

## Services Summary



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- IT Services
- Energy Consortia
- Natural Gas
- ezIQC
- Crumbling Foundations
- Election Monitoring
- Committees/Councils



### Policy Development & Planning

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- Performance Measures
- Performance Based Planning

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## Overview of CRCOG

The Capitol Region Council of Governments (CRCOG) is a voluntary Council of Governments formed to initiate and implement regional programs of benefit to the towns and the region. It is guided by the chief elected officials of our 38 Metro Hartford municipalities. The mayors, first selectmen, and town council chairmen who make up our governing Policy Board recognize that the future of our individual members is tied to the future of our region. Our members have collaborated for more than 50 years on a wide range of projects to benefit our towns individually and the region as a whole. CRCOG serves the Capitol Region and all our municipalities by:

- Helping members improve governmental efficiency and save tax dollars through shared services and other direct service initiatives;
- Promoting efficient transportation systems, responsible land use and preservation of land and natural resources and effective economic development;
- Strengthening the Capitol City of Hartford as the core of a strong region, and as our economic, social and cultural center;
- Advocating for the region and its towns with the State and Federal governments;
- Strengthening our regional community by helping coordinate regional agencies and programs; and
- Assisting local governments and citizens in articulating, advocating and implementing the vision, needs and values of their regional community.

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## Municipal Services

Mission: To expand municipal sharing opportunities.

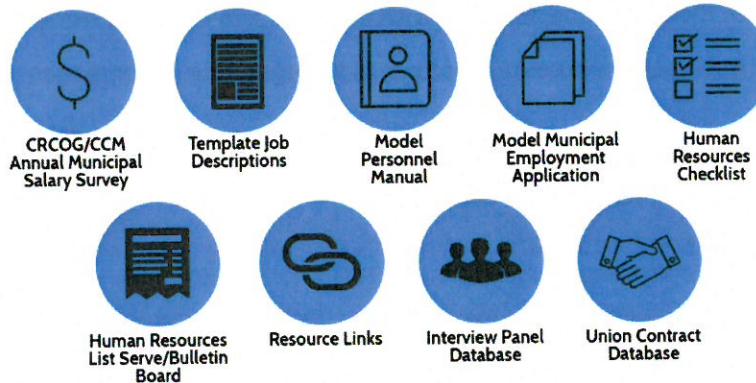
CRCOG's Municipal Services Department is divided into three programmatic areas: Municipal Services/Service Sharing, Capitol Region Purchasing Council and the IT Services Cooperative. The CRCOG Municipal Services Committee oversees the work of all three areas and sets and reviews strategic goals.

## Human Resources

### HR PORTAL

The Human Resources Portal is an online resource for local governments. It features the CRCOG/CCM Annual Municipal Salary Survey and other human resources tools that will assist municipalities stay ahead of the changing HR environment. The Portal focuses on leveraging best practices and automating HR processes to increase operating efficiencies at the local level.

### Current Portal Offerings:



## IT Services

The services that are provided through the IT Services Cooperative are procured through a state approved competitive vetting process. Each contract has specific language that allows Municipalities and public organizations to piggyback on the fixed prices negotiated in each contract. This permits procurement of the product/service without the hassle of the traditional procurement process. These programs work identically to state contracts in terms of the initial procurement.

The CRCOG IT Services Cooperative is a combined effort of the CRCOG Service Sharing Initiative, the Capitol Region Purchasing Council (CRPC) and the Connecticut Council of Small Towns (COST). If you are a member of one of these organizations, you can access the CRCOG IT Services Cooperative without an annual fee. If you are not a member of any of these organizations, you can join the Cooperative as an independent organization for a small annual membership fee. It is also available to boards of education, libraries and other public entities.

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### **ONLINE PERMITTING SOFTWARE**

The Online Permitting Software enables homeowners and licensed contractors to apply for and receive building permits, track the status of permit applications, and request inspections through cloud based permitting technology. On the front end, municipalities can offer a transparent application process and user friendly interface in which citizens can access 24/7. On the back end, the program provides municipalities with an intuitive online tool that will help to organize, streamline, and track their permitting operations. Municipalities can choose between ViewPoint Cloud and Muncity 5; both are online cloud based permitting programs.

### **VOICE OVER INTERNET PROTOCOL (VOIP)**

CRCOG has contracted with CT based Genie Innovations, Inc. and Mitel for Voice Over IP (VOIP) solutions. With this program, municipalities, schools and public libraries can shift to VOIP telephone over the Nutmeg Network. VOIP offers advanced communications such as web and video conferencing, hot desking, "find me, follow me" and many more features. Member towns can choose from either of the vendors who provide different strengths in their offerings.

### **FIBER INFRASTRUCTURE SERVICES**

CRCOG has contracted with Sertex to provide network infrastructure services for fiber-optic and network cabling services. Fiber-optic networks help municipalities by connecting online resources and databases of city departments, upgrading data recovery capability to secure business continuity, and developing fast, reliable online services that provide improved access for your citizens and attraction of new business.

### **GENERAL IT ASSISTANCE**

CRCOG has contracted with Novus Insight to provide a variety of general IT services. Through this service, municipalities have access to a wide spectrum of IT related services including assessment, application development, and on-site support at a predetermined rate.

### **CRCOG CLOUD HOSTING**

CRCOG Hosting Services enable municipalities to have private hosted IT infrastructure that is customized as a solution to their individual needs. CRCOG Hosting Services are provided through our IT Strategic Partner, Novus Insight. Novus can determine which systems are ready for cloud migration or are more appropriately maintained on premise.

### **ELECTRONIC DOCUMENT MANAGEMENT SYSTEM**

CRCOG has contracted with Prime 3SG to develop and implement a nearly paper free system that will allow municipalities to effectively manage employee their personnel files, land use records, and meeting agendas as well as other municipal workflows.

### **TIME AND ATTENDANCE SOFTWARE**

CRCOG Staff recently issued and RFI for Time and Attendance Software. More details will be posted on the CRCOG website when they are available.

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## CYBERSECURITY MANAGEMENT PROGRAM

CRCOG initiated the Cybersecurity Program in response to the State's Cybersecurity Action Plan. Through the CRCOG Cybersecurity Model Policies, municipalities will have a starting point to create and strengthening their internal cybersecurity policies and action plans. At the end of the project, CRCOG towns will be able to piggyback on the contract at a pre-negotiated hourly rate for policy customization. In addition to the model policies, CRCOG's Cybersecurity Program will include additional cybersecurity services, such as assessment, remediation, testing and monitoring through CRCOG's IT partner, Novus Insight (formerly CCAT).

## Capitol Region Purchasing Council (CRPC)

CRPC functions as both a supplemental procurement office for its member municipalities and as a central clearinghouse for the collection and distribution of purchasing-related information and expertise. For our annual and biennial bids, CRPC solicits requirements from our members, establishes the bid specification, advertises the bid to the vendor community through our e-procurement system, newspaper advertisements, and on the CT DAS Procurement Portal, opens the bid and completes a bid tabulation. The CRPC does not make awards for our annual/biennial bids. Our members make their own awards based on which vendor is the lowest responsible, responsive vendor for their particular needs.

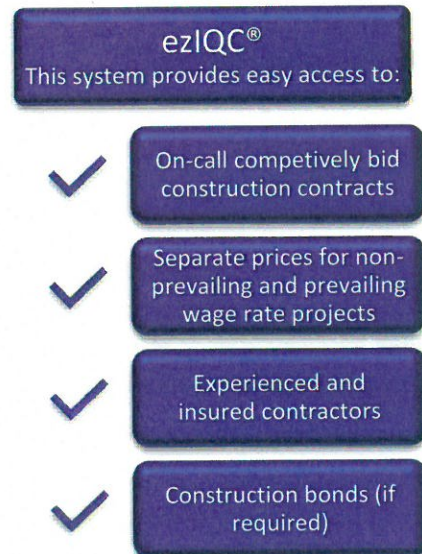
## ENERGY CONSORTIA – ELECTRICITY & NATURAL GAS

The Capitol Region Purchasing Council offers two energy consortia which CRCOG and CRPC members may use to get favorable pricing by aggregating their energy needs.

The CRPC began offering Natural Gas in 1998. Consortium participants have saved over \$9.3 million since the program began. The program is currently on hiatus as market pricing is higher than utility pricing.

## ezIQC®

ezIQC® is a competitive-bid system for procuring an indefinite quantity of on-call construction and construction-related services, typically covering repair, maintenance, and smaller-scale construction/renovation work. A single competitive solicitation is issued for thousands (or hundreds of thousands) of construction task items up front—from general construction to specialty areas like mechanical, electrical, plumbing, flooring, roofing, painting, HVAC, and more. Thanks to this innovative procurement tool, CRPC members no longer have to go out to bid separately for all of their small and medium-sized projects



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## Crumbling Foundations

There are potentially 42 towns affected by the crumbling foundations issue. CRCOG has gathered information and data on crumbling foundations and formed an ad-hoc working committee. The goal of the committee is to provide towns and homeowners with assistance in needed areas, including determining qualified contractors in testing, engineering and remediation.

CRCOG administers a reimbursement program for visual inspection and core testing for failing concrete foundations due to pyrrhotite through the Department of Housing. The state has allocated \$5,000,000 in bond funding to cover this program for homeowners who may or may not be impacted with failing foundations.

## Election Monitoring

According to the Connecticut Public Act 15-5, a regional election monitor is required within each planning region. This election monitor shall represent, consult with, and act on behalf of the Secretary of the State (SOTS) in preparations for and operations of any election (primary or recanvas), or any audit conducted pursuant to section 9-320f of the General Statutes.

To that end, CRCOG has contracted with a consultant to perform regional election monitoring under the general supervision of the CRCOG Director of Municipal Services and at the direction of the Connecticut Secretary of State. The Regional Election Monitor works with registrars and other town officials from the thirty-eight CRCOG member municipalities to fulfill the duties outlined in PA 15-5, Sections 442-444 and contained in the Memorandum of Understanding between the Connecticut Secretary of the State (SOTS) and CRCOG.

## Committees/Councils

### **MUNICIPAL SERVICES COMMITTEE**

The Municipal Services Committee consists of First Selectmen and Mayors, Town Managers, and other municipal officials who are responsible for the administration of local governments. Committee representatives are appointed by the Mayors and First Selectmen of CRCOG member municipalities.

Meetings are held most months on the third Tuesday at noon in Hartford, CT. Meeting notice/agendas and minutes are available on the CRCOG Events page.

### **HUMAN SERVICES COORDINATING COUNCIL**

The Human Services Coordinating Council was established to encourage collaborations and foster development and maintenance of a client-focused structure for the health and human services system in the Capitol Region.

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### **IT SERVICES COOPERATIVE**

The CRCOG IT Services Cooperative is a municipal purchasing initiative that aims to make technology-related products and services more accessible to CRCOG member towns and Connecticut municipalities. This effort started in 2014 to utilize the Nutmeg Network, Connecticut's public broadband fiber network.

The Cooperative is a combined effort of the CRCOG Service Sharing Initiative, the Capitol Region Purchasing Council (CRPC) and the Connecticut Council of Small Towns (COST). If you are a member of one of these organizations, you can access the CRCOG IT Services Cooperative without an annual fee. If you are not a member of any of these organizations, you can join the Cooperative as an independent organization for a small annual membership fee. It is also available to boards of education, libraries and other public entities.

The services that are provided through the IT Services Cooperative are procured through a state approved competitive vetting process. Each contract has specific language that allows municipalities and public organizations to piggyback on the fixed prices negotiated in each contract. This permits procurement of the product/service without the hassle of the traditional procurement process. These programs work identically to state contracts in terms of the initial procurement.

### **AD-HOC COMMITTEE ON CRUMBING FOUNDATIONS**

The goal of this committee is to provide towns and homeowners with assistance in needed areas including determining qualified contractors in testing, engineering and remediation. In addition, the committee could also study the development of other forms of relief to homeowners.

### **CENTRAL CONNECTICUT SOLID WASTE AUTHORITY (CCSWA)**

The Central Connecticut Solid Waste Authority is an independent entity that contracts with the Capitol Region Council of Governments for administrative support.

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## Policy Development and Planning

Policy Development & Planning projects cover diverse topics: land use, zoning, housing, sustainable and livable communities, transit orientated development, brownfields, natural disaster mitigation, and data management. CRCOG's responsibilities include work mandated by the State Statutes and other projects pursued at the direction of the CRCOG Policy Board and the Regional Planning Commission.

## Brownfields

### **METROHARTFORD BROWNFIELDS PROGRAM**

The purpose of this program is to inventory, assess, and help with funding for cleanup of properties contaminated by petroleum products and/or hazardous substances in communities throughout the greater Hartford area. We use grant funding from the US EPA and State of Connecticut to undertake this work on behalf of our cities and towns. Using available grant funding we commission environmental assessments and remedial action planning on municipally sponsored properties suspected of being contaminated by petroleum and/or other hazardous substances. We have developed a Targeted Brownfields Inventory to identify potential brownfields sites near transit stations areas to help support Transit Oriented Development (TOD).

CRCOG will retain the services of licensed environmental professionals to conduct these studies on behalf of the program. Once the extent of contamination is known, we can assist with cleanup of contaminated sites using the Revolving Loan Fund program.

## Sustainability

### **SUSTAINABILITY KNOWLEDGE CORRIDOR (SKC) ACTION PLAN**

In 2000, the Hartford-Springfield Economic Partnership identified their shared cross-border region as one of the leading economic engines in all of New England—and launched the Knowledge Corridor as a concept on which bi-state actions for economic development and infrastructure improvements could be focused. The Knowledge Corridor is tied together by a shared economy, history and culture, and by economic and natural assets including Bradley International Airport, rail lines, Interstate 91, many colleges and universities, and the Connecticut River.

This action agenda was prepared by the Sustainable Knowledge Corridor Consortium—a partnership of 44 public and private agencies including regional planning organizations, municipalities, educational organizations, and other community partners.

The geographic area covered by this plan includes the Hartford, Connecticut, New Britain, Connecticut and Springfield, Massachusetts metropolitan areas—the central portion of the New England Knowledge Corridor.

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Interstates
  Amtrak
  CSX Rail
  Seaports

FIGURE 1 NEW ENGLAND'S KNOWLEDGE CORRIDOR.  
 SOURCE: NEW ENGLAND'S KNOWLEDGE CORRIDOR WEBSITE

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**SUSTAINABLE CAPITOL REGION**

The mission of the initiative is to develop and support integrated, regional approaches to planning, projects and investments that will promote vibrant, healthy communities, protect natural resources and open spaces, provide equitable access to opportunities and create an economically competitive Capitol Region to serve all of our current and future citizens.

**CAPITOL REGION GREEN CLEARINGHOUSE**

This microsite serves as a resource center for our member towns to easily access information to help make their communities more vibrant and sustainable. Information is organized across six topic areas, including Access and Mobility, Affordable Housing, Economic Growth, Environment, Food Security and Green Infrastructure.

**NATURAL HAZARDS MITIGATION**

The Capitol Region is active in planning for natural hazards mitigation in order to reduce our vulnerabilities to natural disasters and enable our communities to minimize losses and recover more effectively when disasters do occur. CRCOG has prepared the Capitol Region Natural Hazards Mitigation Plan that covers the 38 member municipalities.

**Complete Streets**

**COMPLETE STREETS & BIKE AND PEDESTRIAN PLANNING**

In 2014 CRCOG developed its first Active Transportation Audit to gather information and rate key intersections for bicycling and walking in the region. An audit is available for roadway intersections and for trails. The audits are easy to complete and are designed for communities to use on their own as well as for use in the regional bike ped count program.

As part of its overall transportation planning responsibilities, CRCOG is responsible for developing the region’s Pedestrian and Bicycle Plan. The Greater Hartford Transit District and the Capitol Region Council of Governments recently worked with a consortium of agencies to investigate the feasibility of implementing bike share in the Hartford region and in locations outside the region, including Waterbury. The study’s final report lays out a phased plan for implementation of a regional bike share system.

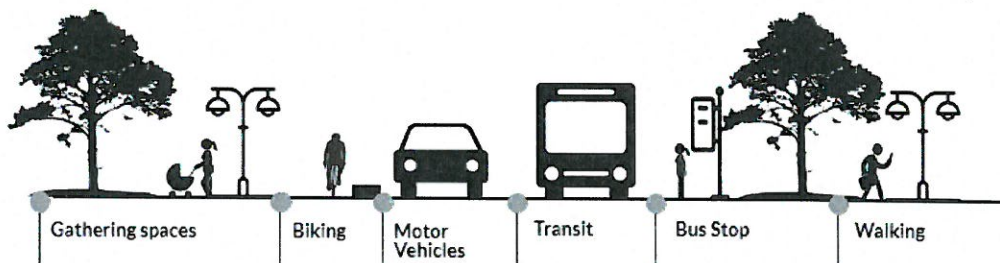


FIGURE 2 EXAMPLE OF A COMPLETE STREET LAYOUT

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## Development

### **REGIONAL PLAN OF CONSERVATION AND DEVELOPMENT**

The “Capitol Region Plan of Conservation and Development: Vibrant. Green. Connected. Competitive.” encourages the creation of a more sustainable region made up of urban, suburban and rural communities that have more housing and transportation choices, are closer to jobs, healthy food, green space, shops or schools, are more energy independent, and help protect clean air and water. The regional plan is not a detailed land use plan, but rather a general guide for conservation and development in the Capitol Region.

### **COMPREHENSIVE ECONOMIC DEVELOPMENT STRATEGY (CEDs)**

CRCOG and the MetroHartford Alliance developed an updated Comprehensive Economic Development Strategy (CEDs) for the thirty municipalities in CRCOG, in addition to Cromwell. This plan focuses attention on four major initiative areas: Clusters, Workforce and Education, Infrastructure, and Downtown Hartford. The CEDs also enables the municipalities who take part to apply for certain grants from the Economic Development Administration. CRCOG will have responsibility for implementation of certain recommendations

### **REGIONAL HOUSING ISSUES**

CRCOG has adopted a Regional Housing Policy that addresses the need for affordable housing, the use and improvement of existing housing, the selective use and demolition of deteriorated housing, and other related issues.

### **STATUTORY LAND USE REFERRALS**

Connecticut General Statutes require that regional councils of governments be notified of and allowed to review and comment upon updates to municipal plans of conservation and development as well as, under certain conditions, zoning map and regulation amendments and proposed subdivisions. CRCOG provides cover sheets for Zoning, Subdivision and POCD Referral submissions.

### **TRANSIT ORIENTED DEVELOPMENT**

Transit Oriented Development (TOD) is a planning approach that calls for high-density, mixed-use business/neighborhood centers to be clustered around transit stations and corridors. TOD is considered a “smart growth” strategy, because it both tackles the issue of where growth should occur from a regional “sustainability” perspective; and it coordinates land use and transportation, such that both land and infrastructure are used efficiently.

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The primary areas of focus on TOD in the Capitol Region center in the Knowledge Corridor, the area that spans from New Haven to Springfield which has seen more than \$1.5 billion in construction that is underway in three new transit and transportation investments.

The Capitol Region Council of Governments has worked recently to study the market around the stations on these three transit investments. In 2013, CRCOG published a market analysis entitled, "Making it Happen: Opportunities and Strategies for Transit-Oriented Development in the Knowledge Corridor".



FIGURE 3 EXAMPLE OF TOD IMPLEMENTATION.  
SOURCE: METROHARTFORD TOD

## Regional GIS

The CRCOG Regional Web GIS and Parcel Viewer utilizes multiple data sets collected from the 38 CRCOG municipalities as well as state and federal agencies. CRCOG has leveraged funding from the Regional Performance Incentive Program (RPIP) to procure high quality base data sets such as high resolution orthoimagery and LiDAR captured elevation data.

## Publications and Studies

CRCOG has dedicated time to planning for future development through a variety of studies and publications. The study process includes data collection and public/stakeholder input. All publications and studies are available on the CRCOG website.

## Committees

### REGIONAL PLANNING COMMISSION

The Regional Planning Commission (RPC), composed of representatives of planning and zoning commission members from each of CRCOG's member municipalities, oversees the development of the regional plan of conservation and development as well as the referral review process.

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**BIKE-PED SUBCOMMITTEE**

CRCOG is responsible for bicycle and pedestrian planning for the region. This planning is overseen by the Bicycle/Pedestrian Committee, a subcommittee of the CRCOG Transportation Committee.

**CORRIDOR ADVISORY COMMITTEE**

The Corridor Advisory Committee was launched in 2013 to provide the chief elected officials and other interested parties of the cities and towns on the New Haven-Hartford-Springfield rail line and the *CTfastrak* rapid transit corridors with a forum to share information and tools for taking full advantage of the \$1.5 billion dollar transportation investment underway. A subcommittee focused on a more detailed consideration of issues related to the *CTfastrak* rapid transit service was also created.

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## Public Safety/Homeland Security

The mission of the CRCOG Public Safety and Homeland Security Department is to access and coordinate federal, state, and local grant and financial opportunities to enhance the region's capabilities to protect the safety, security, and health of its citizens through the region's police, fire, public health, EMS and emergency planning organizations. The Department develops and implements practical projects to promote regional public safety and interagency strategies for public safety service delivery, managerial cooperation, training, and use of advanced technology.

## Training and Exercises

### **REGION 3 TRAINING AND EXERCISE PLANNING WORKGROUP (TEPW)**

The TEPW provides oversight of our regional training and exercise programs and processes to sustain consistent programs state-wide. Our programs incorporate the principles contained in the federal government's Homeland Security Exercise and Evaluation Program (HSEEP). CRCOG maintains a database of regional exercise after action reports on its website to assist the region in building a better regional response capability and support member communities in their NIMS compliance efforts

### **TRAINING DOCUMENTS**

CRCOG hosts and updates multiple documents that assist in performing training and exercise programs. The following documents can be found on the CRCOG website:

- Region 3 Training and Exercise Plan
- NIMS Training Requirements
- CREPC Training Reimbursement Form
- Region 3 Training and Exercise Planning Workgroup Charter
- Region 3 "Coordination of Exercises Policy"
- Users Handbook

### **HSEEP AND AAR/IP DOCUMENTS**

All of CRCOG's programs incorporate the principles contained in the federal government's Homeland Security Exercise and Evaluation Program (HSEEP). Various documents can be found on the CRCOG website.

## Committees

### **CAPITOL REGION EMERGENCY PLANNING COUNCIL (CREPC)**

CREPC is responsible for developing hazardous materials emergency plans as well as overall emergency response plans for the capitol region. CREPC is used by 28 municipalities as their Local Emergency Planning Committee and 41 communities are located in DEMHS Region 3 and respond via the Region's Regional Emergency Support Plan (RESP). The mission of CREPC is to enhance the operational readiness of the member governments in handling hazardous materials incidents and all types of emergency incidents.

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## Emergency Support Functions

CREPC maintains CRCOG's Emergency Support Functions, which provides the structure for coordinating Federal interagency support for a federal response to an incident. These include:

- RESF 1 Transportation
- RESF 2 Communications
- RESF 3 Public Works and Engineering
- RESF 4 Firefighting
- RESF 5 Emergency Management
- RESF 6 Mass Care, Functional Needs Management and Volunteer Management
- RESF 7 Logistics Management and Resource Support
- RESF 8 Public Health and Medical Services
- RESF 9 Search and Rescue
- RESF 10 Oil and Hazardous Materials Response
- RESF 11 Animal Response (Agriculture and Natural Resources)
- RESF 13 Public Safety and Security
- RESF 14 Long Term Community Recovery
- RESF 15 External Affairs (Media)
- RESF 20 Faith Based Organizations
- RESF 21 Collegiate Support Services

Other entities that fall under CREPC:

- Capitol Region Medical Reserve Corps
- Metropolitan Medical Response System (CR-MMRS)
- Capitol Region Incident Management Team
- Capitol Region Incident Communications Team
- Capitol Region Command Post Committee
- Capitol Region Citizen Corps Council

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FIGURE 4 MAP OF DEMHS REGION 3.  
 SOURCE: CRCOG REGIONAL EMERGENCY SUPPORT PLAN

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## Transportation

The transportation department is involved in multi-modal planning, planning for improvements to the operations and management of the region's highway and roads, overseeing funding opportunities, and programming transportation projects. In addition, CRCOG creates targets for federally established performance measures and oversees various core transportation plans including the Metropolitan Transportation Plan.

## Core Plans

### **METROPOLITAN TRANSPORTATION PLAN (MTP)**

The MTP is a plan that lays out a vision for the region's transportation system over the next 25 years. The MTP is a federally-mandated plan that determines the region's priorities for spending federal transportation funds in the region. As the region's Metropolitan Planning Organization (MPO), CRCOG develops this plan to form the core of its transportation planning program and updates the document every four years. CRCOG's MTP for 2019-2045 was approved by the CRCOG Policy Board on April 3, 2019.

### **TRANSPORTATION IMPROVEMENT PROGRAM (TIP)**

The TIP is a list of highway, bridge, transit, and multimodal transportation projects in the Region scheduled to receive federal funds over the next four years. It summarizes projects by location, funding source, cost, and year. The TIP is prepared every three years but is amended frequently. The TIP for federal fiscal years 2018 through 2021 was adopted by the CRCOG Policy Board on July 24, 2017.

### **UNIFIED PLANNING WORK PROGRAM (UPWP)**

The UPWP describes the annual transportation planning activities for the region and identifies the long- and short-range transportation planning objectives. Within the UPWP there are specific activities outlining how these objectives will be achieved, the budget necessary to sustain the overall planning effort, and anticipated deliverables and schedules. Specific work tasks within the UPWP are reflective of items and concerns originating from transportation agencies at the federal, state, and local levels. The UPWP follows a continuing, cooperative, and comprehensive (3C) transportation planning process.

## Multi-modal planning

### **MOBILITY MANAGEMENT**

Mobility Management programs connect people with disabilities, seniors, and low-income individuals with accessible and reliable transportation options. These programs also seek to identify gaps and barriers to public transportation that prevent individuals from using existing services. Once gaps have been uncovered, Mobility Managers work with partners from the transportation and human service communities to find creative solutions, creating a "one-stop shop" where people can find transportation service that meets their needs.

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While most of the Capitol Region is served by Way to Go Connecticut, the CROCOG towns of Columbia, Coventry, Mansfield, and Willington fall within the coverage area of the Eastern Connecticut Transportation Consortium.

**VULNERABLE USERS**

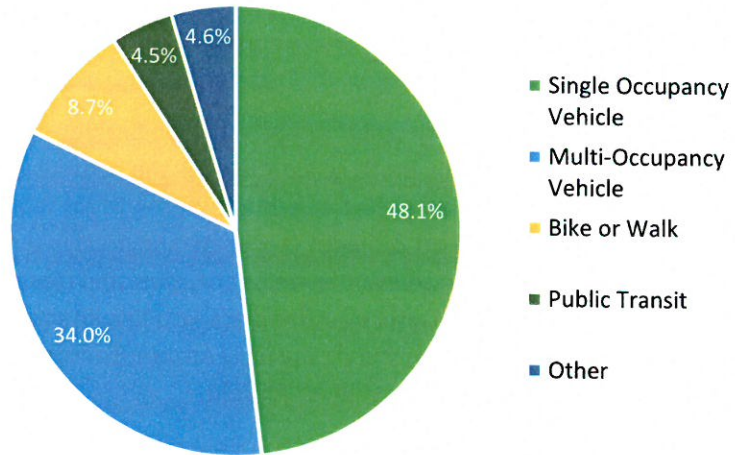
CROCOG remains committed to transportation planning that is inclusive of vulnerable users such as pedestrians and bicyclists. Here, CROCOG’s Transportation Department works together with the Policy Development and Planning Department to implement Complete Streets and Active Transportation.

**ROADWAY SYSTEM**

There are approximately 115 miles of freeways, 560 miles of arterial roadways, and approximately 3,345 miles of collector and local roads within the Capitol Region. VMT is expected to grow approximately 12% over the next 25 years, which calculates to be approximately 22.75 million vehicles per day by 2040.

To safely and efficiently manage vehicular traffic flow, several initiatives are being advanced. Congestion management and traffic incident management strategies are monitored and advanced as well as freight initiatives and roadway projects.

Mode Share within CROCOG Region



DATA SOURCE: CROCOG MTP

**BUS TRANSIT**

In partnership with CTtransit and the Connecticut Department of Transportation (CTDOT), CROCOG completed a Comprehensive Service

Analysis of local bus service in the Hartford (2017) and New Britain/Bristol (2018) Divisions of CTtransit. This study included a detailed review of the existing CTtransit service and provided recommendations for improving service to meet the region’s needs. The final reports can be found on the CROCOG website.

**COMMUTER PARKING LOTS**

The Capitol Region includes 45 state-owned commuter parking lots across 27 municipalities. CROCOG began conducting biannual capacity counts for the Region’s commuter parking lots in Spring 2017. Data tables as well as maps showing lot locations, average spaces available, and average percent full are available on the CROCOG website.

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## **FREIGHT**

Due to the typical distances that freight is transported, CRCOG can only directly impact a small fraction of the infrastructure that is utilized to move freight to, from, or through the region. Due to the location of the CRCOG region within the New England transportation networks, it is apparent that freight planning efforts must take into consideration a state and multi-state perspective. Therefore, an essential part of the CRCOG freight planning strategy is close interaction with neighboring planning organizations as well as CTDOT to ensure that the aspects of freight movements within the region are being reflected in the planning efforts at the State and New England level. In addition to this coordination, CRCOG continues to work with Towns and freight stakeholders to identify freight concerns and opportunities within the Region.

## **RAIL**

CRCOG is a proponent of expanded commuter and regional passenger rail access in the Capitol Region. Moving forward, CRCOG will continue to support increased rail service in the region, with a focus on continuing to improve the *CTrail* Hartford Line and developing a link to Boston via Springfield. Such improvements would help to further connect the Metro Hartford region with its neighbors to encourage economic growth and regional tourism. Passenger rail improvements is a component of CRCOG's Regional Transit Strategy.

## **AVIATION**

The Capitol Region's "regional scale" airports include Bradley International Airport in Windsor Locks and Brainard Airport in Hartford. Bradley, identified as the "Gateway to New England," is an important transportation facility and an engine of economic growth for the Capitol Region and the State of Connecticut. Brainard Airport provides corporate and private service. The Connecticut Airport Authority (CAA) manages Bradley International Airport and the state's five general aviation airports (including Hartford-Brainard airport). There are also five important, smaller airports in the region: Plainville: Robertson Field, Simsbury: Simsbury Airport, East Windsor: Skylark Airport, Ellington: Ellington Airport, and Marlborough: Salmon River Airfield.

## **Operations & Management**

### **CONGESTION MANAGEMENT**

A Congestion Management Process (CMP) is a systematic approach to measuring transportation system performance and developing proposals to manage traffic congestion. Metropolitan areas with a population over 200,000 are required to develop and implement a CMP as part of the metropolitan planning process.

The major function of the CMP is to enable the MPO to implement regional management and operations strategies by identifying and addressing congestion in the region. CRCOG developed the first Hartford Transportation Management Area (TMA) CMP report in 2005. The report was updated in 2010 and 2015. The 2015 update utilized travel data provided by FHWA NPMRDS program. All three documents can be found on the CRCOG website.

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FIGURE 5 EXAMPLE OF A TRIP PLANNING APP.  
SOURCE: CRCOG MTP

## INTELLIGENT TRANSPORTATION SYSTEMS (ITS)

ITS means electronics, communications, or information processing used singly or in combination to improve the efficiency or safety of a surface transportation system (FHWA). CRCOG coordinates with the CTDOT and adjacent MPOs to conduct ITS planning throughout the region.

The Capitol Region Intelligent Transportation System (ITS) Strategic Plan was developed in 2015 as an update to the 1997 ITS plan. The Plan includes five goals designed to improve the operation of transportation systems through the use of technology, along with objectives and strategies to reach those goals.

## TRAFFIC INCIDENT MANAGEMENT

CRCOG established the Greater Hartford Traffic Incident Management (TIM) Coalition in 2016. The Coalition includes both public and private stakeholders and acts as a steering committee overseeing a regional TIM program within the Hartford Urbanized Area. The program strives to strengthen the role of the responder community, increase the safety for motorized and non-motorized users, and promote efficient transportation system management and operation along the state's highway system.

## ADA SELF EVALUATIONS AND TRANSITION PLANS

Per Federal guidance, all municipalities that employ 50 or more persons must develop an Americans with Disabilities Act (ADA) Transition Plan to outline steps and a schedule for making sidewalks, crosswalks, and public walkways accessible to persons with disabilities. The first step in developing such a plan is to perform a Self Evaluation to identify physical obstacles that limit the accessibility of individuals with disabilities.

CRCOG provides resources related to the ADA Self Evaluations and Transition Plans on its website, and CRCOG staff are available as needed to assist Towns in the development of these documents.

## Funding Opportunities

There are many State and Federal transportation funding sources available to municipalities. To aid in the understanding of some of these programs, CRCOG has prepared a "Guide to Transportation Funding Sources for Municipalities," which can be accessed on the CRCOG website.

## LOCAL TRANSPORTATION CAPITAL IMPROVEMENT PROGRAM (LOTICIP)

The LOTICIP program was established to supplant federal funds offering opportunities for improved project delivery. The program provides state funds to municipal governments through Regional

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Planning Organizations for transportation projects of regional significance, including reconstruction, pavement rehabilitation, sidewalk, bridge and multi-use trail projects

CRCOG offers on-call services for LOTCIP Program Assistance. CRCOG selects firms to assist municipalities with LOTCIP tasks, though municipalities are not mandated to contract with the firms. The firms are chosen through CRCOG's competitive qualifications-based selection (QBS) process and therefore are expected to satisfy the selection requirements of its member municipalities.

### LOTCIP Project Benefits



#### LOCAL ROAD ACCIDENT REDUCTION PROGRAM

The Local Road Accident Reduction Program provides funding for lower cost safety improvements on local roads. The Council of Governments' role in the program is to solicit proposals from the towns, conduct the initial screening of proposals, and identify those which will be forwarded to CTDOT. These proposals are then evaluated by CTDOT and ranked by benefit/cost ratio.

#### TRANSPORTATION ALTERNATIVES

The Transportation Alternatives (TA) Set-Aside program is designed to help expand transportation choices and enhance the transportation experience. Eligible projects generally include on-and off-road pedestrian and bicycle facilities, infrastructure projects for improving non-driver access to public transportation and enhanced mobility, community improvement activities, multi-use trail projects, and safe routes to school projects. As funds are available under this program, CRCOG solicits proposals and works with member towns to identify a priority list of projects to be sent to CTDOT for funding consideration.

#### CONGESTION MITIGATION AND AIR QUALITY IMPROVEMENT

The Congestion Mitigation and Air Quality (CMAQ) Improvement Program is a Federal program that funds transportation projects and programs that contribute to attainment or maintenance of the national ambient air quality standards (NAAQS) for ozone, carbon monoxide, and particulate matter. The CMAQ program supports the two goals of improving air quality and relieving congestion.

As a non-attainment area for ozone and particulate matter, Connecticut receives Federal CMAQ Improvement Program funds based on the population in the non-attainment areas of the state and the severity of air quality problems. The Capitol Region is part of the Greater Connecticut area, which is classified as moderate nonattainment

### Performance Measures & Performance-Based Planning

MAP-21 and the FAST Act legislation required USDOT to establish transportation performance measures and required States and MPOs to set performance targets for those measures. There are five groupings of performance measures: three mandated by the Federal Highway Administration (FHWA) and two by

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the Federal Transit Administration (FTA). The three FHWA measure groupings are Safety, Bridges and Pavement, and System Performance. The two FTA measure groupings are Transportation Asset Management (TAM) and Transit Safety. Performance targets for these measures are required of both state departments of transportation and metropolitan planning organizations, which will work together towards meeting these targets. If state DOTs and MPOs do not comply, federal funding for state and local transportation projects may be affected. These performance measures must be regularly monitored and reported with new targets, typically set in two- or four-year timeframes. In a shift towards performance-based planning, achievement of these targets also serves as the basis for project identification within CRCOG's MTP.

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## Administration and Finance

The mission of the administration and finance department is to provide general management and direction for CRCOG and to ensure that the goals and priorities set by the Policy Board are implemented effectively and efficiently. Responsibilities include accurately recording, reporting and safeguarding the financial assets and activities of CRCOG, managing and maintaining financial records in conformity with generally accepted accounting principles (GAAP) and in compliance with State and Federal laws, developing and maintaining effective and efficient financial planning, reporting and central support systems in order to support the CRCOG's operating departments in achieving their program objectives, and providing financial information on a timely and meaningful basis to the Executive Director and Policy Board. The Finance and Administration Department is responsible for:

- Accounting & Reporting
- Budget Preparation
- Cash Receipts
- Cash Management
- Accounts Payable and Accounts Receivable
- Payroll & Benefits Administration
- Preparation of Annual Audit
- Contract Management
- Human Resources

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## [Appendix](#)

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CAPITOL REGION  
COUNCIL OF GOVERNMENTS

Working together for a better region.

## Municipal Sharing Summary

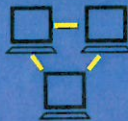
CRCOOG has compiled a summary of the various service sharing our municipalities do. The categories are as follows: Back Office, Public Safety and Health, Intratown, and Equipment/Other Sharing.

### Service Sharing - Back Office



Capitol  
Region  
Purchasing  
Council

110 Members

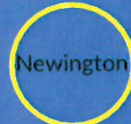


Nutmeg  
Network

97 Connected or  
In Process

Software/  
Tech

5 participating towns



Staff/  
Consulting



5 participating  
towns

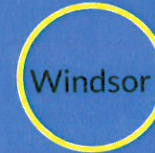
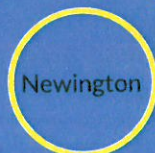
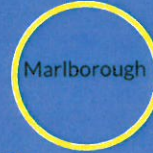
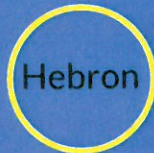
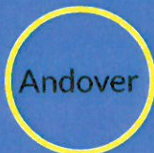


VOIP

5 participating towns

Finance

8 participating  
towns



# Service Sharing - Public Safety and Health



## CAPTAIN

97 Members

Region 3



Regional Training, Emergency Support, and Preparedness



## Digital Investigations

26 municipalities + 10 others



## Ambulance Services

6 municipalities



## Fire Services

11 municipalities



## Traffic Programs

16 municipalities



## Mutual Aid

7 municipalities



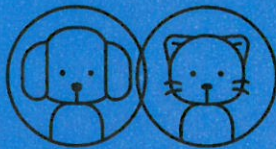
## Dispatch

14 municipalities



## Waste Services

15 municipalities



## Animal Control and Shelter

16 municipalities



## Training

12 municipalities



## Health Districts

7 districts  
31 towns

# Service Sharing - Intratown



Finance

5 municipalities



Human Resources

6 municipalities



IT Services

10 municipalities



Field Maintenance

12 municipalities



Facilities

11 municipalities



Other

10 municipalities

*Mechanical Services, Refuse, Snow Removal, Risk Management, Insurance, Marketing, etc*

# Service Sharing - Equipment/Other



**Equipment Sharing**  
25 participating towns



**Maintenance**  
9 participating towns

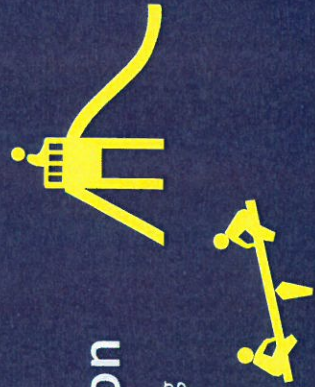
**Economic Development**  
9 participating towns



**Senior Programs**  
16 participating towns



**Social Services**  
7 participating towns



**Recreation**  
11 participating towns



**Regional Education**  
9 participating towns

# CRCOG Member Towns





**First Hour Checklist for Emergencies**  
*Guide for Chief Elected Officials, Department Heads,  
 Emergency Manager and other Decision-makers*

**IMMEDIATE ACTIONS FOR ANY INCIDENT**

- 1. **Gain Incident Situational Awareness**
  - **Work with your local EMD and first responder service chiefs**
- 2. **Determine Incident Response Status**
- 3. **Review Status of Initial Protective Actions**
- 4. **Local EMD (or designee) contacts Regional Integrated Coordination System (RICS). (Notification and/or Resource request beyond standard mutual aid**
- 5. **Consider Additional Protective Actions**
- 6. **Determine Next Steps to Coordinate and Implement Protective Actions**
- 7. **Establish City/Town Wide Notifications / Conference Call**
- 8. **Evaluate Public Information Needs**

**1 INCIDENT SITUATIONAL AWARENESS**

- Nature and Expected Duration of Incident
  - o Natural Disaster
  - o Accident
  - o Terrorism
  - o Other
- What , Where, When, Who
  - o Missing
  - o Injured
  - o Fatalities
- Estimated Key Resource Losses - Personnel
- Estimated Critical Infrastructure Damage
  - o Power (CL&P, etc.)
  - o Telephones / utilities
  - o Medical
  - o Transportation
  - o Water
  - o Other
- If an incident has not occurred but threats or warnings are issued, what is the latest information/intelligence about the situation? What are the potential impacts?
- Who else needs to be notified?
- What has been posted to Web EOC? (See Box # 4)

**2 INCIDENT RESPONSE STATUS**

- Determine Lead Agency
- Establish ICS Structure / Incident Commander
- Activate Local EOC if warranted
- Other Assets/Departments/Agencies
  - o On Scene
  - o Available
  - o Needed
- What is the threat status and/or emergency declarations status (local, federal, state)
- Need Local Emergency Declaration for Federal assistance

**3 INITIAL PROTECTIVE ACTIONS (SCHOOLS, WORKFORCE, AND TRANSPORTATION)**

- Have any initial protective actions occurred for **schools** (e.g., lockdown)?
- Has any initial protective action occurred for **citizens** and the **workforce** (e.g., shelter in place)?
- How have special populations been addressed?
- Has any initial protective action occurred for **transportation** (e.g., public transit operational, HOV restrictions lifted)

**INITIAL PROTECTIVE ACTIONS — CONTINUED**

- What schools/workforce facilities are in the hazard area?
- What other protective actions (see section 4) should be considered, and who else should be involved in discussions?

**4 REGIONAL NOTIFICATIONS**

- Contact the Regional Integrated Coordination System (RICS) at **860-832-3477**
  - o RICS notifies RESF-5 on call Duty Officer
  - o RESF-5 will notify DEMHS Regional Coordinator if not already notified.
  - o Resources beyond standard mutual aid
- Web EOC postings at <https://www.webeoc.ct.gov/eoc7/default.aspx>

**5 ADDITIONAL PROTECTIVE ACTIONS**

- What additional protective actions may be needed to protect affected general public, schools, workforce, etc.?
  - o Evacuation, in-place protection, quarantine, school/work dismissal, cancellation of public meeting and closing of government facilities
- How can you prepare for response?
  - o Activate emergency operations centers and joint information centers; inform health services sector, mass care facilities, transportation assets, request mutual aid, issue public advisories
  - o Contact CREPC RCC for resource needs
- What considerations should be made when making protective action decisions? *Many factors play a role in decisions and should be evaluated case-by-case. The following are general considerations.*
  - o For a **threat or hazard involving regional impact** consider partial or full-scale evacuation of potentially impacted area.
  - o For a **threat or hazard involving local impact**, consider partial local evacuation unless addressed below.
  - o For a **short air release of toxic chemical** (e.g., brief plume), consider sheltering in place initially downwind of release.
  - o For a **long air release of toxic chemical** (e.g., continuously leaking), consider local evacuation of persons downwind of release.
  - o For an **explosion**, consider evacuating the impacted area and consider secondary devices.
  - o For **infectious contamination**, depending on type, consider quarantine, requesting strategic national stockpile, and/or mass prophylaxis.
  - o For **dirty bomb**, consider sheltering initially and then evacuation of persons downwind.
  - o For **flooding**, consider evacuation of impacted area.

**First Hour Checklist for Emergencies**  
*Guide for Chief Elected Officials, Department Heads,  
 Emergency Manager and other Decision-makers*

**6 NEXT STEPS**

- What response actions need to be coordinated regionally?
- What resources are needed?
- Provide shelter for residents – Local Emergency Management, American Red Cross, CREPC, CT-DEMHS
- Assist with other response operations as needed – Local Emergency Management, Local PD / FD, EMS, CREPC, CT-DEMHS, Behavioral Health

For evacuations and sheltering there are numerous operations that need to be coordinated. Below is a summary of the major evacuation tasks and the agencies that will play a lead role for implementing these tasks.

- Identify evacuation routes (locally and Regionally) - Local PD, DPW, RCC, C-DOT, CSP
- Coordinate and manage traffic and provide roadside assistance – Local PD, DPW, C-DOT (traffic signals), CSP
- Coordinate and provide transportation for residents – Local Emergency Management, Local Transit Agencies, School System and Bus Driver representatives, Private sector transportation (bus, rail), CREPC
- Provide support for functional needs populations – Local Emergency Management, Health and Human Services, local community and family services departments, faith based and non-governmental organizations, CREPC, CT-DEMHS
- Coordinate and communicate with the private sector and community and faith based organizations to obtain goods and services necessary to support response operations – Local Emergency Management, CREPC, CT-DEMHS

**7 INTEROPERABLE COMMUNICATIONS**

- Determine status of land based and cellular communications
  - o Emergency Radio communications
  - o Telephones / any back up
  - o Internet / any back up
- Regional Interoperable radios systems include:
  - o Intercity – Ties all municipalities in Region together *Located within each community / CREPC-RCC / RICS*
  - o DEMHS High band – Ties all Local EOCs with DEMHS Regional Coordinator- *Located within each community / CREPC-RCC*
- CT-DEMHS Web EOC
  - o Web based browser Incident Management software
- Determine access to other communication modes – e.g. CT Amateur Radio Emergency Service (Ham Radio)

When needed ensure communication systems are properly staffed and monitored.

**8 PUBLIC INFORMATION**

- Determine what information the public will need and how quickly
- Determine appropriate communication modes:
  - o 911 Reverse Emergency Notification
  - o Community based television and radio
  - o Broadcast networks; television and radio

**FIRST HOUR SUMMARY STATEMENT**

**This summary statement can be filled in with details gathered in steps 1-3.**

*[An incident] has occurred in [jurisdiction].*

*[Local and state officials] are [responding / managing the incident].*

At this time, we are asking individuals who live or work in the area to *[shelter in place / evacuate]* and monitor local radio and television stations for further information and instructions.

Schools and daycare facilities throughout the region are *[locked down. Students will not be released until the situation has been fully assessed.]*

*[Name of transit systems] are [operational]. Roads [remain open], and HOV restrictions [been lifted].*

*[Include additional protective actions from section 4 and other information from section 5 as necessary.]*

**REGIONAL COMMUNICATIONS / INFORMATION SHARING**

**The CREPC RCC provides the regional resource coordination and communications platform.**

CT-DEMHS provides a mechanism for State, local and other public/private agencies, and organizations to communicate & collaborate for planning, information sharing & coordination before, during, and after a regional emergency through WEB EOC.

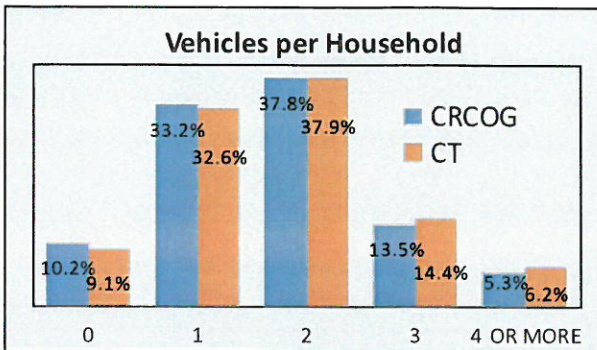
- 1) Communities will be notified when CREPC RCC is activated - the RCC direct contact # **860-647-5696**
- 2) Upon notification, CREPC RCC and DEMHS Region 3 Coordinator will arrange conference calls and alert Local EMDs, Public Safety, and Regional & State Emergency Support Functions Organizations, and Chief Elected Officials and other public officials.
  - a) DEMHS Operations Director, or designee, will lead the EMD-Public Safety Conference Call to obtain regional situational awareness for the State, response status and discuss protective actions. Local EMDs should contact their CEOs to make them aware of the situation and ensure that they can participate in the policy-level CEO conference call.
  - b) No later than 30 minutes following the EMD-Public Safety call, DEMHS will lead the policy-level CEO call to review situation status and make regional decisions.

**Agenda:** During both calls, the group will discuss incident facts, response status, protective actions needed, and regional coordination to implement protective actions.



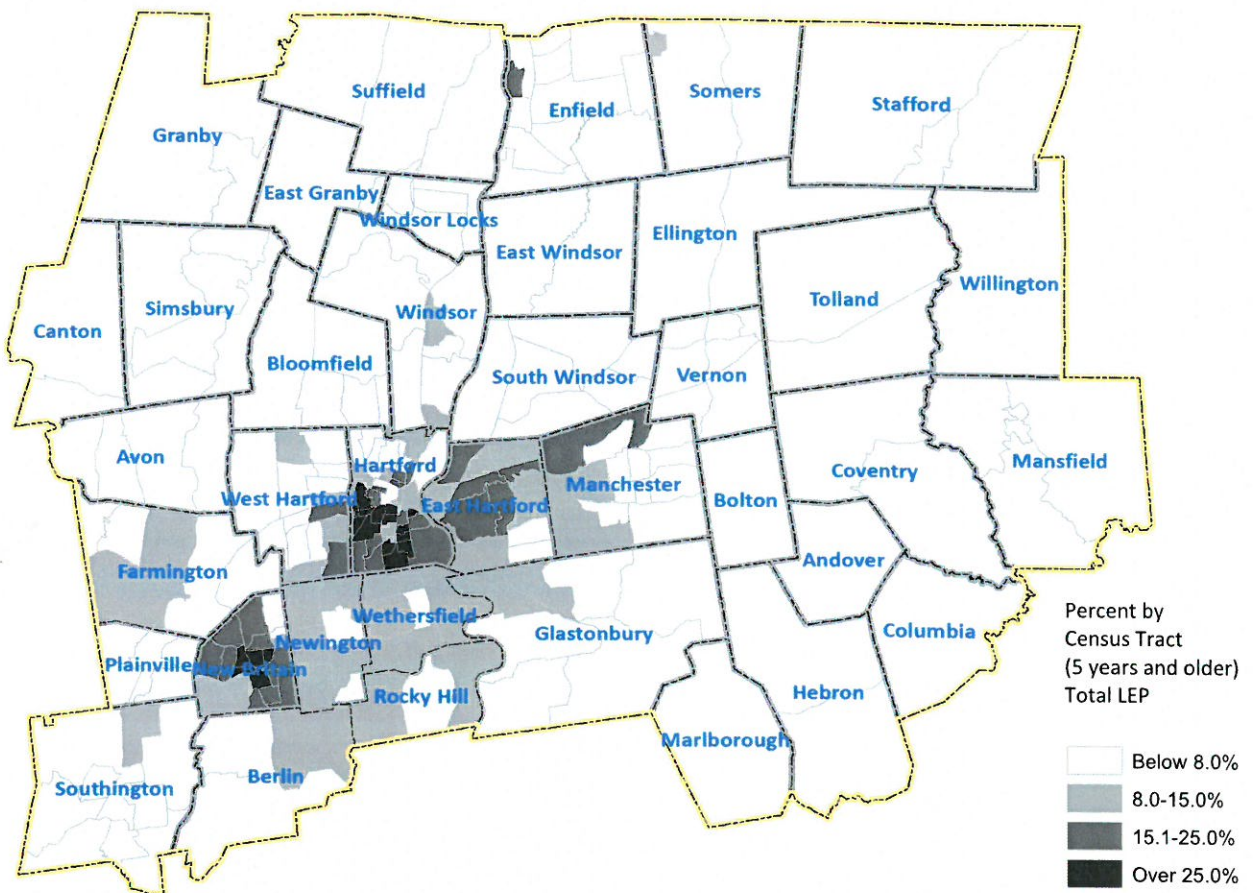
# Regional Statistics

Vehicles per Household <sup>1</sup>	
No. of Vehicles	CROCOG
0	38,051
1	123,779
2	140,566
3	50,212
4 or More	19,707



Regional Overview <sup>3</sup>	
38 municipalities	1,049 square miles
973,959 total population	375,597 households
31.92% minority population	10.08% with no automobile
11.02% below poverty level	518,700 jobs (2014) <sup>4</sup>

## Limited English Proficiency (LEP) Population



Race and Ethnicity in the Region <sup>3</sup>		
Racial or Ethnic Group	#	%
Non - Hispanic White	663,060	68.1%
Hispanic or Latino (of any race)	137,266	14.1%
African-American or Black	112,604	11.5%
Asian, Native Hawaiian, & other	41,555	4.3%
American Indian & Alaska Native	1,405	0.1%
Some Other Race	2,391	0.3%
Two or More Races	15,678	1.6%
<b>Total</b>	<b>973,959</b>	<b>100%</b>

LEP Languages in the Region <sup>2</sup>					
Language	# of LEP	% of CROCOG Pop	Language	# of LEP	% of CROCOG Pop
Spanish	39,328	4.3%	Russian	1,441	0.2%
Polish	7,867	0.9%	Hindi	1,278	0.1%
Chinese	2,912	0.3%	Serbo-Croatian	1,161	0.1%
Portuguese	2,726	0.3%	Gujarati	1,084	0.1%
Italian	2,594	0.3%	Arabic	1,054	0.1%
French	1,983	0.2%	Korean	1,050	0.1%
Vietnamese	1,660	0.2%	<b>Total</b>	<b>78,010</b>	<b>8.4%</b>

Data Source: (1) ACS 2012-2016 5 yr. estimate. (2) ACS 2011-2015 5 yr. estimate. (3) Census 2010. (4) Department of Labor.  
Date Published: March 2018

