

Assessors' Quarterly Report to the City Council
Beginning January 1, 2024 – March 31, 2024
"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX-EXEMPT PROPERTY IN THE CITY"

Third Quarter

The third quarter was highlighted by the finalization and filing of the 2023 Grand List and the 2023 revaluation of real estate. The Grand list was filed on February 29, 2024. Our 2023 revaluation data, which included property sales and ratio testing was submitted to the Office of Policy and Management for State certification on March 5, 2024

- Board of Assessment Appeals – 139 applications to the Board were filed in the Assessors' office by March 20, 2024 and 107 were given appointments to meet with the Board. 32 applications were denied an appointment because they had assessments over 1 million dollars and Connecticut General Statutes allow the Board to abstain from those hearings. The appeal dates were set for April 15th through April 18th, 2024.
- Real Estate – New owner transfers and sales are being entered daily. We continue to track how the current sales data compares to our established values at revaluation. Our exemption database is updated regularly as properties are sold and new residents apply. Our GIS maps are updated with survey maps, splits, and combinations, these changes will be sent to our mapping company in April to make changes to our online platform. We concluded our field inspections on the 2023 Grand list during the month of January.
- Elderly Tax Relief - February 1, 2024, began the time period for the elderly and/or totally disabled to apply for tax relief. We will be accepting applications for this program until May 15, 2024. To date, we have accepted 122 applications from elderly property owners.
- Motor Vehicle – Daily questions are fielded regarding motor vehicle values and taxes. Much time is spent accepting and processing proper proofs in order to adjust vehicles that were sold, traded, totaled, etc. Supplemental tax bills were mailed for January 1st and we processed hundreds of certificates of corrections during January and February.
- Daily – Answer phone inquiries, serve the public at the counter, assist appraisers and title searchers searching for information and do daily motor vehicle corrections and pro-rates. Processing Veterans DD214 as received by the City Clerk.
- Court Appeals - There is one pending court appeal relating to the 2021 grand list and two relating to the 2022 grand list.
- 2023 Revaluation – Vision Government solutions held revaluation informal hearings over the phone and in person during the month of January. There was 836 hearings scheduled, 60 appointments were no shows and 322 assessments were changed during this process.
- Motor Vehicle Investigations – MTS has been conducting motor vehicle investigations in the City for almost a year now and has added 161 accounts with a net benefit of \$21,100 collected by the City. Their investigations are still ongoing.

William M Lee, CCMA, II
Assessor

Cash Codes Summary- Norwich

DATES 01/01/2024 TO 03/31/2024

ALL LOCATIONS

Report Date 04/03/2024 01:23:50 PM

Rev 07/06/2007

<i>RECEIPT</i>	<i>CASH CODE</i>	<i>DESCRIPTION</i>	<i>REFERENCE</i>	<i>COUNT</i>	<i>DETAIL AMT</i>
Total For Cash Code RECORDING FEES			1	1225	\$27,885.00
Total For Cash Code EXTRA FEE			4	163	\$326.00
Total For Cash Code LOCAL TAX			5	160	\$171,618.30
Total For Cash Code NEW CONV TAX			6	153	\$251,989.93
Total For Cash Code COPIES			57	28	\$184.00
Total For Cash Code CERTIFICATION			58	28	\$56.00
Total For Cash Code VITAL			59	1051	\$30,780.00
Total For Cash Code CHARGE ACCOUNT PAYMENT			105	37	\$8,686.00
Total For Cash Code MARRIAGE STATE			800	44	\$1,496.00
Total For Cash Code MARRIAGE CITY			801	44	\$704.00
Total For Cash Code DOG LICENSE BASE 19			901	54	\$1,026.00
Total For Cash Code DOG LICENSE BASE 8			902	64	\$512.00
Total For Cash Code DOG RENEWAL LATE FEE			903	71	\$551.00
Total For Cash Code FISH & GAME			907	76	\$1,764.00
Total For Cash Code NOTARY			908	93	\$520.00
Total For Cash Code SURVEY/SITE MAPS			910	7	\$700.00
Total For Cash Code OPEN VITAL			917	16	\$240.00
Total For Cash Code MISC			918	15	\$405.00
Total For Cash Code FEDEX CHARGE			919	29	\$1,160.00
Total For Cash Code COPY			921	353	\$2,821.00
Total For Cash Code CREDIT CARD SURCHARGE			936	135	\$1,350.00
Total For Cash Code STATE PRESERVATION			937	908	\$39,952.00
Total For Cash Code CITY PRESERVATION			938	908	\$2,724.00
Total For Cash Code TOWN PRESERVATION			939	908	\$2,724.00
Total For Cash Code LIQUOR PERMITS			948	12	\$240.00
Total For Cash Code DOG TRANSFER FEE			952	1	\$1.00
Total For Cash Code MAP INDEX			965	1	\$25.00
Total For Cash Code RENEWAL MAP INDEX			966	1	\$5.00
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	87	\$9,570.00
Total For Cash Code TOWN GENERAL FUND			1004	87	\$3,393.00
Total For Cash Code TOWN CLERK FUND			1005	87	\$870.00

Cash Codes Summary- Norwich

DATES 01/01/2024 TO 03/31/2024

ALL LOCATIONS

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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	4	\$1,000.00
Total For Cash Code WEB SUBSCRIPTION - 1 YEAR			1963	13	\$5,850.00
Grand Total					\$584,994.23

Finance Department

Report for the Quarter Ended March 31, 2024

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

- Josh and former Treasurer Mike Gualtieri hired Crystal Piolunek as Assistant to the Treasurer in advance of Edna Kuzia's retirement in June 2024. We hired Michelle Hung as Accounting Generalist in December to fill the vacancy caused by Crystal moving to the Treasurer's office. Sandra Kuchta rejoined the Finance Department as Accountant after Mitch Nixon resigned from the position in September. We are in the process of hiring to replace Accounting Generalist Lisa Lapkowski who is being promoted to a position in Human Resources.
- Revenue Collection Clerk Gynna Gaitan began her first Certified Connecticut Municipal Collector (CCMC) class in January. (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 – The audit of the fiscal year ended 6/30/2023 is finished and the Annual Comprehensive Financial Report and other related audit reports have been posted to the City's website. We have our first meeting with our audit firm in April 2024 for the FY2024 audit. (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. She has also been reviewing vendors which have not done business with the City lately. (DG1)

Budgeting

- Received GFOA's Distinguished Budget Presentation Award for fiscal year 2023-24. (DG3)
- Worked with City Manager John Salomone to prepare proposed 2024-25 budget. (DG3)

Debt Management

- Standard & Poor's affirmed the City's AA-rating in November and the City issued \$5 million bonds in December 2023 to support the school and infrastructure projects. (DG3)

Information Technology

- IT Manager Ray LaRose and IT Technician Joe Wasilewski continued infrastructure work for PremierOne CAD and RMS, began MDT mobile client testing. (DG2)

- Ray and Joe created interfaces with CISS for the Police Department with the assistance of NPU. (DG2)
- IT Technician Mario Gagliardi created a portal for sharing FOI or other documents securely with the public. (DG1)
- Mario worked with Human Services to deploy Microsoft Teams. (DG1)
- Ray began replacing voice routers with the assistance of NPU. (DG2)
- Ray set up automated retrieval of call volume data and generation of reports for departmental reports. (DG3)
- Monitoring systems analyzed 39 million events, investigated 153 possible threat indicators, performed one in-depth investigation, and resolved one incident.
- Applied 1,501 software patches including those to resolve five zero-day vulnerabilities.

Payroll

- Accounting Generalist Lisa Lapkowski worked with HR to implement contract changes for Public Works Employees contract. (DG1)
- Lisa has also worked with the Police Department to streamline private duty police billing through the Payroll and General Billing programs in our accounting software. (DG1)

Procurement

- 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 and construction manager under contract and started an RFP for commissioning agent for the Greeneville and Stanton school construction projects. (DG1)
- Contract finalized and signed with American Environmental for YMCA abatement and work has commenced.
- Transfer Station building – insurance reimbursement finalized, contract for construction finalized, PO issued
- Surplus vehicles/equipment auctioned - \$31,000 received from auction
- Worked with IT to implement digital fax solutions for all printers in the City, eliminating the need for several landlines.

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 and Sandy 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)

Risk Management

- Bob preparing for next year's insurance renewal applications for several policies, including the CIRMA liability, automobile, and property (LAP) policy and cyber liability.

Submitted by: Comptroller Joshua A. Pothier
4/5/2024

Norwich Fire Department Quarterly Report – Q1

January 1 through March 30, 2024

Operations:

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: **640** with the following breakdown: **21** fires, **432** rescue/emergency medical calls, **54** service calls, **133** misc*. Mutual aid / Automatic aid was provided **28** times and received **8** times. Automatic Aid per City Policy was given **9** times and received **8** times. There were **147** (22.9%) overlapping calls.

Significant incidents:

- 05JAN: 154 Connecticut Ave in New London – mutual aid FAST assignment. Crews responded as FAST to a working structure fire. Once on scene, crews reported to Command, then conducted a building assessment and staged equipment for assignment. Fire was placed under control and crew were released. No NFD injuries reported.
- 06JAN: 3 Curtis St. – structure fire. Crews responded along with auto aid companies to a report chimney fire. Upon arrival on scene, companies found a smoke condition in the building and fire in the walls. Crews searched the building for occupants while additional crews opened the walls to check for and extinguish fire spread. Of note, this fire occurred during a snow storm when extra staffing was on duty. Assisting on scene were NPU, NPD, Taftville, EGP and Mohegan Tribal FDs. No civilian nor firefighter injuries reported. Fire is under investigation by the staff of the Fire Marshal Office.
- 13JAN: 37 Woodrow Ave in Yantic – automatic aid, structure fire. Crews responded with Yantic to a report of smoke in the basement. Upon arrival, Car-30 declared a working fire. Companies worked together to search the basement and extinguish the fire. Possible LI batteries involved in the fire. No NFD injuries reported. Fire is under investigation by the staff of the Fire Marshal Office.
- 17JAN: 18 Beechwood Blvd in Yantic – automatic aid, building fire. Crews responded with Yantic to a report of a shed fire with exposure to the house. Upon arrival, crews reported a detached shed at the top of the driveway fully involved in fire. Crews stretched an attack line to begin extinguishing the fire. Yantic companies arrived and also pulled a line for extinguishment. Once the fire was under control, companies picked up to prevent freezing of lines and Yantic maintained the scene. No NFD injuries reported. Fire is under investigation by the staff of the Fire Marshal Office.
- 27JAN: 74 Ox Hill Rd in Taftville – automatic aid, structure fire. Crews responded with Taftville to a report of a structure fire. Car-2 was first on scene and reported a working fire. Crews arrived and began fire attack. Truck crew went to roof for ventilation duties. Crews worked in a mixed fashion, but not with ideal coordination nor communication. Once fire was under control, crews were released from the scene. No NFD injuries reported. Fire is under investigation by the staff of the Fire Marshal Office.
- 03FEB: 31-33 Cliff St – structure fire. Crews responded along with auto aid companies to a report of a possible structure fire. While enroute, NPD on scene reported flames visible and a working fire was declared. Upon arrival, companies reported fire showing on the third floor of a vacant residential. Crews began interior attack while other crews conducted searches for occupants. Fire was placed under control in about one hour. Assisting on scene were Taftville, Laurel Hill, EGP, and Mohegan Tribal FDs. Also

assisting on scene were NPU, NPD, and American Ambulance. Station coverage was provided by Yantic and Occum. Taftville refused to provide station coverage with their ladder. This is problematic on a number of levels and still needs to be addressed. There were no civilian injuries reported, one minor firefighter injury reported. Fire is under investigation by staff of the Fire Marshal Office.

- 11/12FEB: 73 Schoolhouse Rd in Preston – mutual aid, structure fire. Upon arrival, companies assisted units on scene crews with extinguishing fire and overhaul. Companies were relieved on scene by Preston crews and returned to service. Approximately 10 hours later they were called back to the scene for a rekindle-working fire. Crews worked with on scene crews to extinguish the fire. No NFD injuries reported.
- 04MAR: 46 Michele Dr in Yantic – auto aid structure fire. Crews responded with Yantic to a report of a structure fire. Upon arrival, Car-38 established command and declared a working fire in an attached 2-car garage. Crews were assigned search duties and to set up for roof operations. Crews conducted primary search on floors 1 and 2, and minor extinguishment on floor 1. Once fire was under control, crews were released from the scene. No NFD injuries reported. Car-1 and Car-10 also responded. Fire is under investigation by staff of the Fire Marshal Office
- 13MAR: 45 Salem Turnpike in EGP – mutual aid, MVA. Crews responded to EGP for a report of a vehicle on its roof with entrapment. Rescue-5 was out of service at the time. Crews arrived and worked with on scene crews to stabilize the vehicle, provide patient care and patient removal from the vehicle. No NFD injuries reported.
- 24MAR: 410 Shewville Rd in Ledyard – mutual aid, FAST assignment. Crews responded as FAST to a working barn fire. Once on scene, crews reported to Command, then conducted a building assessment and staged equipment for assignment. Fire was placed under control and crew were released. No NFD injuries reported.
- 25MAR: area of 223 McKinley Ave Ext – brush fire. Crews responded to reports of smoke in the area, possible brush fire. Upon arrival on scene, crews reported an approximately 100'x300' area of fire in the woods and on the hillside behind the houses. Additional companies were called to the scene and the fire was attacked from the upper side off of Butternut Dr as well as the lower side from McKinley Ave. No damage to structures, no firefighter injuries reported. One bad hydrant was found on Butternut Dr and NPU was called to the scene to assess it.
- 31MAR: 303 W. Main St – MVA car into a building. Crews were dispatched to a report of car into a building. Upon arrival on scene, crews found 1 vehicle into the side wall of the business located at the corner of Asylum and W. Main Streets. Operator was assisted out of the vehicle, refused medical care, and was taken into custody by NPD. NPU and Building Department called to the scene due to structural damage. No firefighter injuries reported.
- 31MAR: 12 Fontaine Ct in Taftville – automatic aid, structure fire. Crews responded with Taftville to a report of structure fire. Taftville on scene reported a working fire in a lower level attached garage and directed Engine-2 to secure a water supply from Merchants Ave and Prospect St despite a blue banded hydrant located just one house down from the fire building. Crews worked with on scene crews to conduct a primary and check for fire extension on the first floor. Crews then checked the attic for fire extension with negative results. Once fire was under control crews were released. No NFD injuries reported. Communications at this call were less than ideal with volunteer personnel operating on three different channels. Neither Dispatch nor IC immediately corrected the confusion. Car-1 and Car-10 also responded.

Notable Events:

- Crews conducted initial familiarization with the Hotel Callista property.
- Crews participated in St. Patrick's Day Parade.
- Crews participated in the Read Across America program, reading to students at the IDCS.
- DTS working with Hartford Health Care (HHC) for Community Cardiac Care program.
- Emergency Services (NPD, NFD, HHC, Med Control) meetings reinstated. These meetings with leadership from each agency offer a venue to resolve operational and admin challenges, encourage crew coordination, and increase inter-agency cooperation through open communication and combined training.

Fire Marshal Office:

- Investigated **17** fires: **1** arson investigations. There were **3** vehicle fires, and **13** structure fires, and **1** other fire.*
- Conducted **306** Fire Code Compliance Inspections/re-inspections, **16** Plan Reviews, and **16** consultations.*
- Office members conducted a fire prevention presentation at Rose City Senior Center.
- Captain Gilot conducted fire scene preservation training for Taftville VFD, approximately volunteer 10 members participated.
- The office submitted a grant request for equipment (lighting, fans, PPE, meters).
- 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 and attended the CT IAAI seminar on Scene Documentation and FF Arsonists. All certified personnel are required to have 90 hours of CEUs in a 3 year period to maintain certification.
- Inspection numbers have risen substantially with the addition of the fourth inspector in the office.
- Numerous construction projects across the City:
 - 8th St. Cannabis Cultivator – Construction started
 - US Foods Expansion –Plans reviewed
 - US Foods commercial kitchen renovation – Plans reviewed
 - Backus MRI Building –underground construction completed, next phase to start
 - Reid and Hughes Bldg. Plans reviewed interior demo in process
 - 77-91 Main St. now 85 Main St. - under construction nearing completion
 - 19 Thermos Ave. 51 apartment units - No plans yet
 - Ponemah 114 Units – interior infrastructure in process in the basement
 - Self- Storage Facility Salem Tpk. Under construction
 - These Guys- YMCA interior demo work started
 - These Guys- Brew Facility Church St. Sprinklers installed, interior work starting
 - Hotel at the old Elks Bldg. – completed
 - 772 Boswell Ave gas station almost complete
 - 458 East Main St. Mexican hood installed, interior renovation continuing
 - Old YMCA/Mattern office/apartments- construction beginning
 - 623 West Main Take 5 oil Change almost complete
 - 401 West Main St. Caliber Collision to begin demo.
 - North Second Taftville small seafood restaurant to begin renovation

*A complete breakdown is available upon request

- 285 Taftville Occum Rd. 66 apartments approved complex to begin construction
- 201 Central Ave. hood installation for small restaurant

Training Safety Division:

- DTS Jason Erban was appointed 29JAN. As you know the position was empty for over a year. Having the position filled has been beneficial in many ways. J brings 26 plus years of career firefighting and paramedic experience to the table. He excels in all aspects of tech rescue, and has extensive, successful grant writing experience. He will be an asset for NFD, as well as the Norwich Fire Service.
- New hires received 4 days of NFD orientation in FEB and are now in their 7th week of the CFA Recruit Program.
- We have been approved for an amendment to the AFG grant to utilize excess funds for further training and equipment purchases.
- Ongoing radio training as the new system is in service on the FD side, but not yet fully switched over at Dispatch. There have been challenges with the volunteers in training and complying with radio procedures.
- Incident Command, Command Transfer, Fireground Operations training conducted with EGP officer group.
- Two members participated in Thermal Imaging Camera training hosted by EGP.
- All platoons completed CPR re-certification.
- EMT in-service training conducted on all 4 platoons.
- All platoons received training on mutual aid responses to Sub Base and Electric Boat.
- Training for 2 probationary firefighters is proceeding well.
- All platoons completed cold water rescue refresher training.
- Crews conducted training with Zumro portable shelter and associated equipment.
- All platoons conducted FF removal and RIT training.
- Two Officers completed CFA iLEAD program.
- Two members attending Fire Instructor II course.
- Two members attending HazMat Technician training.
- Rapid Fire online training programs instituted to aid in professional development.
- Daily Training for this reporting period included in-house and external courses, assigned Vector/Target Solutions programs, and multiple company level trainings totaling **3,162** man hours of training.*
- We continue with our district preplanning, attack planning and building review activities. When companies do district training in the volunteer districts, they have been directed to provide notice and invite the department of the district. Hopefully this will lead to improved relations through joint training, or at least quell their anxiety of us being in district. The district familiarization is a critical element in pre-planning for emergency response.

Emergency Management:

- Snow event on 5JAN: equipment preparations and additional staffing implemented for forecasted snowfall.
- Rain/flood event 9-10JAN: storm prep, EOC partial activation with DEMHS rep on site. Evacuation order issued due to concerns with Fitchville Dam. KMS shelter activated and occupied by 17 residents plus pets. DEEP Dam Safety reps on site, as well as private contractors. Site was monitored throughout the storm and evacuation order was lifted in

*A complete breakdown is available upon request

the late afternoon. Lots of lessons learned with inter-agency cooperation and utilization of emergency messaging systems. Numerous storm related calls.

- Rain/flood event 12-13JAN: With the timing of the storm a pre-emptive information message was sent to the impacted areas to be alert for evacuation orders. EOC was activated at full staffing. Weather took a turn and rainfall accumulation/river height was less than forecasted. Numerous storm related calls.
- Rain/wind event 6-7MAR: EOC readied but not activated. DEEP monitored Fitchville Dam. No significant calls nor issues.
- Submitted NSEF grant for Host Community training event.
- Generator routine service found leaking radiator. Quotes for repairs were sought, work to be done next quarter.
- Provided sandbags to local residents and businesses before and during weather events.
- Participated in local radio show to discuss emergency messaging and preparedness.
- Participated in DEMHS led AAR regarding rain/flood events in JAN.
- DEMHS/SBA damage assessment site visits to residential and commercial properties.
- City LEOP update was submitted and approved by DEMHS.

Attended, virtually or in person:

- RESP monthly meeting.
- CCFCA meetings.
- Region 4 ESF-4 meetings.
- Millstone tabletop exercise.
- Region 4 ESF-5 South meetings.
- Region 4 ESF-20 Marine group meetings.
- NPU / CTS radio project meeting.
- City Public Safety meetings.
- Meetings with US Foods regarding road closures.
- Operation Rapid Welcome – Migrant intake.
- City Council meetings.
- Fire Chiefs meetings.
- DEMHS Host Community Training.
- City Manager's Goal Setting meeting.
- CT Police Chiefs Association meeting with guest speaker, Gordon Graham.
- Hale Mill meeting and site visit.

Apparatus / Equipment update:

- CAD project: Motorola leadership team made a site visit in March to discuss challenges with the slow progress that has plagued the project.
- Radio project update: mobile unit and portable units are in service across all departments. Pagers have all be reprogrammed and returned. We are awaiting State infrastructure changes to one of their towers before we can go live with the radios and pagers.
- Squad-A (2021) remains a high priority for replacement. It continues to experience a number of mechanical problems and is need of further work.
- Truck-1 (2010) was out of service for several days for engine work.

- Engine-3 (2013) was out of service pump related issue, repairs made and returned to service.
- Engine-2 (2007) returned to service after an engine overhaul, but still needs other minor repairs.
- Chief's vehicle (2012) has experienced stalling issues recently. There is an estimate for \$6,815 to replace the hybrid battery. As a 12 year old vehicle approaching 140,000 miles, it has limited service life as a primary Chief's vehicle.
- The Ad hoc Apparatus Reduction working group has not met in months. Outside of input from that group, apparatus replacement plans need to be enacted to prepare for near future replacements of frontline apparatus. Engine-2 and Truck-1, 17 and 14 years old respectively will be due soon.

Station update:

- Station alerting at Greenville station is complete, work continues at HQ.
- Overhead door repairs at HQ and Greenville stations.
- Greenville station repairs/upgrades to vehicle exhaust system.
- Still pursuing quotes for brick work at Greenville station to prevent further water damage. Leaks during JAN storm damaged dishwasher and stove.
- Floor in bunk room at Greenville in need of refinishing. We will pursue quotes.
- Greenville station struck by impaired driver, minor damage to brick wall, Narcan box that was mounted on a post was knocked down. Quotes for brick repairs being obtained. NPW replaced post and remounted Narcan box.

Administration:

- The meetings with the Chiefs were resumed with two meetings taking place to allow all to participate. Meeting notes were sent out with no feedback received. The Auto Aid interaction is improving, but there is still much room for growth. Some of the operational differences between NFD and VFDs are not being acknowledged as quickly as we would like. We continue to operate with safety of personnel in the forefront of all we do, but the lack of communication and cooperation from some of the volunteer groups to meet basic fire ground duties, has the potential to create unsafe conditions on the fire ground. The staffing level and qualifications of the volunteer responders has no oversight nor accountability.
- Special Operations Group meetings ongoing to discuss future training and equipment needs.
- FF Girard resigned after 3 years.
- LT Watts retired in March after 20 years of service.
- COVID: no known positive cases this quarter.

Respectfully submitted by:

Tracy Montoya

Chief of Department

Human Resources Department
January 1, 2024 – March 31, 2024

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	21	CDL monthly random	3
Position announcements	20	Pre-employment (P, S & T)	20
Applications processed	463	Police Accountability Act	14
Applicants tested	122	Workers Compensation/Safety	
Exams administered	14	Claims reviews	
Realistic job previews/Interviews	12	Claims processed/FRI	41
Lists extended	5	OSHA 300 Filing & Posting	
Advertisements	22	Disability Wage Statements	5
Employees		Committees	
New hire background checks (P, S & T)	16	Personnel & Pension Board	3
Orientations	13	Volunteer Firefighters Relief Fund	
Evaluations	37	Safety Committee	2
Step increases	33	Commission for Persons with Disabilities	
FMLA	16	Mandatory Reporting	
Unemployment processing and hearings	7	State - DOL Employment Statistics Reports	3
Full-Time Permanent Hires	14	State - DOL Multiple Worksite Report	1
Seasonal hires	35	CCM – Annual Salary Survey	
Temporary hires	7	EEO-4 Report	
CDL Physical Recertification’s	4	Labor Relations	
Benefits Administration		Contract/pension negotiations/MOUs	5
Insurance changes processed	30	Grievances/mediations/arbitrations/CHRO	4
COBRA elections processed	9	Training	
Voluntary Benefits		Vector Trainings	49
Insurance billings	15	Sexual Harassment Prevention Training	13
Insurance waivers	25	Checklists/Procedures	34
Open Enrollment		Record Keeping	
Pension Administration		Organize/Digitize Active Personnel Files	58
Pension processing	71	Employee Relations	
		Meetings	8

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	Q2: Oct-Dec	Q3: Jan-Mar	Q4: Apr-Jun	FINAL
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	3	3		
				# of JRBs	12	3	3	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.	# reached with positive youth development/community education	5,000	2,120	588	3338		
				# of Residents reached by public forums/ educational events	300	50	80	32		
				# of Youth Program Registrations	6,000	2,288	402	757		
				# of Adult Program Registrations	1,000	286	44	126		
				# of field permits issued	150	70	17	40		
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 Juvenile Review Board cases	60	9	6	10		
				# of youth diverted from justice system	60	15	4	4		
				# of Families With Service Needs receiving services	5	0	1	1		
				# of Summer Jam & Learn Program Participants	15	17	na	na		
				# of Counseling Cases	30	7	11	21		
			Provide counseling, case management, consultation, crisis management, substance use prevention resources, and mentoring opportunities to all Norwich residents.	# of Hours of counseling, case management, and mentoring	1,000	342	335	295		
				# of Residents reached by anti-substance use resources	20,000	7,400	3153	4133		
				# of Relative Caregivers Groups hosted Annually	12	3	3	3		
				# of youth provided with employability assessment	170	135	25	2		
				# of Year-Round Youth Employment Participants	40	34	6	9		
				# of Youth Interns	120	135	0	9		
				# of youth in or completed Leadership Initiatives	70	30	11	26		
G1, G2	DG4	Train personnel to the highest standards while holding them accountable to those standards.	Ensure proper level of professional certifications for all staff through education and training.	# of Staff who Attend Trainings	5	3	9	5		
				# of hours of Training obtained	20	36	122	48		
G3	DG5	Provide program enhancement and support services to Norwich schools, in addition to other City-wide program offerings.	Provide program enhancement and support services to Norwich schools.	# of In-School and After-School Programs	15	2	8	13		
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	4,060	4,034	4122		
				Funding obtained	\$75,150	\$ 75,150	\$75,150	\$75,150		
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.	Completed Outreach Appointments/Home Visits	3600	857	819	644		
				Completed Benefits Counseling Appointments	252	46	103	42		
			Provide Preventive Health Services that will result in a positive financial impact and better overall healthcare for our members.	Clinic RN and Podiatry Appointments	650	166	159	207		
			Provide on-site mental health and counseling services for our older adult population.	# of Counseling Cases	16	7	8	3		
				# of Counseling Hours	800	217	245	303		
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	35,000	12,443	12,137	14,151		
				Exercise Participation	7,500	2,158	2223	3755		
G1, G2	DG4	Construction of pickle ball courts at the Rose City Senior Center.	Completion by end of 2023.	Completed?	Y	Y	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	10,072	10,765		
				# of phone calls fielded annually						
				# of Rose City Senior Center Memberships	1,300	1,282	1,507	1545		
				# of New Memberships	300	83	54	55		
				Increase in innovative programming	2%	5%	5%	5%		
				Increase in homebound senior services	2%	23%	0%	2%		
				Increase in membership support	3%	6%	15%	4%		
City Goal	Dept. Goal	Department Goal Details	Division Deliverables	Measure	Target	Q1: July-Sep	Q2: Oct-Dec	Q3: Jan-Mar	Q4: Apr-Jun	FINAL
ADULT & FAMILY SERVICES										
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	245	283		
				# of Clients Assisted with OTHER Funds per Year	1,300	138	1,026	587		
				# of Clients Assisted with NHS Funds per Year	100	34	26	7		
				# of Renters Rebate Applications Processed Annually	1,200	1,000	20	0		
				# of condemnations processed	25	9	6	1		
				% of people applying for relocation who are housed	100%	100%	100%	0		
				# of people diverted from shelter or Rapidly Rehoused	35	0	1	2		
				# of Homeless ARPA clients	0%	2	2	2		
			Provide work, education, training, and job placement opportunities, via Norwich Works.	Total # screened for employment services	120	10	11	14		
				Average Client Income at Intake	n/a	1213	1614	1,113		
				Average Client Income at Discharge	n/a	2,430	1858	1225		
				# of ECTC Requests Processed	30	7	16	12		
				# of Clients Assisted with JRI/ARP07	5	2	5	2		
			Administer programs that increase household income and act as a conduit for non-city dollars for Norwich residents.	# of New CDBG Norwich Works Enrolled	12	4	1	1		
				Norwich Works Client Details via CDBG						
				White	n/a	4	1	1		
				Hispanic	n/a	3	0	0		
				# of extremely low income	n/a	3	0	0		
				# of very low income	n/a	1	1	1		
				# of low/moderate income	n/a	0	0	0		
				# of "other" income	n/a	0	0	0		
				# of Female Head of Household	n/a	1	1	1		
				# of Handicapped Persons	n/a	0	0	0		
				# of clients enrolled in Job Training via CDBG	12%	5	1	1		
				% of people completed job training via CDBG	100%	100%	0	0%		
				% people obtained employment via CDBG	75%	50%	0	0		
				# of homeless CDBG clients	n/a	0	0	0		
				# of clients enrolled in Job Training via ARPA	5	0	0	6		
				% of people completed job training via ARPA	75%	0	0	100%		
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 Outreach Events	5	1	2	2		

(continued on reverse)

				# of Employment-related Events	20	23	11	6		
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 Staff who Attend Trainings						
					48	12	5	5		
				# of hours of Training obtained	12	3	9	13.5		
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 CCT Meetings Chaired						
					12	3	13	13		
				# of CT Ctr to End Homelessness CAN Steering Committee Meetings Attended	12	3	3	3		
				# of Norwich Task Force Meetings Chaired	12	3	4			
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	976	447		
				Phone Calls Fielded						
					30,000	6,882	3,791	2362		
				New Cases	250	50	167	214		
			Utilize available technological advancements to improve efficiency and reduce waste.	# of profiles created via kiosk mode	tbd	n/a	n/a			
			Have not yet afforded CT PRO for this feature	% reduction of call volume	tbd	n/a	n/a			
				# of check-ins done via kiosk	tbd	n/a	n/a			

Planning & Neighborhood Services

Quarterly Report: 01-01-24 through 03-31-24

During the 3-month period from January 1, 2024 through March 31, 2024, the Planning and Neighborhood Services Department Staff:

- Continued to assist with the Community Development Dept. and participated in the interview process, which culminated with the hiring of a new Director for the department.
- Continued to participate in meetings relative to SE CT Cultural Coalition ARPA funded public art program, the Chelsea Harbor/Downtown Mobility Study, Main Street Accelerator Program in partnership with NCDC, and the Yale Urban Design Jubilee Park community project
- Submitted annual FEMA Community Rating System (CRS) verification information and received notification of continuation at Class 8 status
- Received notification of a DEEP CERCA grant award for \$64,250 for Capehart Mill brownfield studies
- Prepared and submitted a DECD Round 19 Brownfields Grant application for \$4M for remediation at the Capehart Mill.
- Facilitated required performance evaluation of Assistant ZEO/BEO position.
- Participated in meetings about the Marina lease and required on-site capital improvements.
- Attended numerous in person and remote trainings or conferences specific to their job responsibilities.
- Attended the on-site walk-through of the Cassidy House with consultants interested in submitting proposals for the grant funded conditions assessment of the building.
- Participated in hybrid meetings of land use boards and commissions and attended meetings of the City Council.
- 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 5 Land Use Applications:
 - Inland Wetlands and Watercourses Conservation Commission 4 Applications (2 Regulated Activities, 2 Administrative Upland Review & 0 Non-Jurisdictional Ruling)
 - Commission on the City Plan – 2 Applications (0 Subdivision, 1 Special Permit, 1 Site Development Plan, 0 DMV K-7 Motor Vehicle Location Approvals, and 0 DEEP CAM (CAM Review) Note: * Withdrawn by applicant
 - Zoning Board of Appeals – 2 Applications for 2 Variance (3 Approved 1 Denied 1 Withdrawn) & 0 Appeal of the ZEO) Note: The number of decisions may differ from number of applications as they are not heard in the month of receipt
- Received 127 Complaints relative to the following:
 - Blight – 69
 - Housing/Property Maintenance - 7
 - Work without Permit(s) - 35
 - Wetlands - 1
 - Zoning – 15
- Investigated and/or issued 153 Violations and Closed 118
 - Blight – 105
 - Housing/Property Maintenance - 5
 - Work without Permits(s) – 35
 - Wetlands - 1
 - Zoning – 7
- Building Permit Field Inspections 776
- Housing & Blight Field Inspections 211
- Responded to 23 Police or Fire Call-Outs
- Citations Issued 1 Value of Citations Issued: \$23,200
- Citation Fees Collected \$ 44,195.95

- Permits applied for 624 Permits Issued 533 Building Permits (433 residential, 92 commercial, 1 Industrial and 7 municipal) –
- Building Permits per assigned FTE $533/3 = \underline{178}$
 - 5 Structures Condemned
 - 8 Dwelling Units Condemned
 - 3 Buildings Demolished
- 13 Zoning Letters of Compliance Prepared
- 66 Zoning Permit Applications
 - 41 Zoning Permits Issued, which includes 9 New Business Permits
 - *Payment still pending on 7 Zoning Permits (for this quarter)
 - 8 Permit Applications rejected/ or Withdrawn
 - 0 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 January 1, 2024 thru March 31, 2024

PATROL DIVISION



2024 St Patrick's Day Parade (Capt Perry, Ofc. Maldonado, Ofc. Watts, Det. Harsley and Det. Callander)

In the period **January 1st, 2024 thru March 31, 2024** the Norwich Police Department Patrol Division handled approximately **12,982 calls for service**. Included in these service calls:

- **Arrests Made 233**

- **802 Offense Reports Taken**
- **433 Traffic Accidents Investigated**
- **945 Motor Vehicle Stops Initiated**
- **155 Infractions Issued**
- **465 Alarm Responses (Burglary and/or Panic)**
- **4295 Telephone calls into Dispatch**
- **1703-911 Calls**

QUARTER OVERDOSE DEATHS - 20 OD's total 8 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 Christian Rankowitz, Jean Fede, and Kutjim Kodraj are attending the LEC POST Academy and POST Meriden Academy.

Recruits Madison Nott continues here FTO training while Officer Carter and Czernicki have completed their FTO training and are assigned to the patrol division.

PROJECTS

The CAD/RMS system upgrade continues to be a work in progress. Estimated completion December 2024. An executive meeting with Motorola was held on March 20 where we discussed ways to effectively and efficiently complete the project.

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.



(OFC Barber's motor vehicle stop removed 14g of crack cocaine and \$1,500 out of our community)

Public Works

Mission: Tree Removal



South B Culvert



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

Accomplishments from January 1, 2024 to March 31, 2024

- Responded to 6 snow and ice events, pre-treating roads as the events began.
- Removed over 70 trees in decline, and performed roadside trimming of small trees and brush.
- Cleared culverts of debris, and dug out as needed to ensure proper drainage, including a major re-build of a 60 foot length of 48" stone box culvert in Taftville, along South B Street.
- Completed citywide Christmas tree pick up, and began spring street sweeping operations.
- Performed seasonal maintenance such as picking roadside litter, and cleaning trucks after storm events.
- Removed selected trees and 30 truckloads of downed wood from the proposed trail connecting the Uncas Leap Heritage Park to Sachem Street.
- Replaced over 80 aging street signs, and filled potholes throughout the City as needed.
- Cleaned tons of debris out of 50 Peck Street to better present City owned property for sale.
- Utilized NPU's hoe ram to remove ledge from a dangerous corner on Wilderness Dr. in Mohegan Park.
- Brought in clay, sod cut edges, and began prepping all recreation fields for upcoming season.
- Held five tailgate talks on Safety, using lessons from the UCONN Technology center.
- Continued to work on compliance with the Municipal Separate Storm Sewer System (MS4), including cleaning catch basins, and sweeping the streets.
- Fleet Maintenance Division performed Preventative Maintenance and repairs on 346 vehicles.
- Fleet worked with the PD to prepare specifications for the purchase of 6 new Cruisers, as well as impounding 9 vehicles.
- Building Maintenance nursed the City Hall steam boilers along for a month, while a new condensate tank was on order, after developing a hole.
- Painted and installed new flooring in the Human Resource Director's office.

2024 Construction Season Projects Status

- Continued with the construction management of Dock Replacement project at Howard Brown Park.
- Prepared a Community Development Block Grant (CDBG) Application for a Taftville Sidewalk project.
- Oversaw the window replacement and bathroom renovation projects at the Senior Center.
- Issued an RFP and selected a consultant for the Market Street Parking Garage Assessment.
- Continued Construction Management of Uncas Leap Heritage Park.
- Continued overseeing the hazardous building material abatement at the former YMCA buildings.
- Began preparations for the 2024 Road Reconstruction program, which will start in Yantic, in the Sunnyside area.

OFFICE OF COMMUNITY DEVELOPMENT: Quarter 1 -2024 January –March

COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)

	Quarterly	Calendar 2024 (Cumulative)
Units Completed/Cleared	1	1
Number of Units in Progress or Under Contract	6	-
Property Rehabilitation Funds Expended	\$40,613.40	\$40,613.40
CDBG Funds Expended	\$86,758.29	\$86,758.29
Revolving Loan Income	\$51,020.97	\$51,020.97

The City of Norwich’s CDBG program year runs from September 1 – August 31.

- The Community Development Advisory Committee (CDAC) heard presentations by non-profit organizations and departments that requested CDBG funding for PY50 (2024-2025);
- The CDAC decided as to which programs/ projects were to be funded; the City is waiting on the U.S. Department of Housing and Urban Development (HUD) to announce the amount of CDBG funding that the City will receive;
- OCD staff are tracking programs and projects for PY49 (2023-2024) which will end on August 31, 2024, and
- Staff are also tracking programs and projects that were funded with “recaptured” CDBG-CV (corona virus) monies.

LEAD-BASED PAINT HAZARD CONTROL PROGRAM

	Quarterly Progress	Calendar 2024 (Cumulative)
Completed/Cleared	2	2
Number of Units in Progress or Under Contract	4	-
Funds Expended (Includes Healthy Homes)	\$112,109.19	\$112,109.19

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.

OUTREACH SUMMARY

<u>25-Jan</u>	<u>Preschool Story time at Otis Library. About 9 Families</u>
<u>25-Jan</u>	<u>Outreach Downtown Norwich- Flyers around Small businesses (7 stores)</u>
<u>30-Jan</u>	<u>Family Bingo Night- Moriarty Elementary School. About 15 Families</u>
<u>31-Jan</u>	<u>Tax Office Outreach- Tax Season Property Owners.</u>
<u>1-Feb</u>	<u>Tax Office Outreach- Tax Season Property Owners.</u>
<u>20-Feb</u>	<u>Stu Brier Radio Show- 94.5 WICH</u>
<u>22-Feb</u>	<u>Senior Center - Tax Event.</u>
<u>6-Mar</u>	<u>Get the Lead Out - NPU. 2 Sessions 23 People Total.</u>
<u>15-Mar</u>	<u>Outreach Senior Center</u>
<u>19-Mar</u>	<u>Family Bingo Night- W. Mahan Elementary School.</u>



- A. American Rescue Plan (NRP) – Get to 100% obligated & 75% spent
- B. Business Park North – Prepare subdivision mylars; open CIF fund
- C. Cannabis – CULTIVATE: 2 more; RETAIL; 1 more; work with HS on tax \$
- D. Waterfront – support owners & change; restaurant tenancy; plan spring
- E. ARP - 77-91 Main – achieve full C.O. and 100% occupied retail space
- F. Reid & Hughes – draw on CIF grant; prepare loan docs, March group
- G. CIF - #1 Pri : Lower Broadway – select Engineer, prepare CIF grant
- H. CIF - #2 Pri : Capehart Revival – OBRD RD 19 Mar 1; CIF June 14th
- I. Community Engagement - refresh Envision360, reengage community
- J. Fiscal management – FYE 2025 Budget; FYE 2023 Audit initiated ; Project t
- K. Thermos OBRD Grant Admin – submit to DECD; move to engineer assess
- L. Ponemah South Grant Admin – construction financing Mar '24; Taftv
- M. ARP - Parklets – plan for April 2024 reinstall
- N. GCN – working lab revival ICW LEAD/UpliftCT/Foundry 66; CMSC acc
- O. Grant Management – funding request for FYE2025
- P. Foundry Membership – reach 80% of Gross Rev KPI ... \$100,000
- Q. Mercantile Exchange – MPTN trxfer 1 July '24; keep 2,000 sq ft swingspa
- R. Chestnut Street Mill – negotiate PPV for a December 2024 CIF gra

Achieved
 Achieved
 Close
 Close
 Almost
 Almost
 ?, plus
 CDS
 Roll to
 Apr
 Almost
 ✓
 ✓
 ✓
 active

- S. Uplift CT – Elevator Apr '24; coll active
- T. NCDC Strategic Plan - DRAFT by June 30, 2024
- U. YMCA – help with tenancy
- V. Shipping Street & Terminal Way – Next Big Target
- W. Hale Mill active
- X. MEAP for Foundry Members
- Y. 2 Union
- Z. The unexpected ...

Business Recovery Microgrants

- Closed Feb 23
- 20 business
- ~\$104,000

Done/SBA

Top 10 ↑

Beyond the Horizon – Now to 2030

Strategic Plan: Goal = **DRAFT by June 30, 2024**

- Community Investment Fund 2030
Project List & Future FY Applications)
- Building & Sustaining Relationships
Tactical and Strategic
- Hunting Pink Elephants
Transformational Opportunities
- Selling the City
- Team Recalibration



- A. American Rescue Plan (NRP) – Project QA/QC; payouts; post-analysis metrics
- B. Business Park North – 90 day extension to allow refinements; STA Step 2; market!
- C. Cannabis – CULTIVATE: 2 more; RETAIL; 1 more; work with HS on tax \$\$\$ distro
- D. Waterfront – tax fixing; restaurant tenancy; spring events; CIF grant
- E. ARP - 77-91 Main – achieve full C.O. and ribbon cutting; 100% occupied retail space
- F. Reid & Hughes – tax fixing; April ground break
- G. CIF - #1 Pri : Lower Broadway – select Engineer, prepare CIF grant June 14st
- H. CIF - #2 Pri : Capehart Revival – Await BRD RD 19 re (May); CIF June 14th
- I. ARP - Parklets – April 2024 reinstall
- J. GCN – working lab revival ICW LEAD/UpliftCT/Foundry 66; CMSC accelerator
- K. Community Engagement - refresh Envision360, reengage community on CIF
- L. Fiscal management – FYE 2025 Budget; FYE 2023 Audit initiated ; Project tracking
- M. Thermos OBRD Grant Admin – submit to DECD; move to engineer assess
- N. Ponemah South Grant Admin – construction financing Apr '24; Taftville Landing
- O. Grant Management – funding request for FYE2025????
- P. Mercantile Exchange – MPTN P&S by April 30; keep 2,000 sq ft swingspace
- Q. Foundry Membership – sustain 80% of Gross Rev KPI ... \$100,000
- R. Uplift CT – Elevator done by 1 May'24; collaborate; draw fee on grant

Top 10 ↑

- S. NCDC Strategic Plan - DRAFT by June 30, 2024
- T. Chestnut Street Mill – negotiate PPV for a December 2024 CIF grant
- U. YMCA – help with tenancy
- V. Shipping Street & Terminal Way – Next Big Target
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- X. MEAP for Foundry Members
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Beyond the Horizon – Now to 2030

Strategic Plan: Goal = DRAFT by June 30, 2024

- Community Investment Fund 2030
Project List & Future FY Applications)
- Building & Sustaining Relationships
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- Hunting Pink Elephants
Transformational Opportunities
- Selling the City
- Team Recalibration

CIF Round	Apply	Award	Project Name	Status/Priority
1	May 2022	Dec 2022	Reid & Hughes Lower Broadway Project	Awarded Not Awarded
2	Jan 2023	Apr 2023	OIC (BPN) Arterial Road (Part 1) Capehart	Awarded Not Awarded
3	Jun 2023	Sep-23	Waterfront	Not Awarded
4	Dec 2023	Mar 2024	Waterfront Norwich State Hospital Property (Planning Grant)	Re-submitted Submitted
5	Jun 2024	Sep 2024	Lower Broadway Project *** Fontaine Field	1 2
6 (T)	Dec 2024	Mar 2025	Chestnut Street Mill Heritage Trail Extensions and Enhancements NCDC - Purchase Bulletin Building Revolving Loan Program	1 (CapEx) 2 (CapEx) 1 (Small Business or CapEx?) 2 (Small Business)
7 (T)	Jun 2025	Sep 2025	*** Police Station Next Master Parks Plan Priority (?) Community Center/Aquatic Center *** Flatiron Building	3 4 5 6
8 (T)	Dec 2025	Mar 2026	*** Laurel Hill School OIC (BPN) Arterial Road (Part 2) Utility Upgrades Shipping Street Waste Water Treatment Plant	7 8 9 10
9 (T)	Jun 2026	Sep 2026	Schools Redesign Rose Alley (Water Flow & Flood Zone remediation) *** Norwich State Hospital Property *** Capehart (Full Park Project)	11 12 13 14
10 (T)	Dec 2026	Mar 2027	*** Envision Norwich Inputs? Public Meeting Plan? ***	15
				*** indica

CIF Round	Apply	Award	Project Name	Status/Priority	Comments/Notes/Follow ups
1	May 2022	Dec 2022	Reid & Hughes Lower Broadway Project	Awarded Not Awarded	\$500,000 - FAP signed, FAA closed, draws begin January 2023 ~\$11,000,000 - Resubmitting Round #5
2	Jan 2023	Apr 2023	OIC (BPN) Arterial Road (Part 1) Capehart	Awarded Not Awarded	\$11,391,000 - FAP signed, FAA closed, draws begin Feb/March 2024 ~\$9,000,000 - Dir, P&NS w/ Dir, PW submitted for CERCLA/OBRD EPA parks study grant of \$250k for project prep; Awaiting Result NLT Feb 1st ***
3	Jun 2023	Sep-23	Waterfront	Not Awarded	~\$3,500,000 - Resubmitted for Round #4
4	Dec 2023	Mar 2024	Waterfront Norwich State Hospital Property (Planning Grant)	Re-submitted Submitted	\$11,757,000 - Executive Summaries to CIF Board Feb 9; Results Mar 12 - *** NOTE: Marina Towers action required Offer to purchase by City or PMH \$250,000 - Executive Summaries to CIF Board Feb 9; Results Mar 12
5	Jun 2024	Sep 2024	Lower Broadway Project *** Fontaine Field	1 2	Yale Urban Design Workshop study complete; Urban Act Grant of \$500k can facilitate 30% CDs/cost estimates; PPV for affordable housing? \$2.5M estimated cost - Quick Win from Master Parks Plan?can this be scoped by June for a CIF submission?
6 (T)	Dec 2024	Mar 2025	Chestnut Street Mill Heritage Trail Extensions and Enhancements NCDC - Purchase Bulletin Building Revolving Loan Program	1 (CapEx) 2 (CapEx) 1 (Small Business or CapEx?) 2 (Small Business)	DECD leaning heavy toward supporting affordable housing projects; 2 developers interested in a PPV Natural "next step" if Waterfront project gets approved in Round #4 NCDC - IF Small Business Project does not compete against Capital Projects NCDC - Small Business Project - does not compete against Capital Projects
7 (T)	Jun 2025	Sep 2025	*** Police Station Next Master Parks Plan Priority (?) Community Center/Aquatic Center *** Flatiron Building	3 4 5 6	ROUND 6? - ~ \$40M; Architect conducting feasibility/opinion on probable cost (Chelsea Groton Bank); Possible Bond Request NLT Feb 1 *** Requires prioritization of \$30m MPP total; Fontaine RD#5, what is next? *** ~ \$XXM - Expecting results in 90 days in front of council Mixed use development
8 (T)	Dec 2025	Mar 2026	*** Laurel Hill School OIC (BPN) Arterial Road (Part 2) Utility Upgrades Shipping Street Waste Water Treatment Plant	7 8 9 10	Repurpose for housing Subject to progress in 2024 and 2025 Study required first? Met with Peter Castle 1/10/23; has in interest in partnering on Boat launch site/storage site Supplemental Funding Source? Stay tuned to CLWA bump and its impacts (~\$8-\$10M?); side projects that support this effort, Thamesville line? ***
9 (T)	Jun 2026	Sep 2026	Schools Redesign Rose Alley (Water Flow & Flood Zone remediation) *** Norwich State Hospital Property *** Capehart (Full Park Project)	11 12 13 14	Supplemental Funding Source? What preparatory steps/studies are required here? EPA Grant pursuit to refine requirement and provide cost estimate? Pending Round 4 Planning Grant; Preston Riverwalk Developments - Cleanup complete Feb 2024, EPA Audit + transfer to Mohegan NLT Oct 2024 *** Subsequent to CERCLA/OBRD EPA planning grant result from NLT Feb 1, 2024
10 (T)	Dec 2026	Mar 2027	*** Envision Norwich Inputs? Public Meeting Plan? ***	15	Start holding quarterly? Update the public on (1) grants executing, (2) current priority list, (3) get feedback for new adds to list? *** indicates focused topics/changes/updated info from 1/5/2024 Stakeholder meeting



Director's Report, 2023-24 Third Quarter

An article in *The Bulletin* in January generated interest in the library. We had positive feedback from patrons and, as a direct result of that article, a local resident is going to collaborate with us on securing new technology. She also will provide class instruction.

After years of effort, I was able to come to an agreement with DaSheng Travel, the company that provides transportation for Foxwoods employees. DaSheng has parked their vans in front of the library for years, taking much-coveted and needed parking spaces. They have agreed to park in front of the library only during hours that the library is closed to the public. Our security guard has had to remind DaSheng drivers of this agreement on occasion, but overall it has been working out well. The patrons are pleased with better access, particularly the elderly and those with small children.

Our 18-month collaboration with Libraries Without Borders (LWB) came to a close in February. LWB was a tremendous help to us in assessing the needs of the community. We realized that the public is not familiar with most of the services we provide. With LWB, we completely revamped our marketing efforts starting at the beginning of this fiscal year, including social media campaigns and complete redesigns of our newsletter and website. We also reinvigorated partnerships that had grown stagnant to ensure that we are complementing each other's services. We have seen a great improvement in engagement with the community. Statistics have increased across the board, including foot traffic, circulation, program attendance, and use of in-house and online resources.

As a few examples of better utilizing our partnerships, now that we are a hub library for the CT Library for Accessible Books, we are providing periodic training for staff to keep them up to date on the offerings of CT LAB. CT LAB provides materials and equipment in audio formats and braille in multiple languages for children through adults. A public program with CT LAB and the South East CT Center of the Blind is planned for April 19.

We also had a staff training session on recycling, provided by SCRRRA. A public program on trash and recycling in collaboration with Norwich Public Works and Casella Waste Systems was held in March. Another is planned for April.

SCADD has been invited to hold one-on-one counseling hours on Wednesdays from 1pm-2:30pm at the library. Since they started offering these services in February, we know of two people who admitted themselves to a detox center from the library.

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A goal that we set for 2024 was to provide wellness programs for all ages throughout the year, including physical, mental, financial, and more. CorePlus provided funds to support our plans for multilingual financial literacy classes. We also were contacted by Hartford HealthCare to discuss funding for programs.

Through the ARPA program, we were able to install new equipment in the Meeting Room. This opens up much more availability to groups who require hybrid meetings and projection equipment. We also were able to provide citizenship classes at the library in collaboration with Norwich Adult Education. A graduation and certificate ceremony was held at the library in March.

A representative from Senator Murphy's office recently met with us to explore grant opportunities. That office is particularly interested in our plans to expand English language and citizenship classes.

Over the course of the fiscal year, we have found some cost-saving opportunities, including a change in our website hosting service, internet service, and subscriptions.

Just last week we moved shelving and collections throughout the first floor with the help of Norwich Public Works. Through these moves, we were able to open up the space allowing for better overhead and natural light. This provides better access to people with visual impairments. We also raised and lowered collections for better accessibility to all.

On the only down note, we continue to struggle with building issues. Roof repairs were necessary in February, and HVAC updates are needed. We received a proposal of over \$61,000 to upgrade the system. More discussion is required. Other capital needs are also being discussed.

Please let me know if you would like additional information.

Cathleen Special
Executive Director