

Assessors' Quarterly Report to the City Council
Beginning April 1, 2021 –June 30, 2021
"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX EXEMPT PROPERTY IN THE CITY"

Fourth Quarter

The Assessors' office is once again open to the public. Beginning in mid-May the Assessor's office resumed walk-in traffic for residents and taxpayers in our office. However, we are continuing to serve as many people as we can electronically.

- Board of Assessment Appeals - The Board met on April 19th and 20th to hear the appeals that were filed in March. This year they had 19 scheduled appeals. All 19 applicants were given an appointment time to call-in to the Board and make their appeal. The Board met together in Room 335 to listen to the calls on April 19th & 20th, 2021. They met again to deliberate on April 28th 2021.
- Real Estate – New owner transfers and sales ratio reports are being done daily. On April 15th we mailed 949 income & expense reports to commercial property owners for the collection of data to be used in the 2023 revaluation. These reports were due back to the office prior to June 1st 2021. All returned reports have to be logged in and reviewed. We have started the initial stages of gathering outstanding building permits to ready for field inspections of properties during late summer/early fall. We continue to serve many attorneys, title searchers, and real estate appraisers with property record cards and maps via email.
- Exemptions – Exemptions are continually monitored and updated as properties are both bought and sold by residents who have, or are entitled to exemptions.
- Elderly Tax Relief - Applications for elderly tax relief were taken until the deadline of May 15th. The Governor again ruled that anyone who did not want to renew their application for the current year did not have to. The prior applications income will be used for those who automatically renew and chose not come in. All applicants will be receiving those benefits for the next 2-yr cycle. All revised and new applications that came in were reviewed, data entered and after the mill rate was set, calculated for determination of the amount awarded off of their tax bill. Letters were mailed to all applicants detailing the amounts awarded. Applications for the additional veterans program have not been affected and all applicants still have until October 1, 2021 to apply.
- Personal Property – We field daily questions about past and present personal property accounts.
- Motor Vehicle – Any motor vehicle that was sold after October 1, 2020 and not replaced is eligible for a pro-rated assessment. Much time was spent accepting and processing proper proofs in order to adjust vehicles that were sold, traded, totaled, etc., prior to the tax bills going out.
- Court Appeals – Of the 61 tax appeals filed to date on the 2018 revaluation values we have 16 appeals outstanding. In the fourth quarter alone we have had 17 pretrial hearings before the court and settlement was reached on 12 properties.
- MAPPING – Continuing to research and fix mapping problems brought to our attention daily. As well as updating our maps based on recorded surveys and deeds

William M Lee, CCMA II
Assessor

OFFICE OF THE CITY CLERK

This department performs numerous duties the chart below tracks the majority of revenue. Below you will find some additional information on some of the duties that are not mainly tracked based on revenue through the cashiering system, but are definite integral parts of this Departments work flow. (These figures are based on the last three months (04/01/2021 to 06/30/2021)).

- Land Record Subscriptions –95 - \$5010.00
- Legal Notices Published - 10
- Trade Names – 51 @ \$10. = \$510.00.
- Genealogy Requests – 31 (average 1.5 hour each)
- Justice of the Peace Appointments - 87
- Absentee Ballots –
- Paternity/Adoption Records – 217 (average 1 hour each)
- Phone Vital requests – 159 @ \$30. =\$4770.00
- Claims, Summons and Fire Loss Claims – 25
- Liquor Permits – 14@ \$20. = \$280.
- FOI Requests (Freedom of Information) - 36
- Cremation & Burial Permits – 223 @ \$5. = \$1115.00
- Agendas and Minutes Posted - 256

Description	Date Range 4/1/2020 - 6/30/2020	Date Range 4/1/2021 - 6/30/2021	Fiscal Year 7/1/2019 - 6/30/2020	Fiscal Year 7/1/2020 - 6/30/2021
Recorded Land Records	1,688	1611	7,173	7464
Dog Licenses	832	846	1,249	1,162
Fish & Game Licenses	44	66	222	153
Notarized Documents	5	5	467	26
Local Conveyance Tax	155	237	693	961
Vitals- Birth/Marr/Deaths	608	634	4,205	3682
*Customer Counts	3,332	3532	14,009	10,905
Total Local Conveyance Tax	137,642.57	266,968.40	764,347.91	901,431.79
Total State Conveyance Tax	234,183.60	403,086.99	1,220,111.85	1,342,985.44
Town Doc Preservation	4,554.00	6,930.00	11,559.00	25,920.00
State Doc Preservation	33,396.00	50,820.00	169,532.00	190,080.00
Town General Fund Fees	6,078.00	18,161.00	39,283.00	48,276.00
State Treasurer Fees	24,791.00	42,031.00	89,352.00	156,666.00
Town Fish & Game Licenses	44.00	52.00	237.00	42.00
State Fish & Game Licenses	1,199.00	1,793.00	6,061.00	3,985.00
Town Marriage Surcharge	560.00	1,120.00	3,632.00	3,616.00
State Marriage Surcharge	1,190.00	2,380.00	7,718.00	7,684.00
State Totals	294,759.60	289,757.40	1,453,913.80	1,701,400.44
Town Totals	148,878.57	500,110.99	789,567.91	931,285.79
Combined State & Town Totals	443,638.17	789,868.39	2,243,480.70	2,632,686.23
Grand Total of Funds Collected	520,519.17	901,574.38	2,661,820.56	3,058,993.49

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

Scanned/Printed/Verified/Mailed Back - 20 Books @ 350 pages each (average 11 hours per book)

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
Q4 Measure	35.67%	97.16%			50.42%			1	
Q4 Notes	Was 46% last year at this time -over a 10% improvement.	Was 96.94% last year.	Six properties have been paid off so far. Tax sale scheduled for 7/7/2021.	Meeting to identify and divide up items that need to be fixed prior to PSST implementation. Fixed tables for NPS employees whose salary increases go into effect on 7/1/21	Was 45.62% at this point last year.	Mitch Nixon learned the AR/GB and has converted many billing items to the AR/GB system prior to year-end.	Assisted City Manager, City Council in finalizing 21-22 budget. Provided City Council with tax impacts of budget changes. Coordinated analysis of Pension Obligation Bonds.	Auditors started preliminary fieldwork for 2020-21 audit in June 2021.	Accounting Generalist Evelyn Lopez promoted to Retirement Plan Administrator in HR Department. Hired Crystal Piolunek and Susan Magoon as Accounting Generalists and Mitch Nixon as Accountant.
Did we succeed? If not, why not?	Yes	No, but the rate did increase despite the pandemic.	Yes. Staff turnover and pandemic pushed off this tax sale later than we intended.	Yes. Finance Department took over payroll before December 2020 target and is continuously making process improvements.	No. Did not hit target, but did make a ~5% improvement.	Yes	Yes	No. The time spent transitioning NPS to the MUNIS software set back the audit timetable.	No. Given the turnover and the interruption from the pandemic, the department was fairly successful in fulfilling the development plans.

Norwich Fire Department Quarterly Report - Q2

April 1, 2021 through June 30, 2021

Operations:

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: **570** with the following breakdown: **43** fires, **377** rescue/emergency medical, **39** service calls, **111** misc*. Mutual/automatic aid was given **16** times and received **3** times.

Stations remain closed to the public due to COVID, however we have begun training and meetings with local agencies and partners. In place COVID guidance/procedures have been amended to reflect current CDC, State and Local Health District guidance.

Significant incidents:

- 04APR: Fire at 120 Cliff St. Fire involving clothing/material in a container. No structural damage.
- 27APR: Structure Fire at 174 Elizabeth St. Moderate damage to a 2-family residential unit. Assisted on scene by Mohegan Tribal FD.
- 20MAY: MVA with entrapment on W. Main St. Severe vehicle damage, driver/patient had to be extricated.
- 06JUN: Structure Fire at 48 Roath St. Heavy fire damage to two buildings, heat damage to a third building. Mutual Aid provided on scene by New London FD, Sub Base FD, Mohegan Tribal FD, Taftville, Occum, Yantic, Laurel Hill, and East Great Plain. On scene support from Building Official, NPD, NPU, Salvation Army Canteen, Red Cross, and American Ambulance. Three firefighter injuries: 2 heat related, both returned to work, 1 knee injury still out of work.
- 28JUN: Structure Fire at 4 Tyler Ave. Heavy fire damage to a single family home. Mutual Aid provided on scene by Mohegan Tribal FD, East Great Plain, and Yantic. Station coverage provided by Laurel Hill and Taftville. On scene support from Building Official, NPD, NPU, Salvation Army Canteen, Red Cross, and American Ambulance.

Fire Marshal Office:

- Investigated 22 fires: 21 Origin and Cause investigations, 1 Arson investigations. There were 7 vehicle fires, 4 kitchen fires, and 11 structure fires.
- Conducted 160 Fire Code Compliance Inspections/re-inspections, 10 Plan Reviews, and 22 consultations.*
- Services provided for 3 fireworks shows.
- 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.
- Captain Roberts retired, taking with him nearly 30 years of NFD experience, 22 of those years in the Fire Marshal Office. We are short one inspector at this time. There has been an appointment of a Firefighter to the office, but he will not start in the office until August and will begin State training in September.

*A complete breakdown is available upon request

Training Division:

- Joint Search and Rescue (JSAR) training conducted with USCG, New London. Classroom training is complete for all platoons, practical exercises completed for 3 of 4 platoons.
- Vehicle Rescue Technician course completed for all available members. This highly specialized training in vehicle extrication and rescue was secured through AFG funding.
- Daily Training for this reporting period included in-house and external courses, assigned Target Solutions programs, and multiple company level trainings totaling 4390 man hours of training.*
- 2 members completed the CT Fire Academy Recruit program. They were sworn in on 28MAY and started on shift over the holiday weekend.
- 4 members recertified EMT.
- 3 members attended IAAI training on Investigation of Fatal Vehicle Fires.
- 6 members completed D.E.E.P. Safe Boating course.
- 3 members completed Rope Rescue Course.
- We hosted two rounds of NFIRS training for NFD and VFD Officers.
- Joint training conducted with EGP on standpipe operations. Future training planned for other groups.
- We continue with our district preplanning, attack planning and building review activities as limited by COVID procedures.
- Battalion Chief completed State of CT Fire Investigator Module.

Apparatus / Equipment update:

- Engine-3 was again out of service for an extended period, this time for an alternator issue. It is now back in service, but emphasizes the need to maintain spare apparatus for the City.
- The collection of the environmentally hazardous fire fighting foam concentrate has begun. Containerized foam for all six departments was collected by Clean Harbors for disposal. The State will coordinate future plans to remove the hazardous foam from the onboard apparatus systems. We will plan for a joint effort to replace at that time. The new 'green' foam will cause an unexpected expenditure.

Station update:

- HQ parking lot crack fill / sealing was completed.
- There will be a future need for the overhead doors at HQ. The openers and safety features are nearing the end of their useful life and will need replacing. We will try to them in groups so not to encounter one large expense.

Emergency Management:

- We assisted Red Cross with collection of Shelter Kits from Norwich and surrounding communities so they could be updated and restocked.
- We assisted FEMA/State DPH team with coordination and execution of a mobile vaccination clinic held on 2 weekends in May in the St. Mary's parking lot. The clinic administered 165 COVID vaccines over each weekend clinic.

*A complete breakdown is available upon request

- Electrical and computer wiring was completed in the HQ Training Room to facilitate use of the room as a secondary EOC. MIS continues to work on installation of components and remaining items for the project. This was an NSEF funded project.

Attended, virtually or in person:

- Quarterly Radiological Millstone meeting
- Millstone EPZ / Host Community drill
- ESF-20 Marine Group meetings
- Governor's Statewide calls
- RESP meetings

Administration:

- Met with City Manager and Fire Chiefs on two occasions and with the Chiefs only on two separate occasions to discuss ongoing matters relating to operations, communications, and recommendations in the fire study. Meetings have gone well and will continue. There are many challenging topics ahead of us.
- Director of Training and Safety, Mark Waters was appointed 26APR.
- COVID procedures updated for personnel who are fully vaccinated.
- 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 position was officially vacant as of 20MAY. Job position was posted and is now closed with exams scheduled for the 3rd week in July. An appointment to this position should occur in August.

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	23	CDL monthly random	3
Position announcements	14	Pre-employment (P, S & T)	70
Applications processed	859	Police Accountability Act	0
Applicants tested	139	Workers Compensation/Safety	
Exams administered	14	Claims reviews	0
Realistic job previews/Interviews	47	Claims processed/FRI	26
Lists extended	2	OSHA 300 Filing & Posting	0
Advertisements	9	Disability Wage Statements	7
Employees		Committees	
New hire background checks (P, S & T)	70	Personnel & Pension Board	3
Orientations	12	Volunteer Firefighters Relief Fund	1
Evaluations	17	Safety Committee	0
Step increases	23	Persons with Disabilities	0
FMLA	25	Mandatory Reporting	
Unemployment processing and hearings	5	State - DOL Employment Statistics Report	3
Full Time Permanent Hires	14	State - DOL Multiple Worksite Report	1
Seasonal hires	43	EEO-4 Report	0
Temporary hires	9	Labor Relations	
CDL Physical Recertification’s	5	Contract/pension negotiations	3
Benefits Administration		Grievances/mediations/arbitrations/CHRO	5
Insurance changes processed	82	Training	
COBRA elections processed	15	Munis BOE payroll Conversion	Ongoing
Voluntary Benefits	28	CIRMA	12
Insurance billings	24	Sexual Harassment Prevention Training	14
Insurance waivers	31	Checklists/Procedures	1
Open Enrollment	458	Record Keeping	
Pension Administration		Organize/Digitize Active Personnel Files	17
Pension processing	53	COVID Travel/Exposure	
		Tracking exposure & trips	2

- 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.

ROSE CITY SENIOR CENTER			
	July 1, 2020-Sept. 30, 2020- COVID	October 1, 2020-December 31, 2020	January 1, 2021-March 31, 2021
	1Q-Current Results	2Q-Results	3Q-Results
New Memberships	59	18	18
Program scan-ins	1308	770	886
Senior Center Transports	1,052	1,294	1526
Med Ride Transports (out-of-town)	236	166	158
Completed Outreach appointments	890	828	733
Preventative health (includes all exercise classes, screenings, appointments with nurse & podiatrist)	74	106	130
Completed Benefits Counseling appointments	58	109	51
Completed Home visits	5	1	5
GRANTS:	Received : 2 Grants from Sr. Resources thru Older American Act totaling \$14,315		
	State if CT Medride Grant-\$75,150		
SPECIAL EVENTS:	Farmers' Market Coupon Distribution-450 booklets= \$8,100	Provided Holdiay Grab and Go meeal for our seniors	Applied for 2 Senior Resources grants
	Renter's Rebate Assistance	provided assistance for personal shopping for our seniors	Hosted over 20 vaccination clinics totaling over 3500 shots for individuals
	Provide shopping assistance for many additional seniors during the pandemic	provided assistance with online programming	Assisted hundreds of seniors in registering for vaccines with assistance from Norwich Humans Services
	Increased Virtual programming capabilities for our seniors thru SC networking groups	Assisted hundred of seniors with Medicare open enrollment	Along with AARP scheduled ans assisted hundreds of seniors with Income tax filing appointments
	Wrapped up Income Tax assistance program-Assisted over 550 with AARP Tax Volunteers		
	Brought back Podaitrist for in-person appointments-served 46 patients with foot care needs		

NORWICH RECREATION DEPARTMENT 20-21					
	July 1, 2020 - September 30, 2020	October 1 - December 31, 2020	January 1 - March 31, 2021	April 1 -June 30, 2021	Overall
Number of program hours	1504	1099	540.5	364	2,003.50
Hours reserved for field usage	1870	1915	109	4,200.00	6,224.00
Number of youth registrations	1286	888	462	322	1,672.00
Number of adult registration	470	230	30	81	341
Number of hours reserved on fields/facility	1870	1915	109	4,050.00	6,074.00
Number of sports leagues using fields/facilities	12	10	2	16	28
Revenue brought in through programming	\$ 41,519.00	\$ 19,409.00	\$ 31,203.50	\$ 41,067.00	\$ 91,679.50
Revenue brought in through sponsorship	\$ 2,500.00	\$ 5,500.00	\$ 8,100.00	\$ 800.00	\$ 14,400.00
Revenue from grant applications	\$ 25,000.00	25,890	-	\$ 25,176.00	\$ 51,066.00
Number of non-duplicated youth participating in activities	N/A	n/a	n/a	n/a	
Special Event/Beach Patrons	6461	N/A	275	876	
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,	Procured bids for basketball court reconstruction, jennings football field irrigation system installed. Seeded and aerated fields. Removed all hoops on basketball courts due to Covid-19 increases. Winterized all ball fields and fountains. Cut back overgrown brush at several fields and facilities. Plowed snow. Plowed Fontaine track so community could continue to walk during COVID-19, built	Continued to plow and shovel snow, Deep cleaned Rec Hall daily for Hybrid School year program, Built picnic tables and benches, installed playground equipment, Prepared softball and baseball fields for spring sports, along with scarified, fertilized and seeded. Cut back more brush, Taftville basketball court RFP prepared and went out to bid. Put rims back up on all courts due to	Spring clean up of 20 fields and facilities, re-seeded and fertilized several fields, prepped and prepared baseball, soccer, lacrosse and softball fields for spring practices and games, Relined, repainted and repaired 3 basketball courts that were 25 years old, Jennings football field expansion commenced to increase field size, Prepped and opened and ordered new soft	
Partnerships (narrative)	Partner with NFA for virtual basketball clinics, and free backpack programs, Partner with BOE for camp during COVID and hybrid school year program due to COVID-19. Partner YFS on event- Family Day	Partner with BOE, YFS, NFA, Nor. Tech	Partner with BOE, to run summer camps, YFS for Easter Egg Hunt, NFA, Community Outreach, SECT Recreation Depts, Uncas Health Dept, NRPA and CRPA for Covid related info	Partner with BOE to run camps, YFS for programs and special event, NFA, SECT Recreation depts, Uncas Health Dept, NRPA and CRPA for Covid related and recreation info	
	BOE for free Summer food, Otis Library on Summer Reading			Collaborated with YFS on Youth Summer employment program and BOE for free Summer food	

	Grants Applied for: P, G, D	Grants Applied for: P, G, D	Grants Applied for: P, G, D	Grants Applied for: P, G, D	
	Community Foundation	Community Foundation Neighbor-Ne	Community Foundation	Community Foundation	
	Sunshine rotary for COVID supplies	Rotary of Mystic	All Banks in Norwich for tennis co	State of CT Summer accerlate grants	
	Neighbors to Neigbor grant (2x)		CDBG Block Grant	CDBG Grant Jenkins and Occum	
	Activities to Remember	Activities to Remember	Activities to Remember	USTA for tennis grants	
	<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>Continue to run Hybrid school year program to help families during the virtual school year at 2 sites. Wrote Letters to Santa for over 50 youth and had great success, Ran virtual holiday house decorating contest, Snow making and halloween decorating. Sucessfully ran in person small group karate, yoga, tai chi, tumbling classes in the Rec. Hall following all CDC and Execteue orders.</p>	<p>Ran limited number of winter programming during COVID-19 in small groups with masks. Some programs were affected by COVID-19 spikes so enrollement levels varied as program cancelled. Continued tro run PREP hybrid program. Ran virtual programming in conjuncction with in person programming.</p>		
	Camp had 3 locations due to COIVD-19, groups were smaller with up to 14 kids in agroup	Had tennis committee meeting via zoom and sponsorship letter follow up is occuring in 2021.	End of March we successfully ran a Spring Egg Hunt with 2 time slots for a total of 400 people. Gave out eggs, swag, candy and toys.	Opened up capacity levels after Covid infection rates decreased, relaxed restruictions or groups and parks,	
	Several sports and speciality camps ran with just smaller enrollment numbers in comparison to other years and to meet COVID-19 guidelines.		Scheduled tennis committee meetings via zoom. Raised over \$10,000 by soliciting donations.	Hired Summer camp directors and 35 counselors. Opened 2 camp sites including Kindercamp for 4-5yr olds. Also partnred with BOE to run rec. activites from 12-5pm after summer school.	

Youth and Family Services	1/1/21-3/31/21	4/1/21-6/30/21	
	3Q-Results	4Q-Results	Overall
New Counseling cases	4	2	6
New Case Management cases	1	6	7
COOL Youth employment	19	7	26
Summer youth employment	12	5	17
# of Leadership Initiatives & what were they (defined as specific initiatives where leadership skills are being taught & practiced)	7	10	17
# of youth who participated in leadership training or events (breakdown per initiative/event/training title)	28	78	106
# of volunteers/interns we had complete work with us (list by name)	7	5	12
JRB/FWSN cases	6	7	13
Service Inquiries & Referrals	21	22	43
# of youth engaged in group programming (delineate the group name, target demographic ages, and number of participants in each)	92	23	115
# of alcohol/drug education/prevention events and what were they	12	11	23
# of participants in alcohol/drug education/prevention events broken out by	2071	396	2467
Summer Jam and Learn	0	11	11
Hours of case management to low income Norwich families	27	20	47
Hours of professional counseling to low income Norwich families	18	2	20
Number of youth provided with employment assessment	0	115	115
Number of youth provided with employment internships	31	3	34
# of meetings staff attended with community collaborative partners (list meeting and how many times attended in quarter)	24	21	45
# of Task Force meetings held	2	3	5

# of Youth Coalition Meetings held	5	3	8
# of NPC Coalition meetings held and how many were in attendance	2	3	5
# of Youth Advisory Board meetings	2	0	2
Media Coverage related to Substance use prevention	1	3	4
Media Coverage related to other YFS programming	4	1	5
Multimedia Campaigns Related to Substance use prevention/education	7	5	12
Multimedia Campaigns Related other topics	n/a	0	0
Miscellaneous Partnerships Activities related to substance use prevention (outline who the partner was and what we did & how many involved)	n/a	12	12
# of Care Packages provided to youth and/or families/parents	29	175	204
# of basic needs support provided to families - what specifically was given	50	3	53
Number of participants in a community/parent education (non substance use prevention/education) related event (defined as an event in which skills are being taught, information is being disseminated by our agency regarding various topics meant to increase awareness & skills)	332	3033	3365
Number of participants in a community enrichment event (defined as an event that promotes interaction and engagement with each other and the community – no educational component)	1150	906	2056
Other:			0
	Grants Applied for: P, G, D	Grants Applied for: P, G, D	
	Community Foundation 12K (P)	CYSA JRB 7000 (P)	
	21st Century Elementary 20K (G)	Community Foundation 12,000 (G)	
	State Opioid Response 4K (G)	Misc Youth Employment 282,595 (G)	
	Activities to Remember	Activities to Remember	

ADULT AND FAMILY SERVICES		JULY	AUG	SEPT	TOTAL Q1	OCT	NOV	DEC	TOTAL Q2	JAN	FEB	MARCH	TOTALQ3	APRIL	MAY	JUNE	TOTALQ4
# WALK-INS SEEN		272	91	117	480	0	0	0	360	0	0	0	0	30	87	108	225
# NEW CASES APPLYING FOR ASSISTANCE	charity tracker case report/for year/total cases	29	70	127	226	71	48	29	148	100	205	184	489	25	52	64	141
# TOTAL CASES ASSISTED		81	151	256	488	154	99	88	341	82	161	150	393	25	75	80	180
# Households receiving		78	149	252	479	152	99	87	338	82	159	148	389	25	75	80	180
RENT MORTGAGE ASSISTANCE	cdbg+efsp+nhsrent+dime	15	22	15	52				0	13			13	8	7	38	53
DIVERSION		4	4	2	10				3	2	3		5	0	1	0	1
RAPID RE-HOUSING		1	1	1	3				3		2		2	1	6	2	9
FOOD		1	2	11	14				7	2			2	25	30	30	85
EMERGENCY Rx		4	4	3	11	5	4	4	13	2	5	6	13	12	0	6	18
JOB RELATED INCIDENTALS		1	0	0	1	0	0	0	0	2	4	2	8	2	0	1	3
UTILITY ASSISTANCE	NHS+Safety Net+Dime	4	24	39	67				37				91	2	33	4	39
GOLDEN WISHES	RCSC+Safety Net	0	0	0	0				0	1	2	0	3	0	0	1	1
KIDS FUND		0	0	0	1				0				0			0	0
RENTERS REBATE APPLICATIONS COMPLETED				1002	1002				66				0			510	510
KINSHIP/RESPIRE GRANTS RECEIVED		20,050.00			20,050.00				20,050.00	18,250.00			18,250.00	0		24,750	0
NUMBER OF FAMILIES ASSISTED		2	5	4	11				12			2	2		1	3	0
# HOUSEHOLDS DISPLACED DUE TO CONDEMNATION			2		2				3				0	1	1	0	2
ADULTS			5		5				5				0	2	2		4
CHILDREN			3		3				0				0		2		2
% HOUSED			100%		100%				50%					100%	100%		2
FARNAM FUND DOLLARS RECEIVED		-			0		18,000.00		18000				0				0
NUMBER OF WIDOWS ASSISTED		0	0	0	0			29	29				0	2	5	0	7
NORWICH WORKS																	
# people SCREENED for employment services	all people screened for the month	18	37	21	76	21	21	17	59	13	20	26	59	23	26	25	74
# of people GETTING A JOB	people in and not in training	0	2	0	2	0	0	6	6		5	7	12	2	0	0	2
# PEOPLE ENROLLED IN JOB TRAINING		0	0	0	0	0	0	0	0	5	3		8	0	1	4	5
% people COMPLETED JOB TRAINING		30%	10%	0	0.4	0	0	0	0				0	30%	30%		0.6
% people GETTING JOB AFTER TRAINING		100%	100%	0	2	0	0	0	0				0	0	0		0
% increase in wages	ave of starting wage vs ave of ending wage	33%	41%	0	0.748	0	0	0	100%				0	0	0		0
GRANT DOLLARS received FOR JOB TRAINING		-	-	50,000.00	50,000.00				3000			10,000.00	\$ 10,000.00	-	-	3,000.00	3000
TOTAL GRANT DOLLARS RECEIVED FOR DIVISION				\$250.00	\$46,891.00				\$35,000.00				\$0.00				\$0.00

Planning & Neighborhood Services

Quarterly Report: 04-01-21 through 06-30-21

During the period from April 1, 2021 through June 30, 2021, staff members of the Planning and Neighborhood Services Department:

- Opened the doors to the public for in-person customer service.
- Continued to encourage electronic permit application submission and online credit card payment process for permits.
- Continued to participate in on-line training of new permit software (OpenGov)
- Held an information for the City Council and public regarding a draft short-term rental ordinance.
- Prepared a grant application for a Chelsea Harbor/Downtown Mobility Study to be funded by CTDOT. SECCOG prioritized the proposal as highest in the region.
- Prepared and presented the P&NS department budget proposal.
- Solicited, interviewed and selected a Planning Intern for the city-wide sidewalk assessment project. The summer position is a scholarship awarded by the CT Chapter of the American Planning Association.
- 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.
- Worked closely with the City Manager and other department heads to discuss and consider proposals for projects to be funded utilizing American Rescue Plan funds.
- 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 conferences and hybrid training including Blight Enforcement, Building Code(s), Planning, Zoning, Flood Management, Archeological Resources, and Inland Wetlands.
- Assisted municipal boards and commissions with processing and reviews of the following 13 Land Use Applications:
 - Inland Wetlands and Watercourses Conservation Commission 2 Applications (0 Regulated Activities, 2 Administrative Upland Review & 0 Non-Jurisdictional Ruling)
 - Commission on the City Plan – 4 Applications (1 Subdivision & 2 Special Permit, 2 Site Development Plan (and 1 CAM – Associated with other approvals)
 - Zoning Board of Appeals – 7 Applications (7* Variance (4 Approved 1 Denied) & 0 Appeal of the ZEO) *Two (2) yet to be decided
- Received 153 Complaints relative to the following:
 - Blight – 101
 - Property Maintenance/Housing - 31
 - Work without Permit(s) - 3
 - Wetlands - 0
 - Zoning – 18
- Investigated and/or issued 270 Violations and Closed 59
 - Blight – 236
 - Property Maintenance/Housing - 19

- Work without Permits(s) – 11
- Wetlands - 0
- Zoning – 4
- Responded to 8 Police or Fire Call-Outs
- Citations Issued 9 Value of Citations Issued: \$ 22500
- Citation Fees Collected \$1590.55
- Issued 405 Building Permits (355 residential, 45 commercial, 2 Industrial and 3 municipal) – Note that industrial is likely combined with commercial
- Building Permits per assigned FTE 202.5* (total number divided by 2)
 - 1 Structures
 - 6 Dwelling Units Condemned
 - 4 Buildings Demolished
- 11 Zoning Letters of Compliance Prepared
- 122 Zoning Permit Applications
 - 87 Zoning Permits Issued, which includes 4 New Business/Conversion Permits.
 - 11 Permit Applications rejected



CITY OF NORWICH
CONNECTICUT
POLICE DEPARTMENT



PATRICK J. DALEY
Chief of Police



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

Quarterly Report April 1, 2021 thru June 30, 2021

PATROL DIVISION



In the period April 1st 1st, 2021 thru June 30th, 2021 **the Norwich Police Department Patrol Division handled approximately 12,756 calls for service.** Included in these service calls:

- **Arrests Made 226**
- **862 Offense Reports Taken**
- **17 Reported Juvenile and Adult Sexual Assaults**
- **403 Traffic Accidents Investigated**

- **611 Motor Vehicle Stops Initiated**
- **72 Infractions Issued**
- **466 Alarm Responses (Burglary and/or Panic)**
- **4917 Telephone calls into Dispatch**
- **5463 -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 3 residents of Norwich died as a result of their narcotic use. The administration of Narcan by EMS upon arrival kept the OD deaths low but the epidemic continues to plague the city much like the rest of the country.

INVESTIGATIONS

On 04/24/2021 at 4:45pm Officers responded to Greenville Park for a report of shots fired. Responding Officers found spent shell casings Detectives assisted in developing a suspect who was subsequently arrested for firing the shot towards a subject. It appears the target of the shooting was a rival gang member.

Accused is currently on the streets after being arrested and presented in court.

On 5/15/21 at 10:36pm Officer responded to the area of 172 Prospect St for the report of shots fired. Officers located 5-6 spent shell casings and the Detective Division responded to assist with the investigation. No injuries to victims however, several vehicles were struck by the fired rounds. Detectives are actively attempting to locate the person(s) responsible for the discharge.

On 05/16/21 at 2:30 pm Officers responded to North Main St at Golden St for reports of shots fired. Officers on scene located spent shell casings. Witnesses reported a vehicle fleeing the scene prior to arrival. Other witnesses reported a passenger of one vehicle shooting at another vehicle. Detectives were called to process and take over the investigation. Suspect is unknown as the case continues to be investigated.

On 05/24/21 at 1:10pm, Officers and Detectives responded to 46 North Cliff St for shots fired. Responding units located several rounds were fired into the residence. The suspect fled the scene prior to our arrival and detectives have identified a suspect. Arrests warrant are being reviewed.

On 06/20/21 Officers responded to the area of 231 Broadway for the report of shots fired. Investigation revealed spent shell casings and with the assistance of the Detective Division two suspects were identified and subsequently arrested.

Other shootings have occurred during this time however, no victims have been struck or injured. Detectives are working closely with New London PD regarding a identified gang feud between a Norwich Gang and New London Gang.

Retirees

Detective Bialowas resigned and is now with Norwich Public Utilities.

COMMUNITY POLICING

Sgt Rankin and his CPU have been extremely busy with community events. CPU Officer Robert McKinney piloted a new program within the City of Norwich. The program "Gun Buyback" involved obtaining donations to apply to the program. In short, over 100 firearms were turned in during the event.

CP members have assisted in food distribution centers, assisted the homeless population with housing, and maintained a positive presence with community stakeholders. CPU members have played a positive role in juvenile interactions during the school year. CPU members also participated in a "Clean up the Streets" in collaboration with other stakeholders.

NORWICH POLICE TRAINING AND SELECTIONS

New Recruits Pagan, Scanneli, and Micklus started the POST Academy on June 4th, 2021.

Recruit Alexander Wojcik, Victoria Clarke, and John Santos completed their Field Training and are assigned to the midnight patrol division.

Recruit Tyler Pacheco and Christopher LePage are scheduled to complete their POST Academy class on July 22nd, 2021.

We are not currently full-staffed and are down 4 officers due to attrition and retirement and 6 for the COPS Grant.

BUDGETARY MATTERS

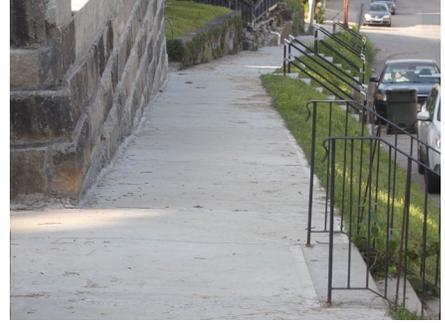
The Norwich Police Department has been actively attempting to control costs, maximize efficiencies and eliminate waste. Some control measures undertaken are:

- 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
- 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 April 1, 2021 to June 30, 2021

- Performed spring City-wide brush pick-up.
- Set up concrete barriers in various locations around the City to accommodate outside dining for restaurants and outside learning for students.
- Set up and dismantled the bandstand for the Vietnam Veterans Day tribute, and the Memorial Day parade.
- Prepared the Rose Garden for the season including planting 100 new rose bushes.
- Installed a small community garden space on Rose Garden St. at the intersection with Platt St., (see picture).
- Repaired and replaced the tops on over 40 catch basins in conjunction with the City paving program.
- Performed seasonal maintenance such as mowing parks and cemeteries.
- Roadside cutting of trees and brush, including support for road paving.
- Curbing repairs and pot-hole patching with the hot box.
- Roadside trash pick-up.
- Guide rail repair and replacement of 1,120 linear feet due to deterioration and vehicle damage.
- Hosted the grand opening of the newly completed Disc Golf course.
- Expanded the Group Pavilion parking lot to better accommodate visitors and Disc Golf players.
- Fleet performed Preventative Maintenance, servicing of over 120 vehicles for PW, Police, Fire, Bd. Of Ed., and all City departments. Also prepared 18 pieces of fire apparatus for Pump, Ladder, and Aerial testing.
- Performed major corrosion repair to a large PW plow truck, including sandblasting, welding and painting.
- Continued to work on compliance with the Municipal Separate Storm Sewer System (MS4), including cleaning over 400 catch basins, and sweeping the streets.
- Performed pipe cleaning on numerous clogged drainage pipes in various locations around the City, including the Shipping Street system.
- Drainage repairs to storm water systems on Pearl Street and Terminal Way.

2021 Construction Season Projects Status

- Began the 2021 Pavement Project with the paving of Curtis Street and Wilderness Dr., this was followed by numerous streets in the western section of Norwichtown, off of Browning Rd.
- Oversaw the re-construction of 1200 linear feet of sidewalk on Boswell Ave., funded with a Community Development Block Grant, (see picture above).
- Completed repairs to the salt storage domes which had shown signs of deterioration over their 30 year lives.
- Installed a new 5 ton air conditioning unit at Dodd Stadium.
- Finalized Construction Documents for Dunham Street Reconstruction and put it out to Bid for August start.

LEAD HAZARD CONTROL PROGRAM

	Quarterly Progress	Quarterly Funds Expended	Cumulative
Completed/Cleared	5		17
Funds Expended *Inc Healthy Homes	\$116,085	\$26,120	\$142,205
Number of Units in Progress or Under Contract	5	-	

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

COMMUNITY DEVELOPMENT BLOCK GRANT

	Quarterly Progress	Quarterly Funds Expended	Cumulative (Actual)
Units Completed/Cleared	3		22
Funds Expended	\$128,929.83	\$110,150,60	\$239,080.43
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, 2021		MUST EXPEND 0	Met the threshold!

REVOLVING LOAN EXPENDITURES

QUARTERLY REPORT APRIL – JUNE 2021

Revolving Loan funds were completely drawn down this past quarter \$ 0

Comments:

- Have attended numerous on-line trainings: NCDA – numerous CARES Act trainings/webinars; HUD environmental trainings; Lead Safe trainings
- NRZ meeting – State
- Taftville Neighborhood Meeting – re: Basketball Court. I have been invited to attend meetings regularly
- CDAC meetings to prepare recommendations for Council.
- Amended the 2019 Plan for CARES Act funding
- CARES Act contracts sent out for signatures
- Small Business Assistance – met with seCTer numerous times and believe we will be able to award some businesses soon.
-

2Q2021

Quarterly Report



JULY 12, 2021

Overview

The COVID Pandemic significantly disrupted the Norwich business community. Since early May when the Governor's Executive Order rescinded many of the COVID-19 pandemic restrictions, the Norwich business community has embraced getting back to normal. Business is slowly picking up specifically in downtown Norwich and we anticipate that to continue in the months ahead.

Fawn Walker stepped in as Transition Coordinator after the passing of Jason Vincent in December to help guide business development in the interim until a new President was hired.

NCDC has just recently hired Kevin Brown, former Chief Executive Officer at the Mohegan Sun Casino to be the new President of Norwich Community Development Corporation.

External Economic Development

- Multi-DT Property Owner ProForma Development
- Opportunity Zone Projects – Ongoing
- Business Park Development Meetings - Ongoing
- Ponemah Mill – South Mill – Was recently awarded a Brownfield Grant of \$975K from DECB. NCDC will administer the grant.
- 77-91 Main Street Multiple Meetings – Ongoing
- Outreach to Businesses City-Wide – Ongoing

Internal Economic Development

- NPU Coordinating Committee Meetings - Ongoing
- Upcoming POCD Meetings
- City Mayor's Weekly Covid-19 Update Call. This was moved into a Report of Activities for the benefit of State legislators.

New Business Openings

- Welcomed the following New Businesses to Foundry 66:
 1. Heartled Concierge Service
 2. Constant Hustle Comics
 3. Neighborhood Renovations and Training
 4. S & T Sports Enterprises
 5. Haj Wellness
 6. Salvation Army
 7. CT Moving Helpers

Achievements

- See Ponemah Mill – Brownfield Grant
- Completed the 10-Year Downtown Bond Program
- CT Humanities Grant for Global City Norwich

Global City Norwich

- NCDC and Global City Norwich continued to develop and promote the Vanilla Box program; the First Vanilla Box Award was given to 235 Main Street.
- Expanding the Streetscape Lighting Project in downtown Norwich – Phase II proposed sites include Main Street, City Landing, Ferry Street and Bath and Franklin Streets
- Rose City United NPD Community Group – Award Recipient for the NAACP Norwich Branch with a Daniel D. Jenkins II Memorial Award.
- Cape Verdean Flag Raising on June 13, 2021
- Juneteenth Flag Raising on June 19, 2021
- Monthly Meetings with Chelsea Groton Foundation for Strategic Plan for Global City Norwich.
- Faces/Places/Spaces – Yale Urban Design Group – Trinicap Properties site walk for courtyard community space.

Marketing

- Issued several NCDC e-news articles and updated NCDC and Foundry 66 websites.
- Posted several articles, and comments on social media (Facebook, Instagram, LinkedIn) to engage the community.
- Created the Lunch and Learn Program - Mindset Workshop with Gary Decker of Win Moves Coaching
- Created the In-House Banker Program in conjunction with Chelsea Groton Bank for Foundry 66 Members

Policy Development

- Completed NCDC Employee Handbook
- Review of NCDC Bylaws

Foundry 66

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

Membership: 43
Conference Rooms Booked: More than 200 Hours since April 1st

Downtown Bond Program

- Original Downtown Bond Program was completed at the end of April. NCDC is waiting for confirmation from the City Council for APR (American Rescue Program Funds) to be used to re-establish the Downtown Bond Program.



Robert D. Farwell
Executive Director

April 2021

At the beginning of April Otis received the \$2,000 pledged earlier this year by the BPOE Elks. This “spotlight grant” will be used under the general heading “Warm and Welcoming Libraries.” This will affect programs and marketing for adults, young adults, and children.

Work on the HVAC upgrades, made possible by Norwich Public Utilities through the Neighborhood Assistance Act concluded in March. This added further refinements to the control of the library’s environment. A second request, which would extend similar service to the first floor will be submitted in May.

The extension of the library’s Wi-Fi is underway. The units are installed but further wiring assistance from Norwich Public utilities is required to make the system fully operational. An overview of the program, which will lead to a series of public internet hotspots throughout Norwich, was detailed in the July 2 edition of the New London Day. <https://www.theday.com/local-news/20210702/norwich-public-utilities-to-install-free-public-internet-hot-spots-in-city-neighborhoods>

The proposed Book Buddies reading program guidelines are finished and the program was formally introduced this month. The Book Buddies program is intended to unite readers who prefer small group formats and one on one discussions. It would specifically be a way to connect people who are home or unable to participate in in-person activities with other readers nearing completion and the program will be introduced to current home delivery patrons in April. In conjunction with this, the Homebound delivery program policy was changed to Home Delivery services, a title that better reflects the composition of the audience, which has evolved since March of 2020. The program’s description was broadened and defined as “to bring the joys of reading and gathering knowledge to those patrons who are experiencing problems in coming to the library due to work schedules, physical restrictions, medical issues, or other problems.” As this states, participation will no longer be confined to infirmities.

May

Announcements in April foretold shifts in state pandemic mandates beginning on May 1. In response, we introduced an outline for the **Phased Reopening Program** restoring services and hours. We also learned that Otis received \$3,000 in funding via the American Recovery Act. You may recall that we received more than \$48,000 in funding for PPEs and other items that would help us cope with the pandemic and eventual restoration of services. This is a residual amount that covers similar purchases and must be spent and accounted for in early 2022. Otis also received a grant from AHEPA, \$1,000, which will be used for materials that encourage citizenship and assist our immigrant communities. A Neighborhood Assistance Act grant was also

June

June marked the first month of our relaxed guidelines as outlined in the **Phased Reopening Program**. The results have been positive, with the public enthusiastically responding to the elimination of appointments and other modifications. Rather than truncate the steps to be taken to reach new normalcy in library operations, I have included a bullet-pointed list of measures being taken to introduce a revised operation model that allows us to safely meet the needs of the community. If the positive trends of the recent past continue it may be possible to implement further changes at an earlier date.

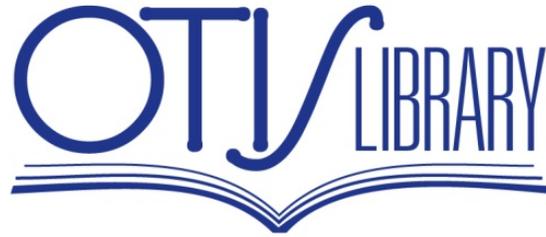
Some other noteworthy changes complement this latest phase in the library's evolution. Assistant Director Cathy Special developed a new website design that amplified the changes taking place at Otis and builds on what we have learned about the types of information and services most valued by our patrons. Cathy also coordinated the library courtyard's facelift by students from the Norwich Free Academy Science & Environmental Club and Project Outreach. More changes are coming, including a mural to enliven the space.

In keeping our procedures for other meetings this year board members received a Zoom invitation for June's annual meeting. As a result of the continued retreat of Covid infection rates and improvements in inoculations, this presages what will likely be our last fully remote meeting. Beginning in July we can anticipate a return to live meetings, possibly with a Zoom option available for remote participation. Another option under consideration is one live meeting each quarter with the others being conducted remotely.

There will be a few changes in the officers for 2021-2022 with Jeanne Kurasz as President, John Iovino as Vice President, Chuck Seeman as Treasurer, and Kathryn Lord as Secretary. While Nick Fortson has served the two terms as President allowed under the bylaws, he will remain as a board member. That is excellent news and ensures that the tact and skill synonymous with his tenure as President will remain available to us. There are no other changes to the composition of the board.

As June drew to a close Otis also received a \$1,000 grant from Eastern Connecticut Savings Bank. These funds are dedicated to purchasing materials that trace the historical, political, and cultural atmosphere and events that shaped the "American experience" for both the African-American and Latino communities.

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



Phased Reopening Program: Otis Library

With the recent changes made to the state restrictions on capacities and social distancing, we will embark on a series of carefully calibrated steps that will see us achieve a new normal later in 2021. The following summarizes this vision:

- **Now Through May 31, 2021**

The status quo remains in force. Hours, staffing, appointments, and programs are unchanged. Safety measures currently in place remain unchanged. This conforms to the Governor's timeline. We continue to monitor the infection rates locally and communicate with the board, city government, consortium, and public regarding our status. Impending changes in schedule, services, etc. shared with the public.

- **June 1, 2021, Through June 30, 2021**

- Continue to monitor the infection rates locally and communicate with the board, city government, consortium, and public regarding our status.
- Staff returns to the library
- Squad system discontinued
- Hours of operation/access are M-F 10-5, Sat. 10-3
- Personal barriers (Plexi) installed
- Appointments for browsing and computers discontinued, Call Ahead Pickup, formally Outside Pickup, available by appointment
- Concierge/Greeters desk discontinued
- Restrooms and water fountains open to public
 - Public restroom monitoring schedule implemented, twice daily, 12 and 2 p.m. all staff participate in checking and confirming cleanliness of the facility
- Begin limit introduction of new leisure furnishings. Old leisure furnishing, discarded
- Limited use of public meeting spaces allowed, c. Meeting Room capacity, 8; Study Rooms, 2. Community Room to be determined.

- Tutoring is allowed. A maximum of 8 students at a time, if space allows.
- Library-sponsored programs remain virtual or outdoors
- Accessibility of sanitizers, partitions remain in force, materials quarantine may be relaxed further or eliminated.
- Implement changes to furniture arrangements including removal of magazine racks
- The number of Business Center computers remains as current, supplemented by Chromebooks; limited numbers of computers available in Children's and YA areas
- Discontinue the first ten copies free program. Fax and Notary services are free.
- **July 1, 2021, Through August 31, 2021**
 - Continue to monitor the infection rates locally and communicate with the board, city government, consortium, and public regarding our status.
 - Otis remains open on the weekends through July and August. Hours of operation remain as currently publicized.
 - Library programming remains virtual or outside
 - Restricted on meeting spaces relaxed, capacities revised
 - Leisure furnishing expanded
 - The restroom cleaning schedule remains in place
 - Public desktop computer use reviewed and expanded as necessary
 - Accessibility of sanitizers, partitions remain in force, materials quarantine may be eliminated.
 - Reorganization of shelving, seating and other modifications is now completed.
- **September 1/Labor Day and beyond.**

By September 2021 Otis Library operations including hours staffing and programs have stabilized and achieved a new "near normalcy." Programming now includes both virtual and on-site offerings. On-site group meetings and activities -including Literacy Volunteers, O'tis, Friends Book Sales- are reintroduced, capacity restrictions eliminated-if not addressed earlier- and outreach to schools, senior centers, and other community groups reinstated. Cleaning and sanitation measures, including barriers, remain in place.