Assessors' Quarterly Report to the City Council
Beginning January 1, 2025 – March 31, 2025
"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 2024 Grand List. The Grand list was filed on February 24, 2025.

- Board of Assessment Appeals – 56 applications to the Board were filed in the Assessors' office by March 20, 2025 and 48 were given appointments to meet with the Board. One application was denied an appointment because they had an assessment over 1 million dollars and Connecticut General Statutes allow the Board to abstain from those hearings. The appeal dates are set for April 16th & April 17th, 2025.

- Real Estate – New owner transfers and sales are being entered daily. Starting October 1st 2024 until September of 2028, monthly sales data must be verified and qualified before being reported to the Office of Policy and Management. 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.

- Elderly Tax Relief - February 1, 2025, 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, 2025. To date, we have accepted 154 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. Establishing new personal property accounts through research and processing tradename certificates filed with the City Clerk.

- Court Appeals - There is one pending court appeal relating to the 2021 grand list, two relating to the 2022 grand list and 16 remaining appeals on the 2023 grand list.

- Motor Vehicle Investigations – MTS / Municipal Tax Services continues to conduct motor vehicle investigations on vehicles residing here in Norwich, but that are registered elsewhere in Connecticut or in other states. In February 400+ letters went out to vehicle owners initiating an investigation.

William M Lee, CCMA, II
Assessor

Cash Codes Summary- Norwich

DATES 01/01/2025 TO 03/31/2025

ALL LOCATIONS

Report Date 04/07/2025 04:35:06 PM

Rev 07/06/2007

RECEIPT	CASH CODE	DESCRIPTION	REFERENCE	COUNT	DETAIL AMT
Total For Cash Code		RECORDING FEES	1	1359	$34,625.00
Total For Cash Code		EXTRA FEE	4	171	$342.00
Total For Cash Code		LOCAL TAX	5	166	$249,107.94
Total For Cash Code		NEW CONV TAX	6	161	$352,836.88
Total For Cash Code		COPIES	57	40	$185.00
Total For Cash Code		CERTIFICATION	58	37	$74.00
Total For Cash Code		VITAL	59	1122	$30,580.00
Total For Cash Code		CHARGE ACCOUNT PAYMENT	105	28	$7,970.00
Total For Cash Code		MARRIAGE STATE	800	66	$2,244.00
Total For Cash Code		MARRIAGE CITY	801	66	$1,056.00
Total For Cash Code		DOG LICENSE BASE 19	901	71	$1,349.00
Total For Cash Code		DOG LICENSE BASE 8	902	71	$568.00
Total For Cash Code		DOG RENEWAL LATE FEE	903	91	$667.00
Total For Cash Code		FISH & GAME	907	78	$1,788.00
Total For Cash Code		NOTARY	908	75	$395.00
Total For Cash Code		SURVEY/SITE MAPS	910	6	$360.00
Total For Cash Code		OPEN VITAL	917	20	$515.00
Total For Cash Code		MISC	918	18	$2,050.50
Total For Cash Code		FEDEX CHARGE	919	18	$720.00
Total For Cash Code		COPY	921	347	$2,174.00
Total For Cash Code		CREDIT CARD SURCHARGE	936	141	$1,410.00
Total For Cash Code		STATE PRESERVATION	937	979	$43,076.00
Total For Cash Code		CITY PRESERVATION	938	979	$2,937.00
Total For Cash Code		TOWN PRESERVATION	939	979	$2,937.00
Total For Cash Code		LIQUOR PERMITS	948	9	$180.00
Total For Cash Code		DOG TRANSFER FEE	952	3	$3.00
Total For Cash Code		STATE TREASURER	1001	92	$11,684.00
Total For Cash Code		TOWN GENERAL FUND	1002	92	$2,944.00
Total For Cash Code		STATE TREASURER	1003	118	$12,980.00
Total For Cash Code		TOWN GENERAL FUND	1004	118	$4,602.00
Total For Cash Code		TOWN CLERK FUND	1005	118	$1,180.00
Total For Cash Code		WEB SUBSCRIPTION - 1 WEEK	1960	43	$2,150.00
Total For Cash Code		WEB SUBSCRIPTION - 1 MONTH	1961	11	$1,100.00

Cash Codes Summary- Norwich

DATES 01/01/2025 TO 03/31/2025

ALL LOCATIONS

Report Date 04/07/2025 04:35:06 PM

Rev 07/06/2007

RECEIPT	*CASH CODE*	*DESCRIPTION*	*REFERENCE*	*COUNT*	*DETAIL AMT*
Total For Cash Code		**WEB SUBSCRIPTION - 6 MONTHS**	**1962**	*4*	**$1,000.00**
Total For Cash Code		**WEB SUBSCRIPTION - 1 YEAR**	**1963**	*13*	**$6,300.00**
Grand Total					$784,090.32

Finance Department

Report for the Quarter Ended March 31, 2025

Departmental Goals (DG)

1. Increase efficiencies and impact by working collaboratively with other departments, agencies, boards, and commissions as well as outside agencies. **(L3)**
2. Maintain strong community relations through candid communication, professional service, and the implementation of technology. **(L4)**
3. Provide timely, accurate, and transparent budgets, reports and analysis to stakeholders. **(L1,L3,L8,G4,R1)**
4. Train personnel to the highest standards while holding them accountable to those standards. **(L7)**

Administration and Personnel Development

- Revenue Collector Gynna Gaitan promoted to Accounting Generalist in December. (DG4)
- Hired Revenue Collector Yairiahna Perez in March 2025 (DG4).

Accounting & Reporting

- Annual Audit – The audit of the fiscal year ended 6/30/2024 was completed in early December 2024. (DG3)
- American Rescue Plan Act - Orla worked closely with recipients to finish up the majority of the 73 ARP projects. Some capital projects roll into 2025 however the majority ended 12/31/2024. Reporting will be due by 1/31/2025. (DG3)

Accounts Payable

- During December we prepared for the end of tax year forms for the City and the BOE. Worked with Tyler Tech (Munis software providers) on various formatting upgrades and changes. Forms generated and distributed in January 2025 (DG2).

Budgeting

- Attended goal setting session for the 2025-26 budget and compiled budget documents and related legislative proposals for City Manager's proposed budget. (DG3)

Debt Management

- S&P affirmed City's AA-rating for the $10.6 million December 2024 bond issue. (DG3)
- Provided update to Moody's in February 2025.

Information Technology

- IT Technician Mario Gagliardi continues working with departments on integrating SharePoint and other Microsoft 365 tools into workflows (DG1, DG2)
- IT Manager Raymond LaRose and IT Technician Joe continued infrastructure work for PremierOne CAD and RMS. (DG2)
- Deputy Comptroller Orla and Ray continue work with Civic Plus on a website design refresh (DG1, DG2)
- Onboarding of Managed Detection and Response platform began (DG2)
- Ray and Norwich Public Utilities continue the process of migrating City phone services to SIP (DG2).
- Mario and Joe continue upgrading computers to maintain lifecycles and prepare for the end-of-life date for Windows 10. (DG2)
- Joe and Ray along with Norwich Public Utilities replaced core network infrastructure at Fire HQ (DG2)
- Mario and Ray along with Norwich Public Utilities replaced core network infrastructure at City Hall (DG2)
- Continued work on the replacement of critical network infrastructure. (DG2)

- Continued renovations of the city hall server room, police server room, and police radio room to accommodate future equipment and allow for some expansion. (DG2)
- Monitoring systems analyzed 54.7 million events, investigated 171 possible threat indicators, performed 24 in-depth investigations, and resolved 20 incidents. (DG2)

Payroll

- Prepared end-of-year payroll tax forms in January.

Procurement

- Contract awarded for Demolition of Marina Towers
- Contract awarded for CM for Uncas & Moriarty Schools
- Contract issued for new fuel system at American Wharf Marina
- 25 Procurement actions issued during third quarter of FY25
- Seven claims submitted to CIRMA
- Received $60,000+ from auction of surplus vehicles and equipment

Revenue Collection

- The Revenue Office and the Assessor's Office continue working with Municipal Tax Service (MTS) to create and bill for out of town/state, or unregistered vehicles. As of 1/1/2025 there were 1,429 personal property and motor vehicle bills created. (DG1)
- The tax sale was such a success the Revenue Office will be reviewing accounts to add to a new tax sale which we are hoping to have by the end of 2025.
- A new list of foreclosure accounts will be sent to Attorney Siefert in February.
- The Revenue Office is working on bank executions for delinquent accounts that are multiple years in arrears.

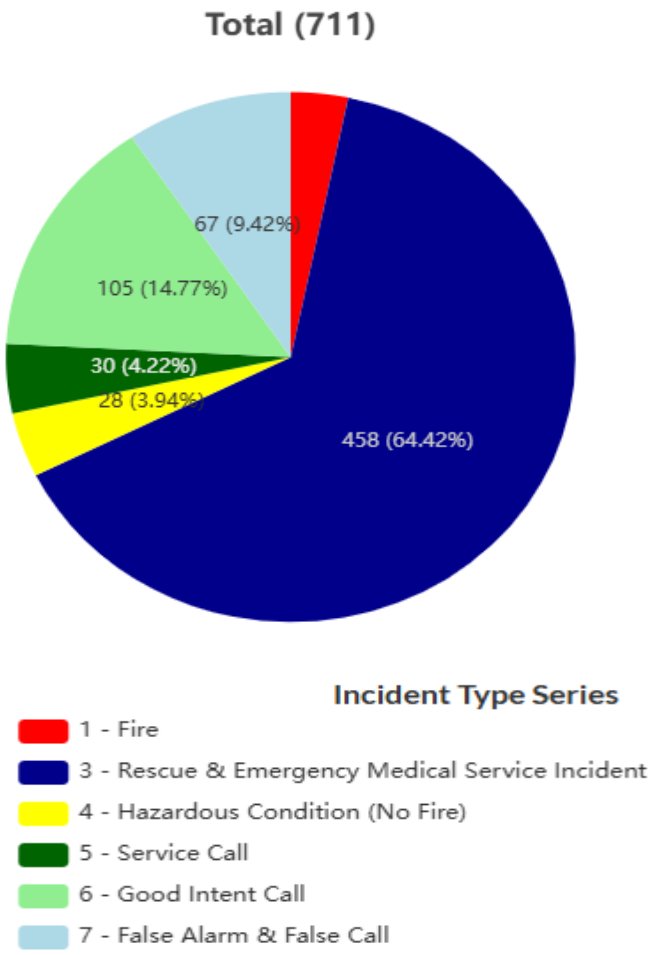
Risk Management

- Working with insurance agent (USI) to manage cost increases for FY26.
- Renewed cyber-insurance policy.

Submitted by: Comptroller Joshua A. Pothier
4/8/2025

Fire Rescue Division:

The Fire Rescue Division of the City of Norwich Fire Department responded to 711 requests for service in the first quarter of 2025. These service requests included 253 fire and rescue incidents and 458 EMS Incidents.



Within these requests, the department responded to and extinguished three significant "working structure fires," preventing loss of life and minimizing property damage.

Date	Property Use and Address	Number of Civilian Fire Deaths	Property Loss
2025-03-24	370 Hamilton Ave (*Multifamily dwelling. Includes apartments, condos, townhouses, rowhouses, tenements.*)	0	100000
2025-02-04	490 E Main St (*Multifamily dwelling. Includes apartments, condos, townhouses, rowhouses, tenements.*)	0	29960
2025-01-08	53 Hedge Ave (*1- or 2-family dwelling, detached, manufactured home, mobile home not in transit, duplex.*)	0	26000

In addition to the exceptional public safety response, the members of the City of Norwich Fire Department serve the entire Norwich Fire Service. The following are highlights from Q1:

Knox System

The Knox system has been updated to reflect the recent retirements and appointments of new members. New members have been added to the fuel key system, as well. I have been in contact with MIS to rectify a network issue with one of the Knox Boxes on the apparatus. This is still in progress but is expected to be completed very soon.

Thermal Imaging Cameras

Assistant Chief Erban secured grant funding for new cameras and training in 2024. Thanks to AC Erban, we completed the NFPA-required training through Flash Fire's live fire program. This was built on training that I delivered to the department in December of 2024. Flash Fire's training was a great benefit to not only our members, but also to our neighboring career departments. The new cameras purchased through the grant are expected to arrive this month. We had cameras delivered several weeks back; however, they were not the cameras we ordered. AC Erban rectified this through the vendor.

Hazmat Training

In February, Platoon 3 conducted training on our Dahlgren Decon Kit. FF Brendan Johnson delivered the training as one of the department's train-the-trainer certified members. This was very productive and highlighted the advancements being made in the technical emergency response disciplines.

In March a Hazmat Ops refresher to the East Great Plain department. Approximately 15 EGP members attended. This covered typical course requirements, a hands-on meter lab with actual hazardous materials, and strategies and tactics to coincide with NFD SOG's and operations. Last week we provided EGP with laminated cards to hold colorimetric papers that enable their members to operate without putting themselves at unnecessary risk. To my knowledge, this is the first NFD-delivered hazmat training to occur in Norwich with the volunteer departments.

PPE

We are currently in a PPE project that has started to bring us up to date on several years of underfunded PPE projects. More funding will be needed to maintain the current trend in the right direction. Seven members will receive complete sets of gear, one set is reserved for a certified hire, and a few more members will receive small items (gloves, etc.) to replace worn-out PPE. We look to continue this early in the 2025-2026 fiscal year.

Communications/Radio

Provisioning work has continued to adapt the various needs of the Norwich Fire Service into the CAD system. In February, attendance was marked at CAD training sessions alongside four Norwich Dispatchers who were learning the system to gain a better understanding and to provide further training to other dispatchers in preparation for implementation. During this session, questions were answered and workflows of the system were explained based on the needs of the Norwich Fire Service. This session also included Mobile CAD training, which Lieutenant Flaherty attended in place of the provisioner.

The fire component of the CAD system is nearing readiness for implementation, although some minor modifications may be required post-implementation. Remaining tasks for the project include completing background Management Information Systems (MIS) work to fully prepare the system and migrating data from the current CAD system for the go-live phase.

Currently, work is being done with First Due to facilitate integration with CAD ahead of the go-live date. This includes preparations for incident reporting and notifications through the Responder module. Testing has confirmed that test call data is being successfully received by First Due in the incident reporting section. Upcoming benchmarks include Motorola training for SQL Server Reporting Services (SSRS), which involves data mining from the report data warehouse, as well as configuring notification settings for personnel and First Due based on department and call type. Additionally, after go-live, training for the Intelligent Data Dashboard (IDD) will assist in exploring possible display options for CAD data in the firehouse.

As the go-live date approaches, outreach will be made to establish a training plan for all departments regarding Mobile CAD usage once the Mobile Data Terminal (MDT) installation is confirmed.

Recently, volunteer fire departments have requested a review of their alarm assignments, aware that the CAD system implementation is imminent. If this becomes a significant topic of discussion, assistance is available for all chiefs to understand the CAD project and implementation, emphasizing the need for consistency among all agencies.

Radio System Report

In Q1 2025, a training session with Dispatchers in January enhanced collaboration on best practices for the system and helped the Dispatchers understand the use and capabilities of the available channels. Lt. Cook will continue to monitor the need for updates to programming due to regional changes among mutual aid agencies. In Q2, discussions will take place regarding enhancements to the communication system with Station Alerting vendors, especially with the upcoming implementation of CAD, to reduce response times. Lt. Cook will reach out once the information is collected.

Officer Development Report

This project focuses on the development of future officers and leaders. In 2024, a New Company Officer guidebook was created with the collaboration of other officers within the NFD. This initiative also introduced a new two-day program for newly promoted officers, which is delivered prior to their assignment in new positions.

In the first quarter of 2025, a workgroup and project plan were established for the implementation of a revised Acting Lieutenant program, which is nearing completion. This program includes an internal testing process, a reduction in service year requirements, and a structured pathway for candidates to receive formal training during their shifts with their officers. Goals for the second quarter consist of delivering the first exam in May and providing training for candidates placed on the Acting Lieutenant list.

First Due – NFIRS Report

With the implementation of First Due, workflows for Incident Reporting were developed. Ongoing monitoring of these workflows and the system aims to identify opportunities for streamlining reports for officers. Collaboration is ongoing with Motorola and First Due on system integration.

Upcoming benchmarks include preparation for the NEIRS cutover scheduled for October 2025, which will result in a nationwide change to the incident reporting system.

Special Operations

Squad A Replacement BC Curtain/BC Merchant: The new Squad A will be the first true "Squad," carrying the majority, if not all, of the technical rescue equipment. Final approval has been granted for the proposed specifications, which was the last step needed to begin the building. The Department has been collaborating with KME on the graphic design of the vehicle. The expected delivery is still over a year away.

Target Hazard Identification for Technical Rescue: The citywide effort to identify target hazards, including walkthroughs and pre-plans for the Tilcon Plant and Lisbon Incinerator, is ongoing. AC Erban and BC Dziavit attended these sessions.

**Marine 1 will be requested for all boat, marina and waterfront fires as well as any boat, kayak or person in distress for events such as sinking, medical emergency or missing/lost throughout region 4 (Old Saybrook to Rhode Island). Marine 2 may be requested in addition to any of the above responses, except for fires. Norwich, Mystic, and Groton Long Point are the only municipalities that have boats with firefighting capabilities. Norwich is the only staffed asset. Beginning in May, we will conduct our annual marine operations training with all shifts. A key focus throughout the year will be to develop a cadre of assigned trainers, ensuring all personnel have better access to more consistent training department wide. Lt. Griffin is currently researching ways to develop a swift water / urban flooding response for the city due to a rise

in incidents over the years. I am hoping to bring in a company to deliver training as there is no swift water response team in the area. With that vision, I am looking to diversify our water rescue gear (suits, ropes, taglines, and ice rescue) to be multi-mission capable instead of mission specific. With the increase in significant natural disasters and flooding around the country, along with the history of flooding emergencies in Norwich, we must be prepared, equipped, and trained for when the inevitable happens.

**Dahlgren Decon Training: ** The Department conducted training on technical decontamination using the CERRIT HazMat Technicians: Johnson, Reissner, and Paige.

CT Foam Unit Training: NFD conducted training on the new foam trailer, with Yantic FD reaching out for upcoming joint training.

Marine 1 Operator Training: Training for new members on the operation of Marine 1 is continuing.

Ice/Cold Water Training: This training took place in January and February.

CERRIT Meetings: Captain Reissner regularly participates in all CERRIT meetings.

Regional Marine Group Meetings: Lieutenant Griffin continues to participate in Regional Marine Group meetings.

ESF 9 Representation: Captain Seitz has been appointed as the ESF 9 Representative for the NFD.

Recruitment Committee:

Two upcoming local recruitment events that our team have been scheduled:

- Healthcare Expo for 150 high school students on April 25th at the Holiday Inn
- Career Day at Kelly Middle School on May 2nd

Opioid Taskforce:

NFD continues to provide monthly updates to the Norwich Area Taskforce regarding overdose data in our community. This information is shared with our Task Force partners—Norwich Human Services, Uncas Health, American Ambulance, SERAC, and Norwich Youth and Family Services—to identify areas in greater need and to potentially secure additional resources for our departments. In September 2024, we received a substantial supply of free Narcan from the Department of Mental Health, which we distributed to the volunteer departments.

Training & Safety Division:

The organization has implemented a range of safety programs and initiatives designed to enhance operational safety and emergency management. Key training sessions included ice/cold water rescue, OSHA certifications, and specialized training for Squad A in mechanical advantage and anchor systems. A new monthly safety initiative was established, and significant updates were made to standard operating guidelines for 2025. Additionally, a successful collaboration was established with Norwich dispatch to enhance response procedures and introduce an Internal Acting Lieutenant program.

Department Training & Safety Programs

Ice/cold water rescue

OSHA Bloodborne pathogens

OSHA Hazardous communications

All members reviewed sexual harassment policy

1 Member completed FMPO code certification

3 personnel attended PIO program

2 personnel Peer Support

Annual PPE inspection and inventory

January Safety initiative portable radio channels/communication

February Safety initiative command post/ incident benchmarks

March safety initiative building construction

Squad A training for mechanical advantage/rope systems

Squad A training grip hoist/ chain

Squad A training anchor systems

Bailout refresher training

Quarterly EMT in-person refresher training

Flash Fire Industries completed 4 days of live fire training for thermal imagers

One member completed the GNACC program

One member in the CFA recruit program Class 75

Attended the City Department Safety Meeting

Training & Safety Initiatives

Implemented a new safety initiative highlighting one topic per month to discuss improving operational safety

NFD collaborated with Norwich dispatch train dispatchers on FD response procedures

Noncertified hire pre-academy orientation

2025 SOGS rolled out. 1st full update since 2017. 6 months of initiatives

The Internal Acting LT program rolled out. Testing underway

Transitioned from implementation to client success phase for 1st due

Marina towers utilized as an acquired structure for training

Complete overhaul and re-inventory of personal protective gear

Work order report for PPE repair

Projected PPE needs for the next two fiscal cycles

Regional response regarding confined space at industrial facilities in Lisbon and Norwich

Operational plan for response to Mohegan Sun for Tesla dealership

Monthly probationary firefighter evaluations

Preplan module on 1st due implemented

Meetings with CAD integration and 1st due

Developed ad hoc reports to pull NFIRS data

Updating EOC SOGs

Trained FMO office on 1st due inspections platform

Grants

Filed close-out report for AFG 2021 grant

Filed progress reports for 2021, 2023 AFG grants

Fire Instructor 1 program underway

Live Fire training for thermal imager completed

Thermal imager (6) due for delivery

2026 NSEF grant application received

Host community drill training in May funded by NSEF grant

Public/Outside Agency Collaboration

Oral Interview panel for entry-level NFD Dispatcher

Trained EGPFD hazardous materials refresher

Collaborated with Willimantic, PBFD, and MTFD departments for training

Assisted VFDs with building the NFIRS platform on 1st due

Attended monthly opioid council meeting

Norwich Fire Department Training by Hours

Total classes	452
Total class hours	1570
Total student hours	**3,581**
Total training hours by objective	**3,498**
Total training hours personnel by category	**3,762**
January student hours	1,408
February student hours	873
March student hours	1300

Norwich Fire Department TRAINING by LOCATION

LOCATION	CLASSES
City streets	55
Connecticut Fire Academy	1
District target hazard	15
EM Facility	27
Greeneville	105
Marina	9
Marina towers	5
Headquarters	201
Other	33
Thames river	1

TRAINING CATEGORY HOURS/PERCENTAGE

CATEGORY	HOURS	%
Administration	31	51.25
Apparatus	14	1
Certification Programs	59	3.75
Community Risk Reduction	1	.5
Driver Operator	4.5	.25
Emergency Management	21	1.35
EMS	805	51
Firefighting Operations	66	66
FMO	177	11.25
Hazardous materials	14	1
Leadership	1	.05
Marine Operations	1.5	0.1
OSHA	220	14
Pre Plan	19	1.2
Probationary Firefighter Training	104	7

Fire Prevention & FMO Division:

Inspections

Hood/Ansul inspections: 70

Residential (includes Hotel): 123

Re-inspection: 70

Assembly: 6

Business: 15

Business Reinspection: 10

Mixed Use: 2

Consultations: 22

Complaints: 13

Daycare:0

Educational: 1

Fire Drills: 2

Fire Protection Systems: 23

Controlled Burn Inspection: 5

Plan Review: 22

Health Care: (In the business category)

Mercantile: (In the business category)

Storage Tanks: 3

Board & Care: 5

C of O: 9

Knox Box: 14

No Show to Inspection: 14

DNE/Vacant Inspections: 1

Construction Insp: 13

Other On-Site: 2

General FMO Activity: 15

Other/Case Management: 3

Occupant Load: 4

Fireworks Vendors: 0

Fireworks shows: 0

Events: 2

Pub Ed: 0

Blasting:1

Norwich Fire Department
10 North Thames Street
Norwich, Connecticut 06360

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Chief of Department
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Reviews/Approvals for other departments: 50

Housing Prosecutor Referral/Warrants: 0

Open Status: 3

Residential Inspections approx. 490 Units

Fire Investigations: 18

Vehicle Fires: 6

Structure fires: 10

Outside Fires: 1

Haz Mat: 1 natural gas explosion at NPU waste water facility.

Incendiary Fires: 490 East Main St. Squatters in multifamily Bldg. ignited debris on the third floor of the building damaging the structure. NPD has a suspect and is working on an arrest.

Training: All inspectors attended continuing education through ODEM and IAAI to maintain FM Certification and EMT Certification.

Projects:

5- 8th St. Cannabis Cultivator – Construction started. Slow going, the developer is completing a building in another area, and when it is completed, he will finish this building. NO CHANGE as of 03/31/25

2. US Foods Expansion –Plans reviewed. Nothing more NO CHANGE as of 03/31/25
3. Backus MRI Building –construction is near completion, and C/O is coming shortly.
4. Backus OR and Cath Lab- plans reviewed construction to begin soon.
5. Reid and Hughes Bldg.- Interior construction progressing. Interior framed, sheetrock

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beginning to be installed.

6. 19 Thermos Ave. 51 apartment units - No plans yet. NO CHANGE as of 03/31/25 This project has been in the works for approx. one year. If no change in next quarter this will be removed from the list.
7. 555 Norwich Ave. Ponemah 114 Units – interior framing completed, sprinkler system still in the process of being installed, wiring and plumbing, mechanical equipment being installed.
8. Self- Storage Facility Salem Tpk. – Temp C/O issued. The elevator and the BDA system are still not complete. The alarm company is working with the state on the system.
9. These Guys- Temp C/O issued for the marina. Final C/O will be issued when the out building work is completed.
10. 458 East Main St. Type 1 hood installed, interior renovation continuing from fire. New owner started work without permits. Building dept stopped the renovation work. New owner is trying to buildout a takeout restaurant and laundry.
11. Old YMCA/Mattern office/apartments- Work in progress.
12. 285 Taftville Occum Rd.- 66 apartments approved complex to begin construction. Site work has began. Construction plans coming soon.
13. 201 Central Ave. -Type 1 hood installation for small restaurant completed and C/O issued.
14. Greenville and Stanton schools plans reviewed and sent back for state approval. We will have one more plan review before the final approval. Nothing as of 3/31/25
15. St. Vincent DePaul Soup Kitchen elevator project in process.
16. 230 Central Ave.- A small laundromat is being designed. No progress as of 3/31/25.
17. 138 Norwich Ave. -Gas station renovation at is underway. New tanks installed, new type

1 hood was installed, and construction is progressing.

18. Hale Mill – The temporary standpipes have been abandoned. The permanent standpipes have been installed, and the sprinkler system is being installed. Per NPU, The 12" main is having a difficult time passing the pressure test. No Change as of 3/31/25

19. 78 Fanning Ave.- Being renovated into a live-in youth behavioral health facility. Plans have been reviewed. Modification is needed for the sprinkler system for change in the rated wall construction to glass. Renovation to begin shortly.

20. 115 Forest St. cannabis cultivation facility is almost complete.

21. 1 Winnenden Rd. NALAS renovation still underway. Mixing and drying facility c/o coming up. This is a long term project with many small additions coming in the future.

Grant Funding: Capt. Gilot assisted Director of Safety/Training Jason Erban with a grant request for equipment for the fire marshal's office. The following items have been requested;

Lighting- portable battery operated. Present lighting is failing.

Portable fans – battery operated to assist with bringing fresh air into fire scenes.

PPE- new pants, jackets some gear is damaged, some inspectors only have one set.

Meter for ignitable liquids identification.

The grant was denied. Per J. Erban this will be applied for in the next grant cycle.

Emergency Management:

Emergency management efforts included coordination with regional partners, submission of grants for training exercises, and planning for a host community drill. Public collaboration was emphasized through training opportunities and participation in local councils. The organization also managed grants effectively, ensuring close-out reports were filed.

Met with Region 4 coordinator for new EM director overview

Norwich Fire Department
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Coordinated CERT trailer to Putnam under regional asset program

NFD signed MOU with ESF-9

Submitted NSEF grant request for a training exercise and laptop for EOC

Warming center with TVCCA. Placed on Web EOC

Discussion of regional mass shelter plan utilizing Norwich as a host community

Planning in place for host community drill in May

Exchanged dosimeters with the State for radiological monitoring

Met with the CT RAD division regarding the host community

Collaborated with West Hartford CERT to host a community drill

Training on CIVIX platform

REP quarterly meeting

Administration

All units (both career and volunteer) have been decontaminated of PFAS foam by KROPP Environmental. The department is waiting on the final bill for disposal. Once received, Chief Wilson will submit the request for reimbursement through the State of Connecticut.

City-Wide Callback System

NFD, through BC Dziavit, has worked to ensure that the callback system is up to date administratively. This includes maintaining current phone numbers, addresses, emergency contact information, and monitoring the qualifications of probationary members for assignments on the First Due platform.

With the assistance of Captain Podzaline, we are preparing to implement electronic processes for time-off requests and hiring. This initiative has been divided into two parts.

First, we aim to enable members to request time off directly through their smartphones using the First Due app. This feature is ready to be implemented but still requires approval from the bargaining unit, as it would require members to download the app.

Second, we plan to utilize the First Due programming to fill open positions each morning for the following day automatically. This would save the duty BC time, as the current process involves calling each member individually. While this component is not yet ready for implementation, recent updates from First Due have brought us closer to achieving this goal.

Buildings:

Norwich Fire Department
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An emergency repair was made to the Greenville station electrical panel due to water damage. Additionally, pricing has been obtained and sent to purchasing for approval to have emergency repairs made to stop further water damage to the station.

Respectfully Submitted,

Samuel Wilson

Chief of Department

Human Resources Department

January 1, 2025 – March 31, 2025

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		**Pension Administration**	
Requisitions processed	28	Pension processing	28
Position announcements	27	Pension Applications	6
Applications processed	283	Pension Refunds/Rollovers	12
Applicants tested	91	Pension Calculations	6
Exams administered	13	Pension Benefit Statements (Distribution)	0
Realistic job previews/Interviews	0	Pension Service Connected Disability letters	18
Lists extended	2	**Drug/Alcohol/Mental Health Testing**	
Advertisements	6	CDL monthly random	7
PoliceApp Candidates processed	16	Pre-employment (P, S & T)	9
Police Agilities held	1	**Workers Compensation/Safety**	
Police Oral Boards held	1	Claims reviews	0
Employees		Claims processed/FRI	17
New hire background checks (P, S & T)	16	OSHA 300 Filing & Posting	14
Orientations	8	Disability Wage Statements	2
Evaluations	12	**Committees**	
Step increases	35	Personnel & Pension Board	3
Buybacks	37	Volunteer Firefighters Relief Fund	1
FMLA	3	Safety Committee	1
Unemployment processing and hearings	2	Commission for Persons with Disabilities	0
Full-Time Permanent Hires	8	Health Equity Committee	3
Seasonal hires	41	**Mandatory Reporting**	
Temporary hires	0	State - DOL Employment Statistics Reports	3
CDL Physical Recertification's	6	State - DOL Multiple Worksite Report	1
Benefits Administration		CCM – Annual Salary Survey	0
Insurance changes processed		EEO-4 Report	0
Active - Anthem (18) The Hartford (100)	118	**Labor Relations**	
Retiree	19	Contract/pension negotiations/MOUs	2
COBRA elections processed	8	Grievances/mediations/arbitrations/CHRO	2
Voluntary Benefits	1	**Training**	
Insurance billings		CIRMA Trainings	25
Active	9	Sexual Harassment Prevention Training	5
Retiree	6	Checklists/Procedures	3
Insurance waivers	1	**Record Keeping**	
Open Enrollment	0	Organize/Digitize Active Personnel Files	26
ACA Reporting		**Employee Relations**	
Submissions	13	Meetings	23
Forms	1522		

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
ADULT & FAMILY SERVICES										
C1, C2	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.	# of Direct Services Provided Norwich Residents	1,000	779	422	431		1632
			Provide assistance in the area of housing-related services including but not limited to re-housing	# of Clients Assisted with NHS Funds	30	9	11	12		32
				# of Clients Assisted with OTHER Funds	970	71	64	34		169
				# of Renters Rebate Applications Processed	1,200	1,028	0	0		1028
				# of Condemnations Processed	25	3	4	3		10
				# of people diverted from shelter or Rapidly Rehoused	10	6	3	3		12
			Provide work, education, training, and job placement opportunities, via Norwich Works.	Total # screened for employment services	100	19		19		38
				# of ECTC Requests Processed	30	18	32	14		64
G5		Develop, coordinate, and provide accessible services to Norwich Residents, securing funding that won't have a negative impact on taxpayers.	Administer programs that increase household income and act as a conduit for non-city dollars for Norwich residents.	# of CDBG Norwich Works Enrolled	20	0	3	8		11
				# of homeless CDBG clients	10%	0	0	0		0
				# of extremely low income	50%	0	2	2		4
				# of very low income	25%	0	1	3		4
				# of low/moderate income	15%	0	0	3		3
				# of Female Head of Household	80%	0	3	4		7
				% of CDBG Norwich Works Clients who Obtained Employment	75%	80%	50%	25%		52%
				% of CDBG Norwich Works Clients who Obtained Training	100%	95%	95%	95%		95%
				Outside Funding Obtained			$ 158,570			$ 158,570
C1, C2	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 Attended	5	6	1	1		8
				# of Employment-related Events Hosted	10	2	4	0		6
C1, C2, C5	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 Trainings Attended per Division	3	4	7	5		16
C1, C2	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 Collaborative Meetings Chaired (CCT, CAN Steering, Task Force)	75	18	15	17		50

City Goal	Dept. Goal	Department Goal Details	Division Deliverables	Measure	Target	Q1: July-Sep	Q2: Oct-Dec	Q3: Jan-Mar	Q4: Apr-Jun	FINAL
ROSE CITY SENIOR CENTER										
C1, C2, G5	DG 1	Coordinate and provide accessible Medical Transportation, affordable health services, and counseling services through various Federal, State, and local grants.	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.	**# of Senior Center Transports**	**13,000**	3,834	3,367	3,252		**10,453**
				Outside Funding Obtained		$ 93,928	$ 20,000	$ 115,000		**$ 228,928**
C2, G5	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.	**# of Completed Outreach Appointments**	**3500**	891	855	665		**2,411**
				# of Completed Benefits Counseling Appointments-Can be removed	**250**	0	0	0		**0**
			Provide Preventive Health Services that will result in a positive financial impact and better overall healthcare for our members.	**# of Clinic RN/Podiatrist Appointments**	**750**	172	175	167		**514**
			Provide on-site mental health and counseling services for our older adult population.	**# of Counseling Cases**	**20**	1	5	8		**14**
				# of Counseling Hours	**1000**	145	253	276		**674**
C1, C2, P1	DG3	Maintain strong community relations through candid communication, professional service, and collaboration with other Departments and community outreach programs.	Coordinate a wide variety of exercise, enrichment, and health-focused programs with professional instructors to educate and assist our members.	**# of Program Visits**	**37,500**	13,930	13,163	15,133		**42,226**
			Host Community-wide Events with local partners	**# of Events Hosted with Community Partners & Seniors**	**50**	37	39	35		**111**
C1, P2	DG4	Construction of ADA-compliant restrooms, and expanded outdoor program space at the Rose City Senior Center.	Completion by end of FY25	**Completed?**		No	No	Almost		
C1, C2	DG5	Increase efficiencies and decrease waste by evaluating expenditures through a sustainability-focused lens.	Identify, evaluate, and update functionality and improve service.	**# of phone calls fielded annually**	**45,000**	9,841	9,325	10319		**29,485**
				# of RCSC Membership Renewals	**1,500**	1,014	1,177	1348		**3,539**
				# of New Memberships	**400**	106	66	57		**229**
				Increases in innovative programming	**5%**	10%	7%	5%		**0**
				Increase in homebound senior services	**2%**	0%**	56%	135%		**2**
				Increase in membership	**3%**	15%	4%	9%		**0**

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										
C1, C2, G5	DG1 & DG3	Work collaboratively with other Departments, agencies, boards, and commissions as well as outside agencies to secure funding that won't have a negative impact on taxpayers.	Coordinate activities, events, growth, 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**	1,492	3653	5413		**10,558**
				# of Residents reached by public forums/ educational events	**300**	63	51	81		**195**
				# of Youth Program Registrations	**4,000**	2,569	512	745		**3,826**
				# of Adult Program Registrations	**800**	303	140	190		**633**
				# of field permits issued	**150**	42	11	17		**70**
				# of Youth Program Hours		1086.5	584	356		**2,027**
				# of Adult Progarm Hours		213	59	84		**356**
				Outside Funding Obtained		$ 281,086	$ 216,476	$ 4,750,000		**$ 5,247,562**
C2	DG2	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 Collaborative Meetings Chaired (Prevention Council, JRB)**	**16**	15	7	10		**32**
C1, C2, C5	DG2 & DG3	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 Trainings Attended per Division**	**20**	13	25	23		**61**
C2, C4	DG4	Promote the health and well-being of Norwich residents through organized and structured activities.	Prevent juvenile delinquency and reduce recidivism through counseling, case management, consultation, crisis management, and mentoring opportunities.	**# of Juvenile Review Board cases**	**45**	8	9	7		**24**
				# of youth diverted from justice system (successfully completing diversion agreement)	**40**	7	5	2		**14**
				# of Families With Service Needs receiving services	**4**	1	0	0		**1**
				# of Summer Jam & Learn Program Participants	**15**	15	n/a	n/a		**15**
			Provide counseling, case management, consultation, crisis management, substance use prevention resources, and mentoring opportunities to all Norwich residents.	**# of Counseling Cases**	**25**	8	10	8		**26**
				# of Hours of counseling, case management, and mentoring	**500**	336	418	318		**1,072**
				# of Residents reached by anti-substance use resources	**20,000**	11,511	1,133	4,921		**17,565**
		*****Youth Employment moved to TVCCA on Oct 1st 2024******	Provide youth with local work, education, leadership opportunities, and job skills training.	**# of Youth provided with Employability Assessments**	**200**	187				**187**
				# of Year-Round Youth Employment Participants	**150**	121				**121**
				# of Youth in-or-completed Leadership Initiatives	**10**	2	21	19		**23**
L2	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**	**20**	2	28	50		**80**

Planning & Neighborhood Services

Quarterly Report: 01-01-25 through 03-31-25

During the 3-month period from January 1, 2025, through March 31, 2025, the Planning and Neighborhood Services Department Staff:

- Applied and received notification of a $250K CIF grant award for planning/market study/brownfield assessment work at the Norwich State Hospital, owned by NCDC.
- Received notification of $94K DEEP CERCLA Round 2 grant funding for the Capehart Mill. These funds were reallocated and awarded to Norwich as the City's original Round 1 request was only partially funded.
- Prepared the 2025-2026 PNS Dept. budget request and met with the City Manager and Director of Finance to discuss the proposal and consider cost saving measures.
- Walked the Capehart Mill site with other municipal departments, NPU and the State Historic Preservation Office representatives. Afterwards, SHPO determined that the condition of the mill warranted demolition.
- Continued to make progress on draft proposed zoning regulations and map amendments with the assistance of the City's Consultant, SLR.
- Attended numerous training courses, regional meetings and participated on a consultant interview panel. Some of these were the RFQ interviews for the CIF funded waterfront project, the Resilient Yantic River Project with SECCOG & Bozrah, and a CT Main Street Transportation Oriented Development (TOD) informational.
- Prepared and presented a $90K CDBG grant request to the Community Development Advisory Committee. The funds requested will be utilized for the demolition of unsafe blighted buildings impacting low/moderate income areas. The grant was awarded to the combined Public Works/PNS departments.
- Collaborated with the Finance department to prepare a proposal for Council consideration to update building permit and inspection fees to be in line with other communities.
- Participated in hybrid meetings of all land use boards/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.
- Performed essential functions of the department (see attached breakdown)

Assisted municipal boards and commissions with processing and reviews of applications: **8**

Inland Wetlands and Watercourses Conservation Commission	**Total**	*REGULATED*	*ADMINISTRATIVE/UPLAND*	*NON-JURISDICTIONAL*
	1	1	0	0

Commission on the City Plan	**Total**	*SUBDIVISION*	*SPECIAL PERMIT*	*SITE DEVELOPMENT*	*DMV K-7*	*DEEP CAM*
	2	0	1	1	0	0

Zoning Board of Appeals	**Total**	*APPROVED VARIANCE*	*DENIED VARIANCE*	*APPEALS OF ZEO*	*VARIANCE PENDING DECISION*
	5	3	1	0	1

Received Complaints	
· Blight	8
· Housing/Property Maintenance	11
· Work without Permit(s)	0
· Building	6
· Wetlands	0
· Zoning	21
· **Total Complaints Received:**	**46**
Investigated and/or Issued Violations	
· Blight (Includes Exterior Property Maint.)	52
· Housing	29
· Work without Permits(s)	22
· Wetlands	0
· Zoning	18
· **Total Violations:**	**121**
· Closed Violations	63
· Closed Zoning	6
Inspections	
· Building Permit Field Inspections	1071
· Housing & Blight Field Inspections	68
· Zoning Field Inspections	20
Police or Fire Call-Outs	19
Citations	
· Citations Issued	22
· Citations - Value Of	$597,550.00

· Citation Fees Collected	$6,584.81
Building Permit Applications	555
Building Permits Issued	
· Residential	413
· Commercial	88
· Industrial	6
· Municipal	10
· **Total Building Permits Issued:**	**517**
· Building Permits per assigned - divide by 3	172
Structures Condemned	6
Dwelling Units Condemned	17
Buildings Demolished	5
Zoning Letters of Compliance Prepared	10
Zoning Permit Applications	68
· New Businesses	9
· Rejected or Withdrawn Applications	8
Zoning Permits Issued	45
· New Businesses	8
Yard Sale permits	5

PATRICK J. DALEY
Chief of Police

CITY OF NORWICH
CONNECTICUT

POLICE DEPARTMENT

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

Quarterly January 1, 2025 thru March 31, 2025

PATROL DIVISION

In the period **January 1, 2025 thru March 31, 2025** the Norwich Police Department Patrol Division handled approximately **14,026 calls for service**. Included in these service calls:

- **395 Arrests Made**
- **779 Offense Reports Taken**
- **262 Traffic Accidents Investigated**
- **1196 Motor Vehicle Stops Initiated**
- **283 Infractions Issued**
- **603 Alarm Responses (Burglary and/or Panic)**
- **4802 Telephone calls into Dispatch**
- **2088-911 Calls**

QUARTER OVERDOSE DEATHS - 18 OD's total 3 fatalities.

JUVENILE SEXUAL ASSAULTS COMPLAINTS:

Several cases are currently being investigated by the Detective Division with forensic interviews were and are scheduled. Backroom investigating several juvenile sex assault cases, most of which require forensic interviews. Most of the investigations are ongoing. Other sexual assault investigations on-going as well.

NORWICH POLICE TRAINING AND SELECTIONS

Patrick Clarke and Paola Rodriguez graduated from POSTC Police Academy in Meridian CT, class 384 on March 26, 2025 and have begun their field training with is a minimum of 12 weeks.

PROJECTS

The CAD/RMS system upgrade continues to be a work in progress. Estimated completion to be May – June 2025.

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 expenditure to be faster than the anticipated rate. They are:

- Several officers/supervisors out on Workers Compensation for work related injuries
- Major crime investigations and staffing.
- The Norwich Police department has been actively attempting to save expenditures as well as control costs by controlling staffing to actively be under budget for the year.

Patrol

Patrol has seen an increase in calls for service over the last three months to include the statistic from the previous page as well as the following:

Responding to approximately 312 Domestic Disturbances with 104 arrests made or warrants applied for.

Responding to approximately 34 Sexual assault claims, all of which are being investigated either by the Patrol Division or the Detective Division.

Officers continue to conduct proactive motor vehicle stops on all shifts. This is a continued attempt to decrease the number of motor vehicle accidents within the city of Norwich.

Patrol Cases

On 1/11/25 A pre-arranged fight involving two (2) people turned into a four (4) person fight at 118 Baltic Road. Accused admitted to stabbing the Victim. Accused was arrested for murder.

On 1/15/25, Accused entered the Centreville Bank located at 40 High Street with a backpack and a loaded 9mm pistol. He demanded money from the bank teller while pointing a pistol at her. After obtaining the money, he exited the bank and fled on foot. The accused was observed running from the area by Sergeant Seidel. The accused was tracked down and arrested as he entered his residence located at 45 Ann Street. At the time of his arrest, he was in possession of the firearm and the money stolen from the bank.

Detective Division Cases

On 1/31/25 there was a Juvenile stabbing in Oakwood Knoll. The stabbing was captured on the City of Norwich Public Safety Cameras. As a result of the investigation it was determined the accused stabbed the victim in the leg three times.

On 2/13/25 a larceny investigation at a Norwich residence for $21,000. The Victim received what he believed to be a Paypal email stating that someone was trying to "reinstate" his account and that he owed $349. The victim called the phone number provided in the email and spoke with an unknown person for approximately three hours. The victim was also told there was "fraud" on his bank account at Charter Oak and that it was for three separate amounts of $7,000. The victim believed he was speaking to employees at the bank and was instructed to withdraw $21,000 from his account to "protect it and someone would come to his residence to collect the money and keep it safe before depositing it back into his account or to EB Credit Union instead." The victim ultimately went to his bank, obtained $21,000 in cash and handed it to an Asian male who met the victim at his residence.

On 2/21/25 An elderly woman residing at 103 Merchants Avenue was the victim of a scam where she purchased $14,000 in gift cards. She then provided the numbers on the gift cards to the "scammers." The following day, the "scammers" attempted to obtain an additional $21,000 from the victim. During the victim's communication with the "scammers", Detectives attempted arrest the couriers but were unsuccessful.

On 2/21/25 the detectives assisted the Patrol Division with an investigation into graffiti that contained offensive symbols in numerous locations on Old Salem Road and Salem Turnpike. A thorough video and neighborhood canvas conducted by the Detective Division, they were able to track the suspect's movements for approximately ½ a mile after applying the graffiti. During the neighborhood canvas, Detective Lawton located the suspect and critical

evidence at his house. An arrest warrant was completed for the suspect and he has since been arrested.

On 3/10/25 Officers were dispatched to the area of Oakridge Street and Golden Street for the report of shots fired. Detectives are investigating. The investigation is continuing.

BSI/Violent Crime Task Force
A narcotic-related search and seizure warrant was executed at a Norwich business. The following items of evidence were seized:

- 243 grams of cocaine
- 30 pressed fentanyl pills
- 8 grams of fentanyl
- Numerous THC products containing the equivalent of approximately 60 pounds of marijuana
- $3,435 in cash
- A digital scale and numerous packaging bags designed for processing and packaging illegal narcotics.

Community Events

All Divisions of the Norwich Police Department assisted and contributed to numerous Community Events.

St Patrick's Day Parade.

Monthly Community Policing meetings with neighborhood watch groups.

Working with Norwich Free Academy's Criminal Justice class

Training and Selection

January 29, 2025 – Officer Bates, Investigator Dupointe and Sgt. Marsh participated in NFA's 9th grade career expo. There were approximately 75 professionals from various careers. Norwich Police has students participating in activities which simulated impaired and distracted driving scenarios.

February 12, 2025– Investigator Dupointe, Sergeant Marsh and Norwich Police Recruits were at the University of Hartford Criminal Justice Career Fair.

March 4, 2025 – Officers from Norwich PD guided students from Norwich Free Academy (who are participating in the NFA/Norwich PD Career Exploration Program) through a tour of police academy in Meriden, CT.

March 26, 2025 Paola Rodriquez and Patric Clarke Graduation from POSTC Academy

Public Works

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

Accomplishments from January 1, 2025, to March 31, 2025

- Responded to 10 snow and ice events since January 1st.
- Dug 36 test pits to assist with the new school project.
- Removed 6 spots of dangerous ledge on Mohegan Road. Including over 20 truckloads of spoils and widened a dangerous corner by almost 16 feet creating better sightline as well as widening the road for easier travel.
- Cleared culverts of debris and dug out as needed to ensure proper drainage.
- Removed over 50 trees in decline and continued roadside trimming of trees and brush.
- Removed all growth from granite ruins at the Falls to prevent any further damage.
- Completed Spring Clean Ups at all city parks and fields and continued seasonal maintenance such as picking litter.
- Completed citywide Christmas tree pick up.
- Repaired over 100 damaged headstones in Yantic and Oak Street Cemetery.
- Filled potholes as needed throughout the city.
- Used sod cutter to edge multiple sports fields and brought in clay to prep all recreation fields for upcoming season.
- Attended 6 tailgate talks with Uconn T2 Safety, as well as Blood Born Pathogen training.
- Continued to work on compliance with the Municipal Separate Storm Sewer System (MS4), including cleaning catch basins, and sweeping the streets.
- Performed 316 Fleet Vehicle Repairs
- Impounded 6 Vehicles for the Police and worked with the PD to remove 31 units from the impound yard
- Made ready the Two sweepers for the sweeping season
- Completed repairs on failed backflow preventers from 2024.
- Started spring cleaning on downtown city properties.
- Began getting estimates for replacing both city hall boilers and outdated parts for heat exchanger unit.
- Replaced damaged ceiling tiles at 23 Union, City Hall and day care.
- Removed furniture from City Hall attic and brought to Clinton Avenue for auction.
- Replaced lighting throughout the Market Street parking garage.

2025 Construction Season Projects Status

- Prepared Community Development Block Grant (CDBG) Applications for 2 Taftville Sidewalk projects.
- Began patio and pavilion project at the Senior Center.
- Continued Construction Management of Uncas Leap Heritage Park with the stairs to be completed this summer.
- Began preparations for the 2025 Road Reconstruction program, which will start in Occum and East Great Plains areas.
- Selected WMC Consulting Engineers for design of the New London Turnpike bridge replacement over the Yantic River.
- Began coordination for the installation of the Armstrong Tennis court bathrooms.
- Repaired the timber bridge on Old Salem Road over Goldmine Brook that was damaged by vehicular impact.
- Began design of an ADA accessible fishing platform with parking in Mohegan Park.
- Continued design of West Town Street sidewalk project under a Community Connectivity Grant.
- Finalized plans and specifications for the Market Street garage repairs.
- Began design and coordination for the 2025 Sidewalk Improvement Program for 6 properties.

OFFICE OF COMMUNITY DEVELOPMENT: Quarter 1 -2025 January –March

COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)

	Quarterly	Calendar 2025 (Cumulative)
Units Completed/Cleared	**1**	**1**
Number of Units in Progress or Under Contract	**6**	**6**
Property Rehabilitation Funds Expended	**$65,120.27**	**$65,120.27**
CDBG Funds Expended	**$224,462.17**	**$224,462.17**
Revolving Loan Income	**$72,220.71**	**$72,220.71**

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

- Staff have begun the implementation of the last programs/ projects that were funded using "recaptured" CDBG-CV (corona virus) monies;
- Staff completed a reprogramming of CDBG funding for the years 2018 through 2023. The Community Development Advisory Committee (CDAC) awarded the funds to various public improvements/ public facility projects. Community Development has begun the process to get these projects approved by the City Council and by the U.S. Department of Housing & Urban Development (HUD);
- The Community Development Advisory Committee heard presentations by non-profit organizations and departments that requested CDBG funding for PY51 (2025-2026). 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 for this Program Year;
- The Community Development Staff are preparing the 2025-2029 Consolidated Plan ("ConPlan") which governs how the federal funding will be used for a five-year period. The Annual Action Plan (AAP) for Program Year 51 is part of the Plan. The ConPlan must be submitted to HUD By August 16th.

LEAD-BASED PAINT HAZARD CONTROL PROGRAM

The program started up on February 1, 2025. No projects have been started, but there are a few in the pipeline.

	Quarterly Progress	Calendar 2024 (Cumulative)
Completed/Cleared	**0**	**0**
Number of Units in Progress or Under Contract	**0**	**0**
Funds Expended (Includes Healthy Homes)	**$37,715.64**	**$37,715.64**

The City of Norwich's Lead-Based Paint Hazard Control program is a 4-year grant that was awarded in 2024.

OUTREACH SUMMARY

No outreach events have been attended in the first quarter.

Director's Report, 2024-25 Third Quarter

175TH ANNIVERSARY
Otis Library is celebrating 175 years as Norwich's public library this year. The staff have been collaborating on efforts to celebrate this significant anniversary throughout the year. Plans include highlighting our history, social media posts from supporters, 175 things to do at Otis, additional outreach, a new mascot, puzzle tournament using our library card image, and reunions of past staff and board members (if the budget allows). We have been gathering and posting stories from patrons and partners who have shared what the library means to them.

STRATEGIC PLANNING
The Strategic Planning Committee completed its work in developing a plan for the library through 2030. The team consisted of the Executive Director, Assistant Director, Multicultural Services Coordinator, Assistant Children's Librarian, Board Treasurer, and President of the Friends of Otis Library. We also had the privilege of working with four other libraries under the guidance of Ellen Paul, Executive Director of the Connecticut Library Consortium and Maureen Sullivan of Maureen Sullivan & Associates, a well-known and respected library consultant.

Meetings as a cohort ended in January, the Board of Trustees approved the plan, and the independent work of identifying objectives and strategies for each of the six goals outlined in the plan commenced. The Committee met weekly throughout this quarter to identify objectives and strategies for each of the six goals outlined, and then began to implement the plan.

MARKETING
In an ongoing effort to reach more of our community members and at the suggestion of the veterans group with whom we met during the strategic planning process, the library is working with Comcast on publicity of our programs and services and will be discussing the possibility of hosting a monthly program on public access.

PARKING
There are several reserved parking spots on Railroad Avenue and behind the Buckingham Memorial building that seem to be unused. I submitted a request to the City asking for those parking spots to be designated for library patrons. For years, patrons have complained about the lack of available adjacent parking. Hopefully, those spots will be reassigned for the benefit of our patrons.

NORWICH ADULT MLL/ESOL COLLABORATIVE

The Norwich Adult Multilingual Learner (MLL, formerly ESOL) Collaborative submitted a request for $277,532 to Senator Osten asking for funding for materials, databases, technology, and instruction to assist our collective English language learning students. Otis Library's portion of the ask was $10,000 for materials and equipment. Senator Osten had offered to assist the group with connecting to the proper resources.

The Collaborative also worked together to provide information to local residents who had concerns about deportation. We worked with LEAD to host Attorney General Tong and local leaders on March 4 to discuss the deportation situation with the public. It was a very valuable and informative program and is directly related to the work of the Collaborative.

We relocated our English language classes to the Literacy Volunteers offices, which are private spaces, and provided students with materials to help them know their rights should they be approached by ICE agents.

CHALLENGES IN THE LIBRARY FIELD

New bills were introduced in this legislative session to help libraries get fair access to e-books and audiobooks. This issue has been raised several times in Connecticut but the bills have failed to pass. Other states are submitting similar legislation. The problem, in general, is that publishers charge libraries prohibitive prices and put limits on the number of times digital material can be borrowed. For example, an individual can purchase *Intermezzo* by Sally Rooney for $19.99. We were charged $69.99. Additionally, our copy can only be borrowed 26 times or held for 24 months, whichever comes first, before we lose access to it. This practice is onerous on the library budget and makes it impossible to build a collection. Hopefully, more progress is made this year. Meanwhile, we are using hoopla to the extent the budget allows to provide our patrons access to e-books, audiobooks, TV shows, movies, and classes.

We also are taking advantage of the State Library's subscription to The Palace Project, which does not have the variety of titles (particularly new books) that are available through OverDrive/Libby but does have a decent sized collection. However, this service and numerous others may not be available after the federal government cut off $1.5 million of the $2.164 million allocated to the Connecticut State Library through September 2025. The termination went into effect April 1, 2025. This could severely restrict the online resources (workforce development, research databases, legal resources), summer learning materials, and equipment and materials for the blind and visually impaired that Otis Library provides to Norwich residents. It will also impact the inter-library loan system that allows library cardholders to borrow books from libraries across the state. Particularly in difficult economic times, this service is essential to both libraries and patrons as tight budgets often are reflected in cuts to the purchase of materials.

EXHIBITS

We hosted the **"Journey of Memories"** exhibit, "a heartfelt tribute to the Afghan, Syrian, Sudanese, and Congolese women who, despite being displaced from their homelands, preserve the essence of their cultures through evocative artwork. Each piece in this collection reflected cherished memories and vibrant cultural treasures, from bustling market scenes to serene landscapes. Through their art, these women share personal stories of their past, celebrating the beauty of their heritage while honoring the time spent with family and friends." The exhibit received quite a bit of press and positive feedback from the public. NFA brought classes to the library to experience it.

Our current exhibit is from the Marine Debris Program at Uncas Elementary School, an after-school academic enrichment program for third through fifth grade students. The program focused on using science, technology, engineering, and math to understand the real-world challenge of marine debris and provided the opportunity to participate in a community-centered project. They created a model ocean to determine how debris moves through our world's oceans and experimented with how oil spills affect the marine environment. They participated in a community trash clean-up, then used the debris (and other debris collected elsewhere) to create art projects that encouraged people to be more environmentally aware and save our oceans.

PARTNERSHIPS

We have expanded our partnership with the Norwich Transition Academy, which serves students aged 18-21 who have special needs, to include job coaching. Normally, students visit the library once each month and our Young Adult Librarian works with them on a variety of skills. In this new five-week program onsite at the Norwich Transition Academy, students received guidance on resumes, cover letters, job searching, and interview skills. It went very well, and they requested that we offer the program again in the future.

The library partnered with Advancing CT Together (ACT), formerly known as CAHS, to provide the VITA (volunteer income tax assistance) program again this year after hours on Tuesday evenings from February 4 – April 1, and a few Saturdays in February, March, and April. This is always a very popular and much-appreciated free service for our patrons. Appointments filled before we even publicized the program. Over 150 appointments were made with even more people being assisted (multiple returns filed in one appointment).

COMMITTEES

The Norwich Health Equity Committee, of which Otis Library is a member, completed its work under the directive of the City Council's July 19, 2021 resolution declaring racism a public health crisis affecting our entire community. The Committee submitted its report and requested an opportunity to present it to the Council.

The library is also a member of the America 250 Norwich Connecticut Committee. We meet monthly and recently used grant funding to hire a project coordinator. Subcommittees have been formed for fundraising, marketing, education, and event planning. The library will be participating in education and event planning and was part of the hiring process.

PROGRAMS AND SERVICES

Programs continue to thrive. We have more going on than I could possibly summarize in this report. I encourage you to visit our website, otislibrarynorwich.org, and subscribe to our newsletter to see the full breadth of programs and services being offered for all ages by Otis Library. Some fun new initiatives of note are Dungeons & Dragons for teens and adults, a monthly STEM club for tweens and teens, a songwriting club for adults, and a monthly ukulele "strum and jam" club.

We recently added the CT State Museums Pass to our collection. It provides admission for two adults and two children to four state museums, including the Prudence Crandall Museum in Canterbury. We celebrate Harris Sisters Month every April in honor of Sarah and Mary Harris, two girls from Norwich who were among the first brave Black students to attend what was at that time an all-white school, so it was a natural fit for our collection.

Passport and notary appointments have been through the roof this year. We have two staff members who handle passports, one of whom is also our Notary Public. We'll see if this trend continues, but we have no reason to think it will not. Although we do not charge for notary services, we have received numerous donations for the service.

COMMUNITY ENGAGEMENT

We participated in United Way's Soup-er Bowl Drive. People donated non-perishable food items into the box of their favorite team. All donated items were then donated to the Gemma E. Moran United Way/Labor Food Center.

We participated in Norwich's St. Patrick's Parade on Sunday, March 2. Despite the cold, it was a great day and we look forward to the next one.

If you would like any additional information, I would be happy to speak with you.

Cathleen Special
Executive Director