



Hartford, CT

Took Their City Hall Completely Digital

200

digital forms, many converted from PDFs

24,000

online form submissions

Streamlined

Public record request process

Increased

access to digital services

OVERVIEW

Hartford was founded in 1635 and is among the oldest cities in the US. The state of Connecticut has no county-level executive or legislative government, therefore municipalities like Hartford provide nearly all local services such as fire and rescue, education, and snow removal.

SITUATION | A VISION TO BRING DATA AND PEOPLE TOGETHER

As Mayor Luke Bronin looked to his second term with the City of Hartford, he wanted to rethink the City's approach to informing, engaging, and serving its residents. To do that, the mayor kicked off a redesign of the City's website, leveraging a user-centered and human data-driven approach to reimagine how the website could be a better reflection of a Digital City Hall.

SOLUTION | TOOLS TO BUILD TRANSPARENCY, TIMELY SERVICE

Working with Granicus, Mayor Bronin and his team found that most residents came to the website trying to get something done or complete a transaction, which in many cases could not be done online. Public record requests were also growing exponentially. Given the City's commitment to making it easier for residents to do things online, the Mayor knew that driving transparency, being compliant, and providing timely public records were key to providing better digital services. The City focused on addressing those needs for their new-and-improved website, ensuring that residents could complete tasks from the comfort and safety of their homes and mobile devices.

RESULTS | "A TRUE DIGITAL CITY HALL"

Within a year, the City launched its new website with over 100 online forms, converting PDFs to digital services and rebuilding their permitting process. Today, the City has created over 200 forms, with more than 24,000 submissions. By investing in Granicus's public records request software, the City also streamlined that process for residents. The new combined digital solution platform is serving and engaging the Hartford community far more effectively and efficiently.

MUST HAVE SOLUTION

Government Experience Cloud

OpenCities

OpenForms

GovQA

“I'm grateful that we had a partner that understood how important it is to start by listening closely and carefully to the residents, the service users, and our City team.”

Mayor Luke Bronin,
Hartford, CT