

Assessors' Quarterly Report to the City Council
Beginning January 1, 2022 – March 31, 2022
"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX EXEMPT PROPERTY IN THE CITY"

Third Quarter

The Assessor's office remains fully open to the public. The third quarter was highlighted by the finalization and filing of the 2021 Grand List. The Grand list was filed on February 23, 2022. All assessment notices for real estate and personal property were mailed to taxpayers on the 25th of February.

- Board of Assessment Appeals - 35 Applications to the Board were filed in the Assessors' office by March 20, 2022 and 32 were given appointments to meet with the Board. The 3 applications that were denied an appointment had assessments over 1 million dollars and Connecticut General Statutes allow the Board to abstain from those hearings. The Appeal dates were set for April 18th & 19th, 2022.
- Real Estate – New owner transfers and sales ratio reports are being done daily. Our exemption database is updated regularly as properties are sold and new applicants apply. Our GIS maps are updated with survey maps, splits and combinations. We concluded our field inspections on the 2021 Grand list during the month of January. We hope to be able to resume inspections on the 2022 list once the office is fully staffed.
- Elderly Tax Relief - February 1, 2022 began the time period for the elderly and/or totally disabled to apply for tax relief. We will be accepting applications for this program until May 15, 2022. To date we have accepted 92 applications from elderly property owners.
- Motor Vehicle – Daily questions are fielded regarding motor vehicle values and taxes. Much time is spent accepting and processing proper proofs in order to adjust vehicles that were sold, traded, totaled, etc. Supplemental tax bills were mailed in mid-December and we processed hundreds of certificates of corrections during January and February.
- Daily – Answer phone inquiries, serve the public at the counter and do daily motor vehicle corrections and pro-rates. Processing Veterans DD214 as received by the City Clerk.
- Court Appeals - 6 outstanding court appeals relating to the 2018 revaluation, settlement was reached on one.

William M Lee, CCMA, II
Assessor

Department of the City Clerk

This department performs numerous duties the chart below tracks the majority of revenue. Below you will find some additional information on some of the duties that are not mainly tracked based on revenue through the cashing system, but are definite integral parts of this Departments work flow. (These figures are based on the first quarter of 2022 (01/1/2022 to 03/31/2022)).

Land Record Subscriptions –88= \$8,780.00

Phone Vital requests – 137@ \$27. = \$3,699.00

Legal Notices Published - 11

Claims, Summons and Fire Loss Claims 29

Trade Names – 42 @ \$10. = \$4,200.00

Liquor Permits – 24

Genealogy Requests –28 (average 1.5 hour each)

FOI Requests (Freedom of Information) -29

Justice of the Peace Appointments - 98

Cremation & Burial Permits – 310 @ \$5. = \$1,550.00

Absentee Ballots – 0

Agendas and Minutes –388

Paternity/Adoption Records – 96 (average 1 hour each)

Scanned/Printed/Verified/Mailed Back - Land Records – 23 Books @ 350 pages each (average 11 hours per book)

Description	Date Range 1/1/2021 – 3/31/2021	Date Range 1/1/2022 – 3/31/2022	Fiscal Year 7/1/2020 – 3/31/2021	Fiscal Year 7/1/2021 – 3/31/2022
Recorded Land Records	1,622	1,650	4,485	6,054
Dog Licenses	31	81	316	340
Fish & Game Licenses	51	79	87	121
Notarized Documents	10	45	21	151
Local Conveyance Tax	247	215	724	752
Vitals- Birth/Marr/Deaths	615	539	1,747	1564
*Customer Counts	*2513	*3224	*7373	*9749
Total Local Conveyance Tax	227,029.00	263,503.00	634,463.00	869,319.00
Total State Conveyance Tax	314,822.00	451,119.00	939,898.00	1,393,162.00
Town Doc Preservation	7,002.00	7,404.00	18,990.00	21,582.00
State Doc Preservation	51,348.00	51,612.00	139,260.00	158,268.00
Town General Fund Fees	13,264.00	11,780.00	40,867.00	44,048.00
State Treasurer Fees	19,360.00	32,899.00	114,635.00	122,107.00
Town Fish & Game Licenses	54.00	85.00	92.00	126.00
State Fish & Game Licenses	1,09500	2,310.00	2,131.00	3,388.00
Town Marriage Surcharge	704.00	560.00	2,496.00	2,432.00
State Marriage Surcharge	1,496.00	1,190.00	5,304.00	5,168.00
State Totals	388,121.00	539,210.00	1,201,228.00	1,680,093.00
Town Totals	228,053.00	283,332.00	696,908.00	937,507.00
Combined State & Town Totals	633,174.00	822,542.00	1,898,136.00	2,619,600.00
Grand Total of Funds Collected	748,486.55	926,316.00	2,157,382.11	2,933,556.00

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

Department Goals	DG1				DG2	DG3	DG4
	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	Provide timely, accurate, and transparent budgets, reports and analysis to stakeholders.	Train personnel to the highest standards while holding them accountable to those standards.
Goal Descriptions	Implement strategies to reduce costs and increase efficiencies through technology and process review.				Providing explanations of finance-related activities	Issue the fiscal year 2020-21 audited financial statements by 11/15/21.	Develop personal development plans for each staff and ensure proper level of professional certifications are achieved through education and training.
Action Plans	Reduce volume of routine tax payments made in-person or by mail, so tax staff can focus on delinquent tax collections.	Miscellaneous billing	NPS Payroll Process Improvements	American Rescue Plan Act Grant Process			Identify training needs and one or more training opportunities for each employee.
Activities							
Measure Description	Percentage of in-person/mail tax receipts divided by total tax receipts	Transition some other billing items to MUNIS AR/GB	Reduced time spent doing NPS Payroll	Narrative		Date that audited financial statements are complete.	Number of employees with training plans (out of 14)
Target/Timeframe	3/31/2022	Add four billing items to AR/GB by 6/30/2022	Ongoing	Ongoing		Issue financials by 11/15/21	6/30/2022
Q1 Measure	38.48%	55% of payments by ACH by 6/30/2022	Ongoing	Ongoing			9
Q1 Notes	Was 33.85% at this time last year. With limited hours in July 2020, many paid taxes by mail and at Peoples United branches who probably returned to pay in-person in July 2021.	48.48%	Began using data imports to save dozens of hours of data entry for new employees and payroll deduction changes. Assisted in correcting database tables.	Drafted subcontract agreements for first round of ARPA projects approved.	Provided the City Council with explanations of FY2020-21 budget transfers and estimated impact of pension obligation bonds and pension reserve fund policy. Wrote explanatory text for POBs.	Closed fiscal year 2020-21 and completed audit fieldwork in September.	Advised Deputy Comptroller position to fill it in advance of Tony Madeira's retirement.
Q2 Measure	39.11%	66.02%	49.57%	Read through US Treasury reporting guidance and created mail merge for quarterly reporting requests	POB referendum item passed. Provided monthly status updates to Personnel & Pension Board.	Turnover by both Finance Department and audit firm caused us to file an extension to 1/31/2022	Hired a new Deputy Comptroller who is scheduled to start in February 2022. Began hiring process to replace both Revenue Collection Clerks who were hired in other City offices in December.
Q2 Notes	Was 33.75% at this time last year. See Q1 notes.	No activity during the quarter	Was 50.4% at this point last year	Researched items in 2021 NPS payroll to make W-2 and quarterly payroll tax processing work smoothly.			10
Q3 Measure	39.81%	95.60%	50.84%	Researched and tested corrections to NPS employee Job Class and Pay Type. Researched Work Calendar function in MUNIS.	Finished POB transaction and provided Personnel & Pension Board with a summary. Prepared 2022-23 budget document.	Set up fieldwork dates for 2021-22 audit.	Hired two Revenue Collection Clerks (one started in February and one will start in April). Began hiring process to replace an Accounting Generalist who resigned in February.
Q3 Notes	Was 35.12% at this time last year. See Q1 notes.	Sent out demands for delinquent tax bills.	Was 50.42% at this point last year.	Converted sidewalk assessments and landfill billing to AR/GB. Began testing the lock box function. Working on streamlining credit card receipt reconciliation process.			

Norwich Fire Department Quarterly Report – Q1

January 1, 2022 through March 31, 2022

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: **18** fires, **356** rescue/emergency medical calls, **40** service calls, **156** misc*. Mutual/automatic aid was given **9** times and received **11** times.

Stations are now opened to the public but we are limiting groups that utilize the building. Fire Department COVID guidelines were rescinded in February, with City policies related to COVID in place. There have been a number of labor filings: multiple grievances, an MPP, and comp appeals filed related to COVID exposures and accrued time used. We continue to consult with Local Health District for guidance on response and handling of exposures.

Significant incidents:

- 08JAN: 213 Main St, R&A Convenience Store. First floor building fire. Crews responded to a report of a structure fire. Upon arrival within 3 minutes of dispatch, crews found heavy black smoke pushing from the front door and the eaves of the mixed use building. Crews placed two handlines into operation to extinguish the fire, while additional crews conducted search and ventilation operations. Fire was extinguished within 15 minutes, with fire damage limited to the first floor store, but smoke damage throughout the building. Mutual aid provided on scene by Mohegan Tribal FD, and EGP FD. Station coverage and subsequent responses were covered by Laurel Hill, Taftville, and Yantic FDs. Fire is under investigation. There was one firefighter transported for minor injuries, there were no civilian injuries reported.
- 11JAN: 195 Corning Rd. Barn and out building fire. Crews responded to a report of a barn fire. Units could see the fire from a distance and confirmed a working fire. Upon arrival of crews a working fire in a 100' x 300' barn was confirmed. Due to the restricted water available in the remote area, a tanker assignment was requested. Mutual aid provided on scene by EGP FD, Taftville FD, Preston FD, Laurel Hill FD, and Mohegan Tribal FD. Due to the volume of fire and nature of the structure, defensive operations were conducted. On scene assistance provided by NPU and NPD. There were no reported civilian nor firefighter injuries, though there was a farm animal that perished in the fire. The limited water supply and single-digit temperatures made for a challenging and difficult operation. The fire is under investigation. The barn, adjacent out building and a nearby vehicle were a complete loss.
- 13JAN: 38 Thirteenth St. Kitchen fire. Crews responded to a report of a possible kitchen fire. The call came from a cell phone, but the caller did not know the address. Norwich Dispatch was able to triangulate the phone to provide an updated location to FD response. Upon arrival, crews found light smoke from the building. A handline was placed into operation to extinguish the fire. Mohegan Tribal FD, NPD, Building Dept, and NPU assisted on scene. Mutual aid companies were staged and covered three additional call for service. There were no reported civilian nor firefighter injuries. Damage was limited to the kitchen and was moderate. Seven residents and three pets were temporarily displaced. Fire is under investigation.

- 16JAN: West Thames St. Motor vehicle accident. Crews responded to a serious MVA with entrapment. Typical MVAs receive a response of two Engine companies, this call was ramped up to a full assignment: 3 Engines, 1 Truck, and the BC. Crews utilized recently acquired equipment and training to perform the extensive extrication of on occupant. The vehicle had left the roadway, went through a guard rail and was overhanging an embankment. Crews stabilized the vehicle from above and below before extricating the patient. One patient transported to Backus, no reported firefighter injuries. On scene assistance provided by NPD.
- 05FEB: Area of 133 Asylum St. Gas leak. Crews responded to a report of odor of gas outside. Upon arrival crews encountered high readings on their meters in the vicinity of a storm drain. Area houses were checked by Fire and NPU crews. Leak determined to be in the street. Scene turned over to NPU for mitigation. On scene assistance provided by NPU and NPD. No reported injuries to civilians nor firefighters.
- 08MAR: 78 School St. Residential building fire. Crews responded to a fire in a multi-family residence. Smoke was visible from a distance and a working fire was called by the Battalion Chief. Upon arrival, there was heavy fire on the 2nd and 3rd floors of an occupied 3-story multi-family residence, with nearby exposures on both sides. Fire extended to the exterior of the building to the right of the fire building. All occupants were accounted for with the assistance of the NPD. On scene assistance provided by Mohegan Tribal FD, EGP FD, Taftville FD, Yantic FD, NPD, NPU, AASI, and Red Cross. There were 14 occupants and several pets displaced by the fire in the two buildings. Fire damage was extensive to the fire building and moderate to the building to the right of the fire building. Fire is under investigation. There were no reported civilian nor firefighter injuries.
- 10MAR: 86 Water St. Service call – flooded basement. Crews responded to a report of 4' of water in the basement. This was the third such call over a two week period. Upon arrival, crews found 3-4' of water in the basement with sewer smells and grease present. NPU, Building Dept, Uncas Heath District requested to the scene. NPU determined it unsafe to pump the basement to the open, so a commercial septic company was called in to pump out the material. All agencies present worked together to identify the source of the back-up, but no clear determination was made. NPU Gas and Electric addressed safety concerns with their associated equipment. Scene turned over to NPU, Building Dept, and Health District to work with the owners to mitigate.
- 19MAR: Water St. Bridge. Possible suicidal person. All companies committed to assist NPD with a call for a possible jumper from the bridge. The Marine-1 unit was manned and staged at Brown Park. Truck-1 and other companies were on standby for technical rescue should rescue from the bridge be necessary. Engine companies were staged at points along the river should a rescue from land be needed. Coverage to two calls was provided by the volunteers during the incident. After a lengthy process, the person willingly removed himself from the edge of the bridge and no further FD services were required.

Fire Marshal Office:

- Investigated **15** fires: **13** Origin and Cause investigations, **5** Arson investigations. There were **4** vehicle fires, and **9** structure fires.
- Conducted **161** Fire Code Compliance Inspections/re-inspections, **16** Plan Reviews, and **20** consultations.*
- OpenGov, the new inspection software program for City Building Department and Fire Marshal Office went live on March 1st. The program replaced the WAGSYS program for

*A complete breakdown is available upon request

inspections. The new software is more inclusive of each department's input and has new functionality that the old program did not have. The Code Clerk has been instrumental in working with the OpenGov team to ensure smooth implementation in meeting departmental needs.

- An update on the ongoing issues with a local property owner, Ms. Lee and various city properties that have had Building and Fire Marshal interaction. An arrest warrant was delivered to the court on 25MAR for refusal of Ms. Lee to address abatements. State Housing Prosecutor, Donna Parker will work with the judge for signatures needed to have the warrant executed.
- The Norwich Fire Department is continuing to process the incidence of fire in collaboration with State and Local Police support. I previously reported that Local Police support had been inconsistent. I spoke with Chief Daley regarding this and was told that the three PD officers that are certified as Fire Investigators do the best they can and that personnel are assigned to give us the best support their schedules allow. There is not plan to certify additional officers at this time.
- COVID 19 has had less of an impact on inspections as regional cases decreased and restrictions were lifted. The staff is working hard to address the many inspections that are delinquent. Office is fully staffed at three personnel, but still sorely understaffed for the workload of the City.
- Both myself and the recently appointed member to the office successfully completed the State Module on Fire Code Inspection. We are now State certified Fire Marshals. We were both sworn in by the City Clerk and paperwork was forwarded to the State. As you know, I am the appointed Fire Marshal for the whole of the City, but all of the Deputy Fire Marshals assigned to the office have the same State certification.
- Two of the DFMs completed CEUs through an OEDM program. All DFMs participated in EMT refresher training. All certified personnel are required to have 90 hours of CEUs in a 3 year period to maintain certification.
- Captain Gilot conducted training for four of the volunteer departments, as well as all four NFD platoons on Fire Scene preservation for Fire Investigation. The training is designed to give the firefighters an awareness of their role in scene preservation and observations to assist in fire investigation.
- Grant funding request for new camera equipment that was previously reported, was approved. We were able to purchase new camera equipment through the Connecticut Fair Plan.

Training Division:

- HAZMAT Operational/Technician Refresher training completed for all 4 platoons.
- Confined Space Refresher training completed for all 4 platoons.
- Hazardous Communications and Infectious Disease Control Plan training completed via Target Solutions assignments for all personnel.
- Daily Training for this reporting period included in-house and external courses, assigned Target Solutions programs, and multiple company level trainings totaling **3589** man hours of training.*
- 1 member completed Fire Officer I.
- Vehicle Extrication training completed by Platoon 1.
- Vehicle Stabilization training completed by Platoon 3.
- CFA Cold Water Rescue training completed by 4 members.

*A complete breakdown is available upon request

- Extensive work performed to build training props at EM building. The props are used for rescue, self-rescue, mayday and other training evolutions.
- Training exercise and regional response drill completed at Electric Boat in Groton. The goal was to exercise mutual aid assignments and familiarize mutual aid companies with the waterfront facilities at EB in the event of a fire or significant incident.
- Training exercise and mass casualty drill at NFA. NFA, NPD, NFD, AASI, and NPU participated in the drill which simulated a gas explosion with 30 patients. The planning and execution of the drill was beneficial to all participants. There will be a future meeting to discuss lessons learned.
- EMT in-service training completed by all 4 platoons.
- Assisted Mohegan Tribal FD and East Great Plain FD with access to the EM building for use of the training props. The prop is available to all of our local partners.
- We continue with our district preplanning, attack planning and building review activities as limited by COVID procedures.
- Two members attending CT Fire Academy Recruit Program. Both are doing well and have been assigned leadership positions in their class. Graduation will be late MAY.

Apparatus / Equipment update:

- Truck-2 is out of service for a 3-5 week period awaiting parts. The volunteer Chiefs have been notified that one of their ladder trucks may need to be borrowed if Truck-1 should go out of service. We have asked for them to provide familiarization training with our crews.
- The CAD project kick-off meetings were held at NPD with a three day visit from members of the Motorola team. They will be working with NPD and FD reps in the coming months for CAD program development. Two of the reps met with City Manager and Fire Chiefs to discuss the project.

Station update:

- New shelving units for storage building were acquired. This will allow us to relocate items stored in one of the old sheds and remove the shed which is not in serviceable condition.
- Taking quotes on repair work needed for shower area of Firefighter quarters.

Emergency Management:

- Conducted two public events to distribute COVID self-test kits, and N95 masks.
- Coordinated and delivered test kits and masks to vulnerable populations and facilities.
- Between the public distributions and those that targeted various groups such as the schools, elderly housing, social services, City departments, etc, more than 11,400 test kits were distributed with an almost even amount going to the public distribution and the targeted distribution. We also distributed more than 24,000 N95 masks distributed, with the bulk of them going to the public.
- Radiological metering equipment was exchanged with DEMHS Region 4.
- Completed annual CERT report and submitted to Region 4.
- Assisted in stocking additional COVID PPE at the EM building.

Attended, virtually or in person:

- RESP monthly meeting
- Emergency Services Collaboration meetings
- Region 4 ESF-4 meetings
- Planning meetings for NFA mass casualty exercise
- Mayor's legislators calls
- City Public Safety meetings
- City Employee Safety Committee meetings
- FEMA GO meeting
- Dispatch meetings
- Radio project meetings
- City Council meetings
- Assistance to Firefighters Grant workshop and meetings

Administration:

- Met with City Manager and Fire Chiefs on multiple occasions to discuss ongoing matters relating to operations, communications, and recommendations in the fire study. We have also met with Radio and CAD project team members. Rough timeline for the projects is Radios expected to be in service AUG2022, CAD system in MAR2023.
- BC Wucik retired in early JAN, creating a vacancy for upcoming promotions. Anticipate promotions to coincide with Recruit Program graduation in late MAY.
- 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.

Respectfully submitted by:

Tracy Montoya

Chief of Department

Human Resources Department

January 1, 2022 – March 31, 2022

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	37	CDL monthly random	3
Position announcements	37	Pre-employment (P, S & T)	14
Applications processed	615	Police Accountability Act	18
Applicants tested	75	Workers Compensation/Safety	
Exams administered	10	Claims reviews	0
Realistic job previews/Interviews	25	Claims processed/FRI	112
Lists extended	2	OSHA 300 Filing & Posting	14
Advertisements	24	Disability Wage Statements	4
Employees		Committees	
New hire background checks (P, S & T)	14	Personnel & Pension Board	3
Orientations	11	Volunteer Firefighters Relief Fund	1
Evaluations	29	Safety Committee	1
Step increases	12	Persons with Disabilities	0
FMLA	12	Mandatory Reporting	
Unemployment processing and hearings	4	State - DOL Employment Statistics Report	3
Full Time Permanent Hires	11	State - DOL Multiple Worksite Report	1
Seasonal hires	4	EEO-4 Report	0
Temporary hires	18	Additional Vacation Report to Payroll	0
CDL Physical Recertification’s	4	Longevity Bonus Reports to Payroll	0
Benefits Administration		Labor Relations	
Insurance changes processed	43	Contract/pension negotiations/MOUs	4
COBRA elections processed	15	Grievances/mediations/arbitrations/CHRO	6
Voluntary Benefits	5	Training	
Insurance billings	32	Vector Trainings	11
Insurance waivers	30	Sexual Harassment Prevention Training	11
Open Enrollment	0	Checklists/Procedures	2
Pension Administration		Record Keeping	
Pension processing	48	Organize/Digitize Active Personnel Files	8
		Vaccine Related Issues	12

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

ADULT AND FAMILY SERVICES		JULY	AUG	SEPT	TOTAL Q1	OCT	NOV	DEC	TOTAL Q2	JAN	FEB	MARCH	TOTAL Q3	APRIL	MAY	JUNE	TOTAL Q4
# WALK-INS SEEN		170	128	220	518	131	237	169	537	125	120	186	432				0
# NEW CASES APPLYING FOR ASSISTANCE	county budget case response year/total cases	223	229	158	610	35	80	38	153	30	54	57	141				0
# TOTAL CASES ASSISTED		160	157	120	437	121	176	140	437	124	145	178	447				0
# HOUSEHOLDS RECEIVING ASSISTANCE		158	156	119	433	121	174	138	433	122	145	177	444				0
RENT MORTGAGE ASSISTANCE	cdbrg+efsp+nhrent+dime	15	22	15	52	6	12	22	40	5	17	14	36				0
DIVERSION		4	4	2	10	0	7	1	8	1	0	1	2				0
RAPID RE-HOUSING		1	1	1	3	1	0	0	1	0	0	0	0				0
FOOD		1	2	11	14	2	17	13	32	1	7	0	8				0
EMERGENCY Rx		4	4	3	11	0	0	9	9	1	0	1	2				0
JOB RELATED INCIDENTALS		1	0	0	1	1	1	2	4	0	1	0	1				0
UTILITY ASSISTANCE		4	24	39	67	22	3	5	30	2	9	0	91				0
GOLDEN WISHES	NHS+Safety Net+Dime	0	0	0	0	0	1	2	3	0	0	0	0				0
KIDS FUND	RCSC+Safety Net	0	0	0	0	0	0	0	0	0	0	0	0				0
RENTERS REBATE APPLICATIONS COMPLETED		0	0	0	0	0	0	0	0	0	0	0	0				0
KINSHIP/RESPIRE GRANTS RECEIVED		20,050.00			20,050.00	1,650.00			1,650		5,000.00		5,000.00				0
NUMBER OF FAMILIES ASSISTED		6	4	2	12	6	3	6	15	2	2	3	7				0
# HOUSEHOLDS DISPLACED DUE TO CONDEMNATION				5	5	1	3	1	5	4	7	2	13				0
ADULTS				9	9	1	4	1	6	6	10	2	18				0
CHILDREN				5	5	1	3	1	5	7	3	1	11				0
% HOUSED				40%	40%	100%	75%	75%	2.5	50%	57%	50%	0				0
FARMWAM FUND DOLLARS RECEIVED		-		0	0	0	0	18,000.00	18,000				0				0
NUMBER OF WIDOWS ASSISTED		0	2	1	3	5	5	7	17	2	4	6	12				0
NORWICH WORKS																	
# people SCREENED for employment services		13	13	0	26	0	23	24	47				61				0
# of people GETTING A JOB		6	5	0	11	0	2	7	9				0				0
# PEOPLE ENROLLED IN JOB TRAINING		1	1	4	6	0	1	2	3				5				0
% people COMPLETED JOB TRAINING		10%	34%	0	0.44	0	100%	100%	2				2				0
% people GETTING JOB AFTER TRAINING		0%	10%	0	0.1	0	100%	50%	1.5				0				0
% increase in wages		0%	80%	0	0.8	0	50%	75%	100%				0				0
GRANT DOLLARS received FOR JOB TRAINING		-	-	60,000.00	60,000.00								\$				0
TOTAL GRANT DOLLARS RECEIVED FOR DIVISION				\$46,891.00	\$46,891.00				\$42,525.62				\$16,555.55				\$0.00

NORWICH RECREATION DEPARTMENT 21-22				January 1 - March 31, 2022			Overall
Number of program hours				309			481.00
Hours reserved for field usage				281			1,451.50
Number of youth registrations				493			884.00
Number of adult registration				40			166
Number of hours reserved on fields/facility				590			1,895.50
Number of sports leagues using fields/facilities				5			14
Revenue brought in through programming				\$ 23,496.50			\$ 50,417.50
Revenue brought in through sponsorship				\$ 1,140.00			\$ 3,290.00
Revenue from grant applications				0			\$ -
Number of non-duplicated youth participating in activities				n/a			
Special Event/Beach Patrons				n/a			
Site improvements (narrative)				Continued to plow and shovel snow parking lots, sidewalks. Several big storms. Built picnic tables and benches, & bleachers, installed and built playground equipment. Prepared softball and baseball fields for spring sports, along with scarified, fertilized and seeded. Created turf management schedules. Cut back more brush. Met with contractors for ARPA project quotes and work for Spring 2022			

Partnerships (narrative)		Partner with BOE for afterschool and with new Athletic director sports programs, Partner with Early Childhood Learning program for Egg Hunt, NFA, Community Outreach, Global Cities norwich, SECT Recreation Depts.	
		Grants Applied for: P, G, D	
		CDBG Block Grant	
		Activities to Remember	
		Ran successful programs in rec. hall and in school using covid precautions while indoors, 80% of youth programs had wait list due to facility constraints. Youth basketball program was an overwhelming success for elementary and middle school students. Partnered with ne BOE athletic director to run a collaborative basketball program. Began hiring process for summer staff,	
		Met with tennis committee to finalize construction plans on Armstrong tennis courts	
		Worked on create RFQ, RFP plans for many ARPA projects: Jennings football field lights, new playgrounds, Jenkins park basketball court, and Parks Master Plan, etc	

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	<p>Published and put together the spring/summer Rec. brochure, went out to 13,000 homes and school backpacks. Book includes 73 different program offerings and 27 weeks of summer camps. Programs are offered 7 days a week until 9pm at night.</p>	
	<p>Started conversations with BOE to partner for summer offerings</p>	

ROSE CITY SENIOR CENTER	July 1, 2021-Sept. 30, 2021 1Q-Current Results	October 1, 2021-December 31, 2021 2Q-Results	January 1, 2022-March 31, 2022 3Q-Results
New Memberships	57	58	53
Program scan-ins	5951	6209	6126
Senior Center Transports	2,810	2,670	2708
Med Ride Transports (out-of-town)	262	230	168
Completed Outreach appointments	995	928	806
Preventative health (includes all exercise classes, screenings, appointments with nurse & podiatrist)	1660	1971	1539
Completed Home visits	41	110	45
	28	33	26
GRANTS:	Received : 2 Grants from Sr. Resources thru Older American Act totaling \$14,315	Began new grant year for 2 Sr. Resource Grants- Benefits Counseling and	Received \$9,000 from the Lord Fdn for our Preventative Health Clini
	State if CT Medride Grant-\$75,150	licensed podiatrist	Applied for 2 Sr. Resources Grants for Benefits Counseling and Podiatry Clinic - \$16,756
	Received \$10,000 from the Lord Foundation for the Golden Wishes Program		Applied for State of CT grant with Montville for out of town transportation-combined grant - \$77,172
	Received \$1,000 from Marie's Treasures for the Golden Wishes Program	Distributed over \$6,000 from Golden Wishes Fund for senior needs	Began additional medical transportation with use of ARPA funds --added 18 hours per week starting Feb.
SPECIAL EVENTS:	Farmers' Market Coupon Distribution-450 booklets=\$8,100		
	Renter's Rebate Assistance provided		
	Re-opened forin-person programs on July 6, 2021		

Youth and Family

10/1/21-12/31/21 2nd Quarter

New Counseling cases	27
New Case Management cases	12
In-school Youth employment	7
Summer youth employment (plus y-r)	2
# of Leadership Initiatives (defined as specific initiatives where leadership skills are being taught & practiced)	5
# of youth who participated in leadership training or events	24
# of volunteers/interns we had complete work with us	10
JRB/FWSN cases	15
Service Inquiries & Referrals	90
# of youth engaged in group programming	207
# of alcohol/drug education/prevention events	5
# of participants in alcohol/drug education/prevention events	135
Summer Jam and Learn	n/a
Hours of case management to low income Norwich families	196
Hours of professional counseling to low income Norwich families	142
Number of youth provided with employment assessment	8
Number of youth provided with employment internships	2

# of meetings staff attended with community collaborative partners	24
Task Force meetings average attendance	30
# of Youth Coalition Meetings average attendance	10
# of NPC Coalition meetings average attendance	33
# of Youth Advisory Board meetings average attendance	11
# of Grandparent Support Groups average attendance	6
Media Coverage related to Substance use prevention	2
Media Coverage related to other YFS programming	4
Multimedia Campaigns Related to Substance use prevention/education	0
Multimedia Campaigns Related other topics	3
Miscellaneous Partnerships Activities related to substance use prevention	2
Miscellaneous Partnerships Activities related to other YFS opportunities	12
# of Care Packages provided to youth and/or families/parents	12
# of basic needs support provided to families	1
Number of participants in a community/parent education (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)	57
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)	167

Grants Applied for: P, G, D

DFC \$125,000

Activities to Remember

Parent Social Night

Mock interviews at GHS

YFS staff spoke at NPS Celebration of Women



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, 2022 thru March 31, 2022

PATROL DIVISION



In the period January 1st, 2022 thru March 31st, 2022 **the Norwich Police Department Patrol Division handled approximately 11,968 calls for service.** Included in these service calls:

- **Arrests Made 186**
- **869 Offense Reports Taken**
- **28 Reported Juvenile and Adult Sexual Offenses**
- **496 Traffic Accidents Investigated**
- **525 Motor Vehicle Stops Initiated**
- **52 Infractions Issued**
- **544 Alarm Responses (Burglary and/or Panic)**
- **3793 Telephone calls into Dispatch**
- **5612 -911 Calls**

28 Juvenile and Adult Sexual Offenses 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) and schools. A majority of the juvenile cases appear to be inappropriate smartphone photographs between students

16 Fentanyl related OD's for the last 3 months appear to be higher than previous quarters. Unfortunately 5 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 January 2nd, 2022 patrol and detectives investigated a gunshot victim at 90 North St (APT 1B). The male victim died from the gunshot to the abdomen.

Detectives continue to develop suspects and further leads.

On January 15th, 2022 patrol responded to Backus Hospital for a stab victim.

The victim survived the injury and detectives have developed a suspect.

On January 24th, 2022 patrol responded to 40 School St to investigate a report of a male suffering from a gunshot wound. Responding officers observed a deceased male and another male down. The deceased male and another male forcefully entered the home with a firearm. The victim fought with the two males and was able to secure the firearm and turn it on his attackers. The victim shot one of the male suspects and the other fled the area. Detectives were called to the scene and have developed a lead on the other male suspect. An arrest warrant has been completed, but the male suspect is on the run.

On January 25th, 2022 Officer Maldonado was parked in his cruiser on Judd Rd, waiting to begin the daily NFA traffic assignment. A vehicle traveling at a high rate of speed purposely rammed into the police cruiser and the male operator got out and confronted Officer Maldonado. The male tried to get Officer Maldonado to shoot him but Officer Maldonado showed courageous restraint. The male got into his damaged vehicle and led pursuing officers to NPD headquarters where the male drove in the employee lot and rammed other vehicles. Some of the damaged vehicles were personal vehicles of officers. The male was subsequently placed under arrest.

On February 8th, 2022 patrol responded to the area of Cliff St for a male suffering from a head wound. The attacker struck the male with a hatchet. The male victim stated a male suspect entered his home and attacked him with the hatchet. Detective and patrol developed a suspect and have completed an arrest warrant.

On March 15, 2022 Officers on patrol were approached by a male suffering from a gunshot wound to the leg. Officers with the assistance of New London PD determined the shooting occurred in New London and not in Norwich.

On March 7th, 2022 patrol responded to South Second Ave for a report of a DV incident where a male was intoxicated and firing a firearm at the victim within a residence. Officer secured the male and later arrested him without further incident.

On March 19th, patrol responded to the Water St Bridge for a report of a male on the edge saying he wanted to die. Patrol secured the bridge and began speaking with the male. The incident grew in nature when friends and family began to show up on scene and other spectators began to yell for the male to jump.

Brown Park was cleared and the male finally came off the bridge ledge 3 ½ hours later. He was transported to Backus for a mental health evaluation.

SCHOOL RESOURCE OFFICER

Officer Bob McKinney and Officer Heather Meikle began their assignments as school resource Officer within the Norwich Public School systems. Officer Jared Homand was selected as an alternative SRO to fill-in as needed.



NORWICH POLICE TRAINING AND SELECTIONS

Trainees Scanneli, Pagan, and Micklus completed their field training and are assigned to the midnight patrol division.

Recruits Fair and Nute are currently attending the POST Academy.



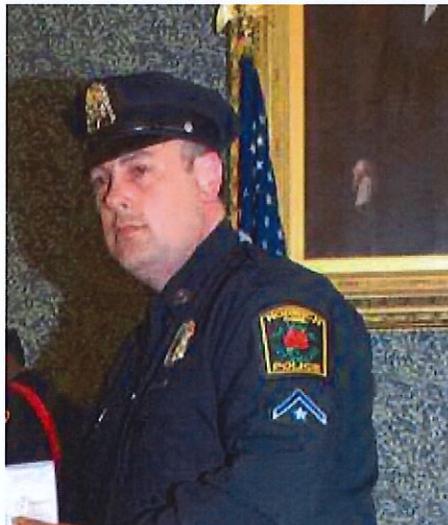
Sergeant Ryan Kelsey retired from service.



Sergeant Julie St Jean retired from service.



Detective Delmar Carter retired from service.



PROJECTS

The CAD/RMS system upgrade has kicked off and preliminary work and business review plans are underway. Estimated completion March 2023.

The Norwich FD radio upgrade and transition to the CT State Radio System is also underway. Estimated completion September 2022.

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.

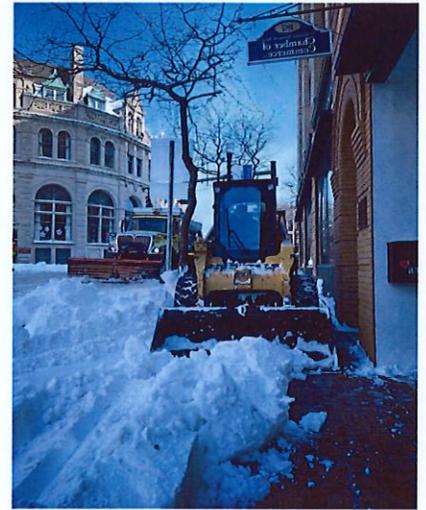
Public Works

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.

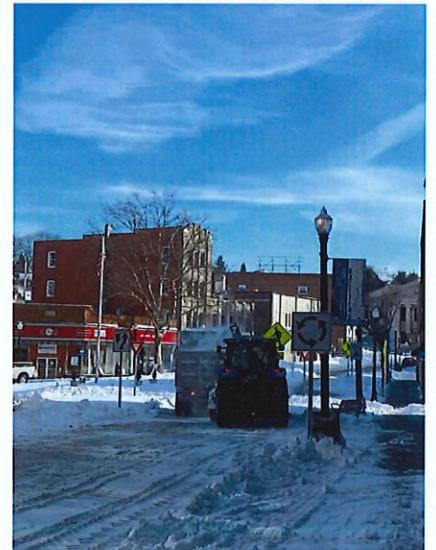
Accomplishments from January 1, 2022 to March 31, 2022

1. Responded to 15 snow and ice events including one major blizzard. Pre-treated the roads at the beginning of the storms, and removed snow from the downtown, Greeneville, and Taftville streets for two weeks after the blizzard.
2. Roadside trimming of trees and brush, utilizing our new seventy foot bucket truck.
3. Cleared storm culverts of debris, and cleaned out as needed to ensure proper drainage.
4. Began spring street sweeping operations.
5. Performed seasonal maintenance such as roadside and park litter removal.
6. Completed citywide Christmas tree pick up.
7. Repaired damaged headstones in Yantic Cemetery.
8. Filled potholes as needed throughout the city.
9. Repainted Lakeside pavilion after structural repairs were completed.
10. Cleaned debris from the outside of 98 Washington Street, and boarded up broken windows.
11. Removed fencing from around tennis courts to assist Recreation Department.
12. Completed lighting projects at the City owned Daycare building and at the entrance to the Transportation Center.
13. Performed Fleet Preventative Maintenance servicing of over 115 vehicles.
14. Fleet assisted the Street's Division with winter weather events, including the Blizzard, and two winter weather related Vehicle Heavy Rescues, (Plow Trucks off the road).
15. Getting the City's Fleet of grounds maintenance equipment ready for the season, Zero turn mowers, Walk behind mowers, String trimmers, Leaf blowers and trailers.
16. Servicing and prepping three brush chippers for Brush pick-up.
17. Oversaw the purchase and preparation of the New Public Works #16 Chipper Truck.
18. Completed the Municipal Separate Storm Sewer System (MS4) Annual Report for 2021, and posted to the City website. Distributed MS4 best practice literature in NPU utility bills.



2022 Construction Season Project Status

Began the survey and design work for the Uncas Leap Heritage Park.
Began the survey and design work for New London Turnpike North and South projects.
Prepared Bid documents for Accessibility Improvements for the exterior of 23 Union St., funded with a Community Development Block Grant (CDBG).
Prepared a new CDBG for Prospect St. sidewalks.
Bid the Sherman St. Bridge project and began the evaluation of the bids, 90% of the project cost will be paid for with the Federal and State grant funds.
Resumed work on the Dunham St. Reconstruction project, paid for with a (LOTCIP) grant.



LEAD HAZARD CONTROL PROGRAM

	Quarterly Progress	Quarterly Funds Expended	Cumulative
Completed/Cleared	3		29
Funds Expended *Inc Healthy Homes	\$285,890	\$34,900	\$320,790.
Number of Units in Progress or Under Contract	8	-	

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
- Meeting with HUD Lead staff regarding establishing new benchmarks given the impact of the Coronavirus. Benchmarks being addressed to be submitted.
- Numerous outreach events scheduled for April

COMMUNITY DEVELOPMENT BLOCK GRANT

	Quarterly Progress	Quarterly Funds Expended	Cumulative (Actual)
Units Completed/Cleared	5		11
Funds Expended	\$71,993	\$66,453	\$138,446
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, 2022		MUST EXPEND 0	

Reported with new year in September 2021

REVOLVING LOAN EXPENDITURES

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

Comments:

- Rehab Review Meetings
- Awarded Small Business grants
- Solicited CDBG Applications
- January – CDBG Cares Act Webinar attended; CARES Act Webinar 2; HUD House America Webinar; HUD Cares Act Jan 25-29th
- February – NCDA Conference 2nd-4th; 8th Section 3 Final Rule training; Public Art Meeting;
- March 2 – Affordable Housing; 10th HUD Region 1 Part 58 Training; 14th Ethics Committee Meeting; 17th HUD Lead Regional Call; 21st Lead Team meeting with HUD; 22nd HUD Fair Housing Office Hours; 25th Neighborly Software demo; 29th HUD Hartford CPD Rep Change Meeting



Otis Report for the Third Quarter, fiscal year 2021-2022

The third quarter included the first full operating quarter for the library's new VOIP phone system. Its predecessor, the analog system installed during the library renovation of 2006-2007, was increasingly erratic and unreliable. The first session of our citizenship class program, a collaboration with Norwich Adult Education attracted 10 participants, the maximum allowed under our reduced room capacities. Classes will continue through the spring and are underwritten by ARPA funds. The second series of classes is projected to begin at the end of June or the beginning of the new fiscal year in July.

February began in a somber key. After battling cancer for many months Kathleen Wieland, Otis Library's long-time Local History and Genealogy Librarian died. Her death left an immense void. As a colleague and as a highly-skilled researcher her presence made Otis Library a better, more responsive member of the community.

Responsibility for the Local History and Genealogy collection will be shared by two of Kathy's colleagues. There remain numerous inquiries to answer, donations to process, and a review of the collections contents and current policies and procedures are part of this process.

February brought several challenges that required immediate attention. COVID infection rates locally required the maintenance of reduced group sizes and on-site activities and the continued suspension of outreach activities such as a visit to preschool and nursery school facilities. As the month ended reported cases of COVID-19, hospitalization, and infection rates declined precipitously. Given the dramatic improvements since January, we prepared for significant positive changes while proceeding with due caution. Library programming remained virtual or outside while cases rates and infections were at critical levels, but with cases receding on-site programs were reintroduced, including group tutoring, the popular knitting club, and Literacy Volunteers onsite conversation groups. The Friends of Otis Library revived their book sales and to date have hosted two events each highly successful. For the first time in two years our signature fundraising event, Evening with an Author, (EWA) scheduled for June 3, will again be a live program. Preparations commenced in earnest in February and accelerated in March.

Two problems with the physical plant were also addressed during the third quarter. Early in February, on a Friday, a corroded fitting in the pipes feeding the baseboard heating began leaking hot water into an obscure area adjacent to first-floor floor study rooms. Fortunately,

the leak was detected by our security officer and a technician from Norwich Public Utilities was able to remedy the situation. There was leakage into the carpet and a basement office but no permanent damage was found. The subsequent heavy snow, followed by portents of rain and freezing required the immediate clearing of the library roof to prevent leakage and other possible damage. It was an enormous undertaking, which consumed most of a day and involved both human and mechanical labor.

February also featured an unexpected visit from governor Lamont, who spent about 30 minutes touring the library building, discussing programs, and meeting members of the staff. Board President Jeanne Kurasz was able to join us in welcoming the governor and several state representatives to the library.

In keeping with the loosening of COVID restrictions, masks are no longer mandated for general access to the library, although patrons and staff are encouraged to wear them in group settings, such as programs. Social distancing protocols remain in place and the Plexiglas barriers in the public areas are still in use. Using COVID relief funds awarded by the state the library added to its safety measures by installing special "sharing" screens that allow patrons to interact with staff while maintaining safe distances. Bubblers compatible with existing public fountains also reduce the risk of infections.

Several initiatives initiated in the recent past will receive attention in the next quarterly report. Following the death of our Local History and Genealogy Librarian, reported early in this document, we embarked on a review of the policies and procedures used in that collection as well as the forms covering donations. We expect to present the revised policy statement and forms to the board for approval in April. The library's collection committee, comprised of the staff members who purchase materials also began an assessment of the materials selection and reconsideration policy. The latter is of special import, in as much as challenges (euphemistically termed reconsiderations) to materials circulated by libraries are becoming more frequent and strident. Both the policy and ancillary forms are under review and should be ready for board review in the spring.

Otis Library and Literacy Volunteers, which maintain an office at Otis Library are now working with the program officer at Mohegan Common, a housing complex neighboring Mohegan Park in Norwich. One hundred and eighty-three families occupy the facility and there is a need for English language conversation groups. A meeting and enrollment program began in March and more details will be offered in the next quarterly report. Planning is also underway for several library programs to serve children and young adults at this site. Another new collaboration involves a UCFS Healthcare Case Manager, who visits Otis Library on the third Friday of every month to connect patrons to UCFS services and programs. They recently visited the Library on Friday, March 18, from 10 am-3 pm.

No quarterly reports received from Planning or NCDC as of 4/18/22 – will attach to City Managers Report when received.