



CITY OF NEW BRITAIN

OFFICE OF THE MAYOR
THE HONORABLE BOBBY SANCHEZ

EST. 1871

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Accountability Starts Now

By Mayor Bobby Sanchez

Earlier this month, on March 11, I delivered my first State of the City address, where I described New Britain in one word: resilient. Our city has endured challenges before, and we will overcome the ones in front of us now, but let me be clear, resilience does not mean accepting dysfunction. It means confronting it head-on and fixing it.

Over the past few months, my administration has taken a deep and honest look inside City Hall. What we have found is deeply concerning. Years of poor management, lack of structure, and inconsistent or nonexistent procedures have left many departments in disarray. Basic systems that should have been standard practice were ignored or never put in place. That is not leadership, that is neglect.

The recent cyberattack that disrupted city operations made one thing very clear: we were not as prepared as we should have been. It exposed weaknesses that had been allowed to exist for far too long and underscored the urgent need to invest in stronger internal systems and safeguards. At the same time, our aging infrastructure continues to demand attention after years of deferred maintenance and delayed investment.

Let me be clear, this administration will not continue down that path.

We are focused on rebuilding this city from the inside out. That means putting real structure in place, establishing clear procedures, and holding people accountable at every level of government. It also means making decisions with long-term stability in mind, not short-term convenience.

Accountability also requires transparency. When concerns regarding fiscal matters emerged, I directed an independent review to ensure that facts, not assumptions, guide our decisions. What we are seeing confirms what many have long suspected: there has been fiscal mismanagement. That is unacceptable.

Residents deserve to have confidence that their government is operating responsibly. For too long, that has not been the case. That ends here. That ends now.

Financial discipline will be a cornerstone of this administration. Every dollar matters. Any misuse of public funds will not be tolerated, and there will be consequences for those who fail to



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meet that standard.

We are also changing the culture at City Hall. There will be no “friends and family” system under my leadership. No one will receive special treatment. Every decision will be made based on fairness, merit, and what is best for the people of New Britain.

At the same time, we are addressing real challenges facing our community. One of those is the growing issue of homelessness. We are working to balance immediate support with long-term planning. Expanding shelter access this past winter was an important step, but lasting progress will come through stronger partnerships that create pathways to stability, while also protecting our neighborhoods and business districts.

We have also been actively meeting with residents, business owners, and community leaders to understand their needs and address long-standing issues that have gone unresolved. We are working closely with law enforcement to increase visibility and strengthen public safety efforts across our neighborhoods, because safe communities are the foundation of a strong city.

This is hard work. It is not quick work. But it is necessary work.

New Britain is resilient, but resilience alone is not enough. We are building a city that is structured, accountable, and prepared for the future. We are restoring integrity to how this government operates.

And we are just getting started.

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https://www.newbritainherald.com/news/mayors-corner-accountability-starts-now-in-new-britain/article_e6026c84-041b-4d29-aef2-a7aac069c220.html