



www.newbritainct.gov
www.visitnbct.com

Experience the NEW



Dear New Britain Resident,

The City of New Britain continues to be a community on the rise, with many exciting projects and initiatives that will contribute to the bright future and quality of life that we all deserve as residents of this great City.

As your municipal government, we strive to provide you with resources and services that are critical to your every day well being, as well as empower you to create the life you have envisioned for yourself and your family right here in New Britain.

The City of New Britain boasts a thriving business community, a multitude of tourist attractions, as well as fun events throughout the year that provide an opportunity to come together as a community and display our deep pride in this great City.

Remember to do your part to support our local New Britain businesses - they are the backbone of our community. Use this guide as a resource for accessing all the City of New Britain has to offer those who live, visit and do business here.

Sincerely,

A handwritten signature in blue ink that reads "Erin E. Stewart".

Mayor Erin E. Stewart
mayor@newbritainct.gov
(860) 826-3303

www.newbritainct.gov



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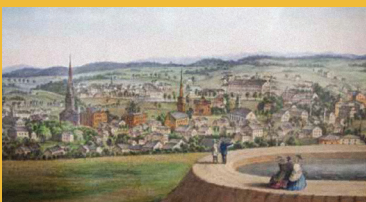
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TABLE OF CONTENTS

History of New Britain	02
Health & Wellness Information	03
Demographics	04
Emergency Contacts	05
Frequently Asked Questions	06
Human Services	07
City Hall Directory	08
Government Officials	13-15
Parks	16
Schools	1
Board of Education	20
Where to Eat	21-22
Sports & Entertainment	24-25
Annual City-Wide Events	28-29
Local Points of Interest	30
Recycling Information	31

A HISTORY OF NEW BRITAIN



New Britain was settled in 1687 before becoming a city in 1871. In the early 1900s, New Britain was home to manufacturers such as Stanley Works, P&F Corbin Company, and North & Judd, earning renown as the hardware capital of the world. Immigrants filled

thousands of positions in the “Hardware City,” starting their lives in America right here in New Britain, CT.

New Britain is home to many firsts, including the first wire coat hanger, invented in 1869 by O.A. North, and the technique of dribbling in basketball, which was developed at the New Britain YMCA in 1895. The City covers 13.4 square miles and is home to approximately 74,000 residents. In addition to the world headquarters of Stanley Black and Decker, New Britain is also home to Central Connecticut State University, more than 1,200 acres of natural park land, the largest Polish business district outside of Chicago, the Museum of American Art and the New Britain Bees of the Futures Collegiate Baseball League.

A HISTORY OF THE HIVE The Origin of the City Seal

On March 26, 1873, two years after the incorporation of as a City, the Common Council adopted the recommendation of a special committee tasked with establishing a City seal and flag. The committee created a flag in predominately red and gold emblazoned with the City motto, “Industry fills the hive and enjoys the honey.” That phrase was penned by Elihu Burritt, a New Britain native commonly known as the “Learned Blacksmith,” and it stems from the “worker bees” who helped to transform New Britain into the hardware capital of the world over the first half of the 20th century. If you look closely at the seal, you can see seven bees, which represent New Britain’s seven founding factories: the Stanley Works; Fafnir Bearing; Landers, Frary, and Clark; Corbin Russwin; North & Judd Manufacturing; the New Britain Machine Company; and Skinner Precision Industries.



CURBSIDE RECYCLING GUIDE

Questions? Contact CWPM at 1-800-966-2976

Recycling Guidelines

- Carts must be at least 3 feet from other carts and other objects
- All containers must be rinsed and cleaned
- Do not overfill carts, lids must be closed
- Place carts with arrows facing toward street



YES



Glass and Metal Food & Beverage Containers



Paper



Clean Food & Beverage Containers



Plastic Containers



Corrugated Cardboard

NO



Trash



Sharp Objects



Prescription Drug Containers



Aerosol Cans



Toxic Fluid Containers



Plastic Bags





Quo Vadis

106 Broad Street
(860) 832-9420

Quo Vadis is a destination shop located on Broad Street, the heart of New Britain's renowned Little Poland neighborhood. Quo Vadis sells a wide variety of Polish specialty items, and offers a unique experience to any shopper who visits there.

Un-Known Clothing

18 Main Street
(860) 357-2345

Un-Known Clothing has the most up to date urban and vintage apparel around. They have hand selected Men's and Women's brands from all over the world and pride themselves in finding unique clothing items that are not sold anywhere else.

Avery's Beverages

520 Corbin Avenue
(860) 224-0830

In 1904, Sherman F. Avery began crafting one of the finest soft drinks known to man. Even today, Avery's continues to take pride in their home delivery service, which originated on a horse and buggy before the First World War. Stop by Avery's to check out their many soda flavors, how they're made, and even create your own flavor if you wish!



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IMPORTANT CONTACTS

NEW BRITAIN HEALTH DEPARTMENT

Francine Truglio, Interim Director of Health
55 Pearl Street
New Britain, CT 06052
Phone: (860) 612-2771
After Business Hours: (860) 826-3000
Website: newbritainct.gov/services/health
Email: ftruglio@newbritainct.gov

CT DEPARTMENT OF PUBLIC HEALTH

410 Capitol Ave.
Hartford, CT 06134
Phone: (860) 509-8000
Website: portal.ct.gov/DPH



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New Britain's holistic approach to helping those struggling with homelessness and addiction.

For more information visit nbrecovers.org or call 860-826-3366



DEMOGRAPHICS

Who We Are



ANNUAL CITY-WIDE EVENTS

Join the Fun

Area	13.4 square miles
Population	74,080 (2023 census estimate)
Form of Government	Mayor / Common Council
Median Resident Age	34 years old
Median Household Income (2023)	\$57,036
Estimated Average House Value (2023)	\$207,300
<u>Racial Breakdown (U.S. Census Bureau 2023)</u>	
Caucasian	39.8%
Hispanic	42.8%
African-American	10.6%
Asian-American	2.3%
Other	4.5%



Visit the first museum of American art in the country.

NEW BRITAIN MUSEUM OF AMERICAN ART

Scan for current special exhibitions



Downtown Main Street Market (July-October)

After the renovation of Central Park was completed, Mayor Erin Stewart ushered in a weekly community market right in the heart of the City. From June to October, local bands and musicians can be seen playing out in Central Park each Wednesday afternoon. From July to October, food truck vendors join in on the activities as well as numerous organic farm vendors and artists.

Celebrate New Britain (Early Spring)

Celebrate New Britain is a street fair that includes a variety of street entertainment, music acts, and numerous food truck options. Join the City's biggest party of the year as over 75 vendors line the streets of New Britain! Taking place in early spring of each year, this is a great weekend event for the whole family to enjoy!

Halloween Trick-Or-Treat Safe Zone (October)

Established in 2013, this event allows children and parents to trick-or-treat in a safe and controlled environment, while being able to mingle with local businesses and families from around the City. Local businesses, the Chamber of Commerce, and the Downtown District team up to bring a night full of fun to the children of the City.

Christmas Tree Lighting (December)

The annual tree lighting is one of the City's most sacred events, as families from around the City gather to kick off the holiday season. From festive activities for the children to chatting with Santa about presents, this is an event for the whole family to enjoy!

Jerome Home Senior Living Amenities and Beyond!

Jerome Home offers the following options:

- Long and short-term rehabilitation
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- Memory Care

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- Outpatient Rehabilitation in our new state-of-the-art gym
- Personalized Fitness Program with a Personal trainer



Arbor Rose
at Jerome Home



ANNUAL CITY-WIDE EVENTS

Join the Fun



EMERGENCY NUMBERS

Emergency Services

Memorial Day Parade (May)

Each year, the City sponsors the Memorial Day Parade to honor those who lost their lives fighting for our freedom. The parade features veterans organizations based in the City, the Sphinx Temple Motor Patrol, the police department, fire department, and local youth organizations.

Little Poland Festival (June)

Started in 2012, the Polish Festival celebrates Polish culture and heritage and its impact on New Britain over time. The festival draws over 20,000 people from New Britain and across the New England region to enjoy Polish dishes, music, and tradition.

Rose Garden Festival (June)

Annually held at Walnut Hill Park, the Rose Garden Festival kicks off the summer for New Britain residents with a variety of musical groups, food vendors, and alcoholic beverages. Enjoy the beautiful view surrounded by over 1,000 roses and plenty of New Britain spirit!

Great American Boom! (July)

Each year, the Great American Boom celebrates America's Independence with a plethora of amusements, food, live music and the most spectacular fireworks display in all of Connecticut.

FOR ALL EMERGENCIES

DIAL 911

POLICE DEPARTMENT

(non-emergency hotline)

(860) 826-3000

10 Chestnut St, New Britain, CT 06051

FIRE DEPARTMENT

HEADQUARTERS

(860) 826-2615

255 Beaver St, New Britain, CT 06051

THE HOSPITAL OF CENTRAL CONNECTICUT

(860) 224-5011

100 Grand St, New Britain, CT 06052



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FREQUENTLY ASKED QUESTIONS

City Hall Assistance

Where do I pay my taxes and any fees I owe to the City?

You can pay your tax bills either online at newbritainct.gov, or you can go directly to the Tax Collectors office on the first floor of City Hall (27 West Main Street).

How do I sign my children up for different activities sponsored by the City?

Our Recreation & Community Services Department handles summer activities, after school programs, before school programs, and other events across the City. They can be found on the third floor of City Hall, or reached by phone at (860) 826-3360. You can always visit www.newbritainrec.com to see what seasonal program offerings are available and register online.

Where can I get land records, property history, tax codes, city history, and other documents?

The Town Clerk's Office possesses just about every record or file the City has ever had. The office is located on the first floor of City Hall and they can assist you with your own personal records, such as birth certificates, veteran paperwork, such as DD-214s, and public land records. These items can also be accessed online through the City website at newbritainct.gov/townclerk.

Who do I call if my trash or recycling wasn't picked up?

The City of New Britain has a contract with a third-party provider, CWPM, for all trash and recycling purposes. Any trash and/or recycling-related questions or concerns should be referred to their main line at (860) 747-1335.

How do I get information on low-income housing, disability housing, or job and educational assistance?

The City's Community Services Department offers a variety of services to help with those in need of relief. They can be reached at (860) 826-3366 and are located on the third floor of City Hall in room 301.

How do I make a complaint or report a blight issue?

Call our Health and Building Department at (860) 826-3383 to file the blight complaint and have the issue resolved, or download our See-Click-Fix app to report issues.

I'm a veteran; am I eligible for any sort of relief or program through the City?

Thank you for your service to our country! We have a full-time Veterans Affairs Clerk in our Recreation & Community Services Department who can help answer questions for veterans about what they may be eligible for through the City. The direct line is (860) 826-3662.





SNOW PREPAREDNESS INFORMATION



HUMAN SERVICES



New Britain Residents and Property Owners:

Winter in New England is full of surprises, but our Public Works Department, Emergency Response Departments and others have been working aggressively to improve our services and make navigating our City a little easier when it snows.

Prior to the winter season, staff within the Public Works Department work together creating plans to improve the level of service we provide.

This year, with the completion of our new Public Works Operations Center, our service improvements will include:

- Fully enclosed salt storage
- Covered and heated truck storage
- Improved fleet operations
- Multi-purpose room and Command Center
- Sleeping arrangements for our drivers

Enclosed in this brochure are a few reminders and important contacts you should have in case of snow emergencies this winter.

Be smart, stay off the roads when the weather is bad, and let us clear a safe path for you to travel when the storms are over.

Remember, no parking on snow emergency routes December 1 - April 15.

Erin E. Stewart

Sincerely,
Mayor Erin E. Stewart



IMPORTANT CONTACTS

To report issues with snow on city-owned roadways, contact the Public Works Department at 860-826-3350

To report a blocked/impassable sidewalk, contact the NBPD Dispatch Center at 860-826-3000

Department of Public Works Yard (When snow operations activate) 860-826-3480

New Britain Non-Emergency Dispatch Center Line 860-826-3000

For Emergencies Dial 911

To report a power outage call Eversource at 1-800-286-2000

Sign up to receive local emergency alerts at www.ctalert.gov

27 West Main Street
New Britain, CT 06051

Phone: 860-826-3303

Fax: 860-826-3308

E-mail: mayor@newbritainct.gov
www.newbritainct.gov

CITY OF NEW BRITAIN

SNOW PREPAREDNESS INFORMATION



Mayor Erin E. Stewart
Mark Moriarty, DPW Director
www.newbritainct.gov
Updated 2024 / 2025 Winter Season

STEPS WE TAKE

BEFORE THE STORM

- Remove your car from the street, it makes clearing the roads more efficient for plow truck drivers
- Department of Public Works crews ready their equipment
- DPW Crews apply pre-treatment to surfaces
- Parking ban may be issued

DURING THE STORM

- DPW crews work to keep a travel lane passable on each city owned street
- We focus on major roads, posted snow routes, and areas around emergency centers first
- If a parking ban has been issued, a ticketing and towing operation begins
- Our drivers are directed to minimize snow placed on previously cleaned sidewalks and driveways, but often it is unavoidable

AFTER THE STORM

- Crews continue to plow snow, often up to 10 hours after the snow has finished
- Property owners must clear sidewalks within 24 hours



FREQUENTLY ASKED QUESTIONS

When is a parking ban issued?

Parking bans are issued by the Mayor and enforced by the New Britain Police Department when a sizeable amount of snow is forecasted. Look for notices at www.newbritainct.gov, on Twitter @CoNBCT, Facebook @NewBritainCT, or on your local TV news station. Vehicles in violation of the ban are subject to a \$100 parking ticket and will be towed at the owner's expense. The ban stays in effect until the City determines it should be lifted

Where can I park?

FREE Parking is available during

Parking Bans at:

Osgood Park, Stanley Golf Course, Willow Street Park, Chesley Park, Washington Park, Martha Hart Park, the Badolato parking garage, the Szczesny parking garage, and the parking lots at all New Britain public schools. Vehicles must be removed 6 hours after the storm ends. For streets designated an emergency snow route, there is no parking December 1st through April 15th from 1:00 a.m. to 5:00 a.m.

What do I do if my car was towed?

Contact the
Public Safety Telecommunication Center
at 860-826-3000

CLEANING YOUR SIDEWALK

- It is the responsibility of the property owner to remove snow or ice within 24 hours. Throwing or plowing snow into the street is illegal. Violators will be ticketed. Shovel snow to the right when facing the street to avoid having snow plowed back onto your property.
- If the sidewalk is icy, sand, salt, or other gritty material should be placed.
- Free treated sand is available to NB residents on Eastwick Court, the parking lot at the corner of Linden and Wildwood Streets, Martha Hart Park, Rocky Hill Ave. (intersection of Ellis St.), A.W. Stanley Park (across from Huber St.) Washington Park, Willow Brook Park, and on Eddy Glover Boulevard at McClintock Street.
- Not clearing your sidewalk carries a fine of \$50 a day. If the sidewalks are still not cleared within one day of receiving a ticket, the City retains the right to lien the property and charge the owner with the cost of clean up.

HAVE A FIRE HYDRANT NEARBY?

The New Britain Fire Department kindly asks that you clear three feet around a fire hydrant if you have one near your property in case of an emergency.

HAVE A STORM DRAIN NEARBY?

Help our Utilities Division out: If you see a storm drain clogged with leaves or other debris, kindly clear the passageway for improved drainage in your neighborhood.

GARBAGE CAN MANAGEMENT

Trash/Recycling Collection can be impacted by winter storms resulting in our contractor needing to start earlier than normal or not being able to complete that day's trash route. Remember to dig out a space for your bins so they don't block traffic or Public Works ability to clear snow on the curbline.

Food Resources

SNAP: 1-866-974-7627, text "FOODSHARE" to 85511

Monday

Pathways Pantry - 43 Viets Street 10:00am-2:00pm (call 860-229-2776)

St. Mark's @ South Church - 90 Main Street 9:00am-12:00pm, 12:30-2:00pm

Mobile Foodshare - every other week: 10:30am-11:15am at Community Health Center 85 Lafayette Street (parking at Boys and Girls Club)

New Britain Housing Authority - 18 Armistice Street every other week: 4:30pm - 6:00pm

Tuesday

Divine Providence Pantry at St. Joseph's School - 29 Edson Street 9:30am- 10:30am

Mobile Foodshare - every other week 9:00-9:45am at St. Ann Church 101 North Street 10:15-10:45am at NB Housing Authority 43 Scarlett Drive

Klingberg Family Pantry - 2nd and 4th Tuesday 11:00am-2:00pm 370 Linwood Street, *By appointment only, call 860-832-5532 or email douglas.mussenden@klingberg.com*

Wednesday

Pathways Pantry - 43 Viets Street 10:00am-2:00pm (call 860-229-2776)

NB Food & Resource Center - 550 Farmington Avenue 11:00am-3:00 pm

Vision of Faith Pantry - 2nd and 4th Wednesday 4:00pm- 7:00 p.m. 670 Stanley Street

Mobile Foodshare - Every other week 9:00-9:30am at Knapp Village: 80 Halsey Road, 11:00 am to 3:00 pm at NB Food and Resource Center 550 Farmington Avenue

Thursday

St. Mark's @ South Church - 90 Main Street 9:00am-12:00pm, 12:30-2:00pm

Salvation Army - 78 Franklin Square 9:30 – 12:00pm

Mobile Foodshare - every other week: 1:00-3:00pm at 107 Martin Luther King Drive

New Britain Housing Authority - 18 Armistice Street every other week: 4:30pm - 6:00pm

Spanish SDA Church - 94 West Main Street every other Thursday: 11:00am - 1:00pm

Friday

Pathways Pantry - 43 Viets Street 10:00am-2:00pm (call 860-229-2776)

NB Food & Resource Center - 460 Osgood Avenue 1:00-3:00pm

Mobile Foodshare - 10:45 – 11:30am Wheeler Clinic 40 Hart Street

Saturday/Sunday

Mobile Foodshare - 9:30 – 10:30am 180 Clinton Street

Shelters

Access through 211

Friendship Service Center

241-249 Arch St.

(860) 225-0211

Prudence Crandall

594 Burritt St.

(860) 225-5187

Salvation Army

78 Franklin Square

(860) 225-8491

Healthcare

Community Health Center

85 Lafayette St.

(860) 224-3642

Hospital of Central CT

100 Grand St.

(860) 224-5804

Hospital for Special Care

2150 Corbin Ave.

(860) 223-2761

Wheeler Clinic

75 North Mountain Rd.

(860) 793-3500



CITY HALL DIRECTORY



SPORTS & ENTERTAINMENT

Department	Phone
Assessors Office	(860) 826-3323
Building Department	(860) 826-3383
City Planning and Zoning	(860) 826-3430
Community Development	(860) 826-3330
Corporation Counsel	(860) 826-3420
Common Council Office	(860) 826-3392
Economic Development	(860) 826-3433
Hazardous Materials and Safety	(860) 612-5093
Health Department	(860) 612-2771
Human Resources	(860) 826-3404
Finance Department	(860) 826-3434
Fire Department (non-emergency)	(860) 826-3000
Human Rights and Opportunities	(860) 826-3410
Mayor's Office	(860) 826-3300
Parking Tickets	(860) 826-3414
Police Department (non-emergency)	(860) 826-3000
Public Works Department	(860) 826-3350
Recreation & Community Services	(860) 826-3360
Registrar of Voters	(860) 826-3310
Tax Collector	(860) 826-3317
Town Clerk	(860) 826-3344
Water and Sewer Department	(860) 826-3540
Youth and Family Services	(860) 826-3366

New Britain Bees

230 John Karbonic Way
(860) 826-BEES
www.nbbees.com

A member of the Futures Collegiate Baseball League, the New Britain Bees have played three seasons at New Britain Stadium after the departure of the New Britain Rockcats in 2015. Whether you want to see one game, or the whole season, the Bees offer great ticket packages for everyone.

New Britain Industrial Museum

59 West Main Street
(860) 832-8654
www.nbindustrial.org

The New Britain Industrial Museum gives visitors the opportunity to learn about the numerous inventions that originated in New Britain, as well as the long history of manufacturing, stemming back to the late 19th and early 20th centuries. There are over 50 industries represented in the museum, stretching over a period of 200 years.

New Britain Youth Museum

30 South High Street
(860) 225-3020
www.newbritainyouthmuseum.org

The Youth Museum, located behind the New Britain Public Library, is a fun, interactive space that offers programs on culture and arts for children and young adults.



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NEW BRITAIN SHOWROOM





SPORTS & ENTERTAINMENT

New Britain Museum of American Art

56 Lexington Street
(860) 229-0257
www.nbmaa.org

The New Britain Museum of American Art possesses a collection dating back to 1739 up through the modern day and has over 10,000 total works of art, including oil paintings, prints, sculptures, drawings, and many more. Check out some of the most historic pieces of American art right here in New Britain.

Central Connecticut State University Athletics

1615 Stanley Street
(860) 832-3035
www.ccsu.edu

Residents have the opportunity to watch some of the nation's best student-athletes at CCSU. A member of the Northeast Conference (NCAA-D1), fans can enjoy sports such as baseball, football, basketball, soccer, track and field, cross country, lacrosse, softball, swimming and diving, and volleyball.

Stanley Golf Course

245 Hartford Road
(860) 827-8570
www.stanleygolf.com

A 27-hole public golf course, Stanley offers golfers the ultimate golf experience. Made up of 3 courses, a state of the art 19-station driving range, and a brand new event pavilion, Stanley holds a broad range of tournaments, parties and weddings. Stop by and golf upon arrival or book a tee time!

Trinity-on-Main

69 Main Street
(860) 229-2072
www.trinityonmain.org

Built between 1889-1892, the 108-foot tower and arched entrance look over the downtown area in the heart of New Britain. Once a Methodist Church, Trinity-on-Main now serves as a performing arts venue. The recently remodeled venue holds events from art shows to concert performances, and more.

Hole in the Wall Theater

116 Main Street
(860) 229-3049
www.hitw.org

Throughout its 40-year history, Hole in the Wall Theater has put on several Broadway hits, American classics, and festive musicals. Ranging from "Of Mice and Men" to "A Christmas Carol," the theater has stuck true to its word: only request what the customers can pay. Head to this theater for some good classic entertainment at a price that works for you!

Connecticut Theatre Company

23 Norden Street
(860) 223-3147
www.connecticuttheatrecompany.org

Providing entertainment to the public since 1946, the CT Theatre Company performs live shows year-round. Whether you're interested in comedies, dramas, or musicals, there is always something entertaining for the whole family!



Waste Removal & Recycling Services

2025 CLEANOUT

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LOCAL BREWERIES

Beer & More



Alvarium Beer Company

365 John Downey Drive
(860) 357-2039
www.alvariumbeer.com

New Britain's first modern brewery, Alvarium Beer Co. holds true to the "Hardware City" tradition. The three founding partners have transformed this commercial / industrial space into a beehive-themed, custom wood-framed masterpiece with plenty of beer, local food vendors, games, and exotic lighting. Stop by to enjoy local beer at great prices!



Five Churches Brewing

193 Arch Street
(860) 223-8080
www.fivechurchesbrewing.com

Downtown New Britain's first brewery, Five Churches is just a short walk from Central Park and offers a wide open floor space on the second floor of an old brick building.

The large windows make the room a bright and welcoming space with plenty of seating and a gaming area. Grab a select beer, order homemade brick oven pizza and meet some friends for a great time!



CW Celebrates Over 60 Years of Empowering Through Employment

CW Group and its affiliates are a nationally recognized nonprofit organization headquartered in New Britain, Connecticut. As a source to all types of customers, we are a premier service provider and quality manufacturer; CW Group continues to break barriers by creating meaningful job opportunities for individuals of all abilities.

We are your local community connection for employment opportunities, Meals on Wheels delivery services, and all your business needs. You need it, we can do it!

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www.cwresources.org to learn more about CW.





WHERE TO EAT

Restaurants, Delis & More

Mae Kong (Thai)	(860) 505-0791	26 Main St.
Marathon Pizza (Pizza)	(860) 224-4655	850 W. Main St.
Max Pizza II (Pizza)	(860) 357-2974	79 Shuttle Meadow Ave.
Mofongo (Puerto Rican)	(860) 505-7908	260 Main St.
The Assembly Room (Bakery, Mexican, Pizza & American)	(860) 223-1977	222 Main St.
Paradise Pizza & Crazy Pancakes (Pizza & Breakfast)	(860) 827-8123	10 East St.
Pizza Pal (Pizza)	(860) 229-7300	264 S. Main St.
Roma's (Bar & Grill)	(860) 225-7947	382 Allen St.
Riley's Hot Dog and Burger Gourmet (American)	(860) 259-6930	61 Glen St.
Roly Poly Bakery (Bakery)	(860) 229-5109	587 Main St.
Sahadi's Hotties (American)	(860) 348-0050	563 W. Main St.
Seoul BBQ and Sushi (Korean)	(860) 223-9114	593 Hartford Rd.
Thai Kitchen 29 (Thai)	(860) 681-6131	29 Broad St.
Deli Delights (Deli)	(860) 357-4607	75 West Main St.
Town & Country Pizza (Pizza)	(860) 223-2737	685 Farmington Ave.
I KNOW YOU KNOW (Modern American)	(860) 357-2277	69 Arch St.

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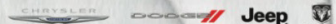


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Consolidated School District of New Britain



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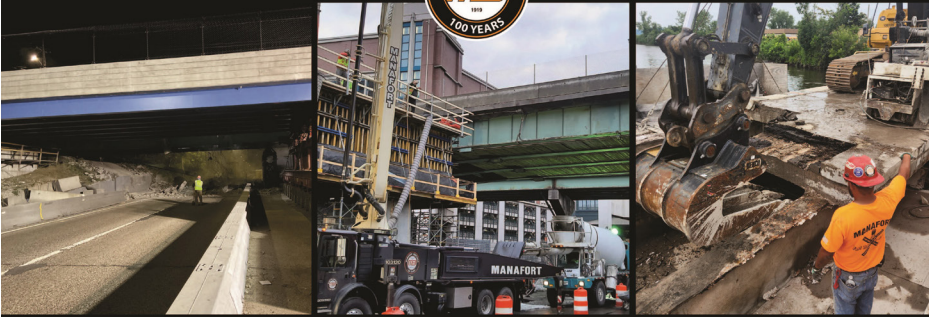


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For more information about New Britain Schools, visit csdnb.org or call the New Britain Board of Education at (860) 827-2200.



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SENATOR

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Tel. (860) 549-8463

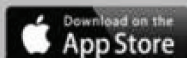
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