

Assessors' Quarterly Report to the City Council  
Beginning April 1, 2020 –June 31, 2020  
*"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX EXEMPT PROPERTY IN THE CITY"*

**Fourth Quarter**

The Assessors' office was affected by the Covid Virus for most of the Fourth Quarter. Until June 15, I worked alone in the office, while my Assistant Bill Lee worked remotely from home. We still had two positions that were left unoccupied. Bill was able to complete property transfers, Sales ratio reports and field most phone calls, since the City Hall was closed to the public. I coordinated Board of Appeals hearings and correspondence, as well as Elderly Tax Relief applications, calculations and correspondence. Priorities were set and the most urgent work was successfully completed.

- Board of Assessment Appeals The Board received an extension to hear the appeals that were filed and ultimately all applicants were given a time to "call-in" to the Board to state their reason for appeal. The Board met together in Room 335 to listen to the calls on April 13 + 14, 2020. They met again to deliberate on April 19, 2020.
- Real Estate – New owner transfers done daily, Field inspections for all building permits, Certificate of Occupancies and Letters of Completion are on hold until the virus subsides. Exemptions are continually updated and GIS mapping is updated with survey maps, splits and combinations. Phone calls from Attorneys and real estate appraisers have significantly increased and, as much as possible, we provide them with what they need via the internet.
- Exemptions – DD214 forms are filed with the City Clerk and forwarded to the Assessor for data entry into the Vets computer file. Application to any taxable property is determined and monitored.
- Elderly Tax Relief Applications for elderly tax relief were taken until the Covid 19 Virus appeared. The Governor ruled that anyone who had not yet renewed their application for the current year did not have to. We coordinated to take new applications as best we could, including going out to them. Last years' benefit and income will be used for those who had not come in yet and it will be good for the next 2-yr cycle. All of those elderly applicants needed to be notified and reassured that they would not lose their benefit. All application that did come in were reviewed, data entered and after the mill rate was set, calculated for determination of \$\$ amount off of taxes. Letters were mailed to ALL applicants. Applications for the additional veterans program were also affected but they have until October 1, 2020 to update. That program has not yet been affected by the Virus.
- Personal Property – The personal property list needs to be updated for new businesses so that declarations can be sent to them in the September. We are hoping that we have a new hire by then, because it is a very large project.
- Motor Vehicle – Any motor vehicle that was sold after October 1, 2019 and not replaced is eligible for a pro-rated assessment. Much time was spent accepting and processing proper proof in order to adjust vehicles that were sold, traded, totaled, etc., prior to the tax bills going out.
- Daily – Answer phone inquiries, which is busier than ever since we are not seeing the public at the counter. We do meet them at the door and make any proof copies necessary to do daily motor vehicle corrections and pro-rates. Processing Veterans DD214 as received by the City Clerk.
- Court Appeals - 61 Tax appeals have been filed to date on the 2018 values. A thorough review must be done of each appeal. Pre-trials and negotiations for settlement will begin as soon as the Courts open again.
- MAPPING – Continuing to research and fix mapping problems brought to our attention daily.

Donna L. Ralston, CCMA, II  
Assessor

**OFFICE OF THE CITY CLERK**

This department performs numerous duties the chart below tracks the majority of revenue. Below you will find some additional information on some of the duties that are not mainly tracked based on revenue through the cashiering system, but are definite integral parts of this Departments work flow. (These figures are based on the last three months (04/01/2020 to 06/30/2020).

- Land Record Subscriptions – 23 - \$4280.00
- Legal Notices Published - 7
- Trade Names – 32 @ \$15. = \$485.
- Genealogy Requests – 32 (average 1.5 hour each)
- Justice of the Peace Appointments - 87
- Absentee Ballots –142
- Paternity/Adoption Records – 170 (average 1 hour each)
- Phone Vital requests – 103 @ \$30. =\$3090.
- Claims, Summons and Fire Loss Claims – 23
- Liquor Permits – 24@ \$20. = \$480.
- FOI Requests (Freedom of Information) - 17
- Cremation & Burial Permits - 281 @ \$5. = \$1405.
- Agendas and Minutes Posted - 162

Description	Date Range 4/1/2019- 6/30/2019	Date Range 4/1/2020 - 6/30/2020	Fiscal Year 7/1/2018-6/30/2019	Fiscal Year 7/1/2019 - 6/30/2020
Recorded Land Records	1,884	1,688	7,689	7,173
Dog Licenses	970	832	1,430	1,249
Fish & Game Licenses	88	44	433	222
Notarized Documents	145	5	693	467
Local Conveyance Tax	188	155	681	693
Vitals- Birth/Marr/Deaths	1,261	608	4,868	4,205
*Customer Counts	4,536	3,332	15,794	14,009
Total Local Conveyance Tax	129,788.85	137,642.57	459,903.80	764,347.91
Total State Conveyance Tax	206,896.30	234,183.60	726,248.36	1,220,111.85
Town Doc Preservation	9,368.00	4,554.00	12,231.00	11,559.00
State Doc Preservation	44,044.00	33,396.00	179,388.00	169,532.00
Town General Fund Fees	11,458.00	6,078.00	24,967.00	39,283.00
State Treasurer Fees	18,230.00	24,791.00	67,412.00	89,352.00
Town Fish & Game Licenses	254.00	44.00	253.00	237.00
State Fish & Game Licenses	6,688.00	1,199.00	11,553.00	6,061.00
Town Marriage Surcharge	1,376.00	560.00	4320.00	3,632.00
State Marriage Surcharge	2,924.00	1,190.00	9,180.00	7,718.00
State Totals	278,782.30	294,759.60	993,781.36	1,453,913.80
Town Totals	152,015.85	148,878.57	501,674.80	789,567.91
Combined State & Town Totals	430,798.15	443,638.17	1,495,456.10	2,243,480.70
Grand Total of Funds Collected	518,527.95	520,519.17	1,857,162.91	2,661,820.56

\*Actual Paying Customers (not counting customers with questions or phone calls)

Scanned/Printed/Verified/Mailed Back - 15 Books @ 350 pages each (average 11 hours per book)

Department Goals	DG1					DG2	DG3	DG4	
<b>Goal Descriptions</b>	Increase efficiencies and impact by working collaboratively with other departments, agencies, boards, and commissions as well as outside agencies.					Maintain strong community relations through candid communication, professional service, and the implementation of technology.	Provide timely, accurate, and transparent budgets, reports and analysis to stakeholders.	Train personnel to the highest standards while holding them accountable to those standards.	
<b>Action Plans</b>	Increase property tax collection rate on current tax levy to 98.5% by FY2021-22 and aggressively pursue delinquent taxes.		Implement strategies to reduce costs and increase efficiencies through technology and process review.			Providing explanations of finance-related activities	Issue the fiscal year 2018-19 audited financial statements by 11/7/19.	Develop personal development plans for each staff and ensure proper level of professional certifications are achieved through education and training.	
<b>Activities</b>	Reduce volume of routine tax payments made in-person or by mail, so tax staff can focus on delinquent tax collections.		Increase percentage of retirees receiving pay stubs electronically.	Reduce # checks by increasing ACH vendor payments	Integrate NPS accounting into City's accounting system by June 2020			Identify training needs and one or more training opportunities for each employee.	
<b>Barriers</b>	Staffing levels		Resistance to change	NPS is now on MUNIS and paying vendors by ACH for the first time.	Staffing levels		Time constraints from NPS MUNIS integration project	Staff and course availability, timing of courses, and funding.	
<b>Measure Description</b>	Percentage of in-person/mail tax receipts divided by total tax receipts	Cumulative general fund current levy tax collection percentage	Perform a tax sale for larger and older delinquent real estate accounts	Percentage of retirees receiving pay stubs electronically.	Percentage of A/P payments by ACH divided by total A/P payments	Integration notes	Narrative	Date that audited financial statements are complete.	Number of employees with training plans (out of 13)
<b>Target/Timeframe</b>	Strive for continuous decrease	Increase current levy collection rate to 97.5% for FY2020	Complete tax sale during FY2020	72.5% by 6/30/2020	50% of payments by ACH by 6/30/2020	Complete integration by June 2020	Ongoing	Issue financials by 11/7/19	6/30/2020
<b>Q4 Measure</b>	46.00%	96.94%		71.94%	45.62%				1
<b>Q4 Notes</b>	Was 47.01% last year at this time - so we experienced a small improvement.	Was 96.88% last year.	With the COVID-19 crisis we will push the tax lien sale out later in 2020.	Increased 2% from this time last year	Increased slightly over the course of the year.	No activity during the quarter	Assisted City Manager, City Council in finalizing 19-20 budget. Provided City Council with tax impacts of budget changes. Provided City Council and NGCA of impact of proposed equipment bond ordinance.	Set up auditors with remote access to conduct preliminary audit work for FY2019-20.	Paused hiring process for Accountant and Revenue Collection Clerk as these positions are planned to be vacant for a portion of FY2021.
<b>Did we succeed? If not, why not?</b>	Yes	No. The City was on pace to meet the goal until Q3 when COVID-19 slowed collection activities.	No. COVID-19 delayed this goal.	No. 2% increase was less than the goal. We'll include staffers in pension checks intermittently during FY2021.	ACH payments are increasing. More work needed here.	Yes	Yes	No. The time spent transitioning NPS to the MUNIS software set back the audit timetable.	Given the turnover and the interruption from the pandemic, the department was fairly successful in fulfilling the training plans.

CITY OF NORWICH  
FIRE DEPARTMENT



**Norwich Fire Department Quarterly Report**

**April 1, 2020 through June 30, 2020**

**Operations:**

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: 444. Breakdown: 42 fires, 264 rescue / emergency medical, 25 service calls, 19 hazardous condition, good intent 41, false alarms 52, provided mutual aid 5 times.

**Fire Marshal Office:**

Investigated 27 fires, performed 78 Fire Code Compliance Inspections, conducted 9 Plan Reviews, and 28 consultations.\* (Note: April and May few inspections were complete due to COVID-19)

COVID related Activities (Training, virtual meetings, etc.) – approximately 75 hours

FM Training: CEU – 26 hours EMT – 90 hours

The Norwich Fire Department is continuing to process the incidence of fire in collaboration with State and Local Police support.

**Training Division:**

Daily Training for this reporting period included in-house, assigned Target Solutions programs and multiple company level trainings totaling 3,512 man hours of training.\*

Safety Officer received 90 reports of exposure to carcinogens as defined under state guidelines.\* This number is high due to number of fires in Q2.

We continue with our district preplanning, attack planning and building review activities.

**Apparatus update:**

We continue to have issues with our 2001 pumper (Squad A) often causing days of being out of service each month. Replacement should be a priority.

**Facilities:**

Both station are closed to public due to Covid-19 concerns. Arrangements have been made for public to drop off and pick up related business material.

RFP to replace windows at HQ has been sent out.

**CITY OF NORWICH**  
**FIRE DEPARTMENT**



**Administration:**

All admin staff returned to regular schedule for work June

**Emergency Management:**

The EOC was in partial open status for the entire second quarter of 2020.

Received and distributed Covid-19 related PPE to city agencies and local businesses.

Attended virtual meetings and conference calls weekly to stay updated on Covid-19 issues. (15-20 hours per week)

No significant weather events.

Respectfully submitted by:

Keith Wucik

Chief of Department (acting)

## Human Resources Department

April 1, 2020 – June 30, 2020

Human Resources is responsible for recruitment • testing • realistic job previews/interviews • pre-employment backgrounds • benefits administration of medical, dental, and life for employees, retirees and outside agencies including Otis Library, Golf and Housing Authorities • FMLA • worker’s compensation • safety coordination including annual OSHA 300 reporting • retirement and pension administration • collective bargaining • grievance, mediation, and arbitration coordination and resolution • labor and employee relations • unemployment • contract and Merit System Rules interpretation and administration • Affordable Care Act compliance • ADA compliance • training • performance evaluations • wage rates and step changes • diversity initiatives • payroll certification • participation of numerous City committees • federal and state mandated reporting • drug/alcohol testing.

Description	Number	Description	Number
<b>Recruitment and Testing</b>		<b>Drug/Alcohol Testing</b>	
Requisitions processed	4	CDL monthly random	3
Position announcements	2	Pre-employment	32
Applications processed	119	Other	0
Applicants tested	83	<b>Workers Compensation/Safety</b>	
Exams administered	6	Claims reviews	0
Realistic job previews/Interviews	10	Claims processed/FRI	27
Lists extended	1	OSHA 300 Filing & Posting	0
Advertisements	2	<b>Committees</b>	
<b>Employees</b>		Personnel & Pension Board	2
New hire background checks	34	Volunteer Firefighters Relief Fund	
Orientations	2	Safety Committee	0
Evaluations	34	Persons with Disabilities	
Step increases	5		
FMLA	12	<b>Mandatory Reporting</b>	
Unemployment processing and hearings	10	State - Department of Labor Census	2
Seasonal hires	30	State - Department of Labor Workplace	
		EEO-4 Report	0
<b>Benefits Administration</b>		<b>Labor Relations</b>	
Insurance changes processed	36	Contract/pension negotiations	
COBRA elections processed	8	Grievances/mediations/arbitrations/CHRO	
New Voluntary Benefits	0	<b>Training</b>	
Insurance billings	9	Munis BOE payroll Conversion	
Insurance waivers	24	CIRMA	Ongoing
Open Enrollment	182	Sexual Harassment Prevention Training	Ongoing
<b>Pension Administration</b>			
Pension processing	56		

- Numerous hours spent on • navigating through collective bargaining agreements and Merit System Rules • interpretation • enforcement • collaboration with union representatives to resolve labor matters to avoid grievances • coaching department heads on employee relations matters • prepping for arbitrations, CHRO complaints, unemployment hearings, workplace investigations • resolving insurance issues • COVID19 related issues: safety/schedules/ leaves of absences/worker’s compensation/government mandates and more.

ROSE CITY SENIOR CENTER			
	July 1, 2019-Sept. 30, 2019	October 1, 2019-December 31, 2019	January 1, 2020-March 31, 2020
	1Q-Current Results	2Q-Results	3Q-Results
New Memberships	57	41	46
Program scan-ins	11277	9258	8498
Senior Center Transports	3,614	3,100	2926
Med Ride Transports (out-of-town)	244	200	147
Completed Outreach appointments	736	718	587
Preventative health (includes all exercise classes, screenings, appointments with nurse & podiatrist)	2194	1930	1748
Completed Benefits Counseling appointments	75	135	25
Completed Home visits	44	29	37
<b>GRANTS:</b>	Received : 2 Grants from Sr. Resources thru Older American Act totaling \$13,265 State if CT Medride Grant-\$75,150		
<b>SPECIAL EVENTS:</b>	Farmers' Market Coupon Distribution-450 booklets=\$8,100	Hosted a Flu Clinic in partnership with Hartford Healthcare	Applying for \$10,000 from Lord Foundation-Golden Wishes
	Renter's Rebate Assistance	Ran 4 trips that were attended by 180 collectively	Applying for for \$14,315 from Sr. Resources for Podiatry Clinic Grant and B
	Summer Senior Picnic	Hosted 2 ADA Forums	Partnered with AARP to provide Income tax assistance-ongoing with deadli
	Hosted AARP Driver Safety Course	Purchased and Installed new fitness room equipment	Hosted a Valentine's party with over 100 attendees
	Participated in Family Day at Mohegan Park	Hosted Social Security Seminar in the evening	Hosted NAACP Sweet Potato Festival
	Participated in Senior Expo sponsored by Sr. Resources	Started a Walk with Ease program	Hosted Hoiliday Luncheon wwhich was moved from December due to bad
		All Staff attended Sexual Harrassment Training	
		Hosted 2 Holiday Music programs for memebers and guests	

NORWICH RECREATION DEPARTMENT 19-20			
	July 1, 2019 - September 30, 2019	October 1 - December 31, 2019	January 1 - March 31, 2020
Number of program hours	2210	2142	420
Hours reserved for field usage	2076	2656	638
Number of youth registrations	1993	844	350
Number of adult registration	356	408	64
Number of hours reserved on fields	2076	2656	638
Number of sports leagues using fields/facilities	18	15	0
Revenue brought in through programming	\$44,873.00	\$7,199.00	\$6,200.00
Revenue brought in through sponsorship	\$2,650.00	\$3,500.00	\$3,250.00
Revenue from grant applications	\$0.00	\$0.00	\$0.00
Number of non-duplicated youth participating in activities	N/A	N/A	n/a
Site improvements (narrative)	Prepared fields for Sport leagues and NFA, cut 155 acres of grass weekly with only 2 FT staff. Added playground safety mulch to 7 parks. Repaired pumps and backflow for irrigation systems at Ouellet and Fontaine. Finished improvement to Mohegan Park beach, new tables, sink, sign, sand.	Prepared- RFP bids for the following: Taftville basketball court reconstruction, jennings football field concession stand & irrigation. Depina PA system installed and scoreboard upgrade, Winterized ball fields and fountains. Cut back overgrown brush at several fields. Hired facility maintainer.	Depina field- dugout fences repaired, field graded, stone raked out, loom added, softball field scarified and fertilizer and seed added. Cut back brush, Taftville RFP awarded. Closoed down basketball courts, playgrounds and removed rims for COVID-19. Monitored parks for social distancing and garbage removal. Sterilized facilities daily. Fertilized and seeded sports fields, painted signs. Met with contractors for project quotes and work. Irrigation at Ouelett completed.
Partnerships (narrative)	Partner with NFA for basketball clinics and a free backpack program.	Partner with BOE, YFS, NFA, Nor. Tech,	Partner with BOE, YFS, NFA, SECT Recreation Depts
	Collaborated with YFS on Youth Summer employment program and BOE for free Summer food, Otis Library on Summer Reading		
	<b>Grants Applied for: P, G, D</b>	<b>Grants Applied for: P, G, D</b>	<b>Grants Applied for: P, G, D</b>
	Sunshine Rotary	2- BOE After school grants	Community Foundation
			USTA Inquiry grant
	<b>Activities to Remember</b>	<b>Activities to Remember</b>	<b>Activities to Remember</b>
	Day camp peaked at 95 kids a week	Trunk or Treat - 2nd year, 800-1000 people	COVID-19 and program and facility closures aff
	More field trips added	Record high basketball clinic numbers including Randy Deglin clinic	Winter programs went well. Many new programs
	Camp held at new location at Stanton School.	Participated and Supported Light Up City Hall	Basketball program was offered and more struc
	Offered more sport and speciality camps than last year	Participated for the first time in Winterfest parade with a float	Ran more schools out camps
	Added a new Kindercamp for 3-5yr olds	Added 9 new programs, including youth fall tennis lessons	Winter session 2 programs were not able to be completed due to COVID-19. Refunds and credits being issued which is effecting quaterly reporting.
	Booked more tournamnets on fields bringing new teams and visitors to norwich	Ran 50% more "Schools Out" and vacation camp programs	
	Ordering new concession stand for Hamilton Football field	50% growth in participation in youth programs	
	Creating RFP for new basketball court in Taftville		
	Re-certified my Lifeguard Instructor Cert and obtained SafeSitter Cert	EEE virus affected some of programs and youth sports leagues as teams had to be off the fields in early evening.	
	Ran a successful season at the beach with no life threatening incidents		





## Planning & Neighborhood Services

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Quarterly Report: 04-01-2020 through 06-30-2020

During the period from April 1, 2020 through June 30, 2020, staff members of the Planning and Neighborhood Services Department:

- Worked remotely and in the office on a flexible schedule to maintain social distancing in response to COVID-19 concerns.
- Performed many inspections remotely utilizing technology.
- Instituted new procedures to ease electronic permit application submission and to facilitate 24/7 credit card payment for permits.
- Began construction to reconfigure the office layout to facilitate installation of a handicap ramp and a new outside entrance.
- Selected pre-qualified state approved vendors for office workstation furniture and carpet tiles for the department. Painting and carpeting was completed in June and new workstations will be delivered in July.
- Assisted the Finance department with review of the response to an RFP for permit and inspection software.
- Hired a temporary Assistant Building Official to start July 6, 2020 in response to the promotion of Dan Coley to the position of Building Official after the retirement of Jim Troeger.
- Postponed to January 2021 the hiring of the Administrative Specialist position after the retirement of Linda Lee-Smith.
- Received notification of a \$3500 scholarship award from the CT Chapter of the American Planning Association to fund a summer college intern (for 2021) to evaluate and catalog sidewalk conditions throughout the City utilizing GIS technology.
- Continued to research and refine a Complete Streets policy for the City.
- Met with the City Manager and representatives from NCDRC and the Norwich Historical Society to discuss and consider potential historic preservation projects eligible for SHPO & Preservation Connecticut grant funding.
- Followed up with UCONN Climate Corps program students and their professor relative to an approved planning project to studying options and potential uses that would be compliant with DEEP regulations for development within Floodway and Special Flood Hazard Areas (specifically Shipping Street/Terminal Way & New Wharf Roads properties). Due to COVID-19 and the subsequent closing of the university to students, the semester-long team project was not completed.
- Continued to meet about the planning and design for the grant funded Central Avenue streetscape safety improvement project which has been delayed due to COVID-19 and the paving contractor.
- Administered, and facilitated meetings with the project consultants, owners, State of CT and EPA regarding the following current grant funded projects: DECD Uncas Leap Project Development & EPA City-Wide Brownfields Assessment.
- Participated remotely at the following meetings: City Manager's Department Head Weekly COVID-19 Meetings, Weekly NCDRC Restaurant Update Meetings, Plan of Conservation & Development Implementation; Commission on the City Plan, Redevelopment Agency; SCCOG Planner's; Zoning Board of Appeals, Inland Wetlands & Watercourses Conservation Commission, and Weekly NPU development meetings.
- Investigated Blight, Building Code, Wetlands and Zoning complaints and violations and followed through on enforcement actions.
- Met with numerous property owners and developers via conference call or zoom regarding multiple properties and potential projects throughout the city.
- Continued to research, review and draft potential future zoning amendments and ordinances including revisiting uses in the Business Park District and regulating short-term rentals (STR) properties.
- Assisted boards and commissions with processing and reviews of the following 7 Land Use Applications:
  - Inland Wetlands and Watercourses Conservation Commission 2 Applications ( 1 Regulated Activities, 1 Administrative Upland Review & 0 Non-Jurisdictional Ruling)

- Commission on the City Plan – 3 Applications ( 1 Subdivision & 1 Special Permit, 1 Site Development Plan (and 2 CAM – Associated with other approvals)
  - Zoning Board of Appeals – 2 Applications ( 2\* Variance ( 1 Approved \_\_\_\_\_ Denied ) & 0 Appeal of the ZEO) \*One (1) yet to be decided
  - Received 115 Complaints relative to the following:
    - Blight – 17
    - Property Maintenance - 85
    - Works without Permit(s) - 7
    - Wetlands - 0
    - Zoning – 6
  - Investigated and/or issued 275 Violations and Closed 64 :
    - Blight – 259
    - Property Maintenance - 1
    - Work without Permits(s) – 9
    - Wetlands - 0
    - Zoning – 6
  - Responded to 12 Police or Fire Call-Outs
  - Citations Issued 46 Value of Citations Issued: \$ 152,150
  - Citation Fees Collected \$11,770
  - Issued 362 Building Permits (316 residential, 38 commercial 0 Industrial and 8 municipal) – Note that industrial is likely combined with commercial
  - Building Permits per assigned FTE 181\* (total number divided by 2)
    - 3 Structures Condemned
    - 7 Dwelling Units Condemned
    - 7 Buildings Demolished
  - 6 Zoning Letters of Compliance Prepared
  - 73 Zoning Permit Applications
    - 75\* Zoning Permits Issued, which includes 1 New Business/Conversion Permits
- \* Number of permits issues may be greater than number of applications due to submission date



**CITY OF NORWICH**  
CONNECTICUT  
**POLICE DEPARTMENT**



70 THAMES STREET  
NORWICH, CT 06360  
(860) 886-5561

  
PATRICK J. DALEY  
Chief of Police

**Quarterly Report April 1, 2020 thru June 30, 2020**

**PATROL DIVISION**



In the period January 1<sup>st</sup>, 2020 thru March 31, 2019 **the Norwich Police Department Patrol Division handled approximately 13,783 calls for service.** Included in these service calls:

- **174 Arrests Made**
- **547 Offense Reports Taken**
- **25 Reported Juvenile and Adult Sexual Assaults**
- **299 Traffic Accidents Investigated**

- **241 Motor Vehicle Stops Initiated**
- **126 Infractions Issued**
- **478 Alarm Responses (Burglary and/or Panic)**
- **4810 Telephone calls into Dispatch**
- **5263 -911 Calls**

**25 Juvenile and Adult Sexual Assault Investigations** have kept both Patrol Officers and Detectives very busy.

12 Fentanyl related OD's for the last 3 months appear to be consistent with previous quarters. Unfortunately 3 residents of Norwich died as a result of their narcotic use. The administration of Narcan by EMS upon arrival kept the OD deaths low but the epidemic continues to plague the city much like the rest of the country.

## **INVESTIGATIONS**

On 06/11/20 Officers responded to 52 Laurel Hill for a male found deceased with from apparent gunshots. Officers located a male victim and confirmed that he died due to gunshot injuries sometime during the night. Detectives continue to work on this case and possible suspect leads.

On June 2<sup>nd</sup>, 2020 a large scale protest occurred in Norwich. Every NPD officer was ordered to work this event to maintain order, keep the protestors safe, and protect property. The event staff was deployed at different locations throughout the city. No arrests were made and no injuries were reported to officers or civilians.

On June 5<sup>th</sup>, 2020 a second protest occurred. Although this event was relatively smaller in size it's potential for violence was greater. Again an "all hands on deck" was utilized to protect life and property. No arrests were made and no injuries were reported.

On June 11, 2020 NPD assisted NFA with their graduation ceremonies and vehicle parade.

## **PROMOTIONS**

On June 30<sup>th</sup>, 2020 Chief Daley promoted Detective Sergeant Anthony Gomes to Lieutenant and Detective Steve Schmidt to Sergeant.

## **COMMUNITY POLICING**

Sgt Rankin and his CPU have been extremely busy with community events. Civil unrest across the country has primarily stayed out of Norwich. NPD has proven that community policing philosophies are effective.

The support of the community during the COVID-19 Pandemic and Civil Unrest has been amazing. Officers have generously been treated to pizzas and other baked goods.



## **NORWICH POLICE TRAINING AND SELECTIONS**

Recruits Overton, Hammer, Gross, and Hanyckyj successfully completed their CT POST Academy training. All recruits passed and are currently on Field Training .

## **BUDGETARY MATTERS**

The Norwich Police Department has been actively attempting to control costs, maximize efficiencies and eliminate waste. Some control measures undertaken are:

- No unnecessary spending
- Limiting Special Assignments off the Patrol , Administrative, and Detective Divisions
- No paperwork related overtime expenses except when needed by court
- Reduction in Training classes/expenses

Some of the factors beyond our control have caused expenditures faster than the anticipated rate. They are:

- Several officers/supervisors out on Workers Compensation for work related injuries
- COVID-19 preparedness, supplies, and special orders
- Protest staffing coverage and planning

## **PROJECTS**

The radio system is up and running. Officers were issued the new portable radios and mobile radios were installed in vehicles. Except for a few very minor issues, the radios and system are working flawlessly. The coverage testing was completed which proved a 98.7% portable radio “on ground” coverage. The new system has already been proven extremely valuable to NPD Officers.

## Public Works



### Mission

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Protect the safety, property and well-being of all Norwich citizens and businesses through the maintenance and preservation of the city's assets and infrastructure, including roads, bridges, parks, buildings, cemeteries, solid waste facilities and automotive equipment.

### Accomplishments from April 1, 2020 to June 30, 2020

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- Adjusted work schedules and performed extensive cleaning and sanitizing of equipment, and common touch points, in order to keep safe and productive during the COVID-19 Pandemic.
- Performed spring City-wide brush pick-up.
- Set up concrete barriers in numerous locations around the City to accommodate outside dining for restaurants to support the re-opening of the City.
- Installed an irrigation system for the Rose Garden in Mohegan Park.
- Sandblasted and painted the fountain in Mohegan Park, (see picture).
- Repaired and replaced the tops on over 50 catch basins in conjunction with the City paving program.
- Performed seasonal maintenance such as mowing parks and cemeteries.
- Roadside cutting of trees and brush, including support for road paving.
- Curbing repairs and pot-hole patching with the hot box.
- Roadside trash pick-up.
- Guide rail repair and replacement of 250 linear feet due to deterioration and vehicle damage.
- Moved file cabinets and furniture for re-purposing of office space at 23 Union Street, including painting and carpet installation.
- Installed plexiglass barriers and hand sanitizing stations in City Hall and other City buildings.
- Performed Fleet Preventative Maintenance servicing of over 100 vehicles, installed GPS in over 30 Public Works vehicles, decommissioned three Fire Engines, and working with East Great Plain Fire Co., on the delivery of a new Engine Tanker.
- Continued to work on compliance with the Municipal Separate Storm Sewer System (MS4), including cleaning over 1800 catch basins, and sweeping the streets.
- Applied aquacade in Spaulding Pond to combat the milfoil weed.

### 2020 Construction Season Projects Status

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- Began the 2020 Pavement Project with reconstruction of the Howard Brown parking lot, (see picture), and numerous streets in the Greenville section of the City, including portions of Prospect, Gilmour, Page, 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup>, 7<sup>th</sup>, and 8<sup>th</sup> streets.
- Commenced rehabilitation of the Sunnyside Street Bridge in Yantic. This \$1.5 M project, which preserves the historic character of the bridge, should be complete in October.
- Oversaw the re-construction of 21 Accessibility ramps in numerous locations around the City, funded with a Community Development Block Grant.
- Completed the bathroom renovations in Mohegan Park and the Public Works headquarters.
- Completed the boiler abatement and removal at Clinton Ave., to clear the space for storage.
- Oversaw the Basketball Court and Pavilion construction in the Taftville playground.

**LEAD HAZARD CONTROL PROGRAM**

	<b>Quarterly Progress</b>	<b>Quarterly Funds Expended</b>	<b>Cumulative</b>
Completed/Cleared	<b>0</b>	-	<b>0</b>
Funds Expended *Inc Healthy Homes	-	0	\$0
Number of Units in Progress or Under Contract	<b>4</b>	-	

**Comments:**

- The City has the entire program covered under Tier 1 Environmental Review for the programs overall CDBG Program. Each individual project is reviewed under Appendix 1.
- Due to COVID we have experienced a significant decline in applications and outreach events.
- Lead Grant fully brought on board
- Previous lead grant closed out
- Applications put on-line as fully fillable to prevent office visits.
- Worked on marketing plans

**COMMUNITY DEVELOPMENT BLOCK GRANT**

	<b>Quarterly Progress</b>	<b>Quarterly Funds Expended</b>	<b>Cumulative (Actual)</b>
Units Completed/Cleared		-	<b>84</b>
Funds Expended		\$61,631	\$747,915
Number of Units in Progress or Under Contract	<b>5</b>	117,000 committed	950,546
<b>TIMELINESS</b>	<b>TOTAL TO MEET TEST</b>	<b>Quarterly Funds Expended</b>	<b>Need to Expend</b>
Funds to expend by July 3, 2020	<b>ALLOCATION</b>	<b>MUST EXPEND 0</b>	Met the threshold!

## REVOLVING LOAN EXPENDITURES

Revolving Loan funds were completely drawn down this past quarter \$

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### Comments:

- Have attended numerous on-line trainings: SPEARS (staff); Environmental; Historic 5 series training; Lead Training; HUD trainings
- 5 year plan and Annual Plan completed for public comment
- CARES ACT funding – revising PY45 plan and will complete for next reporting.

# 2Q2020

# Quarterly Report



JULY 2, 2020

## Overview

The COVID Pandemic significantly disrupted the Norwich business community. During 2Q2020 unemployment soared to over 20% as much of the hospitality industry was shuttered by the Governor's Executive Orders. NCDC's role pivoted to be entirely focused on business retention activities with a goal of enabling businesses to take advantage of any state and federal programs or rules.

During the quarter NCDC Vice President Jill Fritzsche departed to take on a new role as the Economic Development Director for the Town of Killingly and NCDC President Robert Mills announced his retirement, which will occur at the beginning of 3Q2020. NCDC has been working to back fill these positions and hopes to do so in early 3Q2020.

## External Economic Development

Multi-DT Property Owner ProForma Development

Opportunity Zone Projects

Business Park Development Meetings (Multiple)

Ponemah Commons Development Plan

Rose City Athletics Marketing

77-91 Main St multiple meetings with owner, tenants and potential tenants

GNACC Economic Development Meetings

Eastern Connecticut Regional Tourism District Meetings

COVID-19 Facebook Group Established

Outreach to businesses city-wide

Coordinate outdoor dining response to enable restaurants to use parking areas for outdoor dining

Added American Flags to streetlight poles in downtown

EIDL and PPP Outreach efforts

## Internal Economic Development

City & NCDC Marketing Plan Implementation

NPU Coordinating Committee Meetings

POCD Meetings

Restaurant / Outdoor Dining Meetings

Freeport-McMoRan Meetings

City Council COVID presentation

## New Business Openings

Concept Design Group - 30 Franklin Street

## Achievements

None

## Global City Norwich

Refined Vanilla Box program

Monthly Meetings with Chelsea Groton Foundation for Strategic Plan for Global City Norwich

Franklin Street art installation

Deployed GCN assets for outdoor dining

CDBG grant proposal for "Working Lab for Entrepreneurs" awarded

## Marketing

Issued several NCDC e-news articles

Posted dozens of articles, and comments on social media to engage the community

Created COVID-related business resource group to crowd-source solutions

Created Bartender / Server support group

## Policy Development

Updated draft business plan for brownfield land bank program

Refined Overall Vanilla Box program and site-specific details

## Foundry 66

Foundry 66 was effectively closed during the COVID pandemic. Some essential members remained in the building.

Membership: 30

Conference Room Booked: 5 Hours

## Downtown Bond

No new Downtown Bond activity



## Otis Library Director's Report for the Fourth Quarter 2020

The fourth quarter of the fiscal year featured a new work paradigm emphasizing remote communication, distance programming, and curtailment of onsite services and staffing. Weekly Zoom meetings with staff soon became the status quo and a variety of online programs for all age groups replaced the traditional menu of onsite programs. The 38 member libraries of the LION consortium, including Otis Library, discontinued interlibrary loans and gradually reduced and suspended all services in their physical plants. This generally characterized operation through mid-May. Towards the end of May and accelerating in June staff returned to the library in anticipation of reintroducing services, albeit in modified form. This was done in compliance with state regulations on social distancing and safety protocols with special consideration given to those staff members whose health, age, or other factors qualified them as vulnerable.

On June 15 Otis introduced an outside pickup system that allows the public to arrange delivery of books, DVDs, CDs, and audiobooks from our [collection](#) to the library vestibule. The library interior remains closed. This is the first phase of a plan to reopen the library in stages to ensure the safety of the public and staff. To reserve materials patrons may call 860-889-2365, then press 1, or email. [outsidepickup@otislibrarynorwich.org](mailto:outsidepickup@otislibrarynorwich.org) to place holds and schedule a pickup date and time. Detailed information on this system is posted on the library web site and was shared with the public on our social media, our Bulletin article, and via our newsletter platform, Constant Contact.

We continue to stockpile PPEs, and we have ordered materials to ensure social distancing between staff and the public when we resume public access to the building. A second opening phase will be implemented on July 13, which involves limited public occupancy based on an appointment system. This allows for the use of computers and access to the collections. Occupancy will be calculated according to the square footage of our service areas using a formula developed by the Federal Emergency Management Agency, with consideration given to the characteristics of the library building. Full service in the form available before the March closure is unlikely before fall.

As reported in previous communications, the Connecticut State Library has offered special support via the CARES act to libraries serving distressed municipalities. This requires a modification of our Internet Filtering Policy to conform with the Children's Internet Protection Act. The text of a revised policy was approved by the Otis Board in May. As required by the state library, we posted a notice on the city's web site and the Otis home page apprising residents of a public meeting using Zoom. Once these prerequisites are completed, the library will be eligible to receive additional computers, technology, and digital resources.

In response to the death of George Floyd, individual Connecticut libraries, the Connecticut Library Association, and the American Library Association offered public commentary. Otis Library did

likewise via a post to our Facebook page and an opening paragraph in our June **Norwich Bulletin** article. I have taken the liberty of quoting from the opening paragraph of that article:

*“Prejudice is not so much dependent on natural antipathy as education.” So spoke David Ruggles, (1810-1849) Connecticut native, long time Norwich resident, African-American abolitionist, writer, publisher, and a courageous voice of black freedom.*

*While these words were written in 1834, they remain resonant in 2020. The truth of Ruggles’s statement is exemplified by recent events, but their antecedents, accumulated over centuries and predating the birth of our nation threaten to cling to us like an intractable, noxious film. The progress of education has been torturous and far from linear. It remains incomplete. Otis Library supports all those in our community who stand against racism and work in the spirit of David Ruggles to educate the public about the insidious effects of prejudice and discrimination.”*

At its June meeting, the library elected its 2020-2021 leadership and trustees. The board leadership remains intact, with Nicholas Fortson as President, Jeanne Kurasz as Vice President, Charles Seeman as Treasurer, and Kathryn Lord as Secretary. Ms. Lord and Monica MacNeil have also been nominated for second terms as board members. As new board member nominees, we have Karen M. Cook, the head of the social study’s department at Norwich Free Academy and Attorney Bart Sayet, a former board member and longtime library supporter.