation of vitality and jobs at this location and returned the building to the tax rolls.



*Mayor Leclerc, Town and State officials cut the ribbon at the new Solidus headquarters*

## A "LIVE, WORK, AND PLAY" DESTINATION



## EAST BANK AT FOUNDERS

The Town has partnered with Founders Plaza owner First Merchant Group, Tecton Architects, and the Capital Region Development Authority on a master plan to reinvigorate the Founders Plaza area as a "live, work, and play" destination. Known as East Bank at Founders, the plan calls for infill development on existing parking lots to create initial 250 apartment units, with expansion to up to 2,000 units in the future. The plan would take advantage of the site's close proximity to downtown Hartford, accessible via a short walk over the Founders Bridge.

*Goodwin University building under construction*



## NEW PROJECTS:

- **Goodwin University:** Mixed-use retail/office building, to feature American Eagle Financial Credit Union and Rebel Dog Coffee, under construction, 365 Main Street at Ensign Street
- **Goodwin University, Manufacturing Annex:** now open, 1 Pent Road
- **Equipment Specialists:** New truck manufacturing facility, now open, 178-182 Roberts Street
- **Solidus Construction:** New headquarters, now open, 1450 Main Street
- **Volvo:** New location, under construction, 540 Connecticut Boulevard
- **Advanced Performance Glass:** New location and renovations including new facade, now open, 654 Tolland Street

## EAST HARTFORD EATS

Throughout the pandemic, the need to support local businesses has been greater than ever. In April and May of 2020, we introduced the "East Hartford Eats" contest to encourage residents to patronize East Hartford restaurants for a chance to win one of fifteen \$50 gift cards to a local restaurant of their choice. We received 112 entries over the five-week period of the contest and winners were chosen on Facebook Live. This helped promote local businesses during the earliest and most difficult months of the pandemic.





# PUBLIC LIBRARY

The East Hartford Public Library is a gathering place for enrichment, education, work and play. As a center for lifelong learning, we provide free and equal access to information, circulating collections, programs and learning opportunities, technology access and instruction, access to cultural assets, and gathering places for conversation, study, and to pursue educational and recreational interests for all ages.

## COVID-19 RESPONSE

Although COVID-19 closed the library to the public in March of 2020, staff made a quick pivot to the "new normal" and re-tooled our service model to meet community needs under the constraints of the pandemic. The modified, robust program schedule connected residents and staff virtually through music, dance, history, literacy, technology, career exposure and more. Staff created video content that ranged from whimsical to instructional, and added titles to our e-book and audiobook collections to satisfy the needs of avid readers.



**130+** Curbside Transactions in June (*First Month of Operation*)



**71,130** Total Physical Items Borrowed

*Under the leadership of Marc Pettersen, the Library's Makerspace Associate, we used our 3D printers to create dozens of face shields and mask straps for the UConn Health Center.*



**9,247** Total E-books/Audiobooks Borrowed



**2,469** YouTube Views

CT Kid Governor presents at the Library in September 2019



East Hartford Library staff

Residents enjoyed free ice cream at the Library in the summer



Library services are available curbside and through the walk-up window. For ways to access a variety of library services visit:

[www.easthartfordct.gov/east-hartford-public-library](http://www.easthartfordct.gov/east-hartford-public-library).



**1,181** New Library Cards Issued



**79,133** Total Collection Size



**5,418** Reference Questions



**5,886** Tech Help Questions



# DEPARTMENT OF PUBLIC WORKS

The Department of Public Works (DPW) provides essential quality operations that support the infrastructure demands of the Town of East Hartford and enhance the quality of life of our residents, businesses, and visitors through the construction, operation and maintenance of a safe, effective, and inviting physical environment.

## COVID-19 RESPONSE

DPW played an instrumental role throughout the pandemic. As a first responder agency, staffed with essential employees working throughout the initial stages of the pandemic, Public Works staff coordinated the procurement of Personal Protective Equipment (PPE) and established cleaning protocols for Town facilities. DPW continued to provide essential services to the community, including access to waste disposal/recycling and the transfer station.

In response to the pandemic, the Department of Public Works has entirely transitioned its bulky waste permitting process to remote operations via mail, email and drop box, installed on Ecology Drive.



*On March 2, 2020, we welcomed John P. Lawlor Jr. (above) as the new Public Works Director to oversee the department's operations.*

*In total, 15,200 cubic yards of vegetative debris were collected following storm ISAIAS*



## STORM ISAIAS RESPONSE

The Department of Public Works played a major role in the Town's response to Hurricane Isaias that swept through the state, leaving over 80 percent of our community without power for days, dozens of downed trees and blocked roadways at 193 locations throughout town. With support from Mayor Leclerc, DPW facilitated curbside debris pickup to assist residents with post-storm disposal. Additionally, the Transfer Station hours were extended and bulky waste permits waved to support residential debris disposal needs.

## COMMUNITY SUPPORT

In recognition of National Public Works Week, DPW staff chose to demonstrate their commitment to the community by providing volunteer support at the FoodShare distribution site at Rentschler Field, helping give out food and facemasks to thousands of residents over the course of a few weeks.



*Achieved Bronze Certification by Sustainable CT for its energy conservation efforts and other sustainable programs.*

**15,500 tons**  
of residential solid  
waste collected

**2,168** curbside  
bulky pick-ups

**289 tons**  
of scrap metal  
collected

**32,347** pounds (or 16 tons)  
of recycled textiles collected

**25,400** cubic yards of  
leaves collected and composted

**55** tons of electronic  
waste collected

**4,335**  
bulky waste permits  
issued





Assistant Chief Kevin Munson (l) and firefighter-paramedic Alex Bowyer (r) demonstrate COVID protective gear

# FIRE DEPARTMENT

The East Hartford Fire Department ensures community protection from the effects of fire, medical, and other emergencies through an effective program of response, operations, training, code enforcement, and leadership.

This year was a year of change in the department as we had to adapt to over a dozen retirements (many from leadership positions) and pivot to address the massive impact of an unexpected COVID-19 pandemic, all while maintaining the high level of service that our community expects.

As early as February, the Town's Emergency Management Division began monitoring the disease. Once COVID-19 arrived on the west coast of the United States, we mined information and data from those systems to help guide our response to the virus.



**10,207**  
Emergency Responses



**610** Fire Safety  
Code Inspections



**212** Total Fires  
**29** Fires in  
homes/dwellings

## FUN FACTS

### How much does a firefighter's Personal Protective Equipment weigh?

All of the protective equipment combined (helmet, coat, pants, boots, gloves, and self-contained breathing apparatus) add approximately 45 pounds.

### Why is an N95 mask called an N95?

N95 respirators reduce the wearer's exposure to airborne particles, from small particle aerosols to large droplets. N95 respirators are tight-fitting respirators that filter out at least 95% of particles in the air, including large and small particles.



East Hartford firefighter battling a fire in town

## COVID-19 RESPONSE

Significant changes regarding how the department operated included enhanced protective equipment as members responded to all calls for service, changes in medical protocols, prevention of fire station access to the public, daily medical monitoring of staff, and enhanced cleaning of department spaces. Through these efforts, we have been successful in providing service to the community while limiting our members' exposure to the virus.

Information Technology staff



# INFORMATION TECHNOLOGY

The Information Technology department maintains and upgrades software and hardware needs for all Town departments, creates training programs to keep all users current with various software, provides oversight for any project involving technology, creates a rich database environment to reduce numerous isolated solutions dispersed





EHPD receives CALEA Accreditation



Responded to **26,737**  
calls for police service



**228**  
Investigations

Following years of hard work and preparation, in November of 2019, EHPD achieved its international accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA). This was a major accomplishment, recognizing the department’s utmost professionalism and commitment to providing the highest quality of service to our community.

# POLICE DEPARTMENT

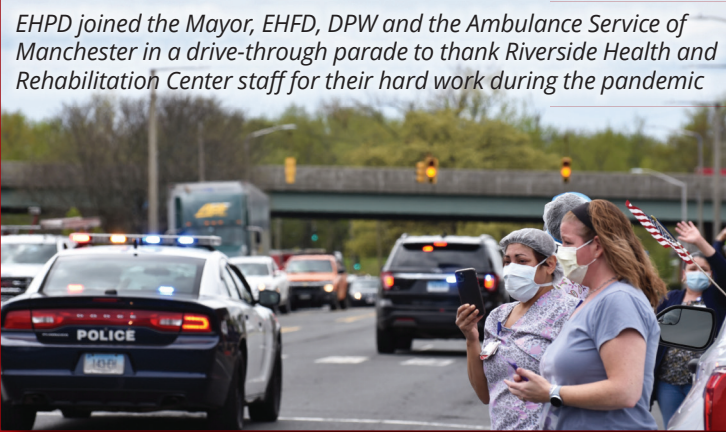
The East Hartford Police Department (EHPD) is committed to ensuring the safety and wellbeing of the residents and visitors to our community on a daily basis. We provide first responder services to our community and visitors to ensure a positive quality of life, conduct in-depth criminal investigations and crime intelligence gathering.

## COVID-19 RESPONSE

Community policing is the cornerstone of our operations. Throughout these difficult times, we’ve continued providing emergency services while seeking safe opportunities to lift community spirit and remind everyone that we are in this together. In partnership with the East Hartford Fire Department, East Hartford Public Works and Ambulance Service of Manchester, we have participated in over 70 drive-by parades throughout East Hartford, cheering on our residents as they celebrated major accomplishments in their lives or needed emotional support.

In our continued efforts to improve the processing

and delivery of crash reports, we have partnered with LexisNexis—a provider of legal, government, business and high-tech information sources—to make the accessibility of crash reports faster and easier.



EHPD joined the Mayor, EHFD, DPW and the Ambulance Service of Manchester in a drive-through parade to thank Riverside Health and Rehabilitation Center staff for their hard work during the pandemic



Conducted **77+**  
drive-by parades



**317** School  
Checks

throughout many departments. Additionally, the IT department develops common policies, architectures and standards to deliver consistent experiences for staff and residents, while developing tools that allow easy solutions and engagement for residents. The department is led by the Chief Information Officer, who reports to the Mayor and the Superintendent of Schools, moving the operation toward a single operational strategy and eventually one unified platform. This new alignment recognizes the increasing complexity of technology and the dependence and reliance by the Town on the consistent and timely delivery of this service. Throughout the pandemic, the IT department provided support, resources and technology to all Town employees to ensure they were able to efficiently work remotely.



Replaced **300+**  
aged workstations



Support  
**65+** servers



Support  
**800+** phones



Migrated **400+**  
email boxes to a cloud  
solution



Hartford Healthcare at Home Inc.  
administers flu vaccinations in East Hartford

# HEALTH AND SOCIAL SERVICES

The Department of Health and Social Services is a multi-divisional organization with the mission to help Town residents maintain high quality of life and safeguard the health and wellbeing of our community through public health programming, outreach and civil preparedness. We also conduct inspections of housing, pools, food establishments and others for health and safety concerns.

Health Department staff Louise Benjamin (L)  
and Katie Roane (R) at East Hartford flu clinic



## TOWN CLERK

The Town Clerk's Office has the duty and responsibility of upholding the Town Charter, the Town Ordinances, State Constitution and Statutes, and all Federal Laws. The Town Clerk records, preserves and maintains all Land Records, Land Maps, Military Discharge Papers, and Trade Names. East Hartford Land Records are available online for searching —index from September 1964 to present, images August 1965 to the present.

East Hartford Town Clerk's office





## COVID-19 RESPONSE

Since the entrenchment of COVID-19 in March 2020, the Health Department was transformed into an Incident Command System (ICS) with the Mayor's Office and Public Safety. The department has been responsible for health screening, disease surveillance, contact tracing and investigation, and more. Under the community mitigation phase, our duties included data collection, contact tracing, workforce protection, interagency coordination along with the retrieval and distribution of donated Personal Protective Equipment to medical providers and local businesses. We assisted with service entity and retailer reopening and the enforcement of the Governor's social distancing and safety directives. The department had planned and executed Point of Distribution (POD) operations toward the provision of mass medical countermeasures when a viable COVID-19 vaccine becomes available.



**2,311** households served through the East Hartford Combined Churches Emergency Food Banks



**491** Seniors, residents, and town employees vaccinated



**3,325** participants aided through the Mobile Foodshare distributions at Hockanum Park & Veterans Terrace



**720** children provided with new holiday toys

East Hartford's Farmers Market



*Held on the grounds of the Raymond Library annually each Friday morning July through October, the East Hartford Farmer's Market was established by the department in 1991 and has since evolved into a public health platform.*

For COVID-related resources, including testing sites, financial assistance, business resources and more visit [www.easthartfordct.gov/covid19-resources](http://www.easthartfordct.gov/covid19-resources).

**Download COVID Alert CT App to receive notifications if you have been exposed to COVID-19. Available in App Store and Google Play.**

**Get exposure notifications with COVID Alert CT**



**1,470** Vitals Records processed



**1,508** Dog Licenses Issued



**6191** Land Records processed

The Town Clerk serves as East Hartford's Registrar of Vital Statistics, which includes issuing, recording and preserving Marriage Licenses, certified copies of Birth, Marriage, and Death certificates and burial and cremation permits. The Town Clerk oversees and creates all materials for elections, referendums and primaries in East Hartford, issues dog and sporting licenses and records and preserves all official documents related to Town Boards, Commissions and Committees. Additionally the Town Clerk administers the Oath of Office to Elected Town Representatives, Town Officials, and Connecticut Notaries Public living in East Hartford. The Town Clerk is the official keeper of the Town Seal.

## COVID-19 RESPONSE

In response to the pandemic, the Town Clerk's office transformed its services to remote operations, continuing to assist constituents with their needs in a timely, efficient and safe manner by mail, online, phone and through the drop box. Our land records and applications for birth, death, marriage and change of name certificates, along with additional town clerk-offered services are available at [www.easthartfordct.gov/town-clerk](http://www.easthartfordct.gov/town-clerk).





East Hartford youths enjoy our summer camp

*We created an intergenerational pen-pal program to unite youth and senior residents, helping them embrace the forgotten art of letter writing and contactless communication*

## PARKS AND REC

The Department of Parks and Recreation is dedicated to providing a wide-range of engaging recreational and leisure activities to the East Hartford community while maintaining the beauty and utility of our Town's many neighborhood parks, playgrounds and recreational facilities. We are constantly looking for ways to creatively engage our community and unite our residents, while adapting to challenges and evolving trends in the field.

### COVID-19 RESPONSE

The pandemic has forced us to review, reconsider and restructure many of our programs and services. With our priority being the safety of our community while keeping residents engaged, we introduced a series of virtual programs, including tennis lessons, dance classes, Zumba and more.

Over the summer we held another successful camp with strict social distancing measures in place to give local children an opportunity to socialize and have fun; and opened our outdoor pools to help residents escape the heat. Visit [www.easthartfordct.gov/parks-recreation](http://www.easthartfordct.gov/parks-recreation).



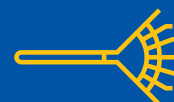
**2000**

Drop-Ins to our Boys Grades 9-12 Basketball Program



**29,747**

Visits to seven outdoor pools in 2019



**60** Volunteers from Pratt and Whitney/ EHHS participated in Hockanum Trail cleanups



**510** Residents attended Holiday Fest events



**445** Youth Photo IDs



**574** Summer Campers

*Restructured our Summer Camp registration process to accept online and mail-in registration*



In the Fall we held numerous programs for families including pumpkin painting



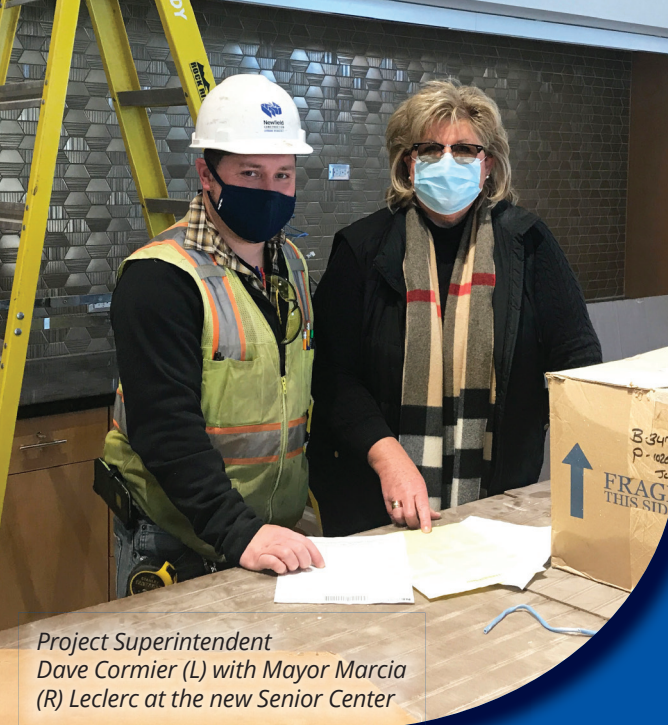
# SENIOR SERVICES

The Senior Services Division serves residents ages 55 and older, as well as their caregivers, with the mission to safeguard and empower East Hartford older adults in their personal efforts to sustain dignity, integrity, health, well-being, and independence.

The Senior Center staff assists with meeting basic needs, short-term case management, information and referral services, crisis intervention, application assistance, advocacy, community education, and family, caregiver consultations and so much more, all while offering a variety of fitness and enrichment classes, health and wellness screenings, and educational, cultural and social programs at the Senior Center.

## COVID-19 RESPONSE

Throughout the pandemic, the Senior Center staff redesigned its programming to a virtual model to continue promoting wellness and building resiliency among older adults. Although our building is closed to the public, we continue to support our patrons through weekly phone calls, meal deliveries and video programs.



Project Superintendent  
Dave Cormier (L) with Mayor Marcia  
(R) Leclerc at the new Senior Center



28,288

Total Attendance/  
Participants



14,089

Enrichment/  
Special Events



East Hartford Senior Center Rendering

## THE NEW SENIOR CENTER IS A PLACE TO BE

Culminating a two-year effort including site selection, design options and approval phases, the new Senior Center is in its completion stages and slated to open its doors by the end of the year. The new center is built on the site of the 19,000 sq.ft, 1970s modernist-style Blessed Sacrament Church and will provide our seniors with a state-of-the art facility, offering engaging and wellness activities, low-cost fitness classes, creative lessons and wellness—all under one roof. The focus on physical fitness, the modern use of technology and fine gourmet dining will make the new senior center a place to be. The project is on schedule barring any unforeseen delays and it's coming together beautifully.



Town officials tour the new Senior Center



# INSPECTIONS AND PERMITS

The Department of Inspections and Permits is responsible for enforcing the construction requirements of the Connecticut State Building Code, the town's zoning regulations, property maintenance code and related ordinances. We issue permits for construction and inspect new work for code compliance.

Our Department is led by the Director who is also the Building Official and Zoning Enforcement Official and supported by two supervisors, three building inspectors, two property maintenance inspectors and administrative staff of two.

The Inspection and Permits property maintenance team is responsible for combating blight in East Hartford and inspecting residential homes and businesses for violations of the Town's property maintenance code. We encourage residents to contact our department to report instances of unkempt property and/or blight for inspection and enforcement.

## COVID-19 RESPONSE

Despite the interruption caused by COVID-19, the year was very active for our department. To ensure a timely and efficient permitting process, we have transitioned to a new online permitting software called ViewPoint Cloud. We processed 1,606 online permits and the number continues to rise.

To ensure the safety of our staff and residents, we began utilizing video inspections to continue to provide services to our residents amidst the pandemic. Video inspections will continue to be an important service we will provide.



**475** Live Video  
Inspections



**3,860**  
Inspections

The total permitted construction  
value was **\$61,818,880**



Completed **860**  
service requests  
through "My East  
Hartford" platform



**2,387**  
Total building  
permits issued

HR Director Theresa Buchanan (L)  
and Benefits Admin Sandy Franklin (R)



# HUMAN RESOURCES

The Department of Human Resources provides quality human resource management while building partnerships with Town employees. This support is realized through a variety of services, including benefits administration, labor relations, recruiting, onboarding and testing to establish and maintain a productive and responsive workforce.

Following the retirement of long-time HR Director Santiago Malave, East Hartford welcomed Theresa Buchanan as the new director, joining a Human Resources Administrator, a Benefits Administrator and a part-time Secretary. The Town of East Hartford is an equal opportunity/affirmative action employer, continuing to build diversity of employees in service to the Town.





Trained **287** high school students and **235** staff on suicide prevention

**150** East Hartford youths and their families received regular counseling services



**51** Referrals to JRB

# YOUTH SERVICES

Established in 1971, the Department of Youth Services strives to maintain a high quality of life for young people and their families through counseling, fun and engaging activities and programs. We provide positive learning experiences for youth to promote a sense of self-worth and community involvement.

## COVID-19 RESPONSE - COUNSELING

Throughout the COVID pandemic it was instrumental for us to continue to support our clients. By using telehealth technology, we were able to make counseling services readily available and convenient for residents during this pandemic. To continue maintaining our connection with local youth during the pandemic, we've transitioned many of our programs and services to remote operation through Zoom.



East Hartford Youth Services team building, Summer of 2018

Youth Services trip to the Submarine Museum, Summer of 2019



Face painting at the National Night Out Event, August 2019

*To help keep local children safe and protected, we were able to secure and distribute 150 youth-sized face masks at no charge.*

## JUVENILE REVIEW BOARD (JRB)

The purpose of youth outreach and the Juvenile Review Board (JRB) is to identify and help youth engaged in "at risk" behavior at an early age. The board provides an age-appropriate, local, non-judicial alternative to the juvenile justice process for youth who have committed less serious offenses. There was a marked decrease in the number of youth referred to the JRB thanks to the East Hartford Police Department officers who worked judiciously to address and resolve minor criminal cases without the arrest or referral of juveniles into the court or JRB system.

Visit [www.easthartfordct.gov/youth-services](http://www.easthartfordct.gov/youth-services).





# AROUND TOWN

Mayor Leclerc presents resident Jayden LaVecchia with the Apraxia Awareness Day proclamation, May 2019



Mayor Leclerc speaks at a press conference on postal services

East Hartford firefighters at the food distribution



*"For generations, we prided ourselves on being a fully diverse, close-knit community that rises and falls together."*



Ice cream truck at the East Hartford Library

Mayor Leclerc with Town staff at FoodShare distribution



Officer and Sgt at the





Mayor Leclerc  
meeting children at  
the summer camp



***“East Hartford is an  
attractive, vibrant and  
appealing place for our  
community to live,  
work and play.”***



Residents and winners of the “East Hartford Eats”  
contest Louita and John Jorgensen

Robert Rohner (L)  
t. Darrell Drouin (R)  
“Bag for Hunger” event



Mayor Leclerc reads to children during Read Across America Event, Spring 2019

(L-R) Mayor Leclerc with residents and Korean War Veteran  
Jim Shelmerdine, DPW John Lawlor and Korean War Veteran  
Salvatore Malinguaggio at the flag raising ceremony





For up-to-date information on local programs and services, visit [www.easthartfordct.gov](http://www.easthartfordct.gov) and follow our Facebook pages below:

[fb.com/MayorMarciaLeclerc](https://www.facebook.com/MayorMarciaLeclerc)

[fb.com/EHYSB](https://www.facebook.com/EHYSB)

[fb.com/TownOfEastHartford](https://www.facebook.com/TownOfEastHartford)

[fb.com/EHParks](https://www.facebook.com/EHParks)

[fb.com/EastHartfordPublicLibrary](https://www.facebook.com/EastHartfordPublicLibrary)

[fb.com/EastHartfordAnimalControl](https://www.facebook.com/EastHartfordAnimalControl)

[fb.com/EastHartfordPD](https://www.facebook.com/EastHartfordPD)

[fb.com/EastHartfordFire](https://www.facebook.com/EastHartfordFire)



*"My East Hartford" manages residential requests for service, allowing staff and the public to smoothly track case progress and receive updates. Available in the App Store and Google Play.*



# DIRECTORY

## ASSESSORS

Public Property Records, MV Tax Adjustment, Tax Exemption Programs  
860-291-7260

## CORPORATION COUNSEL

Legal Counsel for Town Offices  
860-291-7215

## DEVELOPMENT

Planning and Business Services, Site Plan Applications, Special Permit Applications  
860-291-7300

## ENGINEERING

Town Infrastructure Design & Project Management  
860-291-7380

## INSPECTIONS & PERMITS

Zoning Regulations and Property Maintenance Codes, Building Permits, Inspection Services  
860-291-7340

## FINANCE

Accounting, Budgeting, Purchasing  
860-291-7240

## FIRE

Fire Suppression, Emergency Medical Services, Fire Marshal  
860-291-7415

## HEALTH

Environmental & Public Health, Restaurant Inspections & Permits  
860-219-7324

## HUMAN RESOURCES

860-291-7221

## LIBRARIES

Public Computers, Books, DVDs, Research Materials, Magazines, Audiobooks, Youth & Adult Programs  
860-291-4330

## MAYORS OFFICE

860-291-7200

## PARKS & RECREATION

Recreational Programs for Youth & Adults, Permits for Parks, Community Spaces, Special Events & Meetings  
860-291-7160

## POLICE

Enforcement of State Laws & Town Ordinances, Animal Control  
860-528-4401

## PUBLIC WORKS

Waste Services, Road Maintenance, Cemeteries  
860-291-7374

## REGISTRAR OF VOTERS

Town Elections, Voter Rolls  
860-291-7280

## SOCIAL SERVICES

Information & Referral to Local, State & Federal Services & Programs  
860-291-7295

## SENIOR SERVICES

Recreational, Educational, Fitness, and Assistance Programs for Seniors  
860-568-4281



## TAX COLLECTOR

Tax Collection for Motor Vehicle, Real Estate & Personal Property, Collect Motor Vehicle & Traffic Fines  
860-291-7250

## TOWN CLERK

Marriage, Dog and Sporting Licenses, Burial Permits, Land Records, Maps, Vital Records  
860-291-7230

## TOWN COUNCIL

Ordinances, Budgeting & Regulations  
860-291-7208

## YOUTH SERVICES

Counseling Services for Children & Families, Youth Development & Outreach  
860-291-7179

## THE TOWN WEBSITE IS BEING REGULARLY UPDATED WITH COVID-19 RELATED RESOURCES

For all COVID resources:

[www.easthartfordct.gov/covid19-resources](http://www.easthartfordct.gov/covid19-resources)

For testing sites:

[www.easthartfordct.gov/coronavirus/testing](http://www.easthartfordct.gov/coronavirus/testing) or [211ct.gov](http://211ct.gov)

For business resources:

[www.easthartfordct.gov/covid/business-resources](http://www.easthartfordct.gov/covid/business-resources)

For financial assistance:

[www.easthartfordct.gov/financial-resources](http://www.easthartfordct.gov/financial-resources)

For food assistance:

[www.easthartfordct.gov/food-resources](http://www.easthartfordct.gov/food-resources)

Download COVID Alert CT App to receive notifications if you have been exposed to COVID-19. Available in App Store and Google Play.

## EAST HARTFORD TOWN HALL

740 Main Street | East Hartford, Connecticut 06108 | 860-291-7100 | [www.easthartfordct.gov](http://www.easthartfordct.gov)