

Assessors' Quarterly Report to the City Council
Beginning April 1, 2023 – June 30, 2023
"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX EXEMPT PROPERTY IN THE CITY"

Fourth Quarter

- Board of Assessment Appeals – Relating to the 2022 grand list, there were 15 hearings conducted on April 11th, and the Board held deliberations on April 12th. Of the 15 hearings, 3 changes were granted by the Board.
- 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. April 7th we mailed out 952 Income and Expense forms to commercial property owners. These forms are due back prior to June 1st, to date we have received 582. Once received these forms are checked in, categorized, analyzed and stored for the commercial revaluation team.
- Elderly Tax Relief – The elderly/totally disabled tax relief program wrapped up the application process May 15th. We accepted over 200 applications between February 1st and May 15th. Of those 200 applicants, 189 were deemed eligible. Calculations were completed for all applications and credits issued on the upcoming July tax bill. Notices were sent out to all that applied June 21st.
- 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.
- 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 - There are currently 2 pending court appeals relating to the 2021 grand list and to date 2 have been filed on the 2022 list.
- 2023 Revaluation – The process of taking new photos for each parcel has been completed. These new photos have been uploaded to the Vision appraisal site. This quarter has seen our initial sales models being created and tested. Next quarter we will see substantial progress as we ready for property field review and sales data collection processes to begin.
- Motor Vehicle Investigations – MTS / Municipal Tax Services has begun looking at previous motor vehicle grand lists and identifying vehicles that have been omitted for lapsed registrations. The investigation project will be starting shortly, as the Tax Collectors office and I work with our tax system vendor to establish billing codes for the program.

William M Lee, CCMA, II
Assessor

Cash Codes Summary- Norwich

DATES 04/01/2023 TO 06/30/2023

Report Date 07/03/2023 10:33:14 AM

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ALL LOCATIONS

Rev 07/06/2007

RECEIPT	CASH CODE	DESCRIPTION	REFERENCE	COUNT	DETAIL AMT
Total For Cash Code	RECORDING FEES		1	1460	\$37,250.00
Total For Cash Code	EXTRA FEE		4	244	\$488.00
Total For Cash Code	LOCAL TAX		5	231	\$234,486.72
Total For Cash Code	NEW CONV TAX		6	221	\$352,295.37
Total For Cash Code	RECORDING FEES		51	1	\$10.00
Total For Cash Code	COPIES		57	13	\$59.00
Total For Cash Code	CERTIFICATION		58	14	\$28.00
Total For Cash Code	VITAL		59	1066	\$31,440.00
Total For Cash Code	CHARGE ACCOUNT PAYMENT		105	25	\$8,176.00
Total For Cash Code	MARRIAGE STATE		800	78	\$2,652.00
Total For Cash Code	MARRIAGE CITY		801	78	\$1,248.00
Total For Cash Code	DOG LICENSE BASE 19		901	130	\$2,470.00
Total For Cash Code	DOG LICENSE BASE 8		902	961	\$7,696.00
Total For Cash Code	DOG RENEWAL LATE FEE		903	11	\$108.00
Total For Cash Code	FISH & GAME		907	95	\$2,394.00
Total For Cash Code	NOTARY		908	82	\$480.00
Total For Cash Code	SURVEY/SITE MAPS		910	6	\$420.00
Total For Cash Code	OPEN VITAL		917	13	\$195.00
Total For Cash Code	MISC		918	25	\$657.50
Total For Cash Code	FEDEX CHARGE		919	14	\$560.00
Total For Cash Code	COPY		921	410	\$3,041.01
Total For Cash Code	CREDIT CARD SURCHARGE		936	95	\$950.00
Total For Cash Code	STATE PRESERVATION		937	1124	\$49,456.00
Total For Cash Code	CITY PRESERVATION		938	1124	\$3,372.00
Total For Cash Code	TOWN PRESERVATION		939	1124	\$3,372.00
Total For Cash Code	BUDGET BOOK		947	1	\$14.00
Total For Cash Code	LIQUOR PERMITS		948	20	\$400.00
Total For Cash Code	DOG TRANSFER FEE		952	1	\$1.00
Total For Cash Code	DOG REPLACEMENT TAG		953	3	\$1.50
Total For Cash Code	SUBDIVISION MAPS		963	1	\$60.00
Total For Cash Code	MAP INDEX		965	2	\$50.00
Total For Cash Code	STATE TREASURER		1001	68	\$8,636.00
Total For Cash Code	TOWN GENERAL FUND		1002	68	\$2,176.00

Cash Codes Summary- Norwich

DATES 04/01/2023 TO 06/30/2023

Report Date 07/03/2023 11:04:51 AM

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	STATE TREASURER		1003	117	\$12,870.00
Total For Cash Code	TOWN GENERAL FUND		1004	117	\$4,563.00
Total For Cash Code	TOWN CLERK FUND		1005	117	\$1,170.00
Total For Cash Code	WEB SUBSCRIPTION - 1 WEEK		1960	29	\$1,450.00
Total For Cash Code	WEB SUBSCRIPTION - 1 MONTH		1961	6	\$600.00
Total For Cash Code	WEB SUBSCRIPTION - 6 MONTHS		1962	3	\$750.00
Total For Cash Code	WEB SUBSCRIPTION - 1 YEAR		1963	6	\$2,700.00
Grand Total					\$778,746.10

Department Goals	D61		D62	D63	D64
<p>Increase efficiencies and impact by working collaboratively with other departments, agencies, boards, and commissions as well as outside agencies.</p> <p>Increase property tax collection rate on current tax levy and aggressively pursue delinquent taxes.</p> <p>Reduce volume of routine tax payments made in-person or by mail, so tax staff can focus on delinquent tax collections.</p>	<p>Implement strategies to reduce costs and increase efficiencies through technology and process review.</p> <p>American Rescue Plan Act Grant Process</p>	<p>Maintain strong community relations through candid communication, professional service, and the implementation of technology.</p> <p>Providing explanations of finance-related activities</p>	<p>Provide timely, accurate, and transparent budgets, reports and analysis to stakeholders.</p> <p>Issue the fiscal year 2021-22 audited financial statements by 11/15/22.</p>	<p>Train personnel to the highest standards while holding them accountable to those standards.</p> <p>Develop personal development plans for each staff and ensure proper level of professional certifications are achieved through education and training.</p> <p>Identify training needs and one or more training opportunities for each employee.</p>	
Action Plans	<p>Miscellaneous billing</p> <p>Reduce # checks by increasing ACH vendor payments</p> <p>Transition parking ticket collections to Tax Office</p>				
Activities	<p>Transition more billing items to MUNIS AR/GB</p> <p>Implement new parking ticket software that works on the same platform as property tax collection.</p>	<p>Narrative</p> <p>Narrative</p>	<p>Date that audited financial statements are complete.</p> <p>Issue financials by 11/15/22</p>	<p>Number of employees with training plans (out of 13)</p> <p>6/30/2023</p>	
Measure Description	<p>Regular schedule/process for tax sales, tax lien sales, and foreclosures.</p> <p>Percentage of in-person/mail tax receipts divided by total tax receipts</p> <p>Cumulative general fund current levy tax collection percentage</p>	<p>Narrative</p> <p>Ongoing</p>	<p>Issue financials by 11/15/22</p> <p>6/30/2023</p>	<p>Number of employees with training plans (out of 13)</p> <p>6/30/2023</p>	
Target/Timeframe	<p>Ongoing</p> <p>Ongoing</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Issue financials by 11/15/22</p> <p>6/30/2023</p>	<p>Number of employees with training plans (out of 13)</p> <p>6/30/2023</p>	
Q1 Measure	<p>54.57%</p> <p>54.57%</p>	<p>52.99%</p> <p>52.99%</p>	<p>Issue financials by 11/15/22</p> <p>6/30/2023</p>	<p>Number of employees with training plans (out of 13)</p> <p>6/30/2023</p>	<p>9</p>
Q1 Notes	<p>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.</p>	<p>Mailed delinquent statements. Mailed demands for delinquent personal property and real estate.</p>	<p>Set up new projects for budget transfers and Continue to update quarterly reporting with changes in ARPA guidance.</p>	<p>Closed fiscal year 2021-22 and completed most audit fieldwork in September.</p> <p>Advertised IT Manager position to fill it in advance of Leon Bernowski's retirement.</p>	<p>11</p>
Q2 Measure	<p>64.53%</p> <p>66.02% at this time last year.</p>	<p>No activity during the quarter</p>	<p>Research current contract and compare to QDS. Draft ordinance for hearing officer for parking violations.</p> <p>Council adopted hearing officer ordinance. QDS parking ticket software installed.</p>	<p>Turnover by the audit firm caused us to file a GFOA extension to 1/31/2023.</p>	<p>12</p>
Q2 Notes	<p>Was 39.11% at this time last year. See Q1 notes.</p>	<p>Started collecting some email addresses for parking and other customers who are billed regularly.</p>	<p>Quarterly reporting.</p> <p>Quarterly reporting.</p>	<p>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.</p>	<p>Promoted Ray LaRose to IT Manager in October 2022 effective January 2023. Began hiring process for IT Technician in November 2022.</p>
Q3 Measure	<p>95.97%</p> <p>95.6% at this time last year.</p>	<p>Sent out demands for delinquent tax bills.</p>	<p>Drafted policy changes for PPC's consideration.</p>	<p>12/18/2022</p>	<p>Hired new IT Technician in January</p>
Q3 Notes	<p>Was 39.81% at this time last year. See Q1 notes.</p>	<p>Reviewed larger delinquent real estate balances and began tax sale or foreclosure processes.</p>	<p>New parking fine structure approved by Council. New parking lot/garage rates approved by PPC</p>	<p>13</p>	<p>Preliminary audit fieldwork done in June.</p>
Q4 Measure	<p>41.98%</p> <p>97.18%</p>	<p>An improvement over the FY2021 collection rate of 97.16%, which was the highest in 50 years.</p>	<p>Quarterly reporting and reallocations presented to Council</p>	<p>No. FY2022 audit took longer than planned. Working with CLA to improve the FY2023 audit cycle.</p>	<p>Yes</p>
Q4 Notes	<p>Was 40.71% at this time last year. See Q1 notes.</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>
Did we succeed? If not, why not?	<p>No. A smaller percentage of taxpayers are paying in person than pre-pandemic (~47%), but it will be difficult to get back to the pandemic lows of 36%.</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>

Norwich Fire Department Quarterly Report – Q2

April 1 through June 30, 2023

Operations:

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: **674** with the following breakdown: **43** fires, **464** rescue/emergency medical calls, **29** service calls, **138** misc*. Mutual aid / Automatic aid was provided **29** times and received **15** times. Automatic Aid per City Policy was given **9** times and received **3** times. There were **158** (23.5%) overlapping calls.

Significant incidents:

- 06APR: New Wharf – hazmat / boat incident. Companies responded to the area for a report of strong odor of gasoline. Upon arrival crews found a 34' boat that had been pulled from the water, collapsing in the process. The boat had broken apart as it was being lifted out of the water. The fuel tanks ruptured spilling 25-75 gal of gasoline along the shore, into the river, and onto the boat debris. DEEP, USCG and P&W Railroad notified of the incident, as tracks were involved in the spill area. DEEP arrived and developed an incident action plan. An environmental contractor was brought in to skim the water, conduct soil samples, excavate and remove contaminated soil. Boat was also removed for disposal. USCG arrived and deemed the incident a non-actionable response from them. Scene turned over to DEEP and P&W for remediation. No civilian nor firefighter injuries reported.
- 10APR: Mohegan Park – multiple brush fires. Crews responded to a report of multiple brush fires in the area of the dog pound. Upon arrival at least 3 separate fires were located near the beach parking area. Mutual aid from all Norwich departments, as well as Ledyard, Gales Ferry, Lisbon, and Mashantucket utilized to bring the fire under control. DEEP Forestry also on scene. Crews operated for 3+ hours on scene, with an estimated 6 acres burned. There were no civilian nor firefighter injuries reported. Fire is under investigation by members of the Fire Marshal Office.
- 12MAY: Asylum St. – gas leak. Companies responded to a report of a gas leak at the construction site near Sherman St. bridge. Upon arrival crews found a 6" gas main that had been drilled into by construction crews with a visible gas plume. Nearby homes were evacuated while NPU evaluated the leak and formulated a plan to secure the gas. Mutual aid from EGP was called to monitor and evacuate possibly affected residences on New London Turnpike. NPU excavated to either side of the leak to gain access to the gas main to isolate the leak. Gas flow was reduced, then completely stopped within 2 hours. Nearby homes were monitored again before occupants were allowed to return. Scene turned over to NPU and contractor on site. No civilian nor firefighter injuries reported. During the incident other calls in the City were covered by the VFDs.
- 26MAY: 54 Ice House Rd in Lisbon – Mutual Aid – structure fire. Crews responded mutual aid for a report of a structure fire. Upon arrival crews assisted Lisbon with checking for extension and ventilation. No NFD injuries reported. Companies returned to service.
- 30MAY: New Wharf – water rescue. Crews responded to a report of a person in the water, possible drowning. Upon arrival crews found a person trying to remove an unresponsive person from the water. Crews immediately removed the patient from the

water and established an airway. American arrived on scene shortly after and the patient was transferred to American for transport to Backus. No firefighter injuries reported, but there was an exposure to bodily fluids while treating the patient.

- 01JUN: New Wharf/Norwich Harbor – vehicle into the river. Crews responded to a report of a motor vehicle accident, car into the river. Upon arrival on scene crews were told by witnesses that a vehicle had crashed through the fence/barricade on the road way and landed in the river. One occupant of the vehicle was able to self-extricate and was able to get to the river's edge. He was assisted from the water and evaluated for injuries and subsequently transported to Backus. No other occupants reported in the vehicle. DEEP and Norwich Dive Team responded to the scene. Dive team put divers in the water, but were unable to locate the vehicle. Water was reported to be about 27' deep and the current was too strong for the diver. USCG notified, but did not respond. NPD, American, NPW, and DOT assisted on scene. No firefighter injuries reported. Vehicle still remains in the river. Scene turned over to NPD.
- 03JUN: 410 West Thames St in EGP – Automatic Aid – structure fire. EGP and NFD auto aid companies responded to a report of a structure fire. NFD units arrived first due. Upon arrival crews found a fire in a 2.5 story residence. Staff reported that all occupants were out of the building and that there was a fire on the second floor. Crews began fire attack and conducted primary search before ventilation efforts were made. EGP, Laurel Hill, and NFD units operated on scene. NPD, CSP and American assisted on scene. As State property, CSP and State Fire Marshal were called. Norwich Fire Marshal assisted as needed. No civilian nor firefighter injuries reported. Operations complete and scene turned over to EGP/CSP.
- 03JUN: New Wharf - trailer fire. Crews responded to a report of a trailer fire. Upon arrival crews found a fire in a trailer, no other exposures. Laurel Hill tanker requested for water supply. Fire was under control in short order, but crews remained on scene overhauling for over an hour. No civilian nor firefighter injuries reported. Fire is under investigation by members of the Fire Marshal Office.
- 04JUN: East Main St/Stonington Rd – fatal MVA. Crews responded to a report of a vehicle into a pole and building with possible vehicle fire. Upon arrival on scene crews found a single vehicle accident with the vehicle coming to rest on its side against a garage with structural damage, one person entrapped. There was no fire. The vehicle required extensive stabilization before the patient could be extricated. Vehicle roof was removed by crews to allow patient access and rapid extrication. The patient was transferred to American for transport to Backus hospital. Despite intervention efforts, the patient did not survive. No injuries to building occupants, nor to FD personnel reported. NPD and DOT notified of pole struck. NPD assisted on scene and is investigating the accident.

Notable Events:

- The Amistad visited Norwich Harbor. City Manager and I joined the crew on Marine-1 as we provided an escort and water salute as she entered the harbor.
- Crews participated in First Friday Touch a Truck event.
- Crews participated in Bully Busters event downtown.
- Crews participated in the Make A Wish Foundation party at Stanton Elementary, EGP also participated.
- Crews participated in Backus Safety Camp program, as stormy weather permitted.

- Crews supported NFA graduation planning and day of events for safety and standby operations.
- Crews supported the Reason to Ride annual motorcycle event that travels through the City.
- Members and apparatus participated in the Memorial Day parade and ceremony.
- Yantic and EGP assisted apparatus needs for multiple days of practical exercises during the Pump Operator course. Their support and cooperation is greatly appreciated.

Fire Marshal Office:

- Investigated **20** fires: **4** arson investigation (An arrest was made for numerous small fires in the downtown area). There were **5** vehicle fires, and **9** structure fires, and **6** other fires.*
- Conducted **148** Fire Code Compliance Inspections/re-inspections, **12** Plan Reviews, and **15** consultations.*
- Office member did not conduct fire prevention activities this quarter, they were rescheduled to next quarter.
- Office members attended the New London County FM Association training, including a presentation by the DCF regional representative on Juvenile Fire Behavior program.
- An update on the ongoing issues with a local property owner, Ms. Lee. She has continued to send correspondence to City officials making many claims against the City. She still has a second arrest pending. Despite all the action against her, there have been recent events held at the property at 270 Broadway. 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.
- Assigned member recently completed the State Fire Code Inspector module and will be sworn in as a Deputy Fire Marshal once all paperwork is received from the State. This is the position that is being funded through ARPA.
- Fireworks season: 11 shows at Dodd Stadium, 1 show at the harbor.
- Numerous construction projects underway or beginning soon: Westledge Apartments - completed, Ponemah Apartments – plans reviewed, construction to begin, 19 Thermos Ave. Apartments – no plans yet, Hale Mill Hotel – plans reviewed, construction to begin, 77-91 Main St. Apartments – ongoing construction, Backus MRI building – plans reviewed, 5 Eighth St. cannabis cultivation – plans reviewed, US Foods expansion – no plans yet, Reid and Hughes building – no plans yet, two car wash facilities on W. Main St – ongoing construction, 606 W. Main St cannabis retail - completed, Self-storage facility on Salem Turnpike, These Guys - plans reviewed and scope of project changed, 352 Main St boutique hotel – nearing completion.

Training Safety Division:

- 1 new Firefighter graduated the CFA Recruit Program in May and has been assigned on shift.

*A complete breakdown is available upon request

- AFG funded Aerial Operations Class and Pump Operator Class are complete with certification testing to take place in early July.
- Chief attended KGA sponsored Peer Support Training.
- Lithium Ion Battery Fires seminar at Mohegan Sun.
- EMT in-service training conducted on all 4 platoons.
- Vehicle extrication demo for American EMT class.
- Joint training with Occum VFD during one of their drill nights. Training covered the new radio system. The training was offered to all VFDs by Acting DTS, but only EGP and Occum took advantage of the opportunity.
- DXC Technologies walk through for familiarization.
- Knox Box review is ongoing – review of contents and contacts for Knox installation to ensure access when needed.
- Training for 4 probationary firefighters is proceeding well.
- Personnel are working with the VFDs to develop a city-wide procedure for Standpipe operations.
- Standpipe prop was built using donated materials. It will be used for training across the departments as needed.
- Shifts have been doing Mayday training.
- All personnel completed mandatory Elder Abuse Reporting training. This was a new requirement by OEMS for all EMS personnel in the State.
- Daily Training for this reporting period included in-house and external courses, assigned Target Solutions programs, and multiple company level trainings totaling **8566** 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:

- DEMHS issued 8TAC radios conducted quarterly tests.
- City LEOP update is due JAN2024.
- Attended Silver Jackets Flood Awareness Workshop. Deanna Rhodes and Chief Eyberse also in attendance.
- Red Cross conducted Disaster Shelter Training day at KMS. Attended by approximately 100 local and regional support staff.

Attended, virtually or in person:

- RESP monthly meeting.
- CCFCA meetings.
- Region 4 ESF-4 meetings.
- Region 4 ESF-5 South meetings.
- Region 4 ESF-20 Marine group meetings.
- Region 4 ESF-20 CONOPS review meetings.
- Red Cross regional radio test.
- USCG Long Island Sector Search and Rescue meeting at Station New Haven.
- City Public Safety meetings.
- DOT/City of Groton AAR – Gold Star Bridge incident.
- City Employee Safety Committee meetings.

*A complete breakdown is available upon request

- City Manager Department Head meeting.
- POCD public conversation meetings.
- CT Firefighters Association Hall of Fame dinner.
- Yantic VFD annual awards banquet.
- FEMA GO meeting.
- City Council meetings.
- City budget department presentations and public hearings.
- 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. There was a brief halt in provisioning operations due to systems issues, but work has since resumed. MDT mount installation yet to be scheduled.
- Radio project update: mobile unit installation is complete for NFD, EGP, and Laurel Hill. Yantic in process, Occum and Taftville on deck. We flew right by their anticipated date of final acceptance being done in June. Expect installations to be complete my mid-August.
- Squad-A remains a high priority for replacement. It has experienced a number of mechanical issues over the past few months and is need of further work.
- Truck-2 was out of service for a hydraulic leak.
- Chief's vehicle is 11 years old with 130,000 miles on it. A replacement was requested in Capital, but was cut.
- Marine-1 was out of the water for several weeks for annual maintenance. It is needed for fireworks details, so it was put back in the water and temporary lights installed while the parts are on order.
- Truck-1 was out of service for a short period. No impact to auto nor mutual aid.
- Regardless of what happens with the Ad hoc Apparatus Reduction working group, apparatus replacement plans need to be enacted to prepare for near future replacements of frontline apparatus. Engine-2 and Truck-1, 16 and 13 years old respectively will be due soon.
- General comment about Fleet Maintenance. They do a fantastic job keeping up with all of the apparatus/equipment needs, but they are sorely understaffed and overworked. Yet another of their quality employees left to go to NPU. This is an ongoing issue and is problematic for the City long term.

Station update:

- Shower work at HQ was completed.
- Roof repairs at the Greenville station are complete. There is still a project in the hose tower that we are seeking bids for. Once that is complete, we will address the radio/station intercom issues that have presented intermittently over the past several months. This is a major concern for safety and operations as the system issues have led to missed and delayed calls.
- Carpet replacement to start soon.
- Floor in bunk room at Greenville in need of refinishing. We will pursue quotes.

Administration:

- The Apparatus Reduction Committee has met several times, but has not provided any recommendations to City Council on which apparatus to remove from service.
- 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: no known positive cases this quarter.
- Acting DTS returned to his platoon assignment 22 APR. The position is vacant.
- The negotiations with the union on the DTS position have not made any progress. The vacancy in the DTS position since the Acting DTS returned to his regular assignment is problematic for the department and is negatively impacting operations and administrative needs on both the Fire and Emergency Management fronts.

Respectfully submitted by:

Tracy Montoya

Chief of Department

Human Resources Department
 April 1, 2023 through June 30, 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	20	CDL monthly random	5
Position announcements	12	Pre-employment (P, S & T)	65
Applications processed	671	Police Accountability Act	0
Applicants tested	143	Workers Compensation/Safety	
Exams administered	14	Claims reviews	0
Realistic job previews/Interviews	41	Claims processed/FRI	19
Lists extended	6	OSHA 300 Filing & Posting	0
Advertisements	5	Disability Wage Statements	6
Employees		Committees	
New hire background checks (P, S & T)	77	Personnel & Pension Board	3
Orientations	18	Volunteer Firefighters Relief Fund	0
Evaluations	33	Safety Committee	0
Step increases	26	Commission for Persons with Disabilities	3
FMLA	6	Mandatory Reporting	
Unemployment processing and hearings	19	State - DOL Employment Statistics Report	3
Full-Time Permanent Hires	19	State - DOL Multiple Worksite Report	0
Seasonal hires	49	EEO-4 Report	0
Temporary hires	59	Labor Relations	
CDL Physical Recertification's	2	Contract/pension negotiations/MOUs	10
Benefits Administration		Grievances/mediations/arbitrations/CHRO	5
Insurance changes processed	4	Training	
COBRA elections processed	15	Vector Trainings	35
Voluntary Benefits	442	Sexual Harassment Prevention Training	18
Insurance billings	12	Checklists/Procedures	5
Insurance waivers	41	Record Keeping	
Open Enrollment	431	Organize/Digitize Active Personnel Files	17
Pension Administration			
Pension processing	74		

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.

ROSE CITY SENIOR CENTER	July - Sept. 2022 1Q-Current Results	October -December 2022 2Q-Results	January -March 2023 3Q-Results	April -June 2023 4Q-Results	Overall
New Memberships	76	63	73	43	255
Program scan-ins	7732	7466	10393	12486	38077
Senior Center Transports	3,548	3,022	3156	4012	13738
Med Ride Transports (out-of-town)	300	300	320	386	1306
Completed Outreach appointments	1071	1388	1153	1329	4941
Preventative health (includes all exercise classes, screenings, appointments with nurse & podiatrist)	1894	1837	2321	2342	8394
Completed Benefits Counseling appointments	59	109	48	50	266
Completed Home visits	33	29	25	29	116
GRANTS:	Received 2 grants from Senior Resources through Older American Acts totaling \$23,056	Began new grant year for 2 Sr. Resource Grants-Benefits Counseling and licensed podiatrist	Received funding for pickleball courts at the Sr. Center from the Lord Foundation	Awarded CDBG funds to expand Health Clinic services	
	State of CT Medride Grant - \$75,150	Distributed over \$5,500 from Golden Wishes Fund for senior needs	Thru AARP volunteer tax program have assisted over 400 people to date with filing-expended to be over 550 when done	Provided 3 large motorcoach trip offerings for our members	
	\$10,000 for Golden Wishes Program through the Lord Foundation	Provided over 100 seniors with assistance during Medicare open enrollment	Hosted NAACP sweet potato festival at the RCSC in February	Began Pickle ball Court construction	
	- 450 booklets totaling \$9,000		Applied for CDBG funds to expand Health Clinic services		
SPECIAL EVENTS:	Renters Rebate assistance provided		Hosted a NARCAN training for our members participated with some staff in the ST. Patty's Day Parade in Norwich		

NORWICH RECREATION 22-23						
	July - September 2022	October - December 2022	January - March 2023	April - June 2023	Overall	
Number of program hours	767	425	530	604	2,326	
Hours reserved for field usage	2969	1290	1036	4,050.00	9,345	
Number of youth registrations	1897	184	314	216	2,611	
Number of adult registrations	77	53	34	167	331	
Number of sports leagues using fields/facilities	20	5	15	15	55	
Revenue brought in through programming	\$ 64,352.00	\$ 10,195.00	\$ 16,852.00	\$ 16,465.00	\$ 107,864	
Revenue brought in through sponsorship		\$ -	\$ -		\$ -	
Special Event/Beach Patrons	6557	2260	560	502	9,879	
425	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	Activities	Activities	Activities		
		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		Spaulding Pond opened on June 24 with over 400 patrons in just 1.5 weeks. Armstrong Courts completion & Ribbon Cutting		

	7/1/22-9/30/22	10/1/22-12/31/22	1/1/23-3/31/23	4/1/23-6/30/23	TOTALS
	Q1	Q2	Q3	Q4	
New Counseling cases	5	3	11	7	26
New Case Management cases	2	8	24	6	40
In-school Youth employment	11	8	11	12	42
Summer youth employment (plus y-r)	117	145	155	174	591
# 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	2	6
# of volunteers/interns we had complete work with us	5	1	4	17	60
JRB/FWSN cases	10	13	47	9	19
Service Inquiries & Referrals	67	75	52	17	87
# of youth engaged in group programming	115	50	247	48	242
# of alcohol/drug education/prevention events	8	6	6	142	554
# of participants in alcohol/drug education/prevention events	1000	1200	172	671	27
Summer Jam and Learn	10	N/A	n/a	n/a	2043
Hours of case management/ mentoring/low income Norwich families	100	66	218	175	10
Hours of professional counseling to Seniors	98	212	284	261	557
Hours of professional counseling to low income Norwich families	150	101	182	101	835
Number of youth provided with employment assessment	117	145	16	205	534
Number of youth provided with employment internships	117	12	8	167	483
# of meetings staff attended with community collaborative partners	8	8	24	20	304
Task Force meetings average attendance	15-Jan	15	25 attendees on average		60
# of Youth Coalition Meetings average attendance	1 meeting/ 5 people	3 meetings/ 3 people	3	0	30
# of NPC Coalition meetings average attendance	2 meetings/ 12 people	3 meetings/ 10 people	15	15	3
# of Youth Advisory Board meetings average attendance	5	5	6	5	30
# of Grandparent Support Groups average attendance	3	5	3	5	21
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	296	1861
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	485	
					3697
				Granted SERAC Opioid Mini Grant 1K	
				Awarded Gambling Mini Grant 500	
				Granted 5500.00 in bank grants for community feedback program	
				Applied for CYSA JRB Grant for 12,000	
				Collaborated with NPD to complete local compliance checks with 13 alcohol/nicotine retailers	
				Started Culture Chat Series (Sikhism, LGBTQIA+, Haitian)	
				Library initiative continued (Gang, Mental Health, & Alcohol Awareness)	
				Trained NPD on Narcan	

Planning & Neighborhood Services

Quarterly Report: 04-01-23 through 06-30-23

During the period from April 1, 2023 through June 30, 2023, the Planning and Neighborhood Services Department Staff:

- Provided supervision and assistance to the Community Development Dept. At the request of the City Manager and the support of HR, the P&NS Director will oversee the department functions through the end of 2023. During this quarter, she assisted CD staff with the preparation of the HUD required AAP, which was presented to the City Council and included funding for projects and programs recommended by the CD Advisory Committee.
- Advertised and interviewed candidates for the ARPA funded Assist. ZEO/Blight Official. An offer was made and accepted by the selected individual with an anticipated start date in July.
- Collaborated with the City Manager, Uncas Health District and Human Services Dept. on a Fair Housing Commission ordinance.
- Submitted an OBRD Round 17 Brownfields Grant application for the Capehart property for remediation after the CIF grant application was not funded.
- Received notification that City's application ranked high but not awarded a DEEP Recreation Trails Program grant for the rehabilitation and new improvements to the Heritage Trail.
- Continued to work with SLR and the POCD Committee on the update to the Plan of Conservation and Development project to meet the statutory deadlines for the adoption of the Plan, which will occur in August 2023.
- Continued to follow and participate in meetings relative to DOT Eastern CT Corridor Rail and Transit Feasibility Study, the SE CT Cultural Coalition ARPA funded public art program, BPN progress, Open Space initiatives and collaborations with Avalonia Land Trust and NPU relative to passive use of the Fairview Reservoir.
- Attended numerous in person and remote trainings or conferences specific to their job responsibilities.
- Continued to assist Public Works Department and SLR Consultants with the site design of the ARPA funded Uncas Leap project and held a meeting with the Steering Committee.
- Staff participated in hybrid meetings of land use boards and commissions and attended meetings of the City Council.
- Investigated building code, wetlands, blight, housing code 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 8 Land Use Applications:
 - Inland Wetlands and Watercourses Conservation Commission 2 Applications (1 Regulated Activities, 0 Administrative Upland Review & 1 Non-Jurisdictional Ruling)
 - Commission on the City Plan – 5 Applications (1 Subdivision, 4* Special Permit, 0 Site Development Plan, 0 DMV K-7 Motor Vehicle Location Approvals, and 0 DEEP CAM (CAM Review)
Note: * 2 Withdrawn by applicant
 - Zoning Board of Appeals – 1 Applications (1 Variance (1 Approved 0 Denied) & Appeal of the ZEO) * yet to be decided; ** carried over from last quarter
- Received 58 Complaints relative to the following:
 - Blight – 12
 - Housing/Property Maintenance - 8
 - Work without Permit(s) - 23
 - Wetlands - 1
 - Zoning – 14

- Investigated and/or issued 58 Violations and Closed 21
 - Blight – 3
 - Housing/Property Maintenance - 8
 - Work without Permits(s) – 23
 - Wetlands - 1
 - Zoning – 14
- Responded to 6 Police or Fire Call-Outs
- Citations Issued 12 Value of Citations Issued: \$ 297,850
- Citation Fees Collected \$ 961.88
- Issued 522 Building Permits (435 residential, 79 commercial, 3 Industrial and 5 municipal) –
Note that industrial is likely combined with commercial
- Building Permits per assigned FTE $522/3 = 174$
 - 4 Structures
 - 3 Dwelling Units Condemned
 - 3 Buildings Demolished
- 6 Zoning Letters of Compliance Prepared
- 83 Zoning Permit Applications
 - 55 Zoning Permits Issued, which includes 15 New Business/Conversion Permits
 - 9 Permit Applications rejected/ or Withdrawn

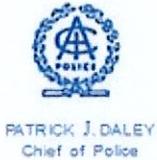
*Number of permits issued may be greater than the number of applications due to submission date



CITY OF NORWICH
CONNECTICUT
POLICE DEPARTMENT



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



PATRICK J. DALEY
Chief of Police

Quarterly April 1, 2023 thru June 31, 2023

PATROL DIVISION



In the period **April 1st, 2023 thru June 30, 2023** the Norwich Police Department Patrol Division handled approximately **11,081** calls for service. Included in these service calls:

- **Arrests Made 207**
- **782 Offense Reports Taken**

- 382 Traffic Accidents Investigated
- 444 Motor Vehicle Stops Initiated
- 93 Infractions Issued
- 486 Alarm Responses (Burglary and/or Panic)
- 6252 Telephone calls into Dispatch
- 2162 -911 Calls

INVESTIGATIONS:

04/09/2023- Approximately 2:00 am 911 call from Case Street from resident stating she heard a loud bang and someone was inside of her house. The bang was determined to be a .762 caliber round shot into the residence. No one injured. Several search warrants in the works

04/11/2023- Approximately 6:00 am a report of a possible deceased male in front of a Boswell Avenue residence. Case appears to an overdose and Narcotics Detectives working the case.

04/28/2023- Approximately 7:00 am Soup Kitchen reported finding what appeared to be a bullet hole in the glass of the vestibule entering the basement soup kitchen area. Detectives responded to assist No projectile was located. Video from the soup kitchen reveals what appears to be 3-4 juveniles walking on Oak Street toward Cliff at approximately 12:14 am and the bushes in front of vestibule appear to move as if a projectile passes through.

05/07/2023- On Sunday at approximately 4:14pm patrol was dispatched to Mohegan Park near Mohegan Road for the report of a suspicious item. Upon arrival patrol believe the item was a possible body and Detectives were notified. Upon further investigation it was determined the object was definitely human remains. SPMC assisted in uncovering the body and ME took possession for an autopsy. Through fingerprints the body was identified as, Martin Wright. Wright was murdered by his brother, McMillian Wright in Brooklyn NY, in late January 2023.

05/10/2023- At approximately 1:40pm multiple patrol units along with the Detective Division responded to Sandy Lane for a report of gun shots and a person hit. On scene one victim was discovered outside lying on his back. The victim had apparent gunshot wound to the upper right chest area. The victim later succumbed to his injuries at Backus Hospital.

05/26/2023- At approximately 2:15pm a body was found in an open garage on Town Street. The property is secured by a surrounding fence. The body was decomposed and near the body was the identification of Stephen Pendergast. Original case number for missing person Stephen Pendergast taken on 4/13/23. The ME was able to positively identify the deceased as S. Pendergast via medical records on 5/31/23.

06/17/2023- On June 17th 2023, at approximately 0140 hours, Officers were dispatched to an address on Laurel Hill for a disturbance. After Backus originally called the PD for a stabbing victim at their agency with 2 lacerations to his arm. The victim was uncooperative as was his

girlfriend who drove him to the hospital. Both refused consent to search their vehicle and residence. Vehicle was seized from Backus Hospital lot by Detectives. Witness from another apartment stated fight was between victim and his girlfriend. Detectives completed a S/W for apartment #2. Knife and other evidence seized from apartment. Was sufficient PC to make domestic arrest on girlfriend of victim for the assault.

06/25/2023- At approximately 9:00am Officers were dispatched to an address on Dion Street, Norwich CT for a report of Shots Fired. Upon arrival a Detective located a single shell casing. The Detective stated one round was fired at the victim. Victim stated 2 Hispanic males fled in a white vehicle prior to police arrival.

QUARTER OVERDOSE DEATHS -

23 OD's total 5 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

Recruit Carrollo completed his FTO training and was assigned to the NPD Midnight Patrol Division.

Recruits Michael Bates, Ryan Dunn, and Cody Nichols remained at the LEC Academy and will graduate the LEC-Academy on July 19th, 2023.

Recruits Madison Nott, Brendan Carter and Stasia Czernicki were sworn in on April 4th, 2023 and began the CT POST Academy training, with a graduation date of October 2023.

PROJECTS

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

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.

RETIREMENTS: Captain James Veiga retired on June 8th, 2023.



Public Works



Mission

Protect the safety, property and well-being of all Norwich citizens and businesses through the maintenance and preservation of the city's assets and infrastructure, including roads, bridges, parks, buildings, cemeteries, solid waste facilities and automotive equipment.

Accomplishments from April 1, 2023 to June 30, 2023

- Performed spring City-wide brush pick-up.
- Removed, repaired, painted, and re-installed the "caterpillar" in Mohegan Park. (see pictures above).
- Set up and dismantled the bandstand for at least 6 events, including the Memorial Day parade, the Rose Arts festival, the Fireworks, and numerous Cultural Celebrations downtown.
- Prepared the Rose Garden for the season including weeding, edging, pruning, and mulching.
- Removed over 30 trees, which were in decline or posed a risk to the public.
- Repaired and replaced the tops on over 30 catch basins in conjunction with the City paving program.
- Performed seasonal maintenance such as mowing parks and cemeteries.
- Roadside cutting of trees and brush, including support for road paving.
- Installed two additional Parklets.
- Replacement of 250 linear feet of failed drainage pipe on Browning Road.
- Completed the Jennings football field expansion by spreading 30 YDS of topsoil and re-seeding.
- Cut, lined, and maintained numerous athletic fields for the spring season.
- Cleaned and prepared the two Mohegan Park pavilions for over 40 rentals.
- Fleet performed 423 repairs to the City's fleet of vehicles for PW, Police, Fire, Board of Education, and all other City departments. Impounded six vehicles for the Police Department, and prepared four State Police Cruisers for re-use by the Police Department.
- Continued to work on compliance with the Municipal Separate Storm Sewer System (MS4), including cleaning over 250 catch basins with the new Vactor truck, and sweeping all City streets.

2023 Construction Season Projects Status

- Began the 2023 Pavement Project with the paving of the Sunrise/Lawler Lane area, Grant Court, Melrose Place, Gillette Road, and the Trading Cove Drive area.
- Completed numerous CDBG Projects, including the Prospect St. Sidewalk Project, the basketball court at Lake St. Park, the Columbus Park Fence, and Exercise equipment at Jenkins Park.
- Oversaw the replacement of the Armstrong Tennis Courts, and initiated the construction of Pickle ball courts at the Senior Center.
- Installed new boilers and hot water heater at the Police Station, as well as seven new wireless heating valves at the City owned Daycare building.
- Continued construction of the Sherman Street Bridges, with work starting on the second bridge replacement.
- Bid and awarded the Uncas Leap Heritage Project, with work to start in August.

OFFICE OF COMMUNITY DEVELOPMENT
 23 Union St, 2nd Floor, Norwich, CT, 06360
 Office: 860-823-3770; Fax: 860-823-3715

COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)*

Qtr. 2-2023 April - June

Actual	Quarterly	Calendar 2023 (Cumulative)
Units Completed/Cleared	3	7
Number of Units in Progress or Under Contract	8	-
Property Rehabilitation Funds Expended	\$91,270.00	\$155,270.00
CDBG Funds Expended	\$465,401.72	\$563,826.01
Revolving Loan Income	\$30,851.84	\$59,616.29
Revolving Loan Expenditures	\$19,500.00	\$40,800.00

**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 the calendar year indicated 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.*

LEAD-BASED PAINT HAZARD CONTROL PROGRAM**

Qtr. 2-2023 April - June

Actual	Quarterly Progress	Calendar 2023 (Cumulative)
Completed/Cleared	3	3
Number of Units in Progress or Under Contract	5	-
Funds Expended *Includes Healthy Homes	\$74,900.42	\$169546.32

***It is important to note that the City of Norwich's Lead-Based Paint Hazard Control program is a 4-year grant that began in 2019 and is scheduled for completion in 2024. Figures provided within the tables represent expenditures and accomplishments within the calendar year indicated.*



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

In April we finalized the purchase of a new self-check unit. The self-check allows patrons to borrow items without the assistance of a staff member. It is an adjunct to interactions with library staff and helps expedite the borrowing process for patrons with limited time. The new self-check system also includes upgrades to the front door security gates. These are activated if a tattle tape- strip-a thin metallic security strip placed in library materials- is not desensitized when items are checked out, or someone attempts to remove items surreptitiously. To ensure that we observe the appropriate protocols for searching library and personal materials when the alarm is activated.

In May the Community Foundation of Eastern Connecticut awarded a Norwich Youth Grant of \$5,851 to Traveling Toys for a toy library at Otis. We will be moving ahead with this effort shortly.

June 26 was the library's Annual Meeting. Nick Fortson is completing his last term as a Board member and Board President. This is Nick's second tenure as the board president, and we are very grateful for his service and skillful guidance. His presence will be missed. John Iovino will serve as Board President during the 2023-2024 fiscal year.

Several pending projects have also seen estimable progress. Thanks to a grant of \$28,500 from the Edward and Mary Lord Foundation the digitization of the library's early Bulletin microfilms will proceed. Staff members Steve Fithian and Cassie Epps will serve as project coordinators. Once completed the digitized newspapers will be hosted online by the Internet Archive and will be available from the Otis Library homepage. The newspapers will be searchable by keyword. By inserting a descriptive word or phrase, one can capture the instances where the selected term appears in print. The Internet Archive search engine is an unparalleled means of facilitating searches and being accessible from the Otis website will dramatically expand access to the Bulletin archives. A second gift also facilitates access to the local history and genealogy

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collection. With the generous support of the Friends of Otis Library, who committed \$4,000, and individual gifts of \$1,100 a new microfilm reader-printer is now installed and operating. Each year hundreds of researchers, genealogists, and historians peruse the microfilms for information that may exist in no other format. Their access is now confirmed. We completed the replacement of our moribund self-check unit and security gates at the atrium entrance. The new unit includes instructions in several languages, as well as a built-in desensitizer for the security strips used to discourage theft. The new security gates emit an enhanced alarm if materials have not been properly checked out. The AHEPA Foundation (Norwich) presented Otis with a \$1,000 gift for support of programs that help residents prepare and apply for U.S. Citizenship. These funds will be especially helpful in supporting our citizenship classes, a collaboration with Norwich Adult Education.

On June 23 for the first time our iconic Evening with an Author Fundraiser was held at the library. Dr. Marcia Chatelain author of the Pulitzer Prize Winning ***Franchise: The Golden Arches in Black America*** was the guest speaker. Quoting from the Pulitzer Committee's statement, the book presents "A nuanced account of the complicated role the fast-food industry plays in African-American communities, a portrait of race and capitalism that masterfully illustrates how the fight for civil rights has been intertwined with the fate of Black businesses." Dr. Chatelain gave an absorbing exposition of the complexities of this relationship.