

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

First Quarter

- Board of Assessment Appeals - The board met on September 15, 2023 to hear motor vehicle appeals. There were seven appeals taken and four changes made.
- Real Estate – New owner transfers and sales ratio reports are being done daily. Building permits are continually monitored and logged, as well as certificates of occupancy and letters of compliance for pro-rates to value. We continue to serve many attorneys, title searchers, and real estate appraisers with property record cards and maps via email as well as in person.
- Exemptions – Exemptions are continually monitored and updated as properties are both bought and sold by residents who have, or are entitled to exemptions. Reports are filed with the State of Connecticut and Office of Policy and Management when required.
- Personal Property – We have finalized the personal property listings and mailed our annual declarations. We have 1922 accounts currently for the 2023 grand list. The declarations are due back to the office for November 1st 2023.
- Motor Vehicle – Motor vehicle tax bills were sent out by the Norwich Tax Collector for July 1st 2023. We handled thousands of phone calls, emails, and walk-in customers seeking information on or adjustments to their motor vehicle tax bills. The Assessor's office received proper proof and made 725 adjustments in the month of July alone and an additional 448 in the months of August & September.
- Court Appeals – We have three outstanding court appeal relating to the 2021 revaluation.
- Mapping – Continuing to research and fix mapping problems brought to our attention daily. As well as updating our maps based on recorded surveys and deeds.
- 2023 Revaluation – This quarter saw substantial progress in the revaluation project. The field review of all real estate in the City was completed. All sales in the City were visited and determined whether to be a usable sale in our models. We are now looking at models and determining values for unsold properties in the City. This process will continue for the next several weeks until valuation notices go out in late November.

William M Lee, CCMA II
Assessor

Cash Codes Summary- Norwich

DATES 07/01/2023 TO 09/30/2023

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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	1357	\$35,845.00
Total For Cash Code	EXTRA FEE		4	213	\$426.00
Total For Cash Code	LOCAL TAX		5	213	\$235,522.72
Total For Cash Code	NEW CONV TAX		6	202	\$341,482.35
Total For Cash Code	COPIES		57	5	\$13.00
Total For Cash Code	CERTIFICATION		58	14	\$28.00
Total For Cash Code	VITAL		59	1013	\$29,100.00
Total For Cash Code	CHARGE ACCOUNT PAYMENT		105	31	\$9,490.00
Total For Cash Code	MARRIAGE STATE		800	82	\$2,788.00
Total For Cash Code	MARRIAGE CITY		801	82	\$1,312.00
Total For Cash Code	DOG LICENSE BASE 19		901	67	\$1,273.00
Total For Cash Code	DOG LICENSE BASE 8		902	236	\$1,888.00
Total For Cash Code	DOG RENEWAL LATE FEE		903	209	\$309.00
Total For Cash Code	FISH & GAME		907	28	\$748.00
Total For Cash Code	NOTARY		908	98	\$525.00
Total For Cash Code	SURVEY/SITE MAPS		910	7	\$780.00
Total For Cash Code	OPEN VITAL		917	10	\$150.00
Total For Cash Code	MISC		918	34	\$590.00
Total For Cash Code	FEDEX CHARGE		919	21	\$840.00
Total For Cash Code	COPY		921	389	\$3,525.01
Total For Cash Code	LIBRARY FUND		934	1	\$5.00
Total For Cash Code	CREDIT CARD SURCHARGE		936	111	\$1,110.00
Total For Cash Code	STATE PRESERVATION		937	1011	\$44,484.00
Total For Cash Code	CITY PRESERVATION		938	1011	\$3,033.00
Total For Cash Code	TOWN PRESERVATION		939	1011	\$3,033.00
Total For Cash Code	LIQUOR PERMITS		948	8	\$160.00
Total For Cash Code	DOG REPLACEMENT TAG		953	2	\$1.00
Total For Cash Code	SUBDIVISION MAPS		963	2	\$150.00
Total For Cash Code	STATE TREASURER		1001	74	\$9,398.00
Total For Cash Code	TOWN GENERAL FUND		1002	74	\$2,368.00
Total For Cash Code	STATE TREASURER		1003	143	\$15,730.00
Total For Cash Code	TOWN GENERAL FUND		1004	143	\$5,577.00
Total For Cash Code	TOWN CLERK FUND		1005	143	\$1,430.00

Cash Codes Summary- Norwich

DATES 07/01/2023 TO 09/30/2023

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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	WEB SUBSCRIPTION - 1 WEEK		1960	34	\$1,700.00
Total For Cash Code	WEB SUBSCRIPTION - 1 MONTH		1961	4	\$400.00
Total For Cash Code	WEB SUBSCRIPTION - 6 MONTHS		1962	3	\$750.00
Total For Cash Code	WEB SUBSCRIPTION - 1 YEAR		1963	12	\$5,400.00
Grand Total					\$761,364.08

Finance Department

Report for the Quarter Ended September 30, 2023

Departmental Goals (DG)

1. Increase efficiencies and impact by working collaboratively with other departments, agencies, boards, and commissions as well as outside agencies. (G2)
2. Maintain strong community relations through candid communication, professional service, and the implementation of technology. (G2)
3. Provide timely, accurate, and transparent budgets, reports and analysis to stakeholders.
4. Train personnel to the highest standards while holding them accountable to those standards.

Administration and Personnel Development

- Comptroller Josh Pothier and Revenue Collector Karlene Deal interviewed candidates to replace Revenue Collection Clerk Nallely Chavez who was promoted into the Community Development office. Josh will also assist Treasurer Mike Gualtieri in hiring a new Assistant to the Treasurer in advance of Edna Kuzia's retirement in June 2024.
- Deputy Comptroller Orla McKiernan attended the New England States GFOA conference in New Hampshire in September. (DG4)
- Josh worked with HR and City Hall Employees to develop steps for Accounting Generalist, Revenue Collection Clerk, and IT Technician in order to increase compensation for staff in those positions who have met training and experience milestones. (DG4)

Accounting & Reporting

- Annual Audit – Under Orla's coordination, fieldwork for the audit of the fiscal year ended 6/30/2023 is substantially completed. We are targeting the issuance of the audited Annual Comprehensive Financial Report by the first week of December. Accountant Mitch Nixon has implemented tracking spreadsheets for two of the more complex recent Governmental Account Standards Board statements regarding lease accounting and subscription-based information technology arrangements. (DG3)
- American Rescue Plan Act – Orla continues to gather information from recipients to meet the ever-evolving ARPA quarterly reporting requirements. (DG3)

Accounts Payable

- Accounting Generalist Crystal Piolunek tested out a way to import information into our AP system to save time for items like Human Services basic needs payments. (DG1)

Budgeting

- Received GFOA's Distinguished Budget Presentation Award for fiscal year 2023-24. (DG3)
- Josh began gathering information for the 2024-25 budget. (DG3)

Debt Management

- Josh worked with Public Works Director Pat McLaughlin and Police Chief Patrick Daley to prepare explanatory text for the infrastructure and police headquarters bond referenda, respectively. (DG3)
- Josh is preparing information for a December 2023 bond sale of approximately \$9 million to support the school and infrastructure projects. (DG3)

Information Technology

- IT Manager Ray LaRose oversaw the A/V upgrades in the City Hall Council Chambers and Room 335. (DG2)

- Ray and IT Technician Mario Gagliardi rolled out password synchronization across a few user platforms which may be expanded to other platforms. (DG1)
- IT Technician Joe Wasilewski continues to work with the Police department on their Computer Aided Dispatch, Records Management System, and Mobile Data Terminal upgrade projects. (DG1)
- Mario is working on configuring a mobile device management software for the City's wireless devices. (DG1)

Payroll

- Accounting Generalist Lisa Lapkowski worked with HR to implement contract changes for Public Works Employees contract. (DG1)

Procurement

- Purchasing Agent Bob Castronova is developing a training program for departments as a refresher on procurement policies and procedures to be rolled out in October 2023. (DG1)
- Bob has been managing a large uptick in bids and RFP's due to the school construction and wastewater treatment plant projects. For the school construction projects, Bob got an architect under contract for the Greeneville and Stanton school construction projects and also issued an RFP Construction Manager for those two projects. (DG1)

Revenue Collection

- Karlene has successfully merged the Public Parking administration activities into her office with a lot of assistance from Revenue Collection Clerk Gynna Gaitan. (DG1)
- Mitch worked with Delinquent Tax Collector Tenley Nelson to move sidewalk assessments, backyard rollout, commercial direct refuse haulers, and monthly parking to our ERP system, MUNIS's, Accounts Receivable/ General Billing module. (DG1)
- Mitch is testing out the transition of other revenue items, such as police outside services and property rehab loans, into MUNIS's AR/GB module. (DG1)

Risk Management

- Bob completed insurance renewal applications for several policies, including the CIRMA liability, automobile, and property (LAP) policy and cyber liability.

Submitted by: Comptroller Joshua A. Pothier
10/4/2023

Norwich Fire Department Quarterly Report – Q3

July 1 through September 30, 2023

Operations:

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: **644** with the following breakdown: **18** fires, **419** rescue/emergency medical calls, **41** service calls, **166** misc*. Mutual aid / Automatic aid was provided **22** times and received **8** times. Automatic Aid per City Policy was given **8** times and received **8** times. There were **85** (13.2%) overlapping calls.

Significant incidents:

- 05JUL: Washington St – MVA vehicle over the embankment. Crews responded to a report of a vehicle crash with a vehicle through the guard rail and down the embankment. Upon arrival on scene crews found a single vehicle accident with injuries. Crews stabilized the vehicle to allow removal of patient. Patient care turned over to American Ambulance for transport to Backus. Scene turned over to PD for removal of vehicle. No firefighter injuries reported.
- 10JUL: Norwich Free Academy – gas leak. Crews responded to a report of an odor of gas in the basement. Upon arrival, investigation found an odor, but no readings on the meters. NPU on scene had detectable gas levels on their meters. Further investigation located an active leak on the gas supply line exterior of the building in close proximity to the air handlers. Air handlers were shut off and the scene turned over to NPU. No civilian nor firefighter injuries reported.
- 24JUL: 21 Rt 12 in Preston – Mutual Aid - LifeStar standby. Companies responded to a report of an MVA to establish a landing zone for LifeStar. Engine-3 established a landing zone. Helicopter landing and patient transfer went smoothly, companies returned to Norwich. No NFD firefighter injuries reported.
- 05AUG: 16 N. B St in Taftville – Mutual Aid – structure fire. Crews responded on a second alarm for working fire in a church. Crews should have been started initially as Auto Aid, but there was a dispatcher mistake that missed that. Taftville Chief was on scene very quickly and called the working fire which started the second alarm mutual aid companies. Upon arrival NFD crews were first company on scene and began interior fire attack. All companies worked on extinguishment, overhaul and ventilation. Church fires are especially difficult due to construction and layout. The efforts by all on scene to limit the extent of damage from a major fire, are to be commended. One minor firefighter injury reported, no known civilian injuries. Fire is under investigation by members of the Fire Marshal Office.
- 01SEP: Cavalla Court on the Groton Sub Base – mutual aid – structure fire. Crews responded as F.A.S.T. assignment on a second alarm on base for a working fire involving two buildings. Upon arrival, crews conducted size up and began assembling equipment before being released by Command. No NFD firefighter injuries reported.
- 07SEP: 138 Sandy Lane – structure fire. Crews responded along with Auto Aid companies to a report of a basement fire. Upon arrival on scene, crews reported smoke condition from the basement of a 3-story occupied apartment building. Occupant on scene reported all occupants had evacuated from the fire apartment. Crews made entry to the basement to extinguish the fire and conduct a primary search. Other crews conducted

primary searches and ventilation on the floors above. Fire in the basement was extinguished with no fire extension found. No civilian nor firefighter injuries reported, however during the incident a neighbor was treated and transported to the hospital by American Ambulance, no further information available. Assisted on scene by NPD, NPU, Building Dept, and American Ambulance. Auto aid and mutual aid provided by Mohegan Tribal, East Great Plain, Taftville, Occum, Laurel Hill, and Yantic FDs. Five adults and one pet displaced and assisted by Red Cross. Fire is under investigation by members of the Fire Marshal Office.

- 10SEP: 44 Laurel Hill Ave – EMS, child fell from a window. Crews were dispatched for a report of a child who fell from a 3rd floor window. Upon arrival on scene crews found a 3-year old child that had fallen from a window approximately 20-25 feet above ground level. Patient was conscious and alert. Crews evaluated the patient before turning over care to American Ambulance for rapid transport to Backus due to the mechanism of injury. During the call a family member of the patient reported difficulty breathing and elevated blood pressure. The second patient was evaluated by crews and an additional ambulance was called to the scene. No firefighter injuries reported.
- 16SEP: 261 Norwich Ave in Taftville – Automatic Aid – structure fire. Taftville and NFD auto aid companies responded to a report of a structure fire. NFD units arrived first due. Upon arrival crews found a smoke condition on the second floor of an occupied multi-family residence. Crews made entry, extinguished the fire and conducted a primary search. One occupant suffered smoke inhalation and was treated on scene, but refused transport to the hospital. Primary searches on remaining floors and ventilation completed, all occupants accounted for. No NFD firefighter injuries reported. Operations complete and scene turned over to Taftville. Fire is under investigation by members of the Fire Marshal Office.
- 19SEP: 197-199 Central Ave – structure fire with civilian fatality. Crews responded along with Auto Aid companies to a report of a structure fire. While enroute, dispatch advised it was working fire with possible person trapped, and added additional companies to the call. Upon arrival crews confirmed working fire on the second floor. Crews stretched a hose line to the second floor to begin extinguishment and search for the reported person trapped. Other NFD crews conducted search operations and stretched a back-up line to the second floor. It was reported that there may be an infant also trapped. The primary search was completed and a deceased adult was located in a bedroom on the second floor. There were no other victims located, all other occupants were accounted for. Secondary searches were also conducted, with negative results. Fire extinguishment, overhaul, and ventilation completed. Assisted on scene by NPD, NPU, State Fire Marshal, Taftville, Laurel Hill, Occum, EGP, and Mohegan Tribal FDs. One civilian fatality, no firefighter injuries reported. Fire is under investigation by members of the Fire Marshal Office. Due to the nature of the fire and the proximity to Greenville station, the first due companies conducted a very aggressive fire attack and search for the victim. They were on the main floor in the station awaiting morning radio test when the call came in so they had an extremely fast response time.
- 21SEP: 167 Washington St. – structure fire. Crews along with Auto Aid companies responded to a report of a garage fire with an electric vehicle inside. Upon arrival on scene crews confirmed a working fire in a detached garage. A large hand line was deployed and forcible entry was made to extinguish the fire. The electric vehicle in the garage was not involved in the fire. Crews completed a search of the garage, extinguished the fire and ventilated. Assisted on scene by Yantic, EGP, Mohegan Tribal FDs, NPD, Building Dept, NPU, and American Ambulance. No civilian nor firefighter injuries reported. Fire is under investigation by members of the Fire Marshal Office.

- 29SEP: 607 Boswell Ave – Hazmat incident – oil spill. Crews responded to a report of an odor of gas in the building. Upon arrival on scene and investigation, crews found approximately 12 inches of water in the basement with about a 1 inch layer of oil covering a 20'x24' area. The oil appeared to be coming from a partially submerged oil tank. There were two sump pumps operating in the basement that had pumped water and oil outside. The pumps were turned off and disconnected to prevent further dumping of oil. CT DEEP was called to the scene, as was the Building Dept. Fuel oil spill was estimated between 25 – 50 gallons. DEEP was unable to reach the property owner so an emergency clean up contractor was called to come out to remove the oil from the basement and assess the remediation. First floor apartment was condemned. Scene was turned over to the Building Dept and NPU for further follow up. No civilian nor firefighter injuries reported.

Notable Events:

- Crews participated in Rose City Water Wars event with support from NPU and EGP.
- Crews participated in Bully Busters summer jam.
- Crews participated in National Night Out event at Brown Park.
- Crews participated in First Day of School ride to school in a fire truck.
- Crews participated in their annual Fill The Boot collection efforts for the Muscular Dystrophy/ALS Foundation.

Fire Marshal Office:

- Investigated **18** fires: **1** arson investigation. There were **4** vehicle fires, and **10** structure fires, and **4** other fires.*
- Conducted **153** Fire Code Compliance Inspections/re-inspections, **14** Plan Reviews, and **13** consultations.*
- Office members did not conduct fire prevention activities this quarter, October begins fire prevention month.
- Office members covered **10** fireworks shows (9 at Dodd, 1 at Norwich Harbor) with no significant incidents reported.
- Captain Gilot was a guest presenter for the GNACC Leadership Training Program hosted at Fire HQ.
- 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.
- One marshal completed his International Association of Arson Investigators Certified Fire Investigator (IAAI CFI) certification.
- Assigned member recently completed the State Fire Code Inspector module and was sworn in as a Deputy Fire Marshal. This is the position that is being funded through ARPA.
- Oral board for external Fire Inspector candidates was conducted in SEP to fill a pending vacancy coming with the OCT retirement of one of the DFMs. Interviews to be conducted and expect to make a conditional offer in OCT.
- Numerous construction projects underway or beginning soon: Ponemah Apartments – plans reviewed, construction to begin, 19 Thermos Ave. Apartments – no plans yet, Hale

Mill Hotel – plans reviewed, construction on hold, 77-91 Main St. Apartments – ongoing construction, Backus MRI building – plans reviewed, 5 Eighth St. cannabis cultivation – plans reviewed, no construction yet, US Foods expansion – no plans yet, Reid and Hughes building – clean up started, no plans yet, car wash facility at W. Main/New London Turnpike is complete and operating for business, another on W. Main St – ongoing construction, Self-storage facility on Salem Turnpike – ongoing construction, These Guys - plans reviewed and scope of project changed, 352 Main St boutique hotel – construction complete, awaiting certificate of occupancy, YMCA property – demolition to begin soon.

Training Safety Division:

- 2 new Firefighters were sworn in on SEP 11th. These two are the first in the history of the NFD to be hired as certified Firefighters. The certified process was designed to attract individuals that have graduated the CFA Recruit Program within the past 5 years. The hiring of certified Firefighters allowed us to fill immediate vacancies to reduce replacement and overtime costs, and also greatly reduced the expense of new hires going to the academy. There will still be an entry level firefighter testing process, but the certified process will allow us to supplement that candidate pool.
- All AFG funded Aerial Operator and Pump Operator testing complete. The grant will be closed out in the coming months once final expenditures are calculated and excess funds reallocated.
- Additional radio training on the new system conducted with EGP and Yantic.
- Chief attended DEMHS / Red Cross Response to Mass Casualty Incident Training.
- EMT in-service training conducted on all 4 platoons.
- Knox Box review is ongoing – review of contents and contacts for Knox installation to ensure access when needed.
- Training with EGP, Laurel Hill, Yantic, and Occum on Standpipe operations. Joint training conducted with 4 of 5 VFDs to train on standardized procedures for operating in standpipe equipped building. City wide SOG in process.
- Training for 6 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 2,911 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 replacement meters for the Millstone Community Reception Center.
- Coordinated planning and prep for potential responses to rain event mid-July. Departments were prepared and equipped for weather related calls. Actual calls were minimal, but all were ready.
- EOC walkthrough with NPU to refresh procedures on EOC standup and operations. City and Department leadership participated as did a rep from DEMHS Region 4.
- City LEOP update is due JAN2024.

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.
- City Public Safety meetings.
- City Employee Safety Committee meetings.
- POCD public conversation meetings.
- 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. MDT mount installation yet to be scheduled.
- Pump and Ladder testing complete: all NFD apparatus tested passed.
- Radio project update: mobile unit installation is completed for all departments. Portable radios distributed to all, but not in service yet.
- 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. Just recently it failed to make it to a call due to electrical equipment malfunction, the call had to be covered by another apparatus.
- Engine-2 (2007 vehicle with over 100,000 miles) has a leak in the fuel tank (awaiting parts), and is also in need of an engine overhaul. Fleet maintenance will be scheduling the work in the coming weeks.
- Chief's vehicle is 11 years old with 135,000 miles on it. A replacement was requested in Capital, but was cut.
- Marine-1 returned to service after annual maintenance. Further repairs to onboard systems were made once it was in the water.
- 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.

Station update:

- Carpet work at HQ complete.
- Work was done on the station alerting system in Greeneville, but still having intermittent outages with the system. We will pursue bids on new station alerting system.
- New stove for HQ in the works.
- Roof repairs at the Greeneville 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.

- Floor in bunk room at Greeneville in need of refinishing. We will pursue quotes.

Administration:

- The Apparatus Reduction working group has met several times, but has not provided any recommendations to City Council on which apparatus to remove from service. A draft apparatus replacement schedule and funding plan was presented to the Chiefs, with the direction to finalize apparatus that will not be replaced. The working group has met but has not developed a final list. Goal is to have a list to City Manager before budget presentations begin.
- COVID: no known positive cases this quarter.
- LT Sicuso retired in July after 20 years of service.
- A firefighter resigned after one year of service.
- During the AUG Public Safety meeting, there was discussion on the need for a city ordinance on testing of private fire hydrants.
- City-wide SOG committee has worked on multiple SOGs so far: Standpipe Operations, Accountability, and Communications. The efforts of those involved is greatly appreciated.
- DTS position is still vacant. The meetings with the union on the DTS position have stopped with no progress made. The position will be posted in OCT as DTS. No internal candidates applied so it will be posted externally. The vacancy in the DTS position has been problematic for the department and is negatively impacting operations and administrative needs on both the Fire and Emergency Management fronts.
- There have been a few instances of VFD apparatus responding into the CCD with insufficient number of interior capable firefighters. The Chiefs were reminded of the requirement in the Auto Aid policy, as well as the expectation for mutual aid / cover assignments.

Respectfully submitted by:

Tracy Montoya

Chief of Department

Human Resources Department
July 1, 2023 through September 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	29	CDL monthly random	6
Position announcements	22	Pre-employment (P, S & T)	13
Applications processed	380	Police Accountability Act	0
Applicants tested	70	Workers Compensation/Safety	
Exams administered	17	Claims reviews	31
Realistic job previews/Interviews	27	Claims processed/FRI	19
Lists extended	8	OSHA 300 Filing & Posting	0
Advertisements	16	Disability Wage Statements	8
Employees		Committees	
New hire background checks (P, S & T)	13	Personnel & Pension Board	2
Orientations	6	Volunteer Firefighters Relief Fund	1
Evaluations	39	Safety Committee	1
Step increases	34	Commission for Persons with Disabilities	0
FMLA	11	Mandatory Reporting	
Unemployment processing and hearings	3	State - DOL Employment Statistics Report	3
Full-Time Permanent Hires	6	State - DOL Multiple Worksite Report	1
Seasonal hires	17	EEO-4 Report	0
Temporary hires	1	Labor Relations	
CDL Physical Recertification's	4	Contract/pension negotiations/MOUs	8
Benefits Administration		Grievances/mediations/arbitrations/CHRO	4
Insurance changes processed	17	Training	
COBRA elections processed	11	Vector Trainings	11
Voluntary Benefits	3	Sexual Harassment Prevention Training	11
Insurance billings	17	Checklists/Procedures	13
Insurance waivers	1	Record Keeping	
Open Enrollment	0	Organize/Digitize Active Personnel Files	130
Pension Administration			
Pension processing	69		

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.

City Goal	Dept. Goal	Department Goal Details	Division Deliverables	Measure	Target	Q1: July-Sep
YOUTH, FAMILY, & RECREATION						
G1, G2	DG 1	Maintain strong community relations through candid communication, professional service, and the implementation of community outreach programs and partnerships.	Provide a leadership role on key local and regional boards/committees.	# of Prevention Council Meetings	12	3
G1, G2	DG2	Increase efficiencies by working collaboratively with other departments, agencies, boards, and commissions as well as outside agencies.	Coordinate activities, events, and outreach with all Human Services' Divisions as well as other City Departments, schools, and community organizations.	# of JRBS # reached with positive youth development/community education	12	3
G2	DG3	Promote the health and well-being of Norwich residents through organized and structured	Prevent juvenile delinquency and reduce recidivism through counseling, case management, consultation, crisis management, and mentoring opportunities.	# of Residents reached by public forums/educational events	300	50
				# of Youth Program Registrations	6,000	2,288
				# of Adult Program Registrations	1,000	286
				# of field permits issued	150	70
				# of Juvenile Review Board cases	60	9
				# of youth diverted from justice system	60	15
				# of Families With Service Needs receiving services	5	0
				# of Summer Jam & Learn Program Participants	15	17
				# of Counseling Cases	30	7
				# of Hours of counseling, case management, and mentoring	1,000	342
G1, G2	DG4	Train personnel to the highest standards while holding them accountable to those standards.	Provide youth with work, education, leadership initiatives, and job skills training.	# of Residents reached by anti-substance use resources	20,000	7,400
				# of Relative Caregivers Groups hosted Annually	12	3
				# of youth provided with employability assessment	170	135
				# of Year-Round Youth Employment Participants	40	34
				# of Youth Interns	120	135
				# of youth in or completed Leadership Initiatives	70	30
				# of Staff who Attend Trainings	5	3
				# of hours of Training obtained	20	36
				# of In-School and After-School Programs	15	2
				G3	DG5	Provide program enhancement and support services to Norwich schools, in addition to other City-wide program offerings.

City Goal	Dept. Goal	Department Goal Details	Division Deliverables	Measure	Target	Q1: July-Sep
ROSE CITY SENIOR CENTER						
G1	DG 1	Coordinate and provide accessible Medical Transportation, affordable health services, and counseling services through various Federal, State, and local grants, including from the CT DOT and the Lord Foundation.	Secure funding, that does not have a negative impact on taxpayers, at times in collaboration with other Human Services Divisions, from Federal, State, and local grants.	Senior Center Transports	12,000	3,740
G2	DG2	Protect and/or enhance the lives of Norwich seniors.	Provide access to benefits and services through our Outreach Administrator and grant-funded Benefits Counselor. Provide Preventive Health Services that will result in a positive financial impact and better overall healthcare for our members. Provide on-site mental health and counseling services for our older adult population.	Funding obtained Completed Outreach Appointments/Home Visits Completed Benefits Counseling Appointments Clinic RN and Podiatry Appointments # of Counseling Cases # of Counseling Hours	\$75,150 3600 252 650 16 800	\$ 75,150 857 46 166 7 217
G1, G2	DG3	Maintain strong community relations through candid communication, professional service, and collaboration with community outreach programs.	Coordinate a wide variety of exercise programs with professional instructors as well as provide various health-related topics to educate our members with coordination through providers in the Greater Norwich Community.	Program Visits Exercise Participation	35,000 7,500	12,443 2,158
G1, G2	DG4	Construction of pickle ball courts at the Rose City Senior Center.	Completion by end of 2023.	Completed?	Y	Y
G1, G2	DG5	Increase efficiencies and decrease waste by evaluating expenditures through a sustainability-focused lens.	Identify, evaluate, and rectify the current practice regarding justification of our needs, including but not limited to delineating the amount of other staff wages being lost to Office Coordinator duties, therefore resulting in streamlined functionality, improved service, and an elimination of the misuse of allocated funds.		45,000	10,300
				# of phone calls fielded annually	1,300	1,282
				# of Rose City Senior Center Memberships	300	83
				# of New Memberships	2%	5%
				Increase in innovative programming	2%	23%
				Increase in homebound senior services	3%	6%
				Increase in membership support		

G1, G2	DG2	Maintain strong community relations through candid communication, professional service, and the coordination and implementation of community outreach programs and partnerships.	Participate in community-wide events, fairs, and other outreach activities.	# of Community Members directly impacted by community outreach activities	5	1
G2	DG3	Train personnel to the highest standards while holding them accountable to those standards.	Create professional development plans for each staff and ensure proper level of professional certifications are achieved through education and training.	# of Employment-related Events	20	23
G1, G2	DG4	Increase impact by working collaboratively with other departments, agencies, boards and commissions as well as outside agencies that focus on increasing personal self-sufficiency.	Coordinate and participate on local, regional, and State-wide teams to deliver best practices in social service issues.	# of Staff who Attend Trainings	48	12
				# of hours of Training obtained	12	3
				# of CCT Meetings Chaired	12	3
				# of CT Ctr to End Homelessness CAN Steering Committee Meetings Attended	12	3
				# of Norwich Task Force Meetings Chaired	12	3
G1, G2	DG5	Increase efficiencies and decrease waste by evaluating expenditures through a sustainability-focused lens.	Identify, evaluate, and rectify the current practice regarding justification of our needs, including but not limited to delineating the amount of other staff wages being lost to Reception duties, therefore resulting in streamlined functionality, improved service, and an elimination of the misuse of allocated funds.	Clients Screened	1,000	300
				Phone Calls Fielded	30,000	7,323
				New Cases	250	50
			Utilize available technological advancements to improve efficiency and reduce waste.	# of profiles created via kiosk mode	tbd	n/a
				% reduction of call volume	tbd	n/a
			Have not yet obtained CT PRO for this feature	# of check-ins done via kiosk	tbd	n/a

City Goal	Dept. Goal	Department Goal Details	Division Deliverables	Measure	Target	Q1: July-Sep
G2	DG1	Protect and/or enhance the lives of residents by aiding them in attaining self-sufficiency.	Address income inequality through empowerment and improving access to food, healthcare and medical services. Provide assistance in the area of housing-related services including but not limited to re-housing residents displaced by fires, condemnations, and disasters.	# of Direct Services Provided Norwich Residents	1,400	300
				# of Clients Assisted with OTHER Funds per Year	1,300	138
				# of Clients Assisted with NHS Funds per Year	100	34
				# of Renters Rebate Applications Processed Annually	1,200	1,000
				# of condemnations processed	25	9
				% of people applying for relocation who are housed	100%	100%
				# of people diverted from shelter or Rapidly Rehoused	35	0
				# of Homeless ARPA clients	0%	0
				Total # screened for employment services	120	10
				Average Client Income at Intake	n/a	213
				Average Client Income at Discharge	n/a	2,430
				# of ECTC Requests Processed	30	7
				# of Clients Assisted with JRI/ARP07	5	2
				# of New CDBG Norwich Works Enrolled	12	4
				Nonrich Works Client Details via CDBG		
				White	n/a	4
				Hispanic	n/a	3
				# of extremely low income	n/a	3
				# of very low income	n/a	1
				# of low/moderate income	n/a	0
				# of "other" income	n/a	0
				# of Female Head of Household	n/a	1
				# of Handicapped Persons	n/a	0
				# of clients enrolled in Job Training via CDBG	12%	5
				% of people completed job training via CDBG	100%	100%
				% people obtained employment via CDBG	75%	50%
				# of homeless CDBG clients	n/a	0
				# of clients enrolled in Job Training via ARPA	5	0
				% of people completed job training via ARPA	75%	0

Provide work, education, training, and job placement opportunities, via Norwich Works.

Administer programs that increase household income and act as a conduit for non-city dollars for Norwich residents.

Planning & Neighborhood Services

Quarterly Report: 07-01-23 through 09-30-23

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

- Continued to provide 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, the interim dept. head assisted CD staff and the consultant with the submission 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.
- The ARPA funded Assist. ZEO/Blight Official position was filled and a new employee started in July.
- Prepared and submitted a DECD CERCLA Grant request for \$180K for Capehart park planning.
- Collaborated with PW Dept. and R. Miner, Historical Consultant, to submit a \$20K Certified Local Government, Historic Preservation Enhancement Grant (funded by the Historic Preservation Fund of the Department of the Interior, National Park Service to allow the City to obtain a condition assessment report for the Dr. Patrick Cassidy House (c.1890) located at 98 Washington Street.
- 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.
- Assisted the CCP through the public hearing and adoption of the 10-year Plan of Conservation and development.
- Continued to 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, the Downtown Mobility Study, Yale – Jubilee Park community project, 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 participated in the NCDRC facilitated groundbreaking ceremony.
- Attended and participated in the State of CT Historic Preservation Council meetings after Governor Lamont appointed the Director of P&NS as a member.
- 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 15 Land Use Applications:
 - Inland Wetlands and Watercourses Conservation Commission 4 Applications (3 Regulated Activities, 1 Administrative Upland Review & 0 Non-Jurisdictional Ruling)
 - Commission on the City Plan – 4 Applications (1 Subdivision, 2* Special Permit, 1 Site Development Plan, 0 DMV K-7 Motor Vehicle Location Approvals, and 0 DEEP CAM (CAM Review) Note: * 1 Withdrawn by applicant
 - Zoning Board of Appeals – 7 Applications (7* Variance (2 Approved 0 Denied 1 Withdrawn) & 0 Appeal of the ZEO) * 4 yet to be decided
- Received 110 Complaints relative to the following:
 - Blight – 24
 - Housing/Property Maintenance - 47
 - Work without Permit(s) - 23
 - Wetlands - 0
 - Zoning – 16

- Investigated and/or issued 184 Violations and Closed 132
 - Blight – 128
 - Housing/Property Maintenance - 22
 - Work without Permits(s) – 18
 - Wetlands - 0
 - Zoning – 16
- Building Permit Field Inspections 1038
- Housing & Blight Field Inspections 312
- Responded to 15 Police or Fire Call-Outs
- Citations Issued 152 Value of Citations Issued: \$ 243,150
- Citation Fees Collected \$ 961.88
(Please note that last quarter (04/1/2023-06/30/23) was under reported - was actually \$1040.08)
- Issued 647 Building Permits (541 residential, 99 commercial, 1 Industrial and 6 municipal) –
Note that industrial is likely combined with commercial
- Building Permits per assigned FTE $647/3 = 215$
 - 5 Structures
 - 12 Dwelling Units Condemned
 - 2 Buildings Demolished
- 19 Zoning Letters of Compliance Prepared
- 112 Zoning Permit Applications
 - 94 Zoning Permits Issued, which includes 9 New Business/Conversion Permits
*Payment still pending on 33 Zoning Permits
 - 5 Permit Applications rejected/ or Withdrawn
 - 22 Yard Sale permits



CITY OF NORWICH
CONNECTICUT
POLICE DEPARTMENT



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



PATRICK J. DALEY
Chief of Police

Quarterly July 1, 2023 thru September, 2023

PATROL DIVISION



2023 M.A.D.D. Recognizes Officer Goddu and Officer Scannelli for their continued excellence and dedication to DUI

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

- **Arrests Made 235**
- **811 Offense Reports Taken**
- **420 Traffic Accidents Investigated**
- **897 Motor Vehicle Stops Initiated**
- **80 Infractions Issued**
- **528 Alarm Responses (Burglary and/or Panic)**
- **4458 Telephone calls into Dispatch**
- **2142-911 Calls**

INVESTIGATIONS:

07/01/2023- At 1:13am patrol was dispatched to Pistol Pete's Bar and Grill at 29 Stonington Road in Norwich, CT for a report of shots fired. In route, dispatched advised responding officers there was a person who had been shot inside of the bathroom of the building. Officer Mobley first on scene chased 2 males running from the bathroom area and was able to apprehend one male, who was found to be in possession of a firearm. Investigation revealed a second male involved in the shooting had fired rounds in the bathroom. The second male was arrested on the strength of an arrest warrant for his involvement on 7/31/23

07/02/2023- At approximately 1:45am, Officer Watts was conducting a property check of Modelo Bar and Grill, located at 543 West Thames Street, Norwich, for bar close. While conducting the check, he heard an individual yelling about being punched and was upset. This individual was walking away from the bar towards a parking lot located across the street. Officer Watts attempted to locate the individual and heard two gun shots which sounded like they originated from the rear of the bar. As Officer Watts proceeded to the rear of the bar he was informed by members of the security staff that an individual had fired two shots on the rear patio area. The suspect was apprehended at his residence on Sullivan Drive.

07/09/2023- At 6:30pm multiple patrol units were dispatched to the area of 418 Norwich Ave., Taftville, CT, to investigate a report of a motor vehicle accident and shots fired. Norwich Police Dispatch stated two individuals were seen running up Maennerchor Ave. Two suspects have been identified and PART A has authorized an arrest warrant for one of them and a DNA search warrant for the other. Arrest warrant pending for the other suspect as well just waiting for State Lab results from the 3 firearms seized during the investigation.

08/07/2023- At approximately 1340 hours, Norwich Officers were dispatched to Dime Bank, 630 Norwich Avenue, Taftville, CT, for a report of a robbery. Subject was believed to have fled on foot.

08/11/2023- At approximately 1456 hours members of the Norwich Police Department were dispatched to Chelsea Groton Bank located at 444 West Main Street Norwich, CT to investigate the report of a bank robbery. Upon arrival, Officers spoke with a bank teller who provided video surveillance of the suspect who was wearing a black hoodie, gray hat, mirrored sunglasses, and a black face covering. The suspect approached the bank teller and told teller to put all the cash in the bags. The suspect walked out of the bank making a right onto West Main Street with two plastic bags one white, one yellow in color containing approximately \$5,000 in cash.

08/15/2023- At approximately 1500 hours, Officers were dispatched to a report of a panic alarm located at Liberty Bank, 77 Salem Turnpike Norwich CT 06360. The teller stated the subject was a man wearing a hoodie and sweatpants with a blue mask and gloves and fled on foot. While on scene and investigating this robbery another bank robbery was called in at 1521 hours at CorePlus Credit Union (202 Salem Turnpike). Initial report indicated it was the same suspect from Liberty Bank. During the investigations a suspect of, Kevin Smith, was developed. A search that evening for Smith was negative.

08/16/2023- Bank robberies investigation led Detective Division to Motel 6 and eventually Rodeway Inn located in Groton Town. Smith along with his girlfriend were found to be at the Rodeway Inn after several nights at Motel 6 across the street. A Search warrant was completed for the hotel room in which multiple items linking Smith to robberies were discovered. Two arrest warrants were completed for Smith by Detective Seidel for the Liberty Bank and CorePlus Robberies in which he was arrested for. Investigation still ongoing for the previous bank robberies.

8/29/2023- Detectives assisted patrol in self-inflicted gunshot wounds case. Resident of 2 N. Third Ave shot himself in the leg twice. Detectives processed scene and did evidence.

09/12/2023- At 7:13pm Officers were dispatched to Lake Street from Bail Enforcement call stating they attempted to apprehend a subject who fled. Investigation revealed Bail Enforcement Agent fire several rounds from his bean bag shotgun at subject one of which was at point black range to the subjects face. Warrant was submitted and signed and Bail Enforcement Agent arrested on 9/26/23

09/21/2023- At approximately 1:30am members of the Norwich Police Department were dispatched to 229 Boswell Avenue for a stabbing. Members of the Detective Division assumed responsibility of the scene and investigation. Victim was sent to Hartford Hospital via LifeStar with a severe stab wound to the chest. Suspect is victim's cousin. Search Warrant for suspect's vehicle pending at PART A. Search Warrant was also completed for neighbor's apartment where a firearm was located and seized. Warrant will be submitted once SW for vehicle is approved and executed.

09/27/2023- At 3:45pm Detective Division assisted Patrol Division on a domestic gun call. 2 firearms were recovered along with narcotics and arrests made.

QUARTER OVERDOSE DEATHS - 15 OD's total 2 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, most of which require forensic interviews. Most of the investigations ongoing. Other sexual assault investigations ongoing also.

NORWICH POLICE TRAINING AND SELECTIONS

Recruits Michael Bates, Ryan Dunn, and Cody Nichols graduated the LEC Academy on July 19th, 2023. All three recruits are now in the FTO phase of training.

Recruits Madison Nott, Brendan Carter and Stasia Czernicki continue the CT POST Academy 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 is complete. Training is being completed, dispatch console upgrades completed, and we continue to go-live by the end of October 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.



Lieutenant Tom Lazzaro (FAR RIGHT) graduated the FBI National Academy (Session 287) in mid-September.

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 July 1, 2023 to September 30, 2023

- Completed a two hundred foot storm drainage project on Browning Road, replacing deteriorated metal pipe.
- Set up and dismantled the bandstand for numerous City sponsored events, including Rock the Docks, Global City Norwich events, and Acoustic nights on Norwichtown Green.
- Repaired and replaced the tops on over 20 catch basins in conjunction with the City paving program.
- Performed seasonal maintenance such as mowing the parks and cemeteries.
- Removed over 20 trees, which were in decline, and posed a risk to the public.
- Roadside cutting of trees and brush to improve sightlines, including support for road paving.
- Curbing and driveway apron replacements following the paving of the Maple Street area.
- Roadside trash pick-up, including coordinating with and assisting the "Clean-Up Norwich" group.
- Performed fall City-wide brush pick-up.
- Repainted Crosswalks and stop bars throughout the City, including lines and markings for the Eighth Street Bridge work.
- Removed and re-graded failing retaining wall at 23 Washington Street.
- Fleet Maintenance Division performed Preventative Maintenance and repairs on over 340 vehicles for PW, Police, Fire, Board of Ed., and all City departments.
- Fleet decommissioned and prepared five units from PW, Police, and Laurel Hill Fire for an online auction.
- Fleet prepared the new 10-wheel Public Works dump truck for service, including fabricating a stand for the extra-large salt spreader.
- Fleet assisted the Police Department with impounding six vehicles, as well as disposing of another five impounded vehicles.
- Remodeled the City Clerk's office, including re-arranging furniture and painting.
- Completed the installation of a new 3-ton roof top air conditioning unit at the Police Station.
- Removed the dying, diseased boxwood around the Plaza at City Hall, and replaced them with roses.
- Refurbished the computer room at the Senior Center, including paint, ceiling panels, and tables.

2023 Construction Season Project Status

- Continued the 2023 Pavement Program with the paving of Barnes, Lois, Margerie, Sylvester, Tilton, Cooper, Friendship, and Elijah Streets.
- Chip sealed over four miles of roads, including; Brownwood Ln., Dupont Ln., Gifford St., Greenwich Ct., Gulliver Cir., McClellan Ave., a portion of Pleasant St., Reservoir Rd., Vergason Ave., and Wallstone Lane.
- Oversaw the construction of the Pickle ball Courts at the Senior Center
- Began the construction of the parking lot at the newly re-constructed Armstrong tennis courts, which also includes a large detention basin, which will mitigate stormwater impacts to the Sachem Plains area.
- Performed Construction Management on the \$2.8M Uncas Leap Heritage Park, overseeing the site preparation and contaminated soil excavation.
- 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.

Community Development

Quarterly Report: 07-01-23 through 09-30-23

During the period from July 1, 2023 through September 30, 2023, the Community Development Department:

- Filled the vacant position of Community Development Assistant (W/Lead) with an internal candidate.
- Advertised and tested for the Lead Program Community Liaison position and filled with an internal candidate.
- Staff attended training both virtually and in person with other experienced staff to learn all aspects of the newly filled positions.
- Submitted the approved PY49 Annual Action Plan to HUD.
- Staff met with the Uncas Health District and consultant Lead inspector to address the need for a new XFRS analyzer.
- Legal Notices were published for Funding of No Significant Impact (FONSI) and Notice of Intent to Request Release of Funds.
- Sub-recipient monitoring was conducted for selected PY48 agencies.
- Started closing procedure for the PY48 activities (2022-2023)
- Prepared and signed the contracts for the CDBG-CV (Covid) PY45 sub-recipients (3rd Substantial Amendment).
- Initiated and completed Environmental Reviews for PY49 projects/awards.
- Collaborated with the Finance Dept. to successfully complete two Lead Program drawdowns and two CDBG drawdowns.
- Department Staff continued outreach and reviewed applications for both the Lead and Property Rehabilitation Programs.
- Inspected properties being rehabilitated utilizing program funding.
- Worked with the PW Department to address structural issues with the municipally owned Lead Safe house. Repairs were made and the house is now ready for occupancy by CD Dept. clients.
- Staff attended both the Healthy Living Festival and the Celebrate Cultural Diversity event to promote the programs of the Community Development Dept.



Director's Report, 2023-24 First Quarter

Otis Library began the current fiscal year with several transitions in staff. Bob Farwell and Amy Crowley retired as Executive Director and Head of Technical Services, respectively. Cathleen Special was named Executive Director and Susan Straub was hired as Head of Technical Services. Geovanni Denizard was hired as our new Technology Instruction Coordinator and Kaitlyn Moseley was promoted to Young Adult Library, filling two positions that had been vacant for several months. Jessica Franco was hired as Assistant Director filling the vacancy left by Cathleen Special. We have an intern working with us through Project Genesis. Project Genesis finds employment opportunities for people with disabilities and provides a job coach. Our intern has an interest in pursuing a career in library services and will spend time with us at the Front Desk, Business Center, Children's Department, and Technical Services.

Otis Library has participated in several community events, including back-to-school nights at the elementary schools and Norwich Free Academy, and Celebrate Diversity held at Chelsea Parade. We also provided a "little free library wagon" of books (no checkout required) at the beach throughout the summer at Spaulding Pond. A new story was installed at the StoryWalk surrounding Spaulding Pond over the summer and will be changed soon. We have been meeting with local agencies and plan to expand our presence at community events throughout the year.

The Library is partnering with Slater Museum to provide a monthly storytime at Slater to coincide with First Friday arts events. We also are partnering with the American School for the Deaf to provide monthly storytimes at the library for children who are hearing impaired.

We have begun to circulate magnifying sheets to assist anyone who needs print materials to be enlarged. The magnifying sheets have the same circulation rules as books. Toys and games obtained for the Children's Department and Young Adult Department through the Traveling Toys program and a grant from the Community Foundation of Eastern Connecticut have started to arrive. Personal finance materials for all ages were purchased through a grant from the FINRA Foundation. Our Technical Services Department is getting all materials cataloged and packaged for circulation. We will do a marketing push for both projects when they are ready. We are developing personal finance programs to complement the print and online materials.

We continue to work with Libraries Without Borders to assess our programs and services, outreach, marketing, and staff capacity. The feedback from the community about library services has been very positive. We are in the process of developing an overall plan based on the feedback while also implementing immediate changes.

"Morning Jam" staff meetings are being held to ensure that all staff have an opportunity to discuss programs and operations and share updates on their individual projects.

The Library is acting as a repository for information on the cleanup and redevelopment of the YMCA property and is sharing the mobility survey for the downtown area.

As the building ages, we are experiencing maintenance issues. We recently had to replace the water heater and we continue to deal with HVAC issues.