

Second Quarter

The second quarter brings one of the busiest quarters in the assessment calendar

- All applications for exemptions must be filed by November 1, as well as all yearly Personal Property declarations.
- Exemption applications must be reviewed for their completeness, then entered into the administrative software system and applied to the appropriate category of property.
- Personal Property declarations must be carefully reviewed and compared to last years' submission. All information must be entered into the specific software. Once that is complete an in-depth review of non-filer accounts is done. A declaration is filed for them and a penalty for non-filing is applied.
- Real Estate – New owner transfers are finalized through the October 1 date for the Grand List. Field inspections for all building permits, Certificate of Occupancies and Letters of Completion are done. Updated assessments are prepared, new construction pro-rates are calculated and exemptions are applied. GIS maps are updated with survey maps, splits and combinations. Enterprise zone and assessment deferral calculations are done for the grand list in accordance with the updated assessments.
- Supplemental Motor Vehicle List comes in for pricing and processing in late October. Any exemptions are applied at this time, the list is completed so that tax bills can be mailed for January 1.
- The regular Motor Vehicle list comes in from DMV in December and must be priced and reviewed. Exemptions are applied
- Daily – Answer phone inquiries, serve the public who come to the front door and do daily motor vehicle corrections and pro-rates. Processing Veterans DD214 as received by the City Clerk.
- Court Appeals review, pre-trials and negotiations for settlement.
- One new hire did not pass her probation and the other new hire has been doing a great job. His name is Matt Aubin.
- The process to hire the Assessment Analyst began again and a successful candidate was chosen. She started the Monday after Christmas. Her name is Victoria Peyton.
- Because of the lack of experienced staff for so long, I anticipate that we will need an extension to file the 2020 Taxable and Tax Exempt Grand List.

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 second quarter of 2020 (10/1/2020 to 12/31/2020).

Land Record Subscriptions – 79= \$5,585.00

Phone Vital requests – 141@ \$27. = \$3,807.00

Legal Notices Published - 6

Claims, Summons and Fire Loss Claims –11

Trade Names – 28 @ \$10. = \$2,800.00

Liquor Permits –6@ \$20. = \$120.00

Genealogy Requests – 17 (average 1.5 hour each)

FOI Requests (Freedom of Information) - 19

Justice of the Peace Appointments - 63

Cremation & Burial Permits – 249 @ \$5. = \$1,245.00

Absentee Ballots – 5785

Agendas and Minutes – 153

Paternity/Adoption Records – 82 (average 1 hour each)

Scanned/Printed/Verified/Mailed Back - Land Records – 19 Books @ 350 pages each (average 11 hours per book)

| Description | Date Range 10/1/2019 – 12/31/2019 | Date Range 10/1/2020 – 12/31/2020 | Fiscal Year 7/1/2018- 12/31/2019 | Fiscal Year 7/1/2019 – 12/31/2020 |
|--------------------------------|---|---|--|---|
| Recorded Land Records | 1,221 | 1,478 | 8,264 | 8,223 |
| Dog Licenses | 46 | 75 | 1,553 | 1,482 |
| Fish & Game Licenses | 29 | 15 | 521 | 259 |
| Notarized Documents | 159 | 7 | 1,005 | 478 |
| Local Conveyance Tax | 193 | 247 | 1,050 | 1,170 |
| Vitals- Birth/Marr/Deaths | 1,062 | 830 | 3,053 | 3,605 |
| *Customer Counts | *3,039 | *2654 | *20,483 | *17,133 |
| | | | | |
| | | | | |
| Total Local Conveyance Tax | 174,555.56 | 195,846.72 | 930,129.22 | 1,171,781.57 |
| Total State Conveyance Tax | 308,422.73 | 302,473.75 | 1,474,362.12 | 1,845,187.50 |
| Town Doc Preservation | 3,132.00 | 2,961.00 | 36,852.00 | 35,106.00 |
| State Doc Preservation | 45,936.00 | 43,428.00 | 270,248.00 | 257,444.00 |
| Town General Fund Fees | 6,455.00 | 12,642.00 | 36,852.00 | 59,886.00 |
| State Treasurer Fees | 20,558.00 | 33,786.00 | 109,095.00 | 166,212.00 |
| Town Fish & Game Licenses | 30.00 | 57.00 | 1,458.00 | 738.00 |
| State Fish & Game Licenses | 1,075.00 | 517.00 | 14,583.00 | 6,639.00 |
| Town Marriage Surcharge | 912.00 | 1,200.00 | 6,544.00 | 5,424.00 |
| State Marriage Surcharge | 1,938.00 | 2,550.00 | 13,906.00 | 11,526.00 |
| | | | | |
| State Totals | 377,929.73 | 382,754.75 | 1,836,590.12 | 2,287,008.50 |
| Town Totals | 185,084.56 | 212,706.72 | 1,245,241.22 | 2,242,524.57 |
| Combined State & Town Totals | 563,014.29 | 595,461.47 | 3,081,831.34 | 4,529,533.00 |
| Grand Total of Funds Collected | 649,874.49 | 681,166.97 | 3,421,264.29 | 4,070,716.12 |

*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. |
| Q2 Measure | 33.75% | 64.30% | | | 50.19% | | | | |
| Q2 Notes | A 10.8% decrease from the 44.57% rate at this point last year. The change is largely attributable to the increase in online payments. | Increased by 0.6% over the 63.7% at this time last year primarily because Supplemental MV bills were sent earlier | Worked on updating the information to give to the attorney handling the tax sale. | Evelyn Lopez took over lead of NPS payroll in November. | Was 45.57% at this point last year | Bridget Pearson began learning these modules | Provided City Council with explanations of proposed VFFRF changes | Filed extension with OPM. Financials should be issued in January | Hired Ana Acevedo to fill Revenue Collection Clerk vacancy. Hired Bridget Pearson to fill Accountant vacancy. |

Norwich Fire Department Quarterly Report

October 1, 2020 through December 31, 2020

Operations:

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: 534. 24 fires, 340 rescue/emergency medical, 38 service calls, 132 misc*. Mutual/automatic aid was given 8 times and received 3 times.

Stations remain closed to the public due to COVID. In place COVID guidance/procedures are currently under review.

Significant incidents:

- 18OCT: Car into a building - a vehicle drove through the store front at Vocatura's Bakery on Boswell. The vehicle fully entered the building, fortunately there were no injuries to the vehicle occupant nor to employees / customers in the shop.
- 02NOV: Tree fell on a house causing a break in the gas main and significant gas leak. NFD and NPU response, no fire, no injuries.
- 08NOV: Garage fire at 81 Corning Rd. Large, multi-bay garage and several vehicles on the property were damaged. Crews face a working fire upon arrival. Mutual aid was received from Norwich Volunteers, Mohegan Tribal FD, Sub Base FD and DEEP. The property owner rented out the 4 bays of the garage for various use. Some of the bays were used for auto repair and one bay had a horse stall and one horse housed in it. The horse perished in the fire. There were a total of 34 vehicles that were damaged or a total loss, 6 inside of the building, 28 around the outside of the building. No injuries to civilians nor to FD personnel.
- DEC: The winter storm resulted in multiple calls for car accidents, wires down and related damage.

Fire Marshal Office:

- Investigated 14 fires: 14 Origin and Cause investigations, 0 Arson investigations.
- 198 Fire Code Compliance Inspections/re-inspections, conducted 14 Plan Reviews, and 30 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 as there is a fear of spread from owners, tenants, and staff.

Training Division:

- Scheduling joint training with USCG, New London. Training will cover: Search and Rescue, marine navigation, seamanship, and risk management. We plan on winter class training to be followed in the spring with practical evolutions.
- Daily Training for this reporting period included in-house and external courses, assigned Target Solutions programs, and multiple company level trainings totaling 2937 man hours of training.*

*A complete breakdown is available upon request

- 7 members recertified EMT.
- Training Officer worked with NPD to assist in qualifying a new dispatcher through scenario based practical evolutions.
- We continue with our district preplanning, attack planning and building review activities as limited by COVID procedures.

Apparatus update:

- Squad-A apparatus committee continues to meet with vendors to develop replacement specs to include in the next budget. Squad-A has had a significant water leak at the pump, but it has not been over to Fleet Maintenance as Engine-3 has been out of service and there is not a spare Engine available.
- Engine-3 experienced significant time out of service. It was out of service for an alternator, which took weeks to receive. And is currently out of service awaiting a fuel tank, as there is a leak in the current one. Expected ship date of the new fuel tank is 11JAN.
- The State Foam Trailer has been out of service for several weeks awaiting transfer pump and equipment upgrades. Shipman's expects it to return to service in early JAN.
- Apparatus that failed previous pump test were retested and all passed.

Station update:

- Window project is proceeding. Windows are ordered and expected to arrive end of January-early February. Mattern Construction will do the installation in a manner to be least disruptive and minimize weather exposure.
- Rear parking lot at HQ was repaired for the third time. We will monitor for future issues and work with NPW should we have problems. Due to the timeframe in which it was repaired, we were unable to do the parking lot sealant before fall/winter weather kicked in. We have it on the schedule for spring time.
- Engine-2 hose tower was repaired and made weather tight.

Emergency Management:

We coordinated with DEMHS for a Region 4 PPE Point of Distribution (POD) at NPW, Clinton Ave. POD was originally scheduled for 17DEC but was rescheduled to 21DEC due to the winter storm. The State reps at the POD were very pleased with the coordination and appreciative of the use of the PW facility. 72 agencies picked up supplies at the POD, with a total of more than 1 million pieces of PPE distributed (surgical masks, N95 masks, gowns). Big thanks to Pat McLaughlin and his personnel for all they did to make this a success.

We held virtual planning meetings for two potential EOC operations for winter storms. Fortunately, the local impact did not require the full opening of the EOC. It was beneficial to work with NPU and fellow agencies to test the Webex system, as well as walk through the EOC to ensure readiness. Kudos to Chris LaRose and NPU staff for their efforts and support.

Attended, virtually or in person, the following:

- Quarterly Radiological Millstone meeting
- ESF-20 Marine Group meeting

- RESP meetings

Administration:

- McGrath Consultants conducted the City wide Fire Service Analysis. There were multiple in person meetings, as well as email and phone communications with their team to provide them with what they needed to complete the study. It was an educational experience to say the least. We identified some short comings in our procedures and records management which we have already begun to address. I look forward to seeing the full report.
- Safety / Training Officer position was posted for a closed exam. There was one internal applicant. Oral exam will be in JAN.
- COVID procedures updated for personnel and station activities to meet current local trends and national guidance. To date, we have had 10 positive cases among our personnel. No serious medical issues yet, most experienced mild sickness and 8 of the 10 have returned to work.
- COVID vaccines: I am pleased to report that more than 80% of eligible personnel have had or are awaiting their first dose of the vaccination. That is an impressive number when you look at national or local trends.
- We continue to work with Uncas Health District and other agencies to provide the best guidance and resources for our personnel to keep them, their families, and our mission safe.
- Over the quarter we had 132 First Report of Injuries filed. Of those 124 were related to low risk COVID exposures, and 8 were non-COVID related. The reports are filed for COVID exposures for preemptive records management, though none have been of high risk nature related to firehouse exposures.

Respectfully submitted by:

Tracy Montoya

Chief of Department

Human Resources Department

October 1, 2020 – December 31, 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 • Police Accountability Act Testing.

| Description | Number | Description | Number |
|--------------------------------------|--------|--|---------|
| Recruitment and Testing | | Drug/Alcohol Testing | |
| Requisitions processed | 12 | CDL monthly random | 3 |
| Position announcements | 11 | Pre-employment | 10 |
| Applications processed | 747 | Police Accountability Act | 2 |
| Applicants tested | 65 | Workers Compensation/Safety | |
| Exams administered | 6 | Claims reviews | 1 |
| Realistic job previews/Interviews | 10 | Claims processed/FRI | 25 |
| Lists extended | 1 | OSHA 300 Filing & Posting | 0 |
| Advertisements | 6 | Committees | |
| Employees | | Personnel & Pension Board | 2 |
| New hire background checks | 9 | Volunteer Firefighters Relief Fund | 2 |
| Orientations | 8 | Safety Committee | 0 |
| Evaluations | 17 | Persons with Disabilities | 1 |
| Step increases | 13 | Mandatory Reporting | |
| FMLA | 8 | State - DOL Employment Statistics Report | 3 |
| Unemployment processing and hearings | 17 | State - DOL Multiple Worksite Report | 1 |
| Full Time Permanent Hires | 8 | EEO-4 Report | 0 |
| Seasonal hires | 2 | Labor Relations | |
| Temporary hires | 36 | Contract/pension negotiations | 3 |
| CDL Physical Recertification’s | 6 | Grievances/mediations/arbitrations/CHRO | 5 |
| Benefits Administration | | Training | |
| Insurance changes processed | 32 | Munis BOE payroll Conversion | Ongoing |
| COBRA elections processed | 8 | CIRMA | 8 |
| New Voluntary Benefits | 9 | Sexual Harassment Prevention Training | 17 |
| Insurance billings | 15 | Checklists/Procedures | 4 |
| Insurance waivers | 1 | Record Keeping | |
| Open Enrollment | 32 | Organize/Digitize Active Personnel Files | 35 |
| Pension Administration | | COVID Travel/Exposure | |
| Pension processing | 30 | Tracking exposure, trips and FFCRA time | 25 |

- 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.

Planning & Neighborhood Services

Quarterly Report: 10-01-2020 through 12-31-2020

During the period from October 1, 2020 through December 31, 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.
- Continued to update, organize and rearrange the map and paper application filing system located in the lower level of the building.
- Started to prepare a draft Complete Streets policy for the City.
- Participated in on-line demonstrations and training of new permit software (OpenGov)
- Participated with NCDRC, CT DOT, SECCOG and PW Department on road connectivity issues downtown and idea for Route 2 and 2A swap
- Inspected sites and updated property disposition list
- Continued to meet and discuss potential ordinance and compliance options for short-term rental properties with Mayor and City Attorney.
- 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, Passport to Norwich NCDRC Grant program; 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.
- Participated in on-line multi-day conferences and training including Community Rating System (CRS), Flood Management and exit/access fire code compliance.
- Dan Daniska, Assistant Planner/Wetlands Agent, received DEEP Inland Wetlands Official certification.
- Participated in archaeology field training relative to historic preservation.
- Director Planning met with McGrath Consultants at their request to answer questions relative to planning, Hazard Mitigation and POCD as they relate to fire protection service in the community.
- Assisted municipal boards and commissions with processing and reviews of the following 11 Land Use Applications:
 - Inland Wetlands and Watercourses Conservation Commission 6 Applications (2 Regulated Activities, 3 Administrative Upland Review & 1 Non-Jurisdictional Ruling)
 - Commission on the City Plan – 3 Applications (1 Subdivision & 1 Special Permit, 1 Site Development Plan (and 1 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 108 Complaints relative to the following:
 - Blight – 74
 - Property Maintenance/Housing - 15
 - Work without Permit(s) - 6

- Wetlands - 2
- Zoning – 11
- Investigated and/or issued 139 Violations and Closed 23:
 - Blight – 110
 - Property Maintenance/Housing - 3
 - Work without Permits(s) – 18
 - Wetlands - 2
 - Zoning – 6
- Responded to 3 Police or Fire Call-Outs
- Citations Issued 45 Value of Citations Issued: \$ 145,900
- Citation Fees Collected \$3,974
- Issued 409 Building Permits (344 residential, 55 commercial, 3 Industrial and 7 municipal) – Note that industrial is likely combined with commercial
- Building Permits per assigned FTE 136* (total number divided by 3)
 - 3 Structures
 - 3 Dwelling Units Condemned
 - 2 Buildings Demolished
- 4 Zoning Letters of Compliance Prepared
- 72 Zoning Permit Applications
 - 56 Zoning Permits Issued, which includes 6 New Business/Conversion Permits



CITY OF NORWICH
CONNECTICUT
POLICE DEPARTMENT



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


PATRICK J. DALEY
Chief of Police

Quarterly Report October 1, 2020 thru December 31, 2020

PATROL DIVISION



In the period October 1st, 2020 thru December 31st, 2020 the **Norwich Police Department Patrol Division** handled approximately **13,173** calls for service.

Included in these service calls:

- **185 Arrests Made**
- **951 Offense Reports Taken**
- **11 Reported Juvenile and Adult Sexual Assaults**
- **437 Traffic Accidents Investigated**
- **391 Motor Vehicle Stops Initiated**
- **38 Infractions Issued**

- **531 Alarm Responses (Burglary and/or Panic)**
- **4773 Telephone calls into Dispatch**
- **5391 -911 Calls**

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

5 Fentanyl related OD's for the last 3 months appear to be lower than previous quarters. Unfortunately 1 resident 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.

Detective Christopher Chastang was promoted to Sergeant and Sergeant Christopher Merrill was promoted to Lieutenant. Both are now assigned to the Midnight Patrol Division.

INVESTIGATIONS

On October 12, 2020 at approximately 11:23pm, patrol units were dispatched to the area of 293 Laurel Hill Ave to investigate numerous 911 calls of "shots fired". Alert officers who responded to the call located a male within a black colored vehicle. Upon the male exiting the vehicle the Officers on scene observed a firearm partially exposed under the front seat. The vehicle and firearm were seized and Detectives assisted with the investigation. An arrest was made, however the investigation continues.

On October 31, 2020 at 8:51pm (Halloween) patrol Officers responded to the area of 140 Washington St to investigate a report of "shots fired". Upon arrival the Officers located a male victim outside the residence presenting injuries consistent with being shot. A K9 track was conducted in the area with the hopes of locating the suspect(s) on foot. As of this report Detectives continue to investigate this act of violence and information is not readily obtained from the victim.

On November 3rd, 2020 at 3:58am Officer Gookin and Officer Smith were dispatched to 17 Winchester St to investigate a call of 2 males sitting on porch

acting suspicious. Officer Gookin observed the males and made contact with them. The males were extremely difficult and would not remove their masks in order to identify themselves. The males were not forthcoming with their reason for being on the porch and ultimately fled the scene on foot. One male began to struggle with Officers on scene as they attempted to detain HIM. Officer Gookin located a firearm on the male however; he was able to flee the area without apprehension. The other male was apprehended near a vehicle associated with them. Within the vehicle several firearms were located. Detectives were called to assist. Based upon early investigation it may be possible the two males were lying I wait to commit a home invasion.

On November 15, 2020 at 9:00pm patrol officers responded to the area of 291 Laurel Hill Ave for the report of "shots fired" . Responding Officers located there were no injuries, however there were shell casings located on the ground and bullet holes in the side of the residence. Detective responded to assist and further investigate the violent investigation. Detectives have developed a lead and possible identity of a suspect.

In October, November, and December the city was plagued with many vehicle burglaries and stolen vehicles. The patrol division was inundated with these calls for service. Some arrests have been made but it appears the suspects are traveling from out of our city to commit said crimes.

Retirees

In December 2020 Officer Andre Rosedale retired. Officer Rosedale's abilities and knowledge will be sorely missed.



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 assisted in food distribution centers, assisted the homeless population with housing, and maintained a positive presence with community stakeholders.

NORWICH POLICE TRAINING AND SELECTIONS

Recruit Hanyckyj completed her FTO training and is now assigned to patrol on the midnight shift. Recruit Overton is anticipated to successfully completed his FTO training soon.

Recruits Alexander Wojick, Victoria Clarke, John Santos Jr, began the POST Academy September 11, 2020. As of December 31, 2020 the recruits are remote learning here at headquarters due to the ongoing pandemic.

Tyler Pacheco and Christopher LePage were hired before the end of 2020 and will begin their online remote POST Academy class on 01/08/21.

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

Accomplishments from October 1, 2020 to December 31, 2020

1. Completed fall City-wide brush pick-up.
2. Paved Albert Street and also a new path to the upper Playground in Mohegan Park.
3. Advertised and completed Fall Leaf pick-up City-wide.
4. Installed new stop signs with LED lights at the Prospect & Hickory Street intersection.
5. Painted stop bars throughout the city as weather allowed, including bump outs on street corners in Greeneville.
6. Demolished the garage and placed cover slabs on box culvert running through the old garage at 270 West Thames Street.
7. Repaired and replaced over 20 additional catch basins in preparation for the 2021 City paving program.
8. Performed seasonal maintenance such as mowing parks, cemeteries, and the Rose Garden, and completed leaf removal on City maintained properties.
9. Roadside cutting of trees and brush, including removal/trimming of limbs overhanging roads.
10. Pothole patching utilizing the "hot-box" throughout the City.
11. Roadside trash pick-up as needed, and time allowed.
12. Cleaned numerous stormwater catch basins prior to large rain events.
13. Replaced toilets and painted walls at both the Police Department and 23 Union Street.
14. Repaired collapsed retaining wall on the southwest corner of City Hall.
15. Bathroom repairs to the walls and partitions of two bathrooms at Clinton Ave.
16. Decommissioned and delivered 3 Fire engines, one rescue truck, and 7 miscellaneous units to Ritchie Brothers Auction House.
17. Performed Preventative Maintenance servicing of over 100 vehicles and the general maintenance of another hundred vehicles.
18. Prepared 28 trucks for winter plow season, responded to 3 storm events, one major, washing and repairing trucks after each event.
19. Obtained and installed the City Hall Holiday tree and installed Holiday lighting at Howard Brown Park.
20. Continued to work on compliance with the Municipal Separate Storm Sewer System (MS4) requirements including testing of outfalls to impaired waters and mapping the collection system.

2020 Construction Season Project Status

Finished the 2020 Pavement Program with Larry Street, Harvard Terrace and School St. in Taftville.
Completed the restoration of the Sunnyside Street Bridge.
Finalized Bid Documents for the Franklin Square Roundabout.
Bid the partial demolition and historic preservation of the Granite Mill building on Yantic St.
Awarded the project to Weise Construction for a January start.

LEAD HAZARD CONTROL PROGRAM

| | Quarterly Progress | Quarterly Funds Expended | Cumulative |
|---|---------------------------|---------------------------------|-------------------|
| Completed/Cleared | 4 | | 7 |
| Funds Expended *Inc Healthy Homes | 9500 | 49500 | \$49,500 |
| Number of Units in Progress or Under Contract | 6 | - | |

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 | 6 | | 11 |
| Funds Expended | | 59,370.58 | \$59,370.58 |
| Number of Units in Progress or Under Contract | 8 | | |
| 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 \$ 0

Comments:

- Have attended numerous on-line trainings: Lead Hazard Control Training; IDIS training; Environmental Training, Section 3 Training
- HUD Meetings – online and in person with the Regional Director, Mayor, City Manager and other City Officials
- CARES ACT funding – Applications received; working with 1st round recipients; NCDC administering EcDev funds
- Worked with NPU, Mayor, HUD, Congressman Courtney on allowing use of CDBG funds for utility payments
- Submitted Lead quarterly reports
- Working on CAPER submission



Robert D. Farwell
Executive Director

Otis Library Director's Report for the Second Quarter 2020

Through the end of October despite limited hours, no leisure furnishing, or on-site meetings Otis Library 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. As such, program views have increased dramatically. Planning committees worked on migrating major events including November's **O'tis A Festival** and Spring's **Evening with an Author** to virtual platforms. O'tis produced 5 hours of online taped and live programming. The event had more than 500 views on YouTube! Our goal was to keep the tradition going. 18 vendors participated. Local vendors were invited to submit a 5 min (or less) video featuring their products or business. Several entertainers provided taped performances.

There has been considerable discussion within our library consortium (LION) concerning the implementation of the state's Phase 3 guidelines. With the recrudescence of COVID-19 infections in Norwich during the Fall and especially the holiday season Otis will maintain its current schedule of access by appointment for computer use and collection browsing. Outside pickup of materials-books, DVDs, audiobooks-remains popular and will likely be an available service even after Otis's capacity increases. The status of onsite access This emulates the city government's decisions on Phase 3 as discussed in October by city department heads and the city manager and prudent deliberations by consortium members. While 63% of the state's libraries report their status as open there is a wide variance in the services provided.

In October Otis learned that it had been selected to receive an **Everybody Learns Connectivity Grant**. Otis was one of 62 Connecticut public libraries serving urban and rural communities to benefit from these grants, reflecting Governor Ned Lamont's recognition of public libraries as indispensable community resources. Otis Library received \$48,625 as a one-time restricted grant. A proposed budget for the use of the funds was submitted on November 4, and, per their instructions, the money was spent by December 18, 2020. The award enabled the library to make health and safety improvements, build its capacity to provide onsite services as the state enters new phases in its reopening plan and respond to resident needs amid the ongoing COVID-19 pandemic. It cannot be used for salaries, benefits, and other personnel expenses.

In addition to this award, Otis is also the recipient of a \$6,000 grant from the Chelsea Groton Bank Foundation to help us sustain our programs and services and introduce new initiatives as the community emerges from the pernicious effects of COVID-19. With this support, Otis will be able to adapt classic library services to a

complex and complicated post-pandemic world and initiate new programs that help address challenges of digital access that will continue even as the worst of the pandemic has passed.

The Friends of Otis Library continued their generous support of the library with a \$3,450 contribution in support of several critical requests. These included paying for the subscription for our Pronunciator language database, virtual teen programming, an online book club for children in grades 4-7, and a proposal to enhance our arts, poetry, and literature adult collections by including funds to replace worn, missing, or lost items.

Otis has embarked on two other opportunities that would enable us to assist patrons and the general public. The Connecticut Education Network (CEN), a not-for-profit service provider located at UCONN is using funds from the CARES Act to help administer the public Wi-Fi access point portion of a new initiative to expand access to internet service within the top 20 urban and 20 rural municipalities with the highest populations of citizens not connected to the Internet. Our location could serve as a hub for local citizens to walk-up or drive-up, connect, and communicate through a locally installed, outdoor rated, Wi-Fi access point. The equipment, labor, and material would be paid for, donated to our location, and the Internet usage of that device would be paid for one year (the duration of the program). A typical installation would include one or two outdoor rated Wi-Fi access points attached to the outside of our building in the direction of a designated area for the service. Once the program ends, the device would be ours to reuse, manage, or remove; our choice.

The latest collaboration opportunity, which emerged this weekend, would involve assisting Madonna Place, TVCCA (lead agency), as well as L&M, the VNA of SECT, and Day Kimball to form the Eastern CT Home Visiting Alliance. Their goal is to expand home visiting services to families in Eastern Connecticut. They are putting together a plan to make home visiting more family-friendly and to create a unified system of referrals that will simplify the process for everyone. A strong emphasis in all programs will be addressing health inequities and improving maternal-child outcomes for women and children of color. With our history as a center of community activity and a trusted resource for those seeking sensitive information and references, Otis provides an excellent source for a referral. Otis also has an existing program of homebound services and communications with minority communities that will facilitate this endeavor.

Other noteworthy events:

- The Norwich Race Equity Committee, of which Otis is a founding member, held its latest community conversation on Wednesday, December 9, via Zoom. Thirty participants attended, including one from Arizona.
- Otis was honored for the best seasonal display in the Business Category during the 2020 Holiday Decorating contest. The trophy is on display in the administrative office!