

Assessors' Quarterly Report to the City Council
Beginning July 1, 2020 –Sept 30, 2020
"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX EXEMPT PROPERTY IN THE CITY"

First Quarter

First Quarter

- Income and Expense reports – those forms that were returned in June were processed. Processing forms that came in from the subsequent mailing done in June.
- Real Estate – New owner transfers done daily, updating the revaluation as well with new information. **Field inspections** for all building permits, Certificate of Occupancies and Letters of Completion. Calculate new assessments for pro-rates and apply exemptions. Updating GIS maps with survey maps, splits and combinations.
- Personal Property declarations: - Finalized personal property listings and mailed annual declarations.
- Motor Vehicle – Hundreds of questions daily regarding tax bills, specifically motor vehicle bills. Accepting and processing proper proof in order to adjust vehicles that were sold, traded, totaled, etc.
- Daily – Answer phone inquiries, serve the public at the counter and do daily motor vehicle corrections and pro-rates. Accepting and processing Veterans DD214.
- State of Connecticut Reports Filed – Additional Veterans, Annual report to the State Forester, reductions to homeowners reimbursement, Totally disabled report, report to the Department of Veterans Affairs
- Court Appeals review, pre-trials and negotiations for settlement
- Board of Assessment Appeals – Hearing were held on September 24, 2020 for motor vehicle appeals and two changes were made.
- Two new assessment technician clerks. – One joined us in August and the other in September. Training in ongoing.

Donna L. Ralston, CCMA, II
Assessor

Department 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 cashing system, but are definite integral parts of this Departments work flow. (These figures are based on the first quarter of 2020 (7/1/2020 to 9/30/2020).

Land Record Subscriptions – 101= \$8,570.00

Phone Vital requests – 183@ \$27. = \$4,941.00

Legal Notices Published - 4

Claims, Summons and Fire Loss Claims –87

Trade Names – 23 @ \$10. = \$2,300.00

Liquor Permits – 21@ \$20. = \$420.00

Genealogy Requests – 39 (average 1.5 hour each)

FOI Requests (Freedom of Information) - 23

Justice of the Peace Appointments - 87

Cremation & Burial Permits – 191 @ \$5. = \$955.00

Absentee Ballots – 5602

Agendas and Minutes – 264

Paternity/Adoption Records – 78 (average 1 hour each)

Scanned/Printed/Verified/Mailed Back - Land Records – 18 Books @ 350 pages each (average 11 hours per book)

Description	Date Range 7/1/2019 – 9/30/2019	Date Range 7/1/2020 – 9/30/2020	Fiscal Year 7/1/2018- 9/30/2019	Fiscal Year 7/1/2019 - 9/30/2020
Recorded Land Records	1,237	1385	5,891	6,081
Dog Licenses	546	233	1,508	1,470
Fish & Game Licenses	61	213	494	224
Notarized Documents	156	4	849	471
Local Conveyance Tax	177	230	858	923
Vitals- Birth/Marr/Deaths	622	589	3,596	3,605
*Customer Counts	*2309	*2654	*17444	*11474
Total Local Conveyance Tax	296,332.36	195,846.72	756,236.16	960,194.63
Total State Conveyance Tax	440,684.78	302,473.75	1,166,933.14	1,522,585.60
Town Doc Preservation	3,087.00	2,961.00	15,318.00	14,520.00
State Doc Preservation	45,276.00	43,428.00	224,644.00	212,960.00
Town General Fund Fees	7,877.00	12,642.00	27,924.00	38,395.00
State Treasurer Fees	21,379.00	33,786.00	88,791.00	123,138.00
Town Fish & Game Licenses	63.00	57.00	1,487.00	687.00
State Fish & Game Licenses	1,716.00	517.00	12,036.00	6,190.00
Town Marriage Surcharge	1,312.00	1,200.00	5,632.00	4,832.00
State Marriage Surcharge	2,788.00	2,550.00	11,968.00	10,268.00
State Totals	511,843.00	382,754.75	1,504,372.14	1,875,141.60
Town Totals	308,371.36	212,706.72	806,597.16	1,018,628.63
Combined State & Town Totals	444,287.68	595,461.47	1,860,969.30	2,893,770.23
Grand Total of Funds Collected	918,511.14	681,166.97	2,775,674.05	3,342,987.53

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

Department Goals	DG1				DG2	DG3	DG4		
Goal Descriptions	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.		
Action Plans	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 2019-20 audited financial statements by 11/15/20.	Develop personal development plans for each staff and ensure proper level of professional certifications are achieved through education and training.		
Activities	Reduce volume of routine tax payments made in-person or by mail, so tax staff can focus on delinquent tax collections.		Finance Department to do NPS payroll by December 2020	Reduce # checks by increasing ACH vendor payments			Implement AR/GB Modules in MUNIS	Identify training needs and one or more training opportunities for each employee.	
Barriers	Staffing levels		Staffing levels	NPS has only been on MUNIS and paying vendors by ACH since July 2019.	Staffing levels	Time constraints from NPS MUNIS integration project	Staff and course availability, timing of courses, and funding.		
Measure Description	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	Notes on progress	Percentage of A/P payments by ACH divided by total A/P payments	Notes on progress	Date that audited financial statements are complete.	Number of employees with training plans (out of 14)	
Target/Timeframe	Strive for continuous decrease	Increase current levy collection rate to 97.75% for FY2021	Complete tax sale during FY2021	Complete by December 2020	55% of payments by ACH by 6/30/2021	Complete Implementation by June 2021	Ongoing	Issue financials by 11/15/20	6/30/2021
Q1 Measure	33.85%	53.55%			50.40%				
Q1 Notes	Large (9.18%) improvement from the 43.03% we collected in person/by mail at this time last year due to the pandemic.	Was 54.39% at this time last year. Expect this to pick up after the Low Interest Program expires.	No activity during the quarter due to COVID-19	Accounting Generalist began shadowing NPS payroll staff in August.	Was 45.5% at this point last year	No activity during the quarter	Provided the City Council with explanations of FY2019-20 budget transfers and estimated impact of bond refunding and VFF tax abatement changes.	Closed fiscal year 2019-20 in September. With the staff turnover, it is highly unlikely we'll be hitting the 11/15/20 target.	Hired Maria Garcia to fill Revenue Collection Clerk vacancy. Hired Lisa Lapkowski, Evelyn Lopez, and Kyle Gervais to fill Accounting Generalist vacancies. New Accountant will start in the next quarter. This year's focus will be on-the-job training.



Norwich Fire Department Quarterly Report **July 1, 2020 through September 30, 2020**

Operations:

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: 669. 31 fires, 446 rescue/emergency medical, 36 service calls, 156 misc*, mutual aid was given 6 times and received 7 times.

Stations remain closed to the public due to COVID.

Significant incidents:

- 15JUL – Basement fire 5 James St.
- 18JUL – Construction accident with significant natural gas leak with evacuation of area around 94 Williams St.
- 03AUG – 3-alarm structure fire at 57 Prospect St. Four minor injuries to firefighters.
- 19AUG – Car vs motorcycle accident at N. Main/3rd St resulting in one fatality.
- 16SEP – Gas call Chestnut Ave: milling machine fell into an old, buried fuel tank coming into contact with NPU gas line.
- 20SEP – Fire at James Laundromat 420 W. Main St.

Fire Marshal Office:

- Investigated 17 fires: 15 Origin and Cause investigations, 2 Arson investigations (both juvenile, being processed through proper channels).
- 227 Fire Code Compliance Inspections/re-inspections, conducted 12 Plan Reviews, and 23 consultations.*
- The Norwich Fire Department is continuing to process the incidence of fire in collaboration with State and Local Police support.
- COVID 19 remains an issue for inspections, particularly residential inspections.
- New Fire Marshal vehicle is in service and has eased the burden on logistics for those on call.
- During the last week of the quarter, we have had 4 multi-family inspections canceled due to tenants that were positive with COVID. This falls in line with Norwich's recent spike in numbers.

* Further breakdown available upon request *

City of Norwich Fire Department 10 North Thames Street Norwich, CT 06360 Office (860)-892-6080 c (860) 608-9665

Email: norwichfire@cityofnorwich.org; tmontoya@cityofnorwich.org

Training Division:

- AFG funding awarded for Extrication Training and Equipment. \$193,977 Federal share, \$19,397 City share. Equipment ordered, training to be scheduled.
- Exploring joint Search and Rescue training opportunities with USCG New London personnel for marine operations.
- Daily Training for this reporting period included in-house and external courses, assigned Target Solutions programs, and multiple company level trainings totaling 3160 man hours of training.*
- Safety Officer received 167 reports of exposure to carcinogens as defined under state guidelines.*
- Safety Officer received 107 reports of COVID exposures/encounters.
- We continue with our district preplanning, attack planning and building review activities as limited by COVID procedures.
- 9 FD personnel participated in webinar on Preparing for Difficult Discussions on Race in the Workplace.

Apparatus update:

- Squad-A apparatus committee continues meet with vendors to develop a replacement specs to include in the next budget.
- 08SEP: Truck-2 on loan to Taftville VFD while their Truck is at City Garage for repairs. They have experienced a few minor issues with it, and would most likely agree that it is an acceptable spare piece, but not an ideal frontline apparatus.
- State Foam Trailer is at Shipman's for repairs. This is one of 9 units around the state and 1 of 2 in Region 4. State provides maintenance, and equipment for it.

Station update:

- Window project is ready to proceed once funding is straightened out with Finance. There was a question as to the funds exceeding the current amount in the budget for the project. Funds to be requested in next budget cycle to complete remaining windows. The project will not include all windows, there will be request in the upcoming budget to cover the 10 windows that were not included in the current effort.
- Rear parking lot at HQ undergoing repairs around the storm drain. This is the third time that repairs have had to be made. NPW is aware and is doing their best. Once repairs are made, we will proceed with sealing the asphalt before winter.
- Engine-2 has damage to a window in the hose tower. Currently getting bids for a window/door installation to prevent further weather issues. Best bid to this point is \$4500, still pursuing other options.

* Further breakdown available upon request *

City of Norwich Fire Department 10 North Thames Street Norwich, CT 06360 Office (860)-892-6080 c (860) 608-9665

Email: norwichfire@cityofnorwich.org; tmontoya@cityofnorwich.org

- Ongoing project to repair shower in the men's dorm area. Quotes came in higher than initially expected.
- NPU researching options for upgrading HVAC filters to provide improved COVID protection.
- HQ carpet needs replacement due to age and high traffic. Funds requested in next year capital.
- 800 band radio antenna and base station installed at HQ under DEMHS grant.

Emergency Management:

800 band radio antenna and base station installed at McKinley Ave. facility under DEMHS grant. Received updated stock of Low Range Dosimeters from DEMHS. Exchanged and increased our number of Radiological Survey meters and wands.

Attended, virtually or in person, the following:

- USACE Dam Safety Emergency Seminar
- Quarterly Radiological Millstone meeting
- ESF-20 Marine Group meeting
- RESP meeting
- Region 4 COVID PPE distributions ongoing.
- Numerous local and State COVID related calls and meetings

Administration:

- McGrath Consultants are conducting the City wide Fire Service Analysis – NFD input to their data call was submitted on 28SEP.
- Safety / Training Officer position remains filled on a temporary basis by LT Kannas. Posting and selection process in the planning stages.
- COVID procedures updated for personnel and station activities to meet current local trends and national guidance. Currently reviewing all related policies and procedures to consolidate into one guide for ease of reference.

Respectfully submitted:

Tracy Montoya
Chief of Department

* Further breakdown available upon request *

City of Norwich Fire Department 10 North Thames Street Norwich, CT 06360 Office (860)-892-6080 c (860) 608-9665

Email: norwichfire@cityofnorwich.org; tmontoya@cityofnorwich.org

Human Resources Department

July 1, 2020 – September 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
Recruitment and Testing		Drug/Alcohol Testing	
Requisitions processed	19	CDL monthly random	3
Position announcements	11	Pre-employment	19
Applications processed	397	Other	0
Applicants tested	42	Workers Compensation/Safety	
Exams administered	6	Claims reviews	0
Realistic job previews/Interviews	33	Claims processed/FRI	40
Lists extended	1	OSHA 300 Filing & Posting	0
Advertisements	4	Committees	
Employees		Personnel & Pension Board	2
New hire background checks	22	Volunteer Firefighters Relief Fund	2
Orientations	13	Safety Committee	1
Evaluations	22	Persons with Disabilities	1
Step increases	23	Mandatory Reporting	
FMLA	7	State - DOL Employment Statistics Report	3
Unemployment processing and hearings	22	State - DOL Multiple Worksite Report	1
Full Time Permanent Hires	13	EEO-4 Report	0
Seasonal hires	20	Labor Relations	
Temporary hires	54	Contract/pension negotiations	3
CDL Physical Recertification’s	8	Grievances/mediations/arbitrations/CHRO	5
Benefits Administration		Training	
Insurance changes processed	44	Munis BOE payroll Conversion	Ongoing
COBRA elections processed	9	CIRMA	13
New Voluntary Benefits	9	Sexual Harassment Prevention Training	115
Insurance billings	18	Checklists/Procedures	15
Insurance waivers	1	Record Keeping	
Open Enrollment	0	Organize/Digitize Active Personnel Files	63
Pension Administration		COVID Travel/Exposure	
Pension processing	63	Tracking exposure, trips and FFCRA time	15

- Numerous hours spent on • COVID19 related issues including: safety/schedules/ leaves of absences/worker’s compensation/government mandates and more • 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.

NORWICH RECREATION DEPARTMENT 20-21	
	July 1, 2020 - September 30, 2020
Number of program hours	1504
Hours reserved for field usage	1870
Number of youth registrations	1286
Number of adult registration	470
Number of hours reserved on fields/facility	1870
Number of sports leagues using fields/facilities	12
Revenue brought in through programming	\$ 41,519.00
Revenue brought in through sponsorship	\$ 2,500.00
Revenue from grant applications	\$ 25,000.00
Number of non-duplicated youth participating in activities	N/A
Special Event/Beach Patrons	6461
Site improvements (narrative)	New concession stand was finished being built, plumbing, electrical; flooring at Jennings football field and scoreboard hooked up, fence reinstalled, new bleachers ordered, parking lot lines painted, 1 gate installed, 4-5 fields reseeded, aerated and fertilized while fields not being used due to covid-19, 155 acres of grass cut weekly, mohegan park beach raked, cleaned and opened, spots staked out for COVID-19 distancing rules, COVID-19 signs ordered and posted, fields lined and maintained for baseball and softball games, increased usage due to COVID-19 as spring seasons postponed,
Partnerships (narrative)	Partner with NFA for virtual basketball clinics, and free backpack programs, Partner with BOE for camp during COIVD and hybrid school year program due to COVID-19. Partner YFS on event- Family Day
	BOE for free Summer food, Otis Library on Summer Reading
	Grants Applied for: P, G, D
	Community Foundation
	Sunshine Rotary for COVID supplies
	Neighbors to Neighbor grant (2x)
	Activities to Remember

	<p>During the COVID-19 pandemic, we answered the call and decided to offer our camp and child care services for the community, We were one of the few in the region and throughout the state. Parents needed care so they could get back to work and keep their children engaged and active. We followed all Executive orders, CDC and DPH guidelines and offered a safe, fun COVID-19 free programs to hundreds of kids this summer. We actually had similiar attendance to previous years. We also opened Mohegan Park beach and served hundreds of families there and kep them safe and cool. This fall we are offering a hybrid school aged care program to also help families with care during the hybrid school year on the days children are home. We are a very adaptable deparment and are here to suit the needs of the community even as the needs change.</p>
	<p>Camp had 3 locations due to COIVD-19, groups were smaller with up to 14 kids in agroup</p>
	<p>Several sports and speciality camps ran with just smaller enrollment numbers in comparison to other years and to meet COVID-19 guidelines.</p>
	<p>Kindercamp did very will and was at capacity for serveral weeks of the summer.</p>
	<p>Re-certified all my lifeguards in Red Cross lifeguarding course</p>
	<p>Ran a safe and successful season at the beach with no life threatening incidents and no COIVD-19 outbreaks,</p>
	<p>Sent out Tennis court donation letters to 250 businesses and donors</p>
	<p>In Sept offered a hybrid school yaer program to meet the needs of the community as school was only in person 2 days a week. Two sites were estbalished in conjunction with BOE.</p>
	<p>Started fall programs, moved many programs outside due to COVID-19. The majority of the programs are running with just smaller numbers than typical years. All staff are trained and are following COIVD protocols.</p>

Planning & Neighborhood Services

Quarterly Report: 07-01-2020 through 09-30-2020

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

- Worked in the office with doors closed to the public (except by appointment) to maintain social distancing in response to COVID-19 concerns.
- Utilized Zoom and other technology to supplement onsite inspections of properties.
- Continued to encourage electronic permit application submission and online credit card payment process for permits.
- Proceeded with the construction on the reconfiguration of the office layout to facilitate installation of a handicap ramp and a new outside entrance. The former Building Official's office was renovated for conference room use. Employee workstations were installed for functionality and separation. New window blinds were ordered and will be installed in the next month.
- Continued to update, organize and rearrange the map and paper application filing system located in the lower level of the building.
- Prepared and submitted a VCI Grant application requesting \$40K for four (4) "vanilla box" build-outs of commercial tenant space in historic structures located downtown.
- Started to prepare a draft Complete Streets policy for the City.
- Continued to assist the Finance department with evaluation of permit and inspection software and participated in on-line demonstrations of two products.
- Participated in the NPU planning meetings in advance of Storm Isaias.
- Hired the temporary Assistant Building Official, Anthony Jetmore, as an Assistant Building Official on August 31, 2020.
- Prepared a map that updated/re-categorized City owned properties to assist the Planning and Public Works departments with property disposition.
- Researched and investigated ordinances and compliance options for short-term rental properties as requested by the Mayor.
- Continued to work on the implementation of the grant funded Central Avenue Streetscape Safety Improvement project which had been delayed due to COVID-19 and the paving contractor.
- Administered, and facilitated meetings with project consultants, property owners, State of CT and the 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 COVID-19 Meetings, Mayor's weekly legislative phone calls, 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 team meetings.
- Investigated blight, building code, wetlands and zoning complaints and violations and followed through on enforcement actions.
- Met with numerous property owners and developers, both in person and remotely, 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 Waterfront Development District.
- Participated in on-line seminars & training including Community Rating System (CRS), Flood Management and DEEP Inland Wetlands Official certification.
- Assisted the Finance Department by providing data and participated on the S&P Bond Rating conference call.

- Assisted municipal boards and commissions with processing and reviews of the following 5 Land Use Applications:
 - Inland Wetlands and Watercourses Conservation Commission 5 Applications (2 Regulated Activities, 3 Administrative Upland Review & 0 Non-Jurisdictional Ruling)
 - Commission on the City Plan – 3 Other Business: Referrals & Bond Releases & 0 Applications
 - Zoning Board of Appeals – 0 Applications & 0 Appeals of ZEO Decisions
- Received 166 Complaints relative to the following:
 - Blight – 122
 - Property Maintenance - 11
 - Works without Permit(s) - 7
 - Wetlands - 1
 - Zoning – 25
- Investigated and/or issued 445 Violations and Closed 84 :
 - Blight – 408
 - Property Maintenance - 8
 - Work without Permits(s) – 22
 - Wetlands - 1
 - Zoning – 6
- Responded to 7 Police or Fire Call-Outs
- Citations Issued 76 Value of Citations Issued: \$ 269,600
- Citation Fees Collected \$3,890
- Issued 417 Building Permits (345 residential, 69 commercial 0 Industrial and 3 municipal) – Note that industrial is likely combined with commercial
- Building Permits per assigned FTE 139* (total number divided by 3)
 - 2 & 2 Structures & Units Condemned
 - 1 Dwelling Units Condemned
 - 4 Buildings Demolished
- 4 Zoning Letters of Compliance Prepared
- 77 Zoning Permit Applications
 - 59 Zoning Permits Issued, which includes 6 New Business/Conversion Permits



CITY OF NORWICH
CONNECTICUT
POLICE DEPARTMENT



PATRICK J. DALEY
Chief of Police



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

Quarterly Report July 1, 2020 thru September 30, 2020



PATROL DIVISION

In the period July 1st, 2020 thru September 30st, 2020 **the Norwich Police Department Patrol Division handled approximately 14,280 calls for service.** Included in these service calls:

- **188 Arrests Made**
- **925 Offense Reports Taken**
- **20 Reported Juvenile and Adult Sexual Assaults**
- **393 Traffic Accidents Investigated**
- **424 Motor Vehicle Stops Initiated**

- **126 Infractions Issued**
- **583 Alarm Responses (Burglary and/or Panic)**
- **5423 Telephone calls into Dispatch**
- **6221 -911 Calls**

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

9 Fentanyl related OD's for the last 3 months appear to be lower than previous quarters. Unfortunately 2 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

Detectives continued to work and develop suspects in the Laurel Hill Ave. An arrest has been made.

On July 22, 2020 Officers responded to 50 Lake St for a male shot. The male died as a result of a gunshot wound. Officers were assisted by the Detective Division who took over the case. Arrest warrants have been issued in regard to the homicide.

On July 25, 2020 Officers and Detectives responded to 196 Central Ave for shots fired. It was determined that suspect(s) fired gunshots at the residence with the intention of harming those within. It appears to be a targeted shooting and no injuries were reported. Possible motives are gang activity and the Detective Division has suspects.

Residences on Cliff St, Merchants Ave, and a car on Talman St were shot at and appear to be targeted as well by gang members. The ongoing dangerous activity starts with a preliminary investigation by patrol and quickly investigated further by the Detective Division. Gun activity within the City of Norwich has increased dramatically within this quarter.

In July and August the city was plagued with many vehicle burglaries and stolen vehicles. The patrol division was inundated with these calls for service. Numerous arrests have been made and other suspects have been identified.

The patrol division responded to a male shot at 35 Chestnut St. Due to their quick response and alertness the male suspect was stopped at the scene and arrested. The male victim received non-life threatening injuries.

The patrol division responded to a stranger abduction and sexual assault of an 19 year old female in the area of Main St. Again their quick response and following investigations proved fruitful with the arrests of the male suspect.

Finally Juvenile Detectives investigated the sudden death of a two year old. Upon their investigation it was learned the toddler had severe injury to the brain. An arrest was made of the Father for his "shaken baby" assault.

Retirees

On September 24, Detective Lt Conley retired. In September 2020 Officer Sawryn resigned.

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. Sgt Rankin and his team have held numerous public “chats” which prove to be effective and welcomed.

CP members have painted over graffiti in Greenville, cleaned up and assisted the homeless population with housing, and maintained a positive presence with community stakeholders.

NORWICH POLICE TRAINING AND SELECTIONS

Recruits Hammer and Gross, completed their FTO training and are now assigned to patrol on the midnight shit. Overton and Hanyckyj are anticipated to successfully completed their FTO training within the next few weeks.

Recruits Alexander Wojick, Victoria Clarke, John Santos Jr, began the POST Academy September 11, 2020.

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
- Major crime investigations and staffing.

Public Works



Mission

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, buildings, parks, cemeteries, solid waste facilities and automotive equipment.

Accomplishments from July 1, 2020 to September 30, 2020

- Performed a special, very lengthy City-wide brush pick-up in response to the damage from Tropical Storm Isaias. Advertised and completed the regularly scheduled fall brush pick-up.
- Set up concrete barriers at the Charter Day school for outside learning, and assembled 40 picnic tables for Norwich Public Schools.
- Roadside cutting of trees and brush, exacerbated by storm Isaias, including support for road paving.
- Completed a four hundred foot cross country storm water pipe replacement project for a failed section of pipe in the Caribou Drive neighborhood.
- Repaired and replaced tops on, and rebuilt over 30 catch basins in conjunction with the City paving program.
- Performed seasonal maintenance such as mowing parks and cemeteries.
- Curbing repairs and pot-hole patching with the hot box.
- Roadside trash pick-up, including coordinating with and assisting the "Clean-Up Norwich" group.
- Guide rail repair and replacement of 300 linear feet due to deterioration and vehicle damage.
- Continued enhanced cleaning practices around City buildings to keep staff and citizens safe.
- Performed Fleet Preventative Maintenance servicing of over 100 vehicles, installed GPS in over 40 Public Works vehicles, and 35 Police vehicles
- Oversaw the pump testing of 19 firefighting apparatus and completed needed repairs on same.
- Repaired accident damage to Taftville's Fire Tower 25, reconfiguring the rear to prevent future damage.
- Continued to work on compliance with the Municipal Separate Storm Sewer System (MS4), including cleaning over 1200 catch basins, and sweeping the streets.

2020 Construction Season Project Status

- Continued the 2020 Pavement Project with reconstruction of numerous streets in the Greenville section of the City, including portions of Prospect, Howard, Golden, Sixth, Fifth, Fourth, Third and Second Streets. Chestnut and a portion of Willow Street were also completed.
- Performed stone chip seal on over five miles of roads, including Fitchville Rd., Judd Rd., Lady Slipper Lane, Lost Acres Rd., Mohegan Park Rd., North Wawecus Hill Rd., Old Canterbury Turnpike, Old Salem Rd. No. 2, Roosevelt Ave., and Turnpike Park.
- Continued the rehabilitation of the Sunnyside Street Bridge in Yantis, (see picture above). This \$1.5 M project, which preserves the historic character of the bridge, should be complete in October.
- Completed a fairly extensive repair to a stone retaining wall on Central Ave., which was damaged from a motor vehicle accident.
- Oversaw the demolition of a multifamily house at 11 Lake Street.
- Completed the new ADA entrance at 23 Union Street, (see picture above).
- Completed the steam pipe abatement and removal at Fleet Maintenance Building on Asylum Street.

LEAD HAZARD CONTROL PROGRAM

	Quarterly Progress	Quarterly Funds Expended	Cumulative
Completed/Cleared	3		3
Funds Expended *Inc Healthy Homes		0	\$0
Number of Units in Progress or Under Contract	4	-	

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.
- Webinars attended with HUD for lead grant
- Lead Hazard Control/Healthy Homes on-line conference attended by the Rehab Specialist

COMMUNITY DEVELOPMENT BLOCK GRANT

	Quarterly Progress	Quarterly Funds Expended	Cumulative (Actual)
Units Completed/Cleared	5		
Funds Expended		103,065.81	120,525.81
Number of Units in Progress or Under Contract	6		
TIMELINESS	TOTAL TO MEET TEST	Quarterly Funds Expended	Need to Expend
Funds to expend by July 3, 2020	ALLOCATION	MUST EXPEND 0	Met the threshold!

REVOLVING LOAN EXPENDITURES

Revolving Loan funds were completely drawn down this past quarter \$ 24,427,.74

Comments:

- Have attended numerous on-line trainings: Historic Preservation series; HUD CARES ACT trainings (3)
- HUD Meetings – online and in person with the Regional Director, Congressman Courtney, Mayor, City Manager and other City Officials
- 5 Year Plan and Annual Plan Completed and Submitted
- CARES ACT funding – revised PY45 plan which was approved by the HUD office.
- Completed numerous projects: Taftville Gazebo, Greeneville Playground, NHA, ADA Sidewalk Improvements. Worked with DPW on these projects and monitored sites and payroll for Davis Bacon compliance.
- Met with SECTER to assist in determining Economic Development needs relative to CARES Act funding.
- Closed out Monitoring findings with HUD with no repayment of any funds.
- Received first round of CARES Act funding
- Notified of 2nd round of CARES Act funding

3Q2020

Quarterly Report



OCTOBER 2, 2020

Overview

The COVID-19 Pandemic continues to significantly disrupt the Norwich business community. During 3Q2020, unemployment in the City soared to over 20% as much of the hospitality industry was shuttered by the Governor's Executive Orders and is now at 14% (as of August 31). In 2Q2020, 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 pandemic relief programs. We continue to perform this important work and support local businesses.

During the quarter NCDC was able to hire a new executive assistant, LeeAnn D'Ambrosio, who started on July 20, 2020, and a new Community Manager for Foundry 66, Mary Riley, who started on September 26, 2020. We are now at a full contingent of employees within the FYE2021 Budget allocation.

External Economic Development

- Multi-DT Property Owner Proforma Development
- Opportunity Zone Projects
- Business Park Development Meetings (Multiple)
- Ponemah Commons Development Plan Meetings (Multiple)
- Ponemah Commons Grant Application Prepared
- 77-91 Main Street meetings with owner, tenants and potential tenants
- GNACC Economic Development Meetings
- COVID-19 Facebook Group Managed
- Outreach to businesses city-wide
- Coordinate outdoor dining response to enable restaurants to use parking areas for outdoor dining
- City meetings to coordinate restaurant dining during Winter/Spring 2020-2021
- EIDL and PPP outreach efforts
- Various meetings with businesses looking to locate, relocate and expand within the City

Internal Economic Development

- City & NCDC Marketing Plan Implementation
- NPU Coordinating Committee Meetings
- Restaurant / Outdoor Dining Meetings
- Freeport-McMoRan Meetings

New Business Openings

- Manny's Barber and Lounge
- Café Marina
- DGV Restaurant
- Norwich Nutrition
- Steflorah's Beauty Salon and Store

Achievements

See Above – External Economic Development and GCN Vanilla Box Program

Global City Norwich Program

- Refined Vanilla Box program
- Monthly meetings with Chelsea Groton Foundation for strategic plan for Global City Norwich
- Continue to deploy GCN assets for outdoor dining
- Community Chat with the NPD - 13 weekly meetings, 4 monthly meetings
- Created Working Lab program narrative - 20 participants
- Created Virtual Marketplace featuring Norwich streetwear scene
- Broadway and Main Streetscape Lighting Project
- Streetwear entrepreneurs activated - 14 participants

Marketing

- Posted dozens of articles, and comments on social media to engage the community
- Managed COVID-related business resource group to crowd-source solutions
- Managed Bartender / Server support group
- Developed “Passport to Norwich” restaurant marketing grant application

Policy Development

- Refined Overall Vanilla Box program and site-specific details
- Worked to address mill tax abatement program

Foundry 66 Co-Workspace

- Membership: 38

Downtown Bond Program

- No new Downtown Bond activity

ABOUT NCDC

The Norwich Community Development Corporation (NCDC), led by business and civic leaders, has over forty years of experience in creating opportunities for business. NCDC has been responsible for several development initiatives in Norwich including the creation of over 45 business locations and 2,300 jobs in the Stanley Israelite Business Park; the Mercantile Exchange building- a 100,000 square foot class A office building and the Norwich Superior Courthouse - both constructed in the heart of historic Downtown Norwich.

In addition, NCDC was instrumental in securing and managing funding for both the renovation of Otis Library and the Norwich Marina. NCDC is proud of its reputation for being active in developing relationships and collaborating with the City for the betterment of Norwich and for partnering with the City and Norwich Public Utilities to create a place where businesses grow and thrive. We know how to get things done.

For additional information about the organization and projects that we have been involved: askncdc.com



Otis Library Director's Report for the First Quarter 2020

The preparations for the July 13th reopening by appointment were not quite as complex as the Normandy Landing but required considerable planning and logistical coordination. This included revising our rules of conduct to mandate social distancing and other health measures, reconfiguring our hours of operation, the removal of all leisure furnishings, reducing the public computers to 5 machines in the business center, which are available for up to two hours per sessions, the installation of Plexiglas barriers, the addition of social distancing signage and floor markers, special covers for keyboards and mouses (sic) and regular sanitizing of public spaces and equipment. There were articles in the **Bulletin** on July 13 and the **Day** on Sunday, July 12, along with announcements on our home page, and social media so news of our hours and services were widely distributed. We expect that this level of service will continue into the fall and cannot foresee an expansion of services, with the possible exception of homebound deliveries, before late fall or winter. (**Update:** with the October resurgence in infections we will maintain our current schedule of hours and limits on accessibility. Zoom meetings for board and staff will continue for the foreseeable future.)

The staff is divided into 3 squads who work as a unit with regular daily schedules. We hope that this limits the opportunities for infections and allows for adequate staffing options should a team be required to quarantine for 14 days. To compensate for the months that Otis was unavailable to the public we also offered Saturday hours through the summer, thus affording patrons an extra day for scheduling appointments. Through the end of September, despite limited hours, no leisure furnishing, or on-site meetings we averaged 14 computer appointments per day, 13 appointments to browse the collections, and 13 appointments for outside pickup of materials. Programs for adults, children, and teens migrated to a virtual format, Zoom, and remain very popular. Programs are available as recordings on YouTube as well as streaming live. Planning committees are working on migrating major events including November's **O'tis A Festival** and May's **Evening with an Author** to virtual platforms.

Beginning in August there were two areas where we felt confident that services can be expanded prudently. One was passport application processing, where there has been a modest increase in the number of inquiries and appointments. A second was a limited restoration of homebound services. Residents who received deliveries before our March were contacted to determine their interest in restoring services. The principal audience at this point consists of individuals living at home. We are also exploring the level of interest in a new homebound service

targeting those who do not have access to computers and high-speed Internet services. National research indicates that access to reliable high-speed Internet connections remains a challenge for residents with Norwich's demographics and proves more challenging for residents whose mobility is restricted. During the summer we received 10 portable hot spots for remote Internet access and 10 Chromebook laptops as part of a CARES Act initiative coordinated by the Connecticut State Library. The hot spots are available for circulation to the general public and we are exploring ways to do the same with the Chromebooks. We have set aside a certain number of both assets for homebound use and are working with Norwich Human Services and TVCCA to share this equipment with residents. Research indicates that this may be the first such service in Connecticut focused on homebound residents. Discussions were initiated with SEAT to provide hotspot access at the Norwich transportation hub. The resurgence of COVID-19 infections has temporarily halted this discussion, but we hope to revive them in Spring.

As the end of the quarter approached the process of meeting the needs of the public continued to evolve. Many of these challenges were of a very basic level but were necessary to ensure that communication between staff members and staff and the public were clear and unambiguous. An exemplary instance of this was streamlining the reservation process. The first iteration of the process, commencing with the inauguration of outside pickup of materials in June, was weighted towards paper forms and messages. Especially as new services were added after July 13 this system proved cumbersome. In response, a new service, based on the use of Google forms was developed that allowed the service desks to view in "real-time" the status of appointments including patron names and time. While it took several iterations to realize the final form, the results have been positive.

The nature of what libraries do and how they will adapt to changing circumstances and expectations was acknowledged before the pandemic. That process has achieved a new urgency since March. We are now participating in a new group, organized through the LION Consortium, **The Libraries Futures Group**. A subgroup is focusing on services for young adults, while the main group is using the American Library Association's Trends Card classification system to "help improve our understanding of trends, piece them together, and to ensure a broad view of the trends shaping our world." We have identified four for the consortium to focus on: **Income inequality, Library of things- (i.e. Libraries building nontraditional collections that reflect the needs of local communities) providing access to digital resources, and the library as a community space**. Otis already participates in programs addressing several of these concerns, which were described to the group.

860-889-2365 fax 860-889-2533 www.otislibrarynorwich.org