

Assessors' Quarterly Report to the City Council

THIRD QUARTER

The grand list was filed at the end of February after a one month extension was granted by the City Manager. Notices of increase were sent to all owners of real estate whose assessments increased over last years' assessment. Notices of assessments were also sent to all personal property owners.

In accordance with CGS, property owners had until March 20th to appeal their assessments on a form provided by the Assessor. A member of the Assessors' staff reviews the application for content, assigns an appointment and notifies, by mail each property owner of their specific appointment date with the Board.

The Board will meet the third week in April to hear pre-scheduled hearings.

Letters were sent to all those elderly or totally disabled homeowners who are currently receiving tax benefits on the circuit breaker program. Due to Covid 19, the Governor is allowing all of those homeowners currently on the program to remain on the program without filing a re-application. Applications are being taken by new applicants only by May 15, 2021, provided they meet the minimum requirements set by the State of Connecticut.

Map corrections are continuing to be made and new construction certificate of occupancies are being inspected.

Virtual court hearings are being conducted for all outstanding tax appeals.

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. (1/1/2021 to 3/31/2021).

Land Record Subscriptions – 98= \$8,720.00

Phone Vital requests – 189@ \$27. = \$5,103.00

Legal Notices Published - 5

Claims, Summons and Fire Loss Claims –10

Trade Names – 50 @ \$10. = \$5,000.00

Liquor Permits – 7@ \$20. = \$140.00

Genealogy Requests – 16 (average 1.5 hour each)

FOI Requests (Freedom of Information) - 17

Justice of the Peace Appointments - 9

Cremation & Burial Permits – 258 @ \$5. = \$955.00

Absentee Ballots –0

Agendas and Minutes – 272

Paternity/Adoption Records – 89 (average 1 hour each)

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

Description	Date Range 1/1/2021 – 3/31/2021	Date Range 1/1/2020 – 3/31/2020	Fiscal Year 7/1/2020 - 3/31/2021	Fiscal Year 7/1/2019- 3/31/2020
Recorded Land Records	1,622	1585	4,485	4,837
Dog Licenses	31	56	316	409
Fish & Game Licenses	51	88	87	178
Notarized Documents	10	147	21	462
Local Conveyance Tax	247	168	724	538
Vitals- Birth/Marr/Deaths	615	567	1,747	1,277
*Customer Counts	*2513	*3196	*7373	*9799
Total Local Conveyance Tax	227,029.73	155,817.42	634,463.39	626,705.34
Total State Conveyance Tax	314,822.80	236,820.74	939,898.45	985,928.25
Town Doc Preservation	7,002.00	3,063.00	18,990.00	18,564.00
State Doc Preservation	51,348.00	44,924.00	139,260.00	136,136.00
Town General Fund Fees	13,264.00	6,953.00	40,867.00	20,115.00
State Treasurer Fees	19,360.00	22,624.00	114,635.00	64,561.00
Town Fish & Game Licenses	54.00	96.00	92.00	189.00
State Fish & Game Licenses	1,095.00	2,138.00	2131.00	4,866.00
Town Marriage Surcharge	704.00	848.00	2,496.00	3,072.00
State Marriage Surcharge	1,496.00	1,802.00	5,304.00	6,528.00
State Totals	388,121.80	308,308.74	1,201,228.40	1,198,019.25
Town Totals	224,552.73	166,777.42	696,908.39	659,363.34
Combined State & Town Totals	632,674.53	475,086.16	1,898,136.70	1,857,382.59
Grand Total of Funds Collected	748,486.55	572,915.76	2,157,382.11	2,141,301.39

*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.
Q3 Measure	35.12%	95.64%			50.42%				
Q3 Notes	Was 46.22% last year at this time. The change is largely attributable to the increase in online payments and Peoples in-branch payments.	Was 95.69% at this time last year.	Title searches have been done for the properties. Should be setting a sale date next quarter.	Had implementation meetings with PSST regarding bridge between Frontline and MUNIS.	Was 45.34% at this point last year.	No activity during the quarter	Bob Castronova implemented online bid system. Assisted City Manager in preparing proposed budget. Provided City Council with explanations of RE and MV tax suspense.	Filed further extensions. Audit reports completed in March.	Hired Idi Andino as Revenue Collection Clerk. Started hiring process for Accountant and Accounting Generalist.

Norwich Fire Department Quarterly Report

January 1, 2021 through March 31, 2021

Operations:

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: 529 with the following breakdown: 27 fires, 345 rescue/emergency medical, 33 service calls, 124 misc*. Mutual/automatic aid was given 16 times and received 4 times.

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

Significant incidents:

- 31JAN: Structure fire 80 North St. Working fire, mutual aid provided by Yantic, Taftville, EGP, Laurel Hill, Occum, and Mohegan Tribal fire departments. American Red Cross on scene to assist 4 displaced adults. No firefighter or civilian injuries.
- 14MAR: Structure fire 24 Otis St. Working fire handled by NFD. American Red Cross on scene to assist 2 adults and 2 children that were displaced. No firefighter or civilian injuries.
- 27MAR: Vehicle into a house with significant damage. Vehicle occupant with serious injuries had to be extricated from the vehicle. On scene support from Building Official, NPD and American Ambulance. No firefighter injuries.
- Winter weather resulted in multiple calls for car accidents, wires down and related damage.

Fire Marshal Office:

- Investigated 15 fires: 15 Origin and Cause investigations, 0 Arson investigations.
- Conducted 182 Fire Code Compliance Inspections/re-inspections, 12 Plan Reviews, and 44 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.
- One of the Fire Marshals is out of work following a medical procedure on 15MAR. Scheduled absence of approximately 6-weeks. The other two FMs are covering his on call time.

Training Division:

- Joint Search and Rescue (JSAR) training conducted with USCG, New London. Classroom training is complete for all platoons, practical exercises will occur in warmer weather.
- Confined Space Rescue Technician course completed for 12 members. There will be another group taking the training in the coming months. This highly technical training was secured through an IAFF grant.

*A complete breakdown is available upon request

- Daily Training for this reporting period included in-house and external courses, assigned Target Solutions programs, and multiple company level trainings totaling 2848 man hours of training.*
- 12 members completed grant funded Confined Space Rescue Technician course. 6 more members are scheduled for a future class.
- 9 members recertified EMT.
- Training Officer continued his work with NPD to assist in qualifying new dispatchers through scenario based practical evolutions.
- We continue with our district preplanning, attack planning and building review activities as limited by COVID procedures.
- Most recently promoted Battalion Chief attending State of CT Fire Investigator Module.

Apparatus update:

- Squad-A apparatus committee assisted with submission of an Assistance to Firefighters Grant (AFG) for the replacement of Squad-A.
- Engine-3 returned to service after several weeks of awaiting parts (fuel tank).
- The State Foam Trailer underwent equipment upgrades and was returned to service. All personnel have been trained on new equipment and updates.

Station update:

- Window project – phase 1 is complete at HQ. 41 windows have been replaced. Remaining windows are planned for next budget cycle.
- As the weather warms, we will revisit the parking lot project that was postponed from the fall. Should be an early May date for the crack filling and parking lot sealing.

Emergency Management:

- We have assisted Uncas Health District with storage of some of their emergency preparedness equipment.
- Met with CERT leadership to discuss way forward to re-engage team members in community events and utilize personnel for facility management / equipment maintenance. There is a positive relationship there with the members that has been put off over the year of COVID, I look to be more active with this valuable resource.
- Planning meetings held for the FEMA Mobile Vaccination site visit to Norwich. Scheduled dates are 5/6MAY for St. Mary's in Greeneville.
- While preparations were made, happy to report that the EOC did not need to be activated for any of the winter weather.
- Reviewing estimates for updates to HQ training room to serve as a secondary EOC. Next quarter should show some progress on this project
- Received updated portable radios from the State for 8-TAC portables. Radios were distributed to NFD, VFDs, and American Ambulance.

Attended, virtually or in person:

- Quarterly Radiological Millstone meeting
- ESF-20 Marine Group meeting
- Governor's Statewide calls

*A complete breakdown is available upon request

- RESP meetings

Administration:

- Met with Mayor, Alderwoman Gould, VFD Chiefs at the request of the Mayor. We discussed the Fire Study and a way forward with some of the recommendations.
- Director of Training and Safety position was posted internally and subsequently externally. Oral boards, interviews, and second interviews were conducted in March. Expect to make an offer in early April.
- COVID procedures updated for personnel and station activities to meet current local trends and national guidance. To date, we have had 14 positive cases among our personnel. No serious medical issues yet, most experienced mild sickness and all have returned to work. With the vaccination rate of personnel, as well as those in the community, I expect that more updates to procedures will be coming soon.
- 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.
- The Fire Code Clerk is on FMLA for medical reasons. While she has not provided a final status yet, I do not expect her to return to her position. We will be posting to fill the position as soon as we can.

Respectfully submitted by:

Tracy Montoya

Chief of Department

Human Resources Department

January 1, 2021 – March 31, 2021

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/Mental Health Testing	
Requisitions processed	32	CDL monthly random	3
Position announcements	17	Pre-employment	11
Applications processed	726	Police Accountability Act	18
Applicants tested	163	Workers Compensation/Safety	
Exams administered	15	Claims reviews	0
Realistic job previews/Interviews	46	Claims processed/FRI	24
Lists extended	1	OSHA 300 Filing & Posting	14
Advertisements	12	Disability Wage Statements	16
Employees		Committees	
New hire background checks	8	Personnel & Pension Board	3
Orientations	8	Volunteer Firefighters Relief Fund	1
Evaluations	29	Safety Committee	0
Step increases	29	Persons with Disabilities	0
FMLA	19	Mandatory Reporting	
Unemployment processing and hearings	8	State - DOL Employment Statistics Report	3
Full Time Permanent Hires	8	State - DOL Multiple Worksite Report	1
Seasonal hires	23	EEO-4 Report	0
Temporary hires	3	Labor Relations	
CDL Physical Recertification’s	2	Contract/pension negotiations	3
Benefits Administration		Grievances/mediations/arbitrations/CHRO	2
Insurance changes processed	169	Training	
COBRA elections processed	8	Munis BOE payroll Conversion	Ongoing
New Voluntary Benefits	9	CIRMA	8
Insurance billings	21	Sexual Harassment Prevention Training	8
Insurance waivers	28	Checklists/Procedures	3
Open Enrollment	0	Record Keeping	
Pension Administration		Organize/Digitize Active Personnel Files	7
Pension processing	61	COVID Travel/Exposure	
		Tracking exposure & trips	7

- 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: 01-01-21 through 03-31-21

During the period from January 1, 2021 through March 31, 2021, 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.
- Trained a new Administrative Specialist to fill in the vacancy left by a retirement.
- Received the resignation of an Assistant Building Official who decided to retire and relocate at the end of March.
- Continued to encourage electronic permit application submission and online credit card payment process for permits.
- Finalized and submitted information for annual compliance with FEMA CRS program.
- Prepared a draft Complete Streets policy for the City.
- Participated in on-line training of new permit software (OpenGov)
- Continued to meet and finalize a draft 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 NCDC Restaurant Update Meetings, Passport to Norwich NCDC Grant program; Commission on the City Plan, Redevelopment Agency; SCCOG Planner's; Zoning Board of Appeals; CVCC Legislative Meetings; GNACC Economic Development Committee Meetings; Sunrise Rotary meeting, CCAPA program committee meetings, Greeneville/Central Avenue Pedestrian Safety Grant; 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 Blight Enforcement, Building Code(s), Legal Land use Issues, Flood Management, Desegregate CT initiative, and Inland Wetlands.
- Assisted municipal boards and commissions with processing and reviews of the following 11 Land Use Applications:
 - Inland Wetlands and Watercourses Conservation Commission 3 Applications (0 Regulated Activities, 3 Administrative Upland Review & 0 Non-Jurisdictional Ruling)
 - Commission on the City Plan – 0 Applications (0 Subdivision & 0 Special Permit, 0 Site Development Plan (and 0 CAM – Associated with other approvals)
 - Zoning Board of Appeals – 4 Applications (4* Variance (1 Approved 1 Denied) & 0 Appeal of the ZEO) *Two (2) yet to be decided
- Received 98 Complaints relative to the following:
 - Blight – 62
 - Property Maintenance/Housing - 27
 - Work without Permit(s) - 4
 - Wetlands - 0
 - Zoning – 5
- Investigated and/or issued 89 Violations and Closed 49
 - Blight – 62

- Property Maintenance/Housing - 18
- Work without Permits(s) – 9
- Wetlands - 0
- Zoning – 0
- Responded to 3 Police or Fire Call-Outs
- Citations Issued 14 Value of Citations Issued: \$ 31,150
- Citation Fees Collected \$12,469.30
- Issued 362 Building Permits (288 residential, 68 commercial, 1 Industrial and 5 municipal) – Note that industrial is likely combined with commercial
- Building Permits per assigned FTE 121* (total number divided by 3)
 - 0 Structures
 - 0 Dwelling Units Condemned
 - 4 Buildings Demolished
- 8 Zoning Letters of Compliance Prepared
- 62 Zoning Permit Applications
 - 50 Zoning Permits Issued, which includes 8 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 January 1, 2021 thru March 31, 2020

PATROL DIVISION



In the period January 1st, 2020 thru March 31st, 2021 the **Norwich Police Department Patrol Division** handled approximately **12,432** calls for service. Included in these service calls:

- **208 Arrests Made**
- **828 Offense Reports Taken**
- **17 Reported Juvenile and Adult Sexual Assaults**
- **361 Traffic Accidents Investigated**

- **731 Motor Vehicle Stops Initiated**
- **48 Infractions Issued**
- **510 Alarm Responses (Burglary and/or Panic)**
- **4327 Telephone calls into Dispatch**
- **3762 -911 Calls**

17 Juvenile and Adult Sexual Assault Investigations have kept both Patrol Officers and Detectives very busy. Most of the juvenile reporting is coming into NPD via the Dept. of Children and Family (DCF).

16 Fentanyl related OD's for the last 3 months appear to be higher 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.

INVESTIGATIONS

On 01/04/21 patrol investigated a Sexual Assault 4th degree at Goodwill (Salem Tnpk) Detectives made an arrest after their investigation.

Detectives arrested 2 subjects stemming from a Robbery 1st complaint in Taftville.

Detectives arrested 2 subjects in February stemming from two separate Unlawful Discharge of a Firearm incidents.

Dexter Enwerem was arrested after he scammed an elderly resident out of money. Detective received accolades for their work from the DOJ.

Phillip Wise was arrested out of town for an arrest warrant for Murder. Wise was involved in the 2020 Lake St murder.

Patrol with the assistance of the Detective Division have identified and arrested two subjects for their actions of motor vehicle burglaries throughout the city.

Retirees

In March of 2021 Detective Kevin Wilbur retired. Detective Wilbur is now working as an Officer with the Mohegan Tribal Police.



Officer Josh Gookin resigned and is now in the CT State Police Academy.
Officer Steve Callender was transferred to the Detective Division where he obtained the Detective Rank.

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 continue to hold 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. CPU members also participated in a “Clean up the Streets” in collaboration with other stakeholders.

NORWICH POLICE TRAINING AND SELECTIONS

Recruit Overton successfully completed his Field Training and is assigned to the midnight patrol division.

Recruit Alexander Wojcik, Victoria Clarke, and John Santos completed their POST Academy training and began their Field training in late March.

Recruit Tyler Pacheco and Christopher LePage continue their POST Academy class.

All NPD staffing has been successfully trained in

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 January 1, 2021 to March 31, 2021

1. Responded to 8 winter storm events, including calibrating the salt spreaders to optimize material usage, pre-treating roads before storms, plowing, clean-up, including five days of snow removal from downtown streets, and washing the equipment after the storms.
2. Removal of over 180 trees from streets and parks throughout the City.
3. Curbside Christmas tree pick-up, and removal of holiday lights from Howard Brown Park.
4. Pot-hole patching with the hot box, which keeps bituminous concrete hot in cold weather.
5. Roadside and park trash pick-up.
6. Started rehabilitation of concrete walls on the interior of the smaller salt shed, work included removal of all hollow and loose spalling concrete, washing walls and parging with concrete, (see before and after pictures above).
7. Contracted for the cleaning of nearly 500 catch basins in March.
8. Renovated the Records office at the Police Department, rearranging partitions and desks.
9. Replaced nine desks in the City Clerk's office donated by Chelsea Groton Bank, including moving them from the Bank to City Hall.
10. Continued extensive cleaning operations in all public buildings, with special attention to the Police Department due to COVID 19.
11. Performed Preventative Maintenance on over 100 vehicles for Public Works, Police and Fire Departments, including keeping winter snow removal equipment serviceable.
12. Completed the Municipal Separate Storm Sewer System (MS4) Annual Report for 2020, and posted to the City website. Distributed MS4 best practice literature in NPU utility bills.

2021 Construction Season Project Status

Began the partial demolition of the Yantic St. Granite Mill. Stabilization should be complete by June. Prepared Bid documents for the sidewalk project on Boswell Ave, and the new Basketball Court in Taftville, both projects funded through Community Development Block Grants (CDBG).

Oversaw the demolition of 46 Sunnyside Ave. and 21 Fairmont Street. Awarded the Bid for the demolition of 270 Thames Street.

Bid the Franklin Square Roundabout Project, evaluated the bids, and awarded to Nunes Companies, Inc. for the amount of \$536,185.55, \$400,000.00 of which will be paid for with the State grant.

Bid the 2021 Paving Rehabilitation work and awarded to Charles Pasteryak Jr. Inc. for \$1,495,740.00. Prepared CDBG applications for ADA improvements on the exterior of the lower level of 23 Union Street for better access to the conference room, and improvements to Columbus on Franklin Street.

LEAD HAZARD CONTROL PROGRAM

	Quarterly Progress	Quarterly Funds Expended	Cumulative
Completed/Cleared	5	-	12
Funds Expended *Including Healthy Homes	\$49,500.00	\$66,585	\$116,085
Number of Units in Progress or Under Contract	5	-	-

Comments: Community Development Quarterly Fiscal Reporting Period 1/01/2021 – 3/31/2021

COMMUNITY DEVELOPMENT BLOCK GRANT

	Quarterly Progress	Quarterly Funds Expended	Cumulative (Actual)
Units Completed/Cleared	8	-	19
Funds Expended	\$59,370.58	\$69,559.25	\$128,929.83
Number of Units in Progress or Under Contract	5	-	-
Timeliness	Total to meet test	Quarterly Funds Expended	Needed to Expend

Comments: Community Development Quarterly Fiscal Reporting Period 1/01/2021 – 3/31/2021



January 2021

There third quarter of the fiscal year began with a lengthy 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 post-holiday season Otis maintained its schedule of access by appointment for computer use and collection browsing. Outside pickup of materials-books, DVDs, audiobooks-which reduced individual contact remains popular and will be an available service even after Otis's capacity increases. Similarly, deliveries to residences and assisted living facilities have expanded and based on their popularity, are now available to the general public upon request. Henceforth in acknowledgment of that change, the program will be referred to **as Home Delivery Service** rather than **Homebound Service**.

In October Otis Library received 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, with a final report submitted and accepted by the state at year's end. 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. The purchases have been arriving and as of this writing new Plexi-glass barriers are in place as are easily cleaned chairs at the service desks. Shelving, bathroom fixtures improved leisure furnishing and other items arrived between January and February.

Otis also entertained two 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 will 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

Phone 860-889-2365 fax 860-889-2533

Web Site www.otislibrarynorwich.org

material will be paid for, 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. An onsite inspection is scheduled for this week.

A second collaboration involves 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. Given the popularity of our existing program of home delivery services and communications with minority communities, Otis can make an impact on this initiative. Other noteworthy events during January:

- 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. It is quite attractive!
- The work on the HVAC upgrades is underway and will receive further accounting at February's meeting.

February 2021

While still enmeshed in winter conditions decisions regarding Spring and Summer programs required resolution. Our annual Summer Learning program will be conducted virtually. At present we hope that increased inoculation rates and continued observance of social distancing protocols will allow for an expansion of services in the Summer and again in the Fall. It remains clear that certain measures which were taken to ensure the safety of the staff and public, such as outside pick up of materials and home deliveries will continue even after onsite access is enhanced.

The last of the **Everybody Learns** grant materials arrived on February 16. The logistical challenge facing us is to assemble the myriad pieces from the purchase. These include

bathroom fixtures as well as shelving and furniture. To complete these tasks expeditiously help from the city Building and Grounds staff was required and assistance rendered.

The HVAC controls project phase one has been completed. This allows for remote monitoring and adjustment of the temperature and humidity levels in the library. The first phase controls conditions on the second floor of the library using software installed on the director's computer. If successful a second phase, which requires another agreement with Norwich Public utilities, would commence in the fiscal year 2021-2022.

After a hiatus during the pandemic Literacy Volunteers added new tutoring sessions that are conducted virtually. Several of the volunteer tutors have been able to sustain their contacts with students, but we hope to formalize and establish a set schedule of tutoring sessions, especially groups sessions that could be conducted using Zoom. Some technology concerns would need addressing, especially around the reliability of student technologies but the availability of the Chromebooks and hotspots reduce these concerns.

March 15, 2021

This month was marked by the governor's decision to eliminate venue capacities. Effective March 19, the state lifted most COVID-related capacity limitations including the 50% capacity limits on Connecticut businesses including libraries. The changes did leave in place statewide mask-wearing and social distancing requirements. This change of course was sudden and largely unanticipated. As noted in previous reports, Connecticut's public libraries are in several stages of access and the designation "open" belies the range of services offered. A portion of our March 9th staff meeting and LION Director's meetings were devoted to the impact of that action. None expect to reintroduce pre-pandemic service models immediately and several provide very limited on-site services. For staff, the principal message to share with the public was and remains the assurance that we are proceeding with the same care and consideration that has allowed us to provide predictable, uninterrupted service since reintroducing on-site access in July. Since the impending change received considerable publicity, we have already received a few inquiries and expect more. We will continue to do what is commensurate with local conditions. For the immediate future, the impact on Otis will be modest. While the number of fully inoculated staff continues to grow some have received one vaccination and await a second dose. A few are only now eligible for appointments. With vaccine distribution improving we might be able to increase access by appointment in late Spring, but even then it would be too early to allow unlimited access or host large groups on site for programs. Should conditions improve we could relax our procedures in June or July and possibly further extend on-site hours and services in September. Norwich remains a deeply affected community and we will be watching the impact of the governor's actions closely. A collection of anecdotes based on phone inquiries finds that most callers would like to have places to sit for extended visits and not have their time limited by an appointment. In due course, this will be possible. For now, at

the end of March, we will act carefully and do our best to ensure the health and safety of the staff and public.

Phone 860-889-2365 fax 860-889-2533

Web Site www.otislibrarynorwich.org

1Q2021

Quarterly Report



APRIL 9, 2021

Overview

The COVID Pandemic significantly disrupted the Norwich business community. From March 2020 until recently unemployment soared to over 20% and 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.

At the end of December, NCDC experienced a profound loss with the passing of its President, Jason Vincent. Starting in January 2021, Fawn Walker stepped in as Transition Coordinator at NCDC to help guide business development until a replacement for Jason was hired.

External Economic Development

- Multi-DT Property Owner ProForma Development
- Opportunity Zone Projects – Ongoing
- Business Park Development Meetings - Ongoing
- Ponemah Mill – South Mill Development
- 77-91 Main St multiple meetings – Ongoing
- Outreach to businesses city-wide – Ongoing
- Coordinate outdoor dining response to enable restaurants to use parking areas for outdoor dining – Ongoing for Summer of 2021

Internal Economic Development

- NPU Coordinating Committee Meetings - Ongoing
- Upcoming POCD Meetings
- City Mayor's Weekly Covid-19 Update Call

New Business Openings

- Norwich Nutrition
- Assured Quality Home Care opened a classroom for employee training and development at Foundry 66
- Hello Home
- WordCo. moved from their previous location on Church Street to an office at Foundry 66

Achievements

- The City of Norwich and the Norwich Community Development Corporation received an award from the Connecticut Chapter of the American Planning Association for the Downtown Bond Program. Jason Vincent nominated Norwich/NCDC for the award.

Global City Norwich

- NCDC and Global City Norwich continued to develop and promote the Vanilla Box program; 235 Main Street is nearing completion and Vanilla Box Ready.
- Developed and completed the Streetscape Lighting Project in downtown Norwich.
- Received Grant for the Working Lab Project – to identify and educate entrepreneurs by providing tools and resources to start successful businesses either online or in brick-and-mortar locations.
- Monthly Meetings with Chelsea Groton Foundation for Strategic Plan for Global City Norwich.
- Faces/Places/Spaces – created an art mural in the Foundry 66 parking lot in an effort to support the brand of Norwich with optimism, hope and inspiration.

Marketing

- Issued several NCDC e-news articles.
- Posted dozens of articles, and comments on social media to engage the community.

Policy Development

- Updated draft business plan for brownfield land bank.
- See Above – Vanilla Box Project.

Foundry 66

- Foundry 66 has continued to be actively engaged with members and marketing efforts throughout Norwich and other local communities.

Membership: 38
Conference Rooms Booked: More than 50 Hours since the end of last year

Downtown Bond Program

- Original Downtown Bond Program nearing 10-year program completion in April 2021.