

Assessors' Quarterly Report to the City Council
Beginning January 1, 2023 – March 31, 2023
"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX EXEMPT PROPERTY IN THE CITY"

Third Quarter

The third quarter was highlighted by the finalization and filing of the 2022 Grand List. The Grand list was filed on February 21, 2023. All assessment notices for real estate and personal property were mailed to taxpayers on the 22ND of February.

- Board of Assessment Appeals - 23 Applications to the Board were filed in the Assessors' office by March 20, 2023 and 19 were given appointments to meet with the Board. Three applications were denied an appointment because they 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 11th & 12th, 2023.
- 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 2022 Grand list during the month of January.
- Elderly Tax Relief - February 1, 2023 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, 2023. To date we have accepted 138 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 - We now have no outstanding court appeals relating to the 2018 revaluation, settlement was reached on one. There are currently 2 pending court appeals relating to the 2021 grand list.
- 2023 Revaluation – This quarter saw the start of new pictures being taken for all parcels in the City. Currently there are 2 members of Vision Government Solutions visiting properties and taking new pictures from the street. This is being done to update our property record cards. This process will continue for the next several weeks.
- Motor Vehicle Investigations – In February we entered into a contract with MTS Municipal Tax Services. They will be searching for and investigating vehicles in the City that are registered to a different state or another town here in Connecticut. Vehicles that have been found to reside here in Norwich but are not registered here will be investigated and if warranted tax bills generated for vehicles that should have appeared on our tax rolls. The field work for this project should begin within the next few weeks. This field work will be accomplished by members of MTS driving the City's streets and public areas at night and scanning license plates. If you have any questions about this project feel free to reach out to me directly.

William M Lee, CCMA, II
Assessor

Cash Codes Summary- Norwich

DATES 01/01/2023 TO 03/31/2023

Report Date 04/06/2023 02:32:12 PM

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ALL LOCATIONS

Rev 07/06/2007

| <i>RECEIPT</i> | <i>CASH CODE</i> | <i>DESCRIPTION</i> | <i>REFERENCE</i> | <i>COUNT</i> | <i>DETAIL AMT</i> |
|---------------------|------------------------|--------------------|------------------|--------------|-------------------|
| Total For Cash Code | RECORDING FEES | | 1 | 1373 | \$31,780.00 |
| Total For Cash Code | EXTRA FEE | | 4 | 181 | \$362.00 |
| Total For Cash Code | LOCAL TAX | | 5 | 169 | \$244,755.36 |
| Total For Cash Code | NEW CONV TAX | | 6 | 156 | \$437,380.09 |
| Total For Cash Code | RECORDING FEES | | 51 | 2 | \$20.00 |
| Total For Cash Code | COPIES | | 57 | 21 | \$86.00 |
| Total For Cash Code | CERTIFICATION | | 58 | 17 | \$34.00 |
| Total For Cash Code | VITAL | | 59 | 1127 | \$34,040.00 |
| Total For Cash Code | CHARGE ACCOUNT PAYMENT | | 105 | 27 | \$7,529.00 |
| Total For Cash Code | MARRIAGE STATE | | 800 | 40 | \$1,360.00 |
| Total For Cash Code | MARRIAGE CITY | | 801 | 40 | \$640.00 |
| Total For Cash Code | DOG LICENSE BASE 19 | | 901 | 35 | \$665.00 |
| Total For Cash Code | DOG LICENSE BASE 8 | | 902 | 62 | \$496.00 |
| Total For Cash Code | DOG RENEWAL LATE FEE | | 903 | 54 | \$419.00 |
| Total For Cash Code | FISH & GAME | | 907 | 69 | \$1,822.00 |
| Total For Cash Code | NOTARY | | 908 | 106 | \$610.00 |
| Total For Cash Code | SURVEY/SITE MAPS | | 910 | 3 | \$60.00 |
| Total For Cash Code | OPEN VITAL | | 917 | 20 | \$480.00 |
| Total For Cash Code | MISC | | 918 | 17 | \$305.50 |
| Total For Cash Code | FEDEX CHARGE | | 919 | 13 | \$520.00 |
| Total For Cash Code | COPY | | 921 | 349 | \$2,338.00 |
| Total For Cash Code | LIGHT UP CITY HALL | | 932 | 1 | \$15.00 |
| Total For Cash Code | CREDIT CARD SURCHARGE | | 936 | 113 | \$1,130.00 |
| Total For Cash Code | STATE PRESERVATION | | 937 | 1012 | \$44,528.00 |
| Total For Cash Code | CITY PRESERVATION | | 938 | 1012 | \$3,036.00 |
| Total For Cash Code | TOWN PRESERVATION | | 939 | 1012 | \$3,036.00 |
| Total For Cash Code | LIQUOR PERMITS | | 948 | 8 | \$160.00 |
| Total For Cash Code | DOG REPLACEMENT TAG | | 953 | 1 | \$0.50 |
| Total For Cash Code | MAP INDEX | | 965 | 2 | \$50.00 |
| Total For Cash Code | RENEWAL MAP INDEX | | 966 | 1 | \$5.00 |
| Total For Cash Code | STATE TREASURER | | 1001 | 56 | \$7,112.00 |
| Total For Cash Code | TOWN GENERAL FUND | | 1002 | 56 | \$1,792.00 |
| Total For Cash Code | STATE TREASURER | | 1003 | 100 | \$11,000.00 |

Cash Codes Summary- Norwich

DATES 01/01/2023 TO 03/31/2023

Report Date 04/06/2023 02:32:12 PM

ALL LOCATIONS

Rev 07/06/2007

| <i>RECEIPT</i> | <i>CASH CODE</i> | <i>DESCRIPTION</i> | <i>REFERENCE</i> | <i>COUNT</i> | <i>DETAIL AMT</i> |
|---|------------------|--------------------|------------------|--------------|-------------------|
| Total For Cash Code TOWN GENERAL FUND | | | 1004 | 100 | \$3,900.00 |
| Total For Cash Code TOWN CLERK FUND | | | 1005 | 100 | \$1,000.00 |
| Total For Cash Code WEB SUBSCRIPTION - 1 WEEK | | | 1960 | 25 | \$1,250.00 |
| Total For Cash Code WEB SUBSCRIPTION - 1 MONTH | | | 1961 | 5 | \$500.00 |
| Total For Cash Code WEB SUBSCRIPTION - 6 MONTHS | | | 1962 | 5 | \$1,125.00 |
| Total For Cash Code WEB SUBSCRIPTION - 1 YEAR | | | 1963 | 12 | \$5,400.00 |
| Grand Total | | | | | \$850,741.45 |

City of Norwich

Finance Department

Quarterly Report on Goals

Fiscal Year 2022-23

| 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 2021-22 audited financial statements by 11/15/22. | 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. | | | | | | American Rescue Plan Act Grant Process | | Identify training needs and one or more training opportunities for each employee. |
| Activities | Percentage of in-person/mail tax receipts divided by total tax receipts | Cumulative general fund current levy tax collection percentage | Regular schedule/process for tax sales, tax lien sales, and foreclosures. | Miscellaneous billing | Transition more parking ticket collections to Tax Office | Implement new parking ticket software that works on the same platform as property tax collection. | Narrative | Date that audited financial statements are complete. | Number of employees with training plans (out of 13) |
| Measure Description | Strive for continuous decrease | Increase current levy collection rate above prior year rate. | Ongoing | Add two billing items to AR/GB by 6/30/2023 | Finish transition by 12/31/2022 | Ongoing | Ongoing | Issue financials by 11/15/22 | 6/30/2023 |
| Target/Timeframe | 39.61% | 54.57% | | | | | | | 9 |
| Q1 Measure | Was 38.48% at this time last year. The pandemic pushed down in-person payments and now they are rising slightly. Exploring options for electronic billing. | Was 55.53% at this time last year and 53.55% two years ago. Real estate collections are stable. Personal property and motor vehicle collections have decreased. | Mailed delinquent statements. Mailed demands for delinquent personal property and real estate. | Added landfill billing in July 2022 | Was 48.48% at this point last year | Set up new projects for items approved in July. Continue to update quarterly reporting with changes in ARPA guidance. | Provided the City Council with explanations of FY2021-22 budget transfers and estimated impact of school construction program bonds. Wrote explanatory text for school construction program bonds. | Closed fiscal year 2021-22 and completed most audit fieldwork in September. | Advised IT Manager position to fill it in advance of Leon Barnowski's retirement. |
| Q1 Notes | | | | | | | | | |
| Q2 Measure | 40.26% | 64.53% | No activity during the quarter | Began setting up some customers for email billing. Added monthly parking billing in December 2022. | 53.99% | Quarterly reporting. | School construction program bond referendum approved. | Turnover by the audit firm caused us to file a GFOA extension to 1/31/2023. | Promoted Ray LaRose to IT Manager in October 2022 effective January 2023. Began hiring process for IT Technician in November 2022. |
| Q2 Notes | Was 39.11% at this time last year. See Q1 notes. | Was 66.02% at this time last year. | | | Was 49.57% at this point last year | | | | |
| Q3 Measure | 41.55% | 95.97% | Sent out demands for delinquent tax bills. | Started collecting some email addresses for parking and other customers who are billed regularly. | 54.52% | Quarterly reporting. | Selected Owners' Rep for first three projects (Greenville, Stanton, and Moriarty) | 12/18/2022 | Hired new IT Technician in January |
| Q3 Notes | Was 39.81% at this time last year. See Q1 notes. | Was 95.6% at this time last year. | | | Was 50.84% at this point last year. | | | Financial statements dated in December 2022, but not all reports available until February 2023. Completed audit RFP process. Set up fieldwork dates for 2022-23 audit. | |

Norwich Fire Department Quarterly Report – Q1

January 1 through March 31, 2023

Operations:

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: **616** with the following breakdown: **24** fires, **415** rescue/emergency medical calls, **44** service calls, **133** misc*. Mutual aid / Automatic aid was provided **33** times and received **19** times. Automatic Aid per City Policy was given **13** times and received **4** times. There were **149** (24.2%) overlapping calls.

Significant incidents:

- 04JAN: 139 McKinley Ave – structure fire. NFD and Auto Aid companies responded to report of a possible structure fire. Upon arrival, Squad-A reported a working fire in a multi-family residence, with fire on the porch extending into the first floor. Crews conducted fire attack while other members ensured all occupants were out of the building. Mutual aid provided on scene by EGP, and Laurel Hill FDs. Station coverage provided by Yantic and Taftville. NPD, NPU, Building Dept, and American Ambulance assisted on scene. Four adults and one pet displaced and were assisted by Red Cross. No civilian injuries reported, one minor firefighter injury. Fire is under investigation by members of the Fire Marshal Office.
- 04JAN: 112 Norwich Ave. in Taftville – Automatic Aid – structure fire. Taftville and Auto Aid companies responded to a report of a possible fire. Upon first due arrival, Engine-2 reported a working fire in 2.5 story residence. Crews prepared for an interior fire attack, but encountered a mechanical issue with the pump on Engine-4 (acting Engine-2 while Engine-2 was out of service for maintenance). ET-21 from Taftville was directed by the Incident Commander (IC) to divert from water supply duties to be the attack pumper. Stretched handlines from Engine-2 were connected to ET-21 and fire attack was commenced. Approximately 20 minutes into the operation, a crew member became separated on the second floor from other personnel, was disoriented, low on air and a mayday was called. IC deployed the F.A.S.T to assist the member who called the mayday. The member was able to locate a window, break out the window and do self-extrication via a ground ladder that was placed by exterior ground crews. At that point, IC initiated a withdrawal of all interior crews and transitioned to exterior/defensive operations. The Firefighter that had called the mayday was evaluated by American Ambulance on scene and returned to duty. Fire is under investigation by members of the Fire Marshal Office. No civilian nor NFD injuries reported.
- 12JAN: 12 Prentice St. in Taftville – Automatic Aid – structure fire. Taftville and Auto Aid companies responded to a report of an outside fire with possible extension to the structure. NPD on scene reported a working fire. Taftville units arrived and commenced fire attack. NFD units arrived and provided water supply, forced entry to conduct primary search and check for interior fire spread. Truck-1 and Tower-25 crews performed roof operations and checked the attic for fire extension. Fire was placed under control in approximately 45 minutes. No civilian nor NFD firefighter injuries reported. Fire is under investigation by members of the Fire Marshal Office.
- 17JAN: 607 Norwich Ave. in Taftville – mutual aid – fire. Crews responded to a report of a fire on the 4th floor with sprinkler activation. Initial call for Taftville and Occum was

for a fire alarm activation. Chief Jencks arrived on scene and after investigating found smoke on the 4th floor and called a working fire which initiated the additional resources. Upon NFD arrival crews assisted with checking for fire extension and water damage, and assisted with securing the sprinkler system. The fire was contained by the sprinkler system with limited smoke and fire damage, however there was water damage to several units. Approximately 23 occupants were displaced due to the water damage. There was a delay in securing the sprinkler system due to lack of system knowledge by the Taftville and Occum response. Chief Jencks instructed Occum to secure the sprinkler system to the entire building by shutting it down in the basement. There are sprinkler isolation valves on each floor that could have been utilized in a more timely manner to stop the water flow without shutting the system to the entire building. Occum did not shut the proper valve in the sprinkler control room in the basement. This can be avoided in the future with basic building and fire protection systems knowledge gained through preplans and building familiarization. Of note, NFD is not on initial call for this building for fire alarm response. Taftville has added Occum to the response for fire alarms, but I feel this is inadequate. There have been two fires at that address that came in as fire alarms. For this specific call, NFD units were not started until 16 minutes after the initial call. That is a costly and unnecessary delay in my opinion. For an occupancy of this type and size, I believe NFD should be on Auto Aid on all fire alarms and fire related calls. No NFD injuries reported.

- 22JAN: 6 Arlington Heights in Yantic – Automatic Aid – chimney fire. Yantic and Auto Aid companies responded to reports of a possible chimney fire, smoke in the residence. Upon arrival crews reported a light smoke condition. Crews worked together to check the chimney, interior of the residence and to ventilate the smoke. No civilian nor NFD injuries reported.
- 28JAN: 17 Schwartz Rd. in Bozrah – mutual aid/FAST – structure fire. Crews responded as FAST on a multi-alarm fire. Upon arrival, operations had transitioned to defensive mode and crews were released.
- 29JAN: Former Norwich State Hospital property – Automatic Aid – structure fire. Laurel Hill and Auto Aid companies responded to reports a structure fire. Upon arrival crews confirmed a working fire in a vacant structure. Crews stretched an attack line to control the perimeter of burning brush around the structure, then focused on the structure once it collapsed. Water supply and operations coordinated with Laurel Hill. No civilian nor NFD injuries reported. Fire is under investigation by members of the Fire Marshal Office.
- 04FEB: 239 Fitch Hill Rd. in Montville – mutual aid/FAST – structure fire. Crews responded to a report of a residential fire. Upon arrival on scene, crews were assigned FAST duties, staging equipment, placing ground ladders, and conducting size up. Due to deteriorating conditions, interior crews were withdrawn and transitioned to an exterior/defensive attack. NFD released from the scene. No NFD injuries reported. This fire occurred during extreme weather, I think temps were reported to be -8.
- 15FEB: 9 Industrial Park Dr. in Putnam – HAZMAT. Crews responded as part of a CERRIT activation for a HAZMAT call to an acid leak at the YMCA. NFD crews were the first HAZMAT techs on scene. After scene assessment and consulting with the IC, members prepared to make entry to the building, with the next arriving technicians to be assigned as back-up team. Crews donned the appropriate protective gear, made entry to assess the situation. Crews identified the material that had lead as muriatic acid and confirmed that there was no longer an active leak. Relevant product information was transmitted to IC. Crews secured the pumps and isolated the acid containers before exiting the building to be decontaminated. No civilian nor NFD injuries reported. On

scene coordination with local FD, DEEP, and other CERRIT groups.

- 23FEB: 5 Wisconsin Ave. in Yantic – Automatic Aid – fire. Yantic and Auto Aid companies responded to a possible structure fire. Upon arrival crews found a battery fire on a forklift that had been extinguished. Crews assisted Yantic with ventilation. No NFD injuries reported.
- 27FEB: 586 W. Thames St in EGP – Automatic Aid – fire. Crews responded to a report of a fire. Upon arrival crews met with the apartment resident and found an electrical fire on the side of the water heater with smoke in the apartment. Fire was extinguished and ventilation completed. No NFD injuries reported.
- 28FEB: Foxwoods Casino, Rainmaker parking garage – mutual aid – vehicle fire in a structure. Crews responded to a report of a vehicle fire inside of the parking structure. Upon arrival, crews assisted with fire extinguishment and overhaul of a vehicle that had crashed into the elevator area of the structure and caught fire. No NFD injuries reported.
- 25MAR: 3 Cedarcrest Dr. in Preston – mutual aid – structure fire. Crews responded to a working structure fire in a residence. Upon arrival the IC directed crews to conduct interior fire attack operations. After exiting the building for SCBA cylinder changes, the crews continued with interior work doing overhaul before being released from the scene. No NFD injuries reported.
- 27MAR: 23 McKinley Ave – structure fire. NFD and Auto Aid companies responded to a report of possible fire. Upon arrival crews reported fire from the rear of the second floor of a multi-family residence. Crews commenced a transitional attack, starting exterior then moving interior, and conducted a primary search. Crews worked interior fire extinguishment and overhaul, and the fire was placed under control in approximately 35 minutes from time of call. On scene assistance provided by EGP, Yantic, Laurel Hill, and Mohegan Tribal FDs. Also assisting on scene were NPU, NPD, American Ambulance, and Red Cross. Red Cross assisted five displaced adults. Two civilians were evaluated and transported for injuries, one firefighter sustained a minor hand injury. The fire is under investigation by members of the Fire Marshal Office.

Notable Events:

- Motorola / Norcom and CTS conducted a second demo and training session for NFD on the new radio system. DTS presented the training to all four platoons. DTS solicited the VFDs to see if they wanted to receive radio training. EGP was the only department to respond.
- AARs were conducted for the Mayday fire at 112 Norwich Ave. Multiple iterations were presented with multiple agencies participating. The fire may have been ‘routine’ in nature, but the mayday that occurred warranted additional discussion. AARs held at NFD HQ, and Taftville’s station to encourage wider participation. The takeaways from the discussions included the need for joint training and standardized guidelines. For many personnel this was the first joint AAR they have participated in. This is a big step forward for the Norwich Fire Service.
- On duty firefighters participated in the Read Across America program. They visited with students at the Integrated Day Charter School and read books to them.
- Members and apparatus participated in the St. Patrick’s Day parade downtown.
- AFG Aerial Operators Course underway. EGP assisted with L-5 for multiple days of practical exercises during the course. Their support and cooperation is greatly appreciated.

Fire Marshal Office:

- Investigated **22** fires: **1** arson investigation (112 Norwich Ave 40+hrs of investigation). There were **5** vehicle fires, and **13** structure fires, and **4** other fires.*
- Conducted **130** Fire Code Compliance Inspections/re-inspections, **15** Plan Reviews, and **23** consultations.*
- Office member presented a fire safety presentation to the residents of the Hamilton Park Apartments.
- Office members participated in the AARs for 112 Norwich Ave.
- Office members attended the New London County FM Association training, including a presentation by Inspector Michael Hurley of the State's Attorney Office on warrants and the processing requirements.
- Office member presented at the NFA Intro to Fire Service program.
- An update on the ongoing issues with a local property owner, Ms. Lee. She has a second arrest pending. Last communication with Chief Daley was that they have tried to make an arrest on a number of occasions, but Ms. Lee has avoided contact. The PD is documenting their efforts, but is aware of the time constraints with the case. We will continue to monitor this case to ensure all is done to avoid it being thrown out due to elapsed time. Latest information was that she was out of the country. No further updates this quarter.
- The Norwich Fire Department is continuing to process the incidence of fire in collaboration with State and Local Police support. The staff is working hard to address the many inspections that are delinquent.
- All marshals attended continuing education courses. All certified personnel are required to have 90 hours of CEUs in a 3 year period to maintain certification.
- Numerous construction projects underway or beginning soon: Westledge Apartments, Ponemah Apartments, 19 Thermos Ave. Apartments, Hale Mill Hotel, 77-91 Main St. Apartments, Backus Hospital renovations, Backus Occupational Health renovations, 5 Eighth St – cannabis cultivation, US Foods expansion, Reid and Hughes building, two car wash facilities on W. Main St, 606 W. Main St – cannabis retail, Self-storage facility on Salem Turnpike, These Guys-new location on Church St.

Training Safety Division:

- 1 new Firefighter hire attended City orientation and began the CFA Recruit Program in February. Scheduled to graduate in May.
- AFG funded Aerial Operations Class began for all four platoons. Will wrap up in quarter 2.
- 2 newly promoted officers completed the CFA I-LEAD program.
- All personnel completed annual Fit Testing for SCBA certification.
- HAZCOM training completed by all 4 platoons.
- 2 members completed CFA Cold Water Rescue class.
- 2 members tested and completed their Fire Officer III course.
- EMT in-service training conducted on all 4 platoons.
- DTS conducted training on the new radio system with EGP. Overview of the system and capabilities, as well as equipment familiarization.

*A complete breakdown is available upon request

- Joint training with Occum VFD during one of their drill nights. Topics included Command expectations, accountability, order of arrival duties, district familiarization, water supply, and other topics. A big step for us to be conducting joint training in their station. Hopefully, this can take place with the other groups too.
- Training on Lithium Ion battery fires and procedures.
- Lucas Device use has accounted for 3 ‘saves’ this quarter.
- Ponemah Mills walk through for familiarization.
- Knox Box review has begun – review of contents and contacts for Knox installation to ensure access when needed.
- Joint Gas Safety training attended at EGP. Members and NPU working together to develop a citywide SOG for Gas Responses.
- AED locations and equipment across the city are being evaluated for needs.
- Training for 3 probationary firefighters is proceeding well.
- Daily Training for this reporting period included in-house and external courses, assigned Target Solutions programs, and multiple company level trainings totaling **5601** man hours of training.* There was an increase compared to past quarters due to the AFG course.
- We continue with our district preplanning, attack planning and building review activities.

Emergency Management:

- Radiological metering equipment exchanged with DEMHS.
- DEMHS issued 8TAC radios collected for firmware update and redistributed upon return.
- City LEOP update is due JAN2024.
- Re-stocked and organized PPE supplies on hand at EM building.

Attended, virtually or in person:

- RESP monthly meeting.
- CCFCA meetings.
- Region 4 ESF-4 meetings.
- Red Cross / Human Services Sheltering meeting.
- City Public Safety meetings.
- State DOT hosted a meeting at Fire HQ to discuss update of I-395 closure/reroute plans.
- City Employee Safety Committee meetings.
- FEMA GO meeting.
- City Council meetings.
- City Manager / Fire Chiefs meetings.
- Ad-hoc Apparatus Reduction committee meetings.

Apparatus / Equipment update:

- The CAD provisioning project continues to progress with remote meetings with the Motorola team. GIS and Alarm Cards have been the bulk of the work over the past months. MDT mount installation for the apparatus will begin in the coming month.
- Radio project update: mobile unit installation is scheduled to begin mid-April. Project leads had suggested end of June for final acceptance inspection of the project, but I don’t know if that is realistic with the delays we’ve encountered to date.

*A complete breakdown is available upon request

- Squad-A remains a high priority for replacement.
- Chief's vehicle is 11 years old with 130,000 miles on it. A replacement was requested in Capital, but was cut.
- Taftville and EGP aerials were both out of service at the same time for a short period, leaving Truck-1 as the only aerial citywide. Truck-2 was offered to Taftville, but they did not place it in service. A citywide plan needs to be developed for apparatus shortages due to maintenance or long duration incidents.
- Truck-1 out of service for a short period. No impact to auto or mutual aid.

Station update:

- Another vendor had to be selected for the shower work at Fire HQ, as the initial vendor backed out of the job. Work is scheduled to begin mid-April.
- A vendor for the carpet replacement for HQ was selected, work is scheduled to begin late-April, or after the demo for the shower work is complete.

Administration:

- The Apparatus Reduction Committee has met and will meet again in the coming week with the goal to provide recommendations to City Council on apparatus to remove from service.
- Battalion Chief Greg Despathy retired in January after 30 years of service to the City.
- Firefighter Derek Ouillette retired after 21 years of service to the City.
- Annual physicals completed with Physician 1 and Concentra. Concentra assumed the City contract from P1. We have had several meetings with Concentra to address our concerns, at this point we are unsure if they will be our future provider or not. It has shown to be more expensive than our previous provider was.
- COVID: 3 personnel tested positive over the quarter. All have since returned to full duty.
- The negotiations with the union on the DTS position are ongoing, but are not looking good to transition to a Deputy Chief position. Further discussions planned in the coming weeks. The acting DTS, BC Dziavit expressed the need to return to his assignment on Platoon, which could leave a void in a critical position.

Respectfully submitted by:

Tracy Montoya

Chief of Department

Human Resources Department
January 1, 2023 – March 31, 2023

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 Golf Authority • 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 | 7 | Pre-employment (P, S & T) | 21 |
| Applications processed | 1213 | Police Accountability Act | 18 |
| Applicants tested | 110 | Workers Compensation/Safety | |
| Exams administered | 11 | Claims reviews | 0 |
| Realistic job previews/Interviews | 30 | Claims processed/FRI | 21 |
| Lists extended | 4 | OSHA 300 Filing & Posting | 14 |
| Advertisements | 7 | Disability Wage Statements | 5 |
| Employees | | Committees | |
| New hire background checks (P, S & T) | 21 | Personnel & Pension Board | 3 |
| Orientations | 17 | Volunteer Firefighters Relief Fund | 1 |
| Evaluations | 31 | Safety Committee | 0 |
| Step increases | 33 | Persons with Disabilities | 2 |
| FMLA | 12 | Mandatory Reporting | |
| Unemployment processing and hearings | 4 | State - DOL Employment Statistics Report | 3 |
| Full-Time Permanent Hires | 17 | State - DOL Multiple Worksite Report | 1 |
| Seasonal hires | 23 | EEO-4 Report | 0 |
| Temporary hires | 48 | Labor Relations | |
| CDL Physical Recertification's | 3 | Contract/pension negotiations/MOUs | 5 |
| Benefits Administration | | Grievances/mediations/arbitrations/CHRO | 6 |
| Insurance changes processed | 35 | Training | |
| COBRA elections processed | 13 | Vector Trainings | 17 |
| Voluntary Benefits | 0 | Sexual Harassment Prevention Training | 17 |
| Insurance billings | 15 | Checklists/Procedures | 0 |
| Insurance waivers | 37 | Record Keeping | |
| Open Enrollment | 0 | Organize/Digitize Active Personnel Files | 8 |
| Pension Administration | | | |
| Pension processing | 61 | | |
| | | | |
| | | | |

Numerous hours spent on: • safety/schedules/leaves of absences/worker's compensation/government mandates, • navigating through collective bargaining agreements and Merit System Rules • interpretation • enforcement • collaboration with union representatives to resolve labor matters to avoid grievances • coaching department heads on employee relations matters • prepping for arbitrations, CHRO complaints, unemployment hearings, workplace investigations • resolving insurance issues.

| NORWICH RECREATION 22-23 | | July 1, 2022 - September 30, 2022 | October 1 - December 31, 2022 | January 1 - March 31, 2023 | April 1 - June 30, 2023 | Overall |
|--|-----|--|--|---|-------------------------------|-----------|
| Number of program hours | | 767 | 425 | 530 | | 1,722 |
| Hours reserved for field usage | | 2969 | 1290 | 1036 | | 5,295 |
| Number of youth registrations | | 1897 | 184 | 314 | | 2,395 |
| Number of adult registrations | | 77 | 53 | 34 | | 164 |
| Number of sports leagues using fields/facilities | | 20 | 5 | 15 | | 40 |
| Revenue brought in through programming | | \$ 64,352.00 | \$ 10,195.00 | \$ 16,852.00 | | \$ 91,399 |
| Revenue brought in through sponsorship | | \$ | \$ | \$ | | \$ |
| Special Event/Beach Patrons | | 6557 | 2260 | 560 | | 9,377 |
| | 425 | Partnering with NPS for after school programming. Receiving \$80,000 over the course of the year | Continued partnership with NPS for afterschool programming. | Continued partnership with NPS for afterschool programming. | | |
| | | Activities to Remember | Activities to Remember | Activities to Remember | Activities to Remember | |
| | | | Largest Trunk or Treat event to date. | | | |
| | | | Solidified partnership with NPS allowing us to utilize all school buildings/amenities at no cost to run our programs | | | |

| | 7/1/22-9/30/22 | 10/1/22-12/31/22 | 1/1/23-3/31/23 | 4/1/23-6/30/23 |
|--|-----------------------|-----------------------|-------------------------|----------------|
| | Q1 | Q2 | Q3 | Q4 |
| New Counseling cases | 5 | 3 | 11 | |
| New Case Management cases | 2 | 8 | 24 | |
| In-school Youth employment | 11 | 8 | 11 | |
| Summer youth employment (plus y-r) | 117 | 145 | 155 | |
| # of Leadership Initiatives (defined as specific initiatives where leadership skills are being taught & practiced) | 1 | 1 | 2 | |
| # of youth who participated in leadership training or events | 23 | 9 | 11 | |
| # of volunteers/interns we had complete work with us | 5 | 1 | 4 | |
| JRB/FWSN cases | 10 | 13 | 47 | |
| Service Inquiries & Referrals | 67 | 75 | 52 | |
| # of youth engaged in group programming | 115 | 50 | 247 | |
| # of alcohol/drug education/prevention events | 8 | 6 | 6 | |
| # of participants in alcohol/drug education/prevention events | 1000 | 1200 | 172 | |
| Summer Jam and Learn | 10 | N/A | n/a | |
| Hours of case management/ mentoring to low income Norwich families | 100 | 66 | 216 | |
| Hours of professional counseling to Seniors | 98 | 212 | 264 | |
| Hours of professional counseling to low income Norwich families | 150 | 101 | 182 | |
| Number of youth provided with employment assessment | 117 | 145 | 16 | |
| Number of youth provided with employment internships | 117 | 12 | 8 | |
| # of meetings staff attended with community collaborative partners | 8 | 8 | 24 | |
| Task Force meetings average attendance | 15-Jan | 15 | 25 attendees on average | |
| # of Youth Coalition Meetings average attendance | 1 meeting/ 5 people | 3 meetings/ 3 people | 3 | |
| # of NPC Coalition meetings average attendance | 2 meetings/ 12 people | 3 meetings/ 10 people | 15 | |
| # of Youth Advisory Board meetings average attendance | 5 | 5 | 6 | |
| # of Grandparent Support Groups average attendance | 3 | 5 | 3 | |
| 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) | 1067 | 360 | 138 | |
| 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) | 510 | 2422 | 280 | |

Planning & Neighborhood Services

Quarterly Report: 01-01-23 through 03-31-23

During the period from January 1, 2023 through March 31, 2023, the Planning and Neighborhood Services Department Staff:

- Submitted comprehensive annual CRS recertification for FEMA Flood Insurance rate discounts for property owners and was notified that the City was compliant and remains in the program.
- Prepared and submitted a DEEP Recreation Trails Program grant application for the rehabilitation and new improvements to the Heritage Trail.
- Received notification from the State of CT that the two Staff members hired as Building Code Compliance Tech 1 passed their State of CT Licensing Exam, so they were promoted, as intended.
- Continued to work with SLR and the POCD Committee on the update to the Plan of Conservation and Development project. Staff held meetings with specific department heads, NPU and NCDC to solicit comments and input for preparation of the Plan, which will expire in August 2023.
- Continued to follow and participate in meetings relative to DOT Route 82 Roundabout Project, DOT Eastern CT Corridor Rail and Transit Feasibility Study, and the SE CT Cultural Coalition proposed establishment of a cultural arts district and an associated committee.
- Attended numerous in person and remote trainings or conferences specific to their job responsibilities.
- Continued to improve and utilize CitizenLab for online community engagement.
- Assisted GZA, LEP consultant, with preparation of a report relative to potential remediation of Capehart Mill.
- Supported NCDC with a CIF2030 grant application for remediation and redevelopment of the Capehart Mill site as a park.
- Continued to seek grant and loan funding from NVCOG and CRCOG for the YMCA/Mattern Construction project. NVCOG was denied, but CROG will provide \$200K grants and \$325K forgivable loans for the project.
- Attended and participated in ARPA fund request meetings and prepared department budget for consideration and discussion with Finance Director and City Manager.
- Participated as a judge in a ROTARY speech contest for NFA students.
- Continued to assist Public Works Department and SLR Consultants with the site design of the Uncas Leap project, which is an ARPA funded project.
- Staff participated in hybrid meetings of land use boards and commissions and attended meetings of the City Council.
- Investigated building code, wetlands, blight and zoning complaints and followed through on enforcement actions where violations were determined.
- Met with numerous property owners and developers, both in person and remotely, regarding a multitude of properties and potential projects throughout the city.
- Assisted municipal boards and commissions with processing and reviews of the following 4 Land Use Applications:
 - Inland Wetlands and Watercourses Conservation Commission 0 Applications (0 Regulated Activities, 0 Administrative Upland Review & 0 Non-Jurisdictional Ruling)
 - Commission on the City Plan – 3 Applications (1 Subdivision & 1 Special Permit, 1 Site Development Plan, (and 0 CAM – Associated with other approvals)
 - Zoning Board of Appeals – 1 Applications (1 Variance (1 Approved 0 Denied) & 0 Appeal of the ZEO)
- Received 85 Complaints relative to the following:
 - Blight – 27
 - Housing/Property Maintenance - 26
 - Work without Permit(s) - 13
 - Wetlands - 2

- Zoning – 17
- Investigated and/or issued 77 Violations and Closed 14
 - Blight – 27
 - Housing/Property Maintenance - 26
 - Work without Permits(s) – 13
 - Wetlands - 2
 - Zoning – 9
- Responded to 13 Police or Fire Call-Outs
- Citations Issued 0 Value of Citations Issued: \$ 0
- Citation Fees Collected \$6451.59
- Issued 461 Building Permits (381 residential, 72 commercial, 2 Industrial and 6 municipal)
- Building Permits per assigned FTE 153.66 (total number divided by 3)
 - 1 Structures
 - 0 Dwelling Units Condemned
 - 1 Buildings Demolished
- 13 Zoning Letters of Compliance Prepared
- 61 Zoning Permit Applications
 - 43 Zoning Permits Issued, which includes 5 New Business/Conversion Permits.
 - 9 Permit Applications rejected



CITY OF NORWICH
CONNECTICUT
POLICE DEPARTMENT



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



PATRICK J. DALEY
Chief of Police

Quarterly January 1, 2023 thru March 31, 2023

PATROL DIVISION



In the period **January 1st, 2023 thru March 31, 2023** the Norwich Police Department Patrol Division handled approximately **11,088 calls for service**. Included in these service calls:

- **Arrests Made 625**
- **768 Offense Reports Taken**
- **382 Traffic Accidents Investigated**
- **812 Motor Vehicle Stops Initiated**
- **171 Infractions Issued**
- **457 Alarm Responses (Burglary and/or Panic)**
- **9374 Telephone calls into Dispatch**
- **1714 -911 Calls**

INVESTIGATIONS:

01/12/2023- Alleged sexual assault of 16yr old by gun point East Main Street. 16yr old is from RI and met suspect online via app on phone. Suspect picked her up. After much investigation by Detective Callender it was determined sex was consensual and 16yr old profile lists she is 22 and is promiscuous with numerous older males online and her and mother dropped complaint and stated they are not interested in completing a forensic interview.

01/13/2023- Determined accidental discharge of shotgun at River Avenue condos. Round went out of subject's garage and through across the road neighbors home through kitchen and living room.

01/14/2023 - Robbery at Amazing Grapes Package Store on Town Street. On-going investigation.

01/28/2023- Burglary on Cliff Street. Several suspects appear to do surveillance on residence before breaking in (numerous home surveillance systems). Suspects seen fleeing area and possibly in possession of firearm. White Ford Explorer involved which was seized from Mohegan Commons same night. Several leads on potential suspects. Related case also involving victim of the burglary in which he has a firearm and threatens its use on suspect of the burglary a few nights prior.

02/06/2023- Shooting incident on Grove Street. Unidentified person seen walking down Grove Street towards Franklin and a SUV drives by and occupants take at least one shot at the person. Shell casing could not be found and it is also possible that the person walking shot back at the vehicle but hard to determine in the video. One round into residence on Grove Street could not be recovered unless major damage done to residence.

03/23/2023- Approximately 3:30pm Advanced Auto employee calls 911 to state they had been robbed at knife point. No leads at this time and no video surveillance of suspect. Suspect stole \$800. No injuries to victim.

QUARTER OVERDOSE DEATHS -

27 OD's total 3 fatal.

JUVENILE SEXUAL ASSAULTS COMPLAINTS:

Several cases currently being investigated by the Bureau and forensic interviews were scheduled. Backroom investigating several juvenile sex assault cases in the month of February most of which require forensic interviews. Most of the investigations ongoing. Other sexual assault investigations on-going also.

NORWICH POLICE TRAINING AND SELECTIONS

Recruits Jacquelyn Tanner resigned during FTO and Mason Mobley successfully completed the FTO program. He is currently assigned to the midnight patrol division.

Recruit Carrollo continued the CT POST Academy training and is expected to graduate April 5, 2023. He will begin his FTO portion of training on April 9th.

Recruits Michael Bates, Ryan Dunn, and Cody Nichols were sworn-in in January 23. They are expected to graduate the LEC-Academy in July 2023.

PROJECTS

The CAD/RMS system upgrade continues to be a work in progress. Estimated completion November 2023. Unexpected delays in computer hardware and electronics have pushed the completion date to late 2023. All computer equipment is on site and being built.

The Norwich FD radio upgrade and transition to the CT State Radio System is also underway. Installation will begin in mid-APRIL. Pushing for a go-live date of June 2023.

The headquarters cell block and prisoner cell project was completed in March of 2023.

The above pictures clearly show the much needed improvement.

Six additional speed signs were purchased off the Byrnes Grant and have been deployed throughout the city.

BUDGETARY MATTERS

The Norwich Police Department has been actively attempting to control costs, maximize efficiencies and eliminate waste. Understaffed patrol shifts and assignments cause unexpected increases. Other 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: White Plains Rd. Culvert

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, 2023 to March 31, 2023

- Responded to 6 snow and ice events, pre-treating roads as the events began.
- Removed over 35 trees in decline, and performed roadside trimming of small trees and brush.
- Cleared culverts of debris, and dug out as needed to ensure proper drainage, including a major re-build of the culvert end on Plains Hill Road, (before and after pictures above).
- Began spring street sweeping operations.
- Performed seasonal maintenance such as picking roadside litter, and cleaning trucks after storm events.
- Completed citywide Christmas tree pick up.
- Repaired damaged headstones in Yantic and Oak Street Cemetery.
- Filled potholes as needed throughout the City.
- Set up two Parklets on Franklin Street.
- Cleaned tons of debris out of 50 Peck Street to better present City owned property for sale.
- Utilized NPU's hoe ram to remove ledge from a dangerous corner on Wilderness Dr. in Mohegan Park.
- Used new sod cutter to edge multiple sports fields.
- Brought in clay and began prepping all recreation fields for upcoming season.
- Held six tailgate talks on Safety, using lessons from the UCONN Technology center.
- Continued to work on compliance with the Municipal Separate Storm Sewer System (MS4), including cleaning catch basins, and sweeping the streets.
- Fleet Maintenance Division performed Preventative Maintenance and repairs on 277 vehicles.
- Fleet prepared and installed decals on four new police vehicles for service, and refurbished one Police Cruiser for use by Public Works (repair body work, repaint, re-Decal, install Public Works Safety Lighting)
- Installed new flooring in the City Manager's office, and refurbished woodwork in Council Chambers.
- Installed 8 new LED floodlights on the top deck of the Market St. Garage.

2023 Construction Season Projects Status

- Continued with the construction management of the Sherman Street Bridge project, a \$14.5M Bridge replacement project, 90% of which is funded with Federal and State money.
- Prepared Community Development Block Grant (CDBG) Applications for a Taftville Sidewalk project, as well as paving of the walking path in the Taftville Park. Also submitted a FY2024 Congressionally Directed Spending Request for Design funds for the Replacement of Bridge 04096 New London Turnpike over the Yantic River.
- Bid CDBG projects for the replacement of the Lake St. Basketball Court and the Columbus Park Fence Replacement.
- Bid the Annual City Paving Contract, as well as the Little Plains Park Fence Restoration Project.



The Office of Community Development applies for funding from state and federal grants to provide programs and projects that are intended to benefit low- and moderate-income (LMI) residents of Norwich through the three major objectives detailed in the 5-year Consolidated Plan (2020-2024). The Office of Community Development maintains the City's Community Block Grant Funding (CDBG) as well as funding from the Office of Lead Hazard Control and Healthy Homes (OLHCHH). Through this funding, Community Development is able to run its internal Property Rehabilitation and Lead-Based Paint Hazard Control Programs to remediate lead-based paint hazards, repair safety concerns, and install improvements to residential properties, in an effort to raise the community's overall quality of life. These programs are open to qualifying LMI homeowners and investor-owners in Norwich.

Consolidated Plan Objectives:

- Providing Decent, Affordable, and Safe Housing
- Create a Suitable Living Environment
- Expanding Opportunities for Low-to-Moderate Income Persons

Quarter 1 Summary:

The Office of Community Development is reviewing many of its processes for effectiveness, compliance, and efficiency. The department is focused on transparent communication and publicizing available programs to the community. Outreach staff attended numerous community meetings and events in Q1 with the goals of maintaining a presence throughout the community and increasing application submissions for the Lead-Based Paint Hazard Control and Property Rehabilitation Programs. Community Development staff continue to attend HUD trainings to stay up to date on CDBG and OLHCHH policies, procedures, practices, and guidelines.

COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)*

| Actual | Quarterly | Calendar 2023 (Cumulative) |
|--|------------------|---------------------------------------|
| Units Completed/Cleared | 9 | 9 |
| Number of Units in Progress or Under Contract | 6 | |



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| | | |
|---|---------------------|---------------------|
| Property Rehabilitation Funds Expended | \$15,500 | \$15,500 |
| CDBG Funds Expended | \$94,146.54 | \$94,146.54 |
| Revolving Loan Income | \$29,556.93 | \$29,556.93 |
| Revolving Loan Expenditures | \$111,450.00 | \$111,450.00 |

**It is important to note that the City of Norwich’s CDBG program year runs from September 1 – August 31. Figures provided within the tables represent expenditures and accomplishments within a calendar year (January 1, 2023 – December 31, 2023) and do not accurately represent the progression of the CDBG program year. As the CDBG program utilizes a reimbursement process, funds expended within the calendar year could be reimbursements for approved activities from prior CDBG program years and do not always correspond to the current program year.*

CDBG Comments:

- The Office of Community Development received its line of credit for PY 48. All subgrantees have signed contracts with the City and approved public services are currently in Quarter 3 of administering their programs and activities. Approved non-public service projects are scheduled to begin this spring.
- The application window for PY49 activities and projects ran from January 4, 2023 – February 10, 2023. A total of 15 applications were received, including The Office’s Administration budget request, for a cumulative request of \$1,412,936.80.
- The Community Development Advisory Committee (CDAC) added two new members and held two public meetings on 3/28/23 and 3/30/23 to hear presentations from applicants.
- The Office has worked diligently to administer funding pools in compliance with HUD requirements:
 - HUD administered a finding of non-compliance regarding the submission of the PY47 CAPER submitted on 11/22/22. The finding concerned the percentage of funds expended for LMI benefit and was incorrectly populated by the automated PR26 IDIS report. The Office worked diligently with HUD to find the source of the technical error within the report itself and adjusted the report manually resulting in HUD withdrawing their initial finding.
 - The Office worked closely with HUD’s technical representatives to remove electronic Environmental Review duplicates from PY47 projects.



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- The Office recaptured \$200,586.16 of unspent CDBG-CV Cares funding for reallocation to projects and activities intended to prevent, prepare, or respond to the Coronavirus Pandemic. The application window ran from February 24, 2023—March 17, 2023. A total of 6 applications were received, for a cumulative request of \$368,385.68.

CDBG Timeliness Test: The City of Norwich’s CDBG program will be evaluated by HUD for timeliness on July 3, 2023.

LEAD-BASED PAINT HAZARD CONTROL PROGRAM

| Actual | Quarterly Progress | Calendar 2023 (Cumulative) |
|--|--------------------|----------------------------|
| Completed/Cleared | 3 | 3 |
| Number of Units in Progress or Under Contract | 4 | |
| Funds Expended *Includes Healthy Homes | \$76,172 | \$76,172 |

Comments:

- Outreach Efforts have exceeded quarterly grant requirements by HUD. The Office’s Outreach Specialist attended 9 community events in Q1 through collaboration with Otis Library, Norwich Public Schools, and Norwich Public Utilities (NPU).
- Due to the decrease in units seen throughout the state’s grantees, HUD has requested that all grantees file extensions for program benchmarks. The Office of Community Development submitted its formal request for a Benchmark Extension to HUD for review on 2/9/23.

Outreach Events: The Office of Community Development has been collaborating widely with new agencies to advertise our available programs, such as the Lead-Based Paint Hazard Control Program and the Property Rehabilitation Program. In Quarter 1, Community Development collaborated with NHS, NPS, Otis Library, and NPU. Through collaboration with NHS, programmatic flyers are being administered to homeowners, tenants, and their landlords. Our office attended 7 events at the Otis Library including Tax Return Preparation in an effort to target outreach to LMI residents. Finally, the Lead-Hazard Control Program started collaborating with NPU’s efforts to assess the City’s prevalence of Lead Pipes. The departments have shared data sets to tailor lead outreach to neighborhoods adversely affected by lead health hazards. Programmatic flyers translated into Spanish, Haitian-Creole, and Cantonese accompanied NPU’s door-to-door outreach and advertised our available programs to

Q1: JANUARY 2023—MARCH 2023



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over 150 households.

Q4 Commissions, Meetings, Trainings & Events:

January – CDBG History Review with NHA (1/5/23); RRC Committee Meeting (1/10/23); HUD OLHCHH Lead Extension Review (1/11/23); HUD Section 3 Training (1/11/23); POCD Committee Meeting (1/11/23); Employee Engagement & Creating Workplace Magnetism Conference (1/18/23); Electronic Bid Review with Purchasing (1/19/23); Greenville Neighborhood Group (1/23/23 & 1/30/23); 2023 Lead Hazard Reduction Grant Program NOFO Session (1/24/23); State NRZ Advisory Board (1/26/23); Combatting Appraisal Bias Series: The Generational Wealth Gap Roundtable (1/31/23); Housing Code and Blight Discussion with Planning Department (1/31/23).

February – NCDC Annual Meeting (2/2/23); NPU Get the Lead Out (2/2/23); Greenville Neighborhood Group (2/6/23, 2/13/23, 2/27/23); Heroin Task Force (2/7/23); Neighborly Software Demo (2/8/23); Otis Library Children & Parents Programming (2/13/23, 2/16/23, 2/21/23); RRC Committee meeting (2/14/22); GNACC Workforce & Future Leadership Committee (2/15/23); NPS TGM Celebrating Black Heritage Event (2/16/23); Incorporating Phase 1 Environmental Site Assessments (2/22/23); Otis Library Neighborhood Health Clinic (2/23/23); VITA Tax Return Event at Otis Library (2/27/23).

March – Heroin Task Force (3/6/23); Greenville Neighborhood Group (3/6/23, 3/16/23, 3/27/23); AFFH Notice of Proposed Rule Making (3/6/23); NCDA Financial Management (3/6/23, 3/13/23, 3/20/23, 3/27/23); VITA Tax Return Event at Otis Library (3/6/23; 3/16/23); NPU Lead & Copper Pipes Grant Review (3/8/23); POCD Committee Meeting (3/8/23); HUD OLHCHH Quarterly Call (3/9/23); Lead Programmatic Review with UNCAS Health (3/9/23); HUD Environmental Review Process (3/10/23); NCDA Basics Training (3/10/23 & 3/13/23); HUD Historic Preservation Training (3/16/23); NCDC CIF 2030 (3/17/23 and 3/31/23); Narcan Training (3/23/23); GNRZ Status Review (3/24/23); HUD Region 1 Floodplain Management (3/28/23); HUD Region 1 Wetlands Training (3/30/23); CDAC Committee Public Meeting (3/28/23 & 3/30/23).

Upcoming Q2 (2023):

- The CDAC will submit its recommendations for PY 49 allocations to the Council after observing a 30-day citizen comment period.
- The CDAC will hear applications for recaptured CV funding and will submit its recommendation for a substantial amendment to the City Council after a 30-day comment period.
- The Office of Community Development intends to submit a budget revision to HUD for the Lead-Based Paint Hazard Control Grant to accompany the benchmark revision submitted in Q1.

Q1: JANUARY 2023—MARCH 2023



Robert D. Farwell
Executive Director

Director's Report for the Third Quarter Fiscal Year 2022-2023

In January Otis hired a new security officer, Chad Atwell. He is a former police officer, and corrections officer and is currently a school safety officer with the Hartford Public Schools. We are also seeking candidates to fill the hours when Chad is not available, which would provide us with security coverage for our operating hours. Thanks to funds provided by the Southeastern CT. Cultural Coalition, the permanent StoryWalk unit along the walkway surrounding Spaulding Pond at Mohegan Park has been completed and is now available to the public. As a reminder, StoryWalks are picture books displayed on posts along a trail, with fun facts and suggested activities that complement the story. New stories would be introduced regularly at the permanent installation. Beginning on January 17, masks were no longer mandatory for staff members. **However**, there are circumstances when masks are encouraged and other actions are taken to enhance staff safety and wellness. When working closely with each other staff must use masks, otherwise, they should observe the 6-foot spacing recommendations. If staff members feel unwell, they are encouraged to use a mask or stay home. Continued vigilance regarding sanitizing phones and surfaces to prevent infections remains in place. While COVID positivity rates have plummeted we have ascending flu and other viral conditions to contend with and a few simple actions can help staff and the public avoid unnecessary infections.

Otis Library was awarded \$18,000 in the most recent round of ARPA requests through the City of Norwich. These funds will be used to support our citizenship classes, which are a collaboration with Norwich Adult Education, and the cost of replacing our self-check unit, which allows patrons to borrow items without added staff assistance. The new system will be installed in May of this year and includes both a new self-check unit and an upgrade to the front door security gates. These are activated if a tattle tape strip-a detection strip placed in library materials- is not desensitized when items are checked out, or someone

attempts to remove items surreptitiously. Literacy Volunteers has voted to provide Otis with approximately \$1,500, which will be used to support projects that promote community literacy. The Elsie Brown Fund awarded the library \$1,500 for programs not covered by our operating budget.

After months of waiting as it slowly filtered through the approval process, funding for our collaboration with Libraries Without Borders has received state approval. Libraries Without Borders US (LWB) is the American branch of the global NGO Bibliothèques Sans Frontières, which delivers knowledge and information to communities in crisis. LWB has worked to assist people experiencing challenges caused by the digital divide, communities living in book deserts, and those who, for various reasons, do not feel comfortable accessing their local libraries. Otis is one of only six Connecticut libraries selected to participate in this initiative.

The 19th Annual Evening with an Author is scheduled for Friday, June 23, 2023. Dr. Marcia Chatelain is this year's speaker. She is a Professor of History and African American Studies at Georgetown University. She teaches about women's and girls' history, as well as Black capitalism. Her latest book, *Franchise: The Golden Arches in Black America*, won the 2021 Pulitzer Prize in History. It examines the intricate relationship among African American politicians, civil rights organizations, communities, and the fast food industry. As an active public speaker and educational consultant, Chatelain has received several honors awards and was named the top influence in academia by *The Chronicle of Higher Education* for her social media campaign #FergusonSyllabus. She is currently working on a trilogy on the civil rights movement entitled *Everything We See is a Shadow*.

The decline of COVID has allowed Otis to reestablish two popular in-person services. On-site One-on-One Technology Classes are again available for 30- or 60-minute time slots on Wednesdays, 2 pm - 7 pm. Examples of topics include setting up a phone, tablet, or other device. Technology Instruction is also again available at the Rose City Senior Center. On the second and fourth Mondays of every month, 12 pm-2 pm, Nicolette Pavain, Otis Library's Marketing and Technology Librarian, visits the Rose City Senior Center to answer a variety of technology questions and assist the public with myriad devices. This is a drop-in program; no registration is required.

In in partnership with the Connecticut Bar Association, Otis staff is working with local attorneys to offer the monthly program "Lawyers in Libraries." If the public has questions or a case that involves immigration law, family law, consumer rights, personal injury, landlord/tenant conflict, or other matters, they can sign up to meet with a volunteer attorney for 20 minutes regarding their case. Attorneys are on-site at the Library on the last Wednesday of each month from 4 pm-6 pm.

During tax season, Otis hosts TVCCA VITA tax assistance. This program offers free tax preparation, fast electronically-filed tax returns, IRS-trained and certified volunteer tax preparers, and financial education and budgeting workshops at Otis Library. Tax assistance is offered by appointment only on Wednesdays, 11:00 am - 3:00 pm, from February 3 through April 13.

Lastly, another indicator of the public's desire to return to a semblance of normalcy, is the resurgence in passport applications processed. We are currently reviewing between 5-10 applications per week.