



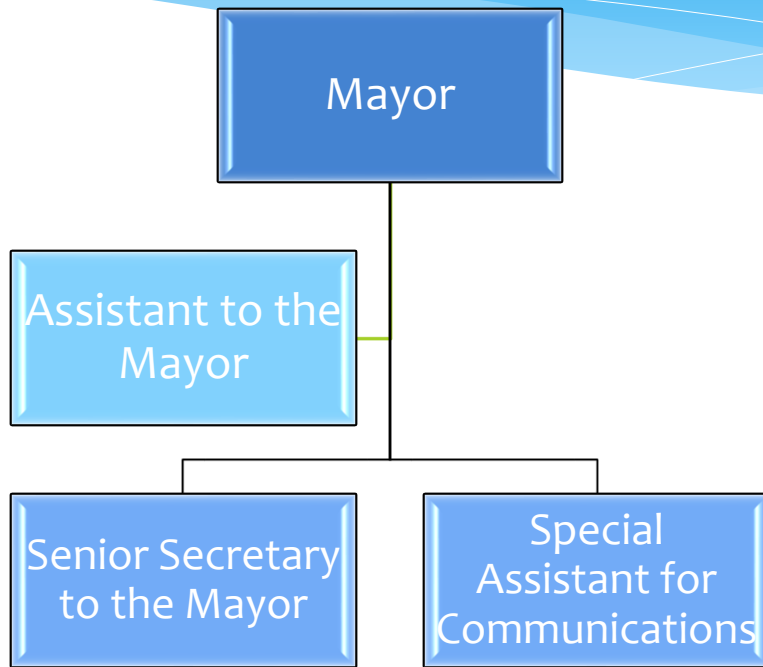
Town of East Hartford

2018 – 2019

Mayor's Office

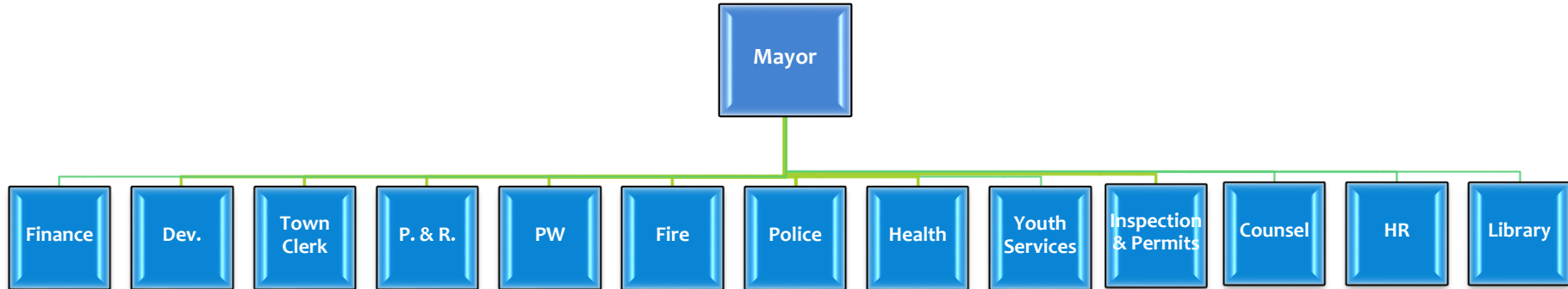


Mayor's Office





Organizational Chart





Mayor's Duties

- Administration of all departments, agencies, and offices
- Director of Emergency Management
- Ensures that all laws and ordinances are faithfully executed
- Prepares and submits to the Council an annual budget
- Interacts with the general public, State and Federal Agencies
- The Mayor's office serves as a "clearing house" facilitating immediate responses to requests for information and assistance, as well as the satisfactory resolution of complaints



Constituent Engagement

	2014	2015	2016	2017
Inbound Calls to the Mayor's Office	12,012	11,200	8,400	13,280
Emails	23,000	39,157	34,056	37,977
Follow-up Calls	3,000	2,600	3,868	3,320
Walk-in Visits	1,364	1,430	2,080	2,288
Events	169	163	175	157
Meetings	601	521	529	527



Mayor's Office Initiatives/Projects

INCREASE RESIDENT SATISFACTION AND COMMUNICATION



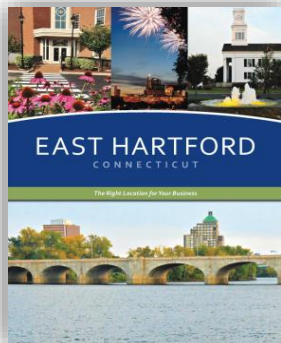
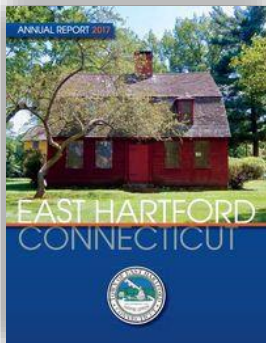
QScend
Technologies, Inc.



DAKTRONICS

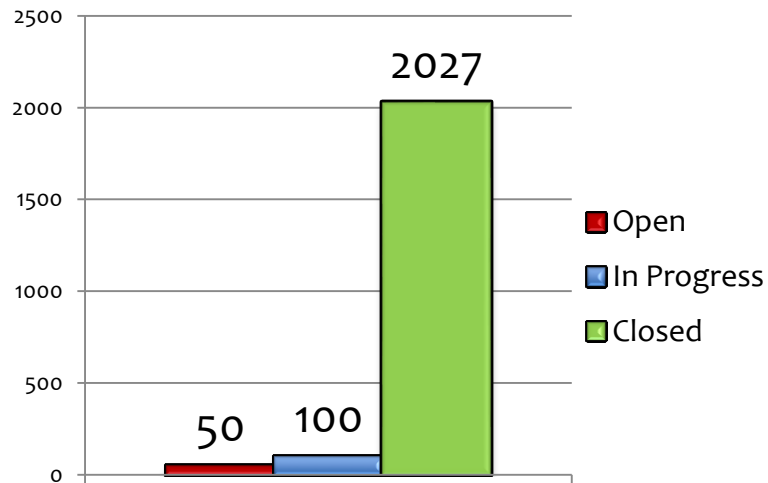


SurveyMonkey



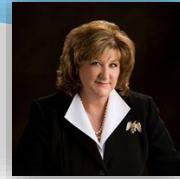


My East Hartford



Requests for Service June 2017-February 2018

Key Social Media Engagement



	Town of East Hartford			Mayor Marcia Leclerc			East Hartford Police Department		
	2016	2017	% Increase	2016	2017	% Increase	2016	2017	% Increase
Follows	263	718	173%	262	412	57.3%	2191	2947	34.5%
Average Post Reach	150	457	204.7%	113	275	143.3%	188	864	359.6%
Highest Post Reach	895	4,913	448.9%	1,615	2,704	67.4%	1,294	5,941	359.1%

Key Social Media Engagement



	East Hartford Public Library			East Hartford Parks and Recreation			East Hartford Youth Services		
	2016	2017	% Increase	2016	2017	% Increase	2016	2017	% Increase
Follows	660	939	42.3%	67	396	491%	147	246	67.3%
Average Post Reach	139	428	207.9%	—	299	—	32	68	112.5%
Highest Post Reach	338	3,289	873%	—	1,058	—	223	362	62.3%

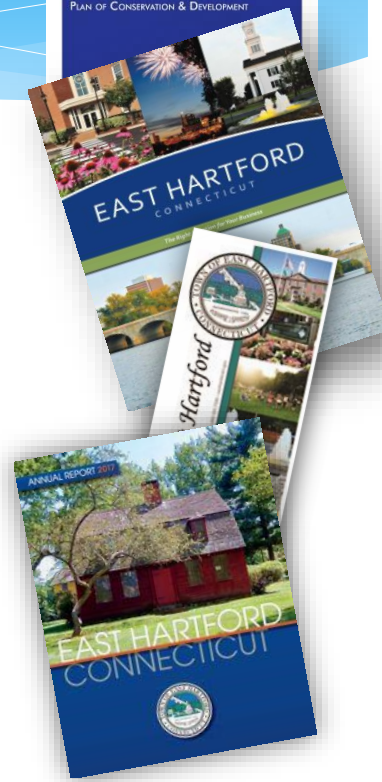


Professional Services

- Special town improvement projects
- Development and special studies
- Communication materials
- Communication tools and trainings



TOWN OF EAST HARTFORD
PLAN OF CONSERVATION & DEVELOPMENT





Membership





Dues

Organization	Dues	Benefits of Membership
CCM	\$34,906	Ad Hock Studies, Labor Component, Salary Studies, Electrical-Trans Canada, Solar Projects, Lobbyist, and other services
CRCOG	\$36,973	CRCOG is guided by the chief elected officials of our 38 Metro Hartford municipalities. Transportation, Regional Planning, Municipal Services, Public Safety Committee
USCM	\$5,269	Promote the development of effective national urban/suburban policy; Strengthen federal-city relationships; Ensure that federal policy meets urban needs; Provide mayors with leadership and management tools; and Create a forum in which mayors can share ideas and information.

Benefit of CRCOG Membership



Project	Town Funds	Federal/State Funds	Total
Roberts Street Mill-and-Pave STP-Urban Funds Construction Complete 2010	\$103,636	\$414,546	\$518,182
Main Street & School Street Mill-and-Pave ARRA Funds Construction Complete 2010	\$23,850	\$1,764,134	\$1,787,984
Riverside Drive Reconstruction* FHWA Grant Construction Complete 2014	\$0	\$950,000	\$950,000
Brewer Street Reconstruction Phase I/II STP-Urban Funds Design Phase	\$1,081,000	\$4,232,000	\$5,313,000
Brewer Street Reconstruction Phase III LOTCP Funding Design Phase	\$201,168	\$1,693,400	\$1,894,568
Hockanum River Linear Trail Phase III* FHWA Grant Design phase - work pending scope revision.	\$0	\$475,000	\$475,000
East Hartford Multi-Use Trail Several Sources of FHWA Funds Construction Complete.	\$40,000	\$3,074,592	\$3,114,592
Governor Street Reconstruction STP-Urban Funds Construction Complete	\$135,792	\$2,333,000	\$2,468,792
Silver Lane Corridor Study Study underway	\$20,000	\$180,000	\$200,000
Fire House 5 Brownfield Investigation (Phase I)	\$0	\$3,500	\$3,500
Totals	\$1,605,446	\$15,120,172	\$16,725,618
*additional funding sources utilized on this project			



Budget Increases

OFFICE OF THE MAYOR			2013	2014	2015	2016	2017	2018	2019	
G2100	60110	PERMANENT SERVICES	232,085	238,851	267,698	276,699	282,899	279,945	286,366	\$6,421
G2100	62213	CRCOG	31,497	31,497	31,497	31,767	35,767	36,694	36,973	\$279
Total										\$6,700



Accomplishments/Projects

Technological Advances

- Adoption of the My East Hartford Constituent Management System
 - Department Trainings and Knowledge Base Build Out
- Everbridge Reverse-911 System
- SiFi Broadband Network Project
- Town Solar Projects



Accomplishments/Projects

Capital Improvements

- Senior Center Renovations and Relocation
- Sign Replacement Program
- Bus Shelter Replacement
- Wickham Library Renovations and ADA Compliance
- Community Cultural Center Step Repair
- Anti-blight and Town Beautification Initiatives



Accomplishments/Projects

Business and Community Engagement

- Business Visitation Program
- Commercial Façade Program
- UTRC Expansion
- Pratt & Whitney World Headquarters Opening
- Rentschler Field Development
- Silver Lane Redevelopment Committee
- Working Cities Challenge Grant





Accomplishments/Projects

Other Community Initiatives

- Plan 9 Community Resiliency Initiative
- Wrap Recycling Action Program (WRAP)
- Expanded resident communications and outreach portfolio
 - Town Green Kiosk/Digital Display Board
 - Social Media Growth
 - Website Development



Events





