

Assessors' Quarterly Report to the City Council
Beginning January 1, 2019 – March 31, 2019
"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX EXEMPT PROPERTY IN THE CITY"

Third Quarter

The third quarter of the fiscal year brought an end to the revaluation project that was started in 2017. The Total grand List was filed on February 27, 2019 and notices of assessment were mailed to all personal property accounts.

- Revaluation – Mandated by State Statutes –Final values were accepted by Assessor, Donna Ralston and used in the compilation of the final 2018 Grand List which was filed on February 27, 2019.
- Board of Assessment Appeals 173 Applications to the Board were filed in the Assessors' office by March 20, 2019. 132 were given appointments to meet with the Board April 10-April 16. The board will meet to review all applications April 17 & 18.
- Real Estate – New owner transfers done daily, Field inspections for all building permits, Certificate of Occupancies and Letters of Completion. Calculate new assessments for pro-rates and apply exemptions. Updating GIS maps with survey maps, splits and combinations.
- Elderly Tax Relief February 1, 2019 began the time period for the elderly and/or totally disabled to apply for tax relief. That program runs until May 15, 2019. Applications for the additional veterans program began as well and runs through October 1, 2019
- Personal Property declarations: - Values were calculated and filed for those personal property owners who failed to file. The entire list was finalized and added to the grand list.
- Motor Vehicle – Motor vehicle values were finalized and added to the overall grand list. Daily questions are fielded regarding motor vehicle values and taxes. Much time is spent accepting and processing proper proof in order to adjust vehicles that were sold, traded, totaled, etc.
- Supplemental Motor Vehicle List – Supplemental tax bills were mailed, resulting in many questions and/or adjustments.
- Daily – Answer phone inquiries, serve the public at the counter and do daily motor vehicle corrections and pro-rates. Processing Veterans DD214 as received by the City Clerk.
- Court Appeals review, pre-trials and negotiations for settlement
- MAPPING – Continuing to research and fix mapping problems brought to our attention daily.

OFFICE OF THE CITY CLERK

This department performs numerous duties the chart below tracks the majority of revenue. Below you will find some additional information on some of the duties that are not mainly tracked based on revenue through the cashiering system, but are definite integral parts of this Departments work flow. (These figures are based on the last three months (1/1/2019 to 3/31/2019)).

- Land Record Subscriptions – 18 - \$5040.
- Legal Notices Published - 4
- Trade Names – 34 @ \$15. = \$510
- Genealogy Requests – 2 (average 1.5 hour each)
- Justice of the Peace Appointments - 86
- Absentee Ballots –0
- Paternity/Adoption Records – 38 (average 1 hour each)
- Phone Vital requests – 176 @ \$27. = \$4752.
- Claims, Summons and Fire Loss Claims – 12
- Liquor Permits – 9 @ \$20. = \$180.
- FOI Requests (Freedom of Information) - 8
- Cremation & Burial Permits - 225 @ \$5. = \$1125
- Registered/Received (births & deaths) -422

Scanned/Printed/Verified/Mailed Back - 10 Books @ 350 pages each (average 11 hours per book)

Description	Date Range 1/1/19 - 3/31/19	Date Range 1/1/18 - 3/31/18	Fiscal Year 7/1/17 - 3/31/18	Fiscal Year 7/1/18 - 3/31/19
Recorded Land Records	1,381	1,583	4,856	4,424
Dog Licenses	75	95	418	460
Fish & Game Licenses	102	83	164	179
Notarized Documents	196	143	487	548
Local Conveyance Tax	126	153	472	493
Vitals- Birth/Marr/Deaths	1,333	1,265	3,608	3,719
*Customer Counts	*3195	*3241	*9995	*9792
Agendas & Minutes Posted	364	287	821	988
Total Local Conveyance Tax	78,564.09	117,834.09	459,011.82	330,114.95
Total State Conveyance Tax	120,854.37	265,132.14	687,759.51	519,352.06
Town Doc Preservation	2,745.00	3,249.00	8,159.00	9,228.00
State Doc Preservation	40,260.00	47,652.00	136,834.00	135,344.00
Town General Fund Fees	4,503.00	5,008.00	16,207.00	15,405.00
State Treasurer Fees	14,244.00	16,923.00	53,173.00	49,182.00
Town Fish & Game Licenses	108.00	86.00	171.00	189.00
State Fish & Game Licenses	2,551.00	2,205.00	4,853.00	4,676.00
Town Marriage Surcharge	784.00	462.00	2,156.00	2,944.00
State Marriage Surcharge	1,666.00	798.00	3,724.00	6,256.00
State Totals	179,575.37	332,710.14	886,343.51	714,810.06
Town Totals	86,704.09	126,639.09	485,704.82	357,880.95
Combined State & Town Totals	266,279.46	459,349.23	1,372,048.33	1,072,691.01
Grand Total of Funds Collected	354,466.96	607,460.63	1,637,188.23	1,338,634.96
*Actual Paying Customers (not counting customers with questions or phone calls)				

City of Norwich

Finance Department

Quarterly Report on Goals

Fiscal Year 2018-19

Department Goals	DG1			DG2	DG3	DG4
<p>Increase efficiencies and impact by working collaboratively with other departments, agencies, boards, and commissions as well as outside agencies.</p>				Maintain strong community relations through candid communication, professional service, and the implementation of technology.	Provide timely, accurate, and transparent budgets, reports and analysis to stakeholders.	Train personnel to the highest standards while holding them accountable to those standards.
<p>Increase property tax collection rate on current tax levy to 98.5% by FY2021-22</p>	<p>Implement strategies to reduce costs and increase efficiencies through technology and process review.</p>	<p>Reduce # checks by increasing ACH vendor payments and peard transactions</p>	<p>Integrate NPS accounting into City's accounting system by June 2020</p>	<p>Providing explanations of finance-related activities</p>	<p>Issue the fiscal year 2017-18 audited financial statements by 11/7/18.</p>	<p>Develop personal development plans for each staff and ensure proper level of professional certifications are achieved through education and training.</p>
<p>Reduce volume of routine tax payments made in-person or by mail, so tax staff can focus on delinquent tax collections.</p>	<p>Increase percentage of retirees receiving pay stubs electronically.</p>	<p>Resistance to change</p>	<p>Resistance to change</p>	<p>Staffing levels</p>	<p>Changes in vendors and their third party reporting programs</p>	<p>Identify training needs and one or more training opportunities for each employee.</p>
<p>Percentage of in-person/mail tax receipts/total tax receipts</p>	<p>Staffing levels</p>	<p>Resistance to change</p>	<p>Resistance to change</p>	<p>Integration notes</p>	<p>Date that audited financial statements are complete.</p>	<p>Staff and course availability, timing of courses, and funding.</p>
<p>Percentage of in-person/mail tax receipts/total tax receipts</p>	<p>Cumulative general fund current levy tax collection percentage</p>	<p>Percentage of retirees receiving pay stubs electronically.</p>	<p>Cumulative number of A/P Checks issued</p>	<p>Narrative</p>	<p>Number of employees with training plans (out of 12)</p>	
<p>Ongoing</p>	<p>Increase current levy collection rate to 97.4% for FY2019</p>	<p>70% by 6/30/2019</p>	<p>Fewer than 1,800 A/P checks during FY2019</p>	<p>Ongoing</p>	<p>Issue financials by 11/7/18</p>	<p>6/30/2019</p>
<p>47.31%</p>	<p>54.22%</p>	<p>68.08%</p>	<p>440</p>	<p>Complete integration by June 2020</p>		<p>2</p>
<p>We saw an increase in usage of online payments, lockbox payments, and PeoplesUnited branch payments</p>	<p>Real estate collection % is essentially the same as last year. Personal property increased by over 5%. Motor vehicles collections were strong. MV can't be compared to last year because of delay in billing last year.</p>	<p>Increased 0.50% from last quarter</p>	<p>On track to meet Target</p>	<p>Bond ordinance 1771 adopted 7/19/18. Purchased fixed asset software which will be able to accommodate NPS's assets. Entered into consulting and software contracts and had a kickoff conference call with all parties at the end of September.</p>	<p>All audit fieldwork and most financial statement supporting information completed by 9/28/18.</p>	<p>In the process of hiring a Revenue Collection Clerk. Worked with individuals in Public Works, Fire, and Police departments to train them how to use MUNS.</p>
<p>49.89%</p>	<p>62.81%</p>	<p>68.67%</p>	<p>828</p>	<p>Implemented new fixed assets software and MUNIS content management system. Majority of chart of accounts analysis completed.</p>	<p>12/12/2018</p>	<p>12</p>
<p>In-person/mail collections increased to 49.89% compared to 42.02% last year at this time. With the increase in online and PeoplesUnited branch payments, we expect the percentage to decrease to the 40 to 45% range by the end of the fiscal year.</p>	<p>PP and MV collections are strong compared to prior years. RE isn't quite as strong as of December 2018 as it was in December 2017 because income tax law changes provided a disincentive to pay 2nd installment in December for many taxpayers.</p>	<p>On track to meet Target</p>	<p>On track to meet Target</p>	<p>Provided summary of bond rating and bond sale activity to City Manager for his report to Council. Tax office updated hallway notices to make them more user-friendly.</p>	<p>Financial statements were held up by disclosures for State's pension and OPEB plans</p>	<p>Hired a Revenue Collection Clerk. Met with all employees to go over goals and training plans for the fiscal year. Hiring to replace LAN Technician</p>
<p>Q2 Notes</p>						

Measure Description	Percentage of in-person/mail tax receipts/total tax receipts	Cumulative general fund current levy tax collection percentage	Perform a tax sale for larger and older delinquent real estate accounts	Percentage of retirees receiving pay stubs electronically.	Cumulative number of A/P Checks Issued	Integration notes	Narrative	Date that audited financial statements are complete.	Number of employees with training plans (out of 12)
Target/Timeframe	Ongoing	Increase current levy collection rate to 97.4% for FY2019	Complete tax sale during FY2019	70% by 6/30/2019	Fewer than 1,800 A/P checks during FY2019	Complete integration by June 2020	Ongoing	Issue financials by 11/7/18	6/30/2019
Q3 Measure	45.41%	96.05%		69.07%	1,187	City's new COA is being tested. City and NPS had several training sessions for purchasing, accounts payable, general ledger, accounts receivable, and budgeting.	Assisted City Manager in preparing proposed budget.		
Q3 Notes	Credit card payments are up significantly.	On track to hit goal of 97.4% - a 0.4% increase over FY2018 and Norwich's highest current levy collection percentage since 1961.	The Tax Office will be coordinating with other departments to have demands issued with a target of September 2019 for the tax sale.	On track to meet Target	On track to meet Target			No activity in this quarter	Hired a new LAN Technician

Norwich Fire Department Quarterly Report

January 1, 2019 through March 31, 2019

Operations:

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: 600. 23 fires, 446 rescue/emergency medical, 36 service calls, 95 misc.*

Significant incidents: 2-alarm fire, 22/24 McKinley Ave, 3-story multifamily residence. 2-alarm fire, 42 Prospect St, 2.5-story multifamily residence.

Fire Marshal Office:

Investigated 14 fires (2 incendiary fire remains under investigation), performed 262 Fire Code Compliance Inspections, conducted 15 Plan Reviews, and 41 consultations.*

The Norwich Fire Department is continuing to process the incidence of fire in collaboration with State and Local Police support.

Training Division:

Daily Training for this reporting period included in-house and external courses, assigned Target Solutions programs, and multiple company level trainings totaling 3,382.25 man hours of training.*

Safety Officer received 107 reports of exposure to carcinogens as defined under state guidelines.

The two recruits attending the CT Fire Academy have completed 7 weeks of their training with high marks. Scheduled graduation is 23 May.

We continue with our district preplanning, attack planning and building review activities.

Apparatus update:

New Battalion Chief vehicle has been received from the manufacture. It is currently at MFQ manufacturing for equipment installation. Due to unexpected delays in the manufacture of components for the Command Center in the rear of the vehicle, we still have not taken official delivery.

The new marine unit has been delivered. Training and system familiarization is ongoing. It is anticipated to be fully equipped, with personnel training at a level to place the boat in service around the beginning of May.

*A complete breakdown is available upon request

Engine-3 generator out of service, parts on order.

Station update:

Greeneville roof leak was repaired. Inquiry was made to the overall condition and age of the roof. Neither Public Works nor Baltic Roofing were able to give an age on the roof, but estimates were given for replacement options. Will consider in future Capitol requests.

Emergency Management:

Presidential Disaster Declaration on flooding of September 2018. Submission for reimbursement completed in coordination with Sandra Kuchta.

Annual review of Local Emergency Operations Plan (LEOP) completed and submitted to the State.

Host Community Reception Center evaluated exercise FEMA final report released with no Level 1 or Level 2 findings. Outstanding job by all involved.

We hosted an ICS 300/400 Course at the EOC with 25 attendees. There was lots of positive feedback on the week-long course.

Building needs: lighting, wiring upgrades needed, as well as some energy use / energy efficiency issues to address. Will look at this for future budget requests.

No significant weather events.

Administration:

Preparations for budget submission, qualification completed.

Annual firefighter physicals completed.

Ongoing community outreach programs. Of note was a tour/safety presentation we hosted for the Wequonnoc 4/5th grade at-risk students. The program director from Norwich Youth and Family Services was very appreciative and complimentary of the Firefighters involved in the presentation.

Respectfully submitted by:

Tracy Montoya

Chief of Department

Human Resources Department

January 1, 2019 – March 31, 2019

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 outside agencies including Otis Library, Golf and Housing Authorities • 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.

Description	Number	Description	Number
Recruitment and Testing		Drug/Alcohol Testing	
Requisitions processed	17	CDL monthly random	8
Position announcements	10	Pre-employment	7
Applications processed	537	Other	9
Applicants tested	167	Workers Compensation/Safety	
Exams administered	7	Claims reviews	1
Realistic job previews/Interviews	20	Claims processed/FRI	16
Lists extended	3	OSHA 300 Filing & Posting	15
Advertisements	4	Committees	
Employees		Personnel & Pension Board	4
New hire background checks	11	Volunteer Firefighters Relief Fund	2
Orientations	7	Safety Committee	1
Evaluations	22	Diversity in Employment	0
Step increases	15	Persons with Disabilities	2
FMLA	7	Mandatory Reporting	
Unemployment processing and hearings	3	State - Department of Labor Census	3
Accrual carryover/payout requests	25	State - Department of Labor Workplace	1
Seasonal hires	3	Labor Relations	
Benefits Administration		Contract/pension negotiations	6
Insurance changes processed	28	Grievances/mediations/arbitrations/CHRO	15
COBRA elections processed	7	Other	
1095's processed (City/NPU/BOE/outside)	1365	Investment Services RFP	complete
Insurance billings	6	Performance	5
Coordinated RFP for Optional Benefits	ongoing	Training	
Insurance waiver forms	21	Reasonable Suspicion	4
Pension Administration		Title 1 Americans w/Disabilities Act	1
Pension processing	112	CT Public Employers Labor Relations	1
1099Rs / Update Employee Contributions	1278	Department of Labor	1

- Numerous hours spent on • 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.

RECREATION DEPARTMENT

	7/1/18-9/30/18	10/1/18-12/31/18	1/1/19-3/31/19	4/1/19-6/30/19	
	1Q-Results	2Q-Results	3Q-Results	4Q-Results	Overall
Number of program hours	866.5	360	322		1548.5
Hours reserved for field usage	2143	630	30		2803
Number of youth registrations	1982	689	304		2975
Number of adult registration	314	149	46		509
Number of hours reserved on fields	2143	630	50		2823
Number of sports leagues using fields/facilities	11	14	1		26
Revenue brought in through programming	\$31,813.95	\$ 6,690.50	\$ 10,749.00		\$49,252.85
Revenue brought in through sponsorship	\$650.00	\$ 500.00	\$ 2,190.00		\$3,340.00
Revenue from grant applications	\$3,125.00	\$ 0	\$ 3,700.00		\$6,825.00
Number of non-duplicated youth participating in activities	n/a	N/A	N/A		
Site improvements (narrative)	Began repairs at Ouellet and Fontaine for irrigation, Rototilled path at Tatville playground. Spread playground safety material at Hamilton Ave. playground., cut 155 acres of grass weekly, lined fields weekly.	Continued repairs for Irrigation on Ouelet and Fontaine. Lining and prepping Fontaine and Ouellet and other fields for games. Excessive rain this fall. Rake and pick up leaves at all sites, winterized ball fields and fountains, remove tennis lines on Mohegan courts. Finished new playscape on Mohegan Rd., Cut back overgrown brush at several fields.	Finished mulch installation at Mohegan Rd playground, snow removal, fixed doors and installed blinds, cut brush back at Ouelet and other fields, prepped fields for use. Maintenance and repair on machinery.		
Partnerships (narrative)	Partner with NFA-Alternative school to clean up Kelly Middle Garden Partner with NFA for basketball clinics. Collaborated with YFS on Youth Summer employment program and BOE for free Summer food		Partner with BOE, YFS.		
	Grants Applied for: P, G, D Community Foundation of Eastern CT Sunrise Rotary	Grants Applied for: P, G, D NPS After School Grant- applied	Grants Applied for: P, G, D Sunshine Rotary Community Foundation.	Grants Applied for: P, G, D	
	Activities to Remember Ran Daycamp with on avg 70 kids a week Brought field trips back to camp program Hired Behavior Specialist at camp Orchestrated Youth BK camp	Activities to Remember 20% Growth in Joe Lonardelli Race Trunk or Treat - 1 st event, great success- 500 people Randy Deglin B-ball Clinic	Activities to Remember Successful basketball program Ran Special Needs program Ran more youth programs met with Youth sports leagues and NFA regarding field usage and needs	Activities to Remember	
	Offered and ran a new Youth Multi sport camp Offered and Ran Lego camp Offered and ran a Youth Soccer camp Offered and ran a fashion camp Fall Brochure out to 10,000 in community	Participated and Supported Light Up City Hall Ran several new youth programs Fencing, lacrosse, yoga, dance, LEGO, Magic lessons. Ran several adult programs Adult softball, Yoga classes, Tai Chi, Created Garden Club Ran "Schools Out" camps			
	Harry O Fun run Family Day @ Mohegan Park Obtained Narcan training- Dir. & Prog Coord. Expanded office hours until 4pm Offered and ran Laura B Seder Tennis Camp				

ADULT AND FAMILY SERVICES

Data Source

# WALK-INS SEEN	Reception Log
# NEW CASES APPLYING FOR ASSISTANCE	Charity Tracker Assistance Report - Monthly Stats
# TOTAL CASES ASSISTED	Charity Tracker Assistance Report - Monthly Stats
# TOTAL HOUSEHOLDS ASSISTED	Charity Tracker Assistance Report - Monthly Stats
RENT MORTGAGE ASSISTANCE	EFSP, NHS, CDBG, Homeless (SD/RR)
DIVERSION	CDBG, Homeless (SD/RR)
RAPID RE-HOUSING	CDBG, Homeless (SD/RR)
FOOD (includes gift cards)	Gift Cards
EMERGENCY Rx	Safety Net
JOB RELATED INCIDENTALS	Norwich Works, Safety Net, NHS
UTILITY ASSISTANCE	NHS, Safety Net
GOLDEN WISHES	Safety Net
KIDS FUND	Safety Net
RENTERS REBATE APPLICATIONS COMPLETED	
KINSHIP/RESPIRE GRANTS RECEIVED	
NUMBER OF FAMILIES ASSISTED	Kinship/Respite Funding
# HOUSEHOLDS DISPLACED DUE TO CONDEMNATION	Relocation by Property
ADULTS	
CHILDREN	
% HOUSED	
FARNAM FUND DOLLARS RECEIVED	
NUMBER OF WIDOWS ASSISTED	Farnam Accounting
NORWICH WORKS	
# people SCREENED for employment services	
# of people GETTING A JOB	
# PEOPLE ENROLLED IN JOB TRAINING	
% people COMPLETED JOB TRAINING	Employment Specialist
% people GETTING JOB AFTER TRAINING	
% increase in wages	
GRANT DOLLARS received FOR JOB TRAINING	
TOTAL GRANT DOLLARS RECEIVED FOR DIVISION	
LOCAL/PRIVATE	Farnam, Safety Net, Homeless (SD/RR)
STATE	Kinship/Respite Funding
FEDERAL	EFSP, CDBG

Planning & Neighborhood Services

Quarterly Report: 01-01-19 through 03-31-19

During the period from January 1, 2019 through March 31, 2019, the Staff of the Planning and Neighborhood Services Department:

- Hired and trained a new Assistant Planner, Dan Daniska, who started employment on February 4th.
- Prepared a TAP grant application with assistance from Public Works Dept. for submission to the SCCOG in April for additional sidewalks and bike lanes on New London Turnpike to facilitate recommendations in the POCD for complete streets.
- Met with State of CT DECD and DEEP for debriefing relative to DECD grant application for Brownfield Remediation Funds for cleanup of two parcels on Shipping Street/Terminal Way properties that was not awarded to the City.
- Partnered with NPU to begin preparation of application to become certificated as a Sustainable CT Community.
- Participated in a leadership role on the United Way steering committee for the Norwich New Capacities project (previously Working Cities Challenge).
- Administered, managed and held meetings regarding the following current grant funded projects: DECD Uncas Leap Project Development; DECD Ponemah Mill South Brownfield Assessment; EPA City-Wide Brownfields Assessment.
- Continued to assist the City's EPA consultant, Tighe & bond, to determine potential priority sites for environmental assessment for RDA to consider.
- Attending meetings and/or assisted the following Committees and Boards: Dangerous Building Board of Review; Housing Management Team; Public Works Stormwater; Greenville NRZ, GNAC Economic Development, NDC & Mayor's Economic Development and Brainstorming; NPU Weekly Coordination; Enterprise Zone; United Way – Norwich Project; Regional Resiliency Team; Plan of Conservation & Development Implementation; Harbor Management and Neighborhood Watch meetings.
- Met with property owners and developers regarding multiple properties and potential projects throughout the city. This included attendance at a site meeting as part of the development division team to assist prospective tenants and interested investors in commercial properties.
- Met with Norwich Historical Society regarding promoting the City's assets. Planner was interviewed by Channel 3 news for a televised story about Uncas Leap.
- Prepared environmental reviews for Community Development Dept.
- Monitored projects and inspected sites/buildings including Ponemah Mill.
- Represented the department at weekly NPU coordinator's meetings, monthly Chamber of Commerce meetings and misc. grand opening/ribbon cutting events
- Attended mandatory and knowledge-based trainings including Land Banking, Blight, Flood Plain Management, Historic Preservation, Building Code, Wetlands, Legal Procedures for Land Use Commissions.
- Continued to work with Human Resources to resolve job descriptions for administrative staff
- Met with NDC and other interested parties about waterfront redevelopment opportunities.
- Assisted boards and commissions with processing and reviews of the following 11 Applications:
 - Inland Wetlands and Watercourses Conservation Commission – 7 Applications
 - Commission on the City Plan – 1 Applications
 - Zoning Board of Appeals – 3 Applications (including 1 appeal of ZEO)
- Received 125 Complaints relative to the following:
 - Blight – 47
 - Property Maintenance - 57
 - Works without Permit(s) – 2
 - Wetlands - 1

- Zoning – 18
- Investigated and/or issued 181 complaints and Closed 61:
 - Blight – 106
 - Property Maintenance - 68
 - Work without Permits(s) – 0
 - Wetlands - 0
 - Zoning – 7
- Issued 354 Building Permits
- Issued 45 Zoning Permits
 - Including 11 New Business/Conversion Permits
 - Including 14 Letters of Zoning Compliance



CITY OF NORWICH
CONNECTICUT
POLICE DEPARTMENT



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



PATRICK J. DALEY
Chief of Police

NORWICH POLICE 1ST QUARTER REPORT 2019

January 1st 2019-March 31st 2019



Guns and Hoses Charity Hockey game March 9, 2019

PATROL DIVISION

Norwich Police Officers and Norwich Firemen faced off in a yearly charity hockey game. This year's game was won by Police and together with the NFD, \$7000.00 was raised which gets distributed to various charities such as the Police Athletic League to help support youth sports in Norwich. Officers Ryan O'Connell and Christina Ramos worked extremely hard to make this event a success.

In the 1st quarter period of 2019 beginning **January 1, 2019 and running thru March 31, 2019**, the **Norwich Police Department Patrol Division fielded approximately 12,770 calls for service**. Included in these service calls:

- **246 Arrests Made**
- **714 Offense Reports Taken**
- **19 Reported Juvenile and Adult Sexual Assaults**
- **439 Traffic Accidents Investigated**
- **896 Motor Vehicle Stops Initiated**
- **437 Alarm Responses (Burglary and/or Panic)**
- **24 Narcotics Related OD's Investigated of which 4 were fatal and 20 were non-fatal.**
- **44 Juvenile Arrests made, 18 of which were diverted to the Juvenile Review Board (JRB).**

MIDNIGHT SHIFT

Under the leadership of **Shift Commander Lieutenant Josip Peperni**, the midnight shift continues to be very busy and active with self-initiated activity such as DUI's, narcotics interdictions and commercial burglary checks. The midnight

shift tends to be heavier with newer officers and they have been leaning on the experienced midnight shift's supervisors for their guidance.

In January, midnight shift officers were dispatched to Fleet Pride on West Thames St. for a commercial burglar alarm. Upon arrival officers determined a burglary had just taken place. Officers investigated and located DNA evidence left by the perpetrator. Using this evidence, officers were able to identify the perpetrator as Jordan Kondratowicz. Kondratowicz was further identified as the suspect in at least 5 additional commercial burglaries on the West Side of town for which he was just recently arrested.

DAY SHIFT

On February 20, 2019 beginning at approximately 1045hrs., Officer Christopher Nott was involved in a gun battle on Broad St. The result was a multi hour span of violent events perpetrated by 39 year old Kyron Sands and ended with another gun battle with police in Windham. The day shift officers and supervisors lead by **Shift Commander John Perry** performed amazingly well with no civilians or officers suffering serious injuries and no damage to city property.

Routinely the day shift officers have been dealing with increased calls for service at the schools involving assaults, drugs and out of control students. Heroin related OD's also keep the day shift busy. Even so, day shift officer's use their down time to conduct motor vehicle activity in known problem areas and neighborhoods based on either observations or complaints from the public. Lieutenant Perry also has increased walking patrols in the downtown areas and will add bicycle patrols once the weather breaks.

EVENING SHIFT

Evening shift officers lead by **Shift Commander Lieutenant Timothy Rykowski** have been very busy with both proactive enforcement and the

handling of common calls for service. However, outside of these daily tasks the officers have been diligently completing reports of all types in order to aid the department in making our monthly reporting requirements to the federal government. Evening shift officers have also been conducting training during work hours on subjects such as firearms and shackling of prisoners. Sergeant Nicholas Rankin has been managing a post incident analysis to include after action debriefs as a result of a recent officer involved shooting. Sgt. Rankin is also forming a Peer Support Team to help the department in the area of officer wellness. His efforts will have a positive lasting effect on this department for years to come. Shift Commander Lieutenant Timothy Rykowski have been coordinating with the National Police Foundation on the Police Data Initiative and their newest project, the Applied Research & Data Platform.

EVIDENCE AND RECORDS

Evidence room improvements have been completed including much needed purging and organization of evidence, implementation of new technology (evidence tracking and inventory computer program) for maintaining evidence rooms in the future. The complete overhaul and updating of the officer temporary evidence room, including updated evidence processing equipment which has brought us current with the future department accreditation standard. An addition of a full time evidence person should be investigated for maintaining and consistency.

Records Sergeant Anthony Gomes sat down with the City's Finance Department to discuss "petty cash" for the Animal Control Pound and the Records Division. The discussions surrounded implementing new protocols for accepting money via credit card machine for all accepted fees and talk of raising fingerprinting fees. There is a need for a camera system in the Records Division (for processing of fingerprints applications and permits) as well as tech/equipment improvements in the area of records management. Records

storage has always being an issue and there is a need for a similar overhaul/ update in the Records Division. The hiring of a 4th Police computer operator is of vital importance.

The dog pound added a Kennel Hand employee (4 days a week, 3 hours a day) to relieve the work load from the injured ACO's absence. Beginning discussions of hiring Temporary ACO have started, as there is no known time frame of injured ACO's return, if any. Additionally, Sgt. Gomes believes the dog pound's heating design is hemorrhaging heat in the winter months (dog flaps) and if money is allocated to solve heat lost in the winter months, significant money will be saved.

INVESTIGATIONS

During the Months of **January thru March 2019**, The Norwich Police Narcotic unit continued working in partnership with the Federal Bureau of Investigation and other local, state and federal law enforcement agencies specifically targeting Heroin and Fentanyl distribution in our area. The investigation has revealed that Norwich is a destination city for multi-kilo distribution of Heroin, Fentanyl and Cocaine. The investigation recently concluded which resulted in Federal indictments of 13 individuals with trafficking narcotics. Each were charged with the conspiracy to distribute various quantities of heroin, cocaine and crack cocaine.

COMMUNITY POLICING

The community policing officers have been very busy in working with the Norwich School system to create a safer place to learn. Led by **Sergeant Tom Lazzaro**, the CPU Officers have completed a presentation with the Integrated Day Charter School on active aggressor procedures and worked with individual schools on their lock down drills and correcting any deficiencies.

Sgt. Lazzaro and his officers have been with working with the United Way and Norwich Public schools in food pantry distribution. They've also been working with Norwich Human Services and the Soup Kitchen to locate and provide options for the city's homeless population. The CPU has just begun preparations with the Rose Arts Committee for their upcoming festival and road race.

TRAINING AND SELECTIONS

The training and selections unit led by **Sergeant Chris Callaway** continues to struggle with finding suitable police candidates. In a national trend, applicants for police jobs are down across the country. This is due to many factors including a healthy job market (people finding jobs in other career fields) and the ongoing negative perception of policing. Of those that do apply, there is a high wash out percentage. For example, since March 2018, 45 of 48 police applicants were "washed" from the Norwich Police process due to failed polygraphs or a background investigation that revealed qualities unbecoming of a police officer such as repeated and admitted DUI's or unreported criminal activity. Two (2) applicants withdrew from the process to seek employment with competing Police Departments. In an effort to combat this trend, recruiting efforts will be stepped up to include attendance at more job fairs, on campus college recruiting and publicizing openings on various social media platforms.

Training did recruit and hire 2 part time Per Diem experienced dispatchers to fill in open dispatcher shifts while the search is on for a full time dispatcher. A new Dispatcher Training Program is being researched and established in an effort to bring new hires up to speed quicker.

Outside training of officer's not absolutely necessary has been curtailed in an effort to remain within budget constraints.

BUDGETARY MATTERS

CT DOT has awarded the department a \$29,000. grant to cover the cost of Distracted Driving patrols and spot checks for the months of April and August 2019. The daily patrols focus solely on reducing cell phone violations which according to the NHTSA accounts for approximately 50% of all accidents nationally.

The Norwich Police Department has been actively attempting to control costs, maximize efficiencies and eliminate waste. Some control measures undertaken are:

- *No unnecessary spending*
- *Limiting Special Assignments off the Patrol Division*
- *No paperwork related overtime expenses except when needed by court*
- *Reduction in Training classes/expenses*

Some of the factors beyond our control have caused expenditures faster than the anticipated rate. They are:

- *Several officers out on Workers Compensation for work related injuries*
- *Complex investigation (i.e. NFA and Shooting cases) that require Detective Overtime*
- *Unfunded retirement pay outs for retirees*
- *Unexpected delay in the LED conversion project*

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, 2019 to March 31, 2019

1. Responded to 13 winter storm events, including pre-treating roads before storms, plowing during storms, clean-up after storms, re-stocking the salt dome, and washing of the equipment after the storms.
2. Roadside cutting of trees and brush, including Christmas tree pick-up.
3. Pot-hole patching with the hot box.
4. Roadside trash pick-up.
5. Secured City owned properties taken through the foreclosure process.
6. Guide rail repair or replacement due to vehicle damage.
7. Replaced carpet and painted walls at 307 Main St.
8. Oversaw the installation of LED lighting throughout the Police Station.
9. Installed new boiler in 29 Union St., (lead free house).
10. Replaced heating coil on the roof top condenser unit at 23 Union St.
11. Repaired the packing in the pistons of the elevator at Main Street parking garage.
12. Performed Preventative Maintenance servicing of over 100 vehicles and the general maintenance of another hundred vehicles, in addition to keeping winter snow removal equipment serviceable.
13. Continued to sign people up for the City Sidewalk Program in preparation for issuing Bid documents.
14. Attended meetings at SCRRA working toward establishing new long term contracts for the disposal of the City's solid waste.

2019 Construction Season Projects Status

Completed Project close-out and punch list items for the vehicle wash building. Prepared and distributed a training video and pricing for washing vehicles.

Received Bids for the rehabilitation of the Fire Exit at 23 Union St. In the process of checking references and securing funding.

Prepared Bid documents and advertised for the Norwich Avenue sidewalk project, funded through a Community Development Block Grant.

Received bids for the Sunnyside St. Bridge rehabilitation. Unfortunately there was an issue with the low bidder, and this project has not yet been awarded.

Obtained the Inland Wetland permit for the Dunham St. Reconstruction project.

Finalized bid documents for the Transfer Station Scale replacement.

Prepared Bid documents and advertised for the 2019 Pavement Project. Reviewed bids and awarded contract, (see attached tentative schedule).

Completed the Municipal Separate Storm Sewer System (MS4) Annual Report for 2018 and posted to the City website.

2019 PROPOSED PAVING

2019 PROPOSED PAVING		
WEST SIDE AREA		TENTATIVE SCHEDULE
Alice Street	0.11	<i>April 22-30</i>
Alice Street Ext.	0.22	<i>April 22-30</i>
Alice Court	0.03	<i>April 22-30</i>
	0.36	
LAUREL HILL AREA		
River Avenue	0.29	<i>May 20-30</i>
Center Street	0.07	<i>May 20-30</i>
Walnut Street	0.04	<i>May 20-30</i>
	0.40	
PLAINHILL AREA		
Lawler Lane (<i>Canterbury Tpk. to Sunrise Street</i>)	0.23	<i>June 17-30</i>
Melody Lane	0.10	<i>June 17-30</i>
Sunrise Street	0.35	<i>June 17-30</i>
Evergreen Street	0.17	<i>June 17-30</i>
	0.85	
INDIVIDUAL STREETS		
Scotland Road (<i>Wallstone to I-395</i>)	0.54	<i>June 17-30</i>
Old Canterbury Tpk.	0.55	<i>June 17-30</i>
	1.09	
NORTHERN GREENVILLE AREA		
Prospect Street (14th to 7th)	0.33	<i>July 8-26</i>
14th Street (Prospect to Central)	0.05	<i>July 8-26</i>
13th Street (Prospect to Central)	0.05	<i>July 8-26</i>
12th Street (Prospect to N Main)	0.1	<i>July 8-26</i>
11th Street (Prospect to N Main)	0.11	<i>July 8-26</i>
10th Street (Prospect to N Main)	0.11	<i>July 8-26</i>
9th Street (Prospect to N Main)	0.11	<i>July 8-26</i>
8th Street (Prospect to N Main)	0.11	<i>July 8-26</i>
7th Street (Prospect to N Main)	0.11	<i>July 8-26</i>
	1.08	
INDIVIDUAL STREET		
Yantic Lane (<i>Candlewood to Fitchville</i>)	0.42	<i>August-September</i>
	0.42	
SOUTHERN GREENEVILLE AREA		
Prospect Street (7th to Central)	0.44	<i>August-September</i>
6th Street (<i>Durfey to Shetucket River</i>)	0.18	<i>August-September</i>
5th Street (<i>Page to Prospect</i>)	0.09	<i>August-September</i>
5th Street (<i>Central to Shetucket River</i>)	0.09	<i>August-September</i>
4th Street (<i>Gilmour to Shetucket River</i>)	0.31	<i>August-September</i>
Gilmour Street	0.04	<i>August-September</i>
Page Street	0.18	<i>August-September</i>
South Golden Street	0.08	<i>August-September</i>
3rd Street (<i>Central to N. Main</i>)	0.05	<i>August-September</i>
2nd street (<i>Prospect to Shetucket River</i>)	0.14	<i>August-September</i>
Howard Street	0.14	<i>August-September</i>
Golden Street (<i>North of Hickory Street</i>)	0.16	<i>August-September</i>
	1.90	
Total Mile	6.1	

LEAD HAZARD CONTROL PROGRAM

	Quarterly Progress	Quarterly Funds Expended	Cumulative
Completed/Cleared	6	-	59
Funds Expended	-	\$69,620	\$714,053
Number of Units in Progress or Under Contract	8	-	67

Comments:

- The City has the entire program covered under Tier 1 Environmental Review for the programs overall CDBG Program. Each individual project is reviewed under Appendix 1.
- Overall production, as anticipated, was slower due to the weather.
- The office has conducted outreach for additional contractors.
- Advertising of the program will be happening next quarter
- Outreach events were attended and numerous events will be happening next quarter.

COMMUNITY DEVELOPMENT BLOCK GRANT

	Quarterly Progress	Quarterly Funds Expended	Cumulative (Actual)
Units Completed/Cleared	7	261,5019.06	68
Funds Expended	-	\$13	\$242,123
Number of Units in Progress or Under Contract	23	-	51
TIMELINESS	TOTAL TO MEET TEST	Quarterly Funds Expended	Need to Expend
Funds to expend by July 3, 2019	\$836,068		\$16,000 (currently)

Comments:

- Applications for PY 45 funding was advertised and applications were received
- CDAC Meetings held to review funding applications and recommend funding to the City Council
- A meeting with HUD and the Mayor was held to discuss the importance of HUD funds in the City and to open discussion regarding Section 108 loans. This office will facilitate on-going dialogue between HUD and the Mayor regarding 108 loans.
- Recommendations for funding resolutions will be completed and submitted to the City Clerk for inclusion on the Council Agendas.
- We are in a great place relative to timeliness/spending
- Sidewalks were put out to bid. Awaiting bid award and contract signing.
- Accessibility for the Rec/Youth Services building is waiting to be put out to bid by Purchasing.

NCDC Quarterly Report Jan - Mar 2019

A report on-

- Downtown Revitalization
- Global City Norwich
- Foundry66
- City-Wide Economic Development

Downtown Revitalization Bond

The Downtown Revitalization Programs are hitting all the right spots! There is a wide blanket of activity underpinned with the City of Norwich’s co-investment in businesses and properties Downtown. Below is a program to date view of the activity and it leverages impact which is nearly 11:1 over the life of each project.

Metrics	Code Correction Assistance	Commercial Rental Subsidy	Revolving Loan	Total
Applications Received	40	67	20	127
Applications Reviewed	38	66	19	123
Applications Awarded	17	28	7	52
Projects Completed	13	12	1	26
Applications Denied	2	1	1	4
Leveraged Investment	\$ 13,548,699	\$ 6,936,915	\$ 4,150,406	\$ 24,636,020

Global City Norwich Highlights

Welcome to the Global City!

With over 25 languages spoken throughout the 9-mile square city, it is no surprise to find so many global flavors in Downtown and throughout Norwich - a city rich in culture, delightfully vibrant and surprisingly captivating. Roses do come in many colors and with the City of Norwich proudly living up to its nickname ‘The Rose of New England’, residents and visitors alike will agree that the global vibe in Norwich brings incredible energy. Norwich is comprised of 16 neighborhoods: Bean Hill, East Great Plains (or Westside), East Side, Greenville, Jail Hill, Laurel Hill, Norwichtown, Occum, Ox Hill, Plain Hill, Taftville, Thamesville, Union Street and City Hall Square, Washington Street and Broadway, Yantic and the heart of the city...Downtown Norwich is also known as Chelsea. Every neighborhood is as unique as the other. Celebrations and holidays have been the very fabric weaving longtime traditions through the generations of immigrants and native-born residents from when the city was established in 1659. Global City Norwich continues to honor every culture, every tradition new and old and to uphold the city’s pride in all we do to support and collaborate with the community. Global City Norwich will be hosting several Downtown festivals and we welcome you to the experience. Every festival highlights live music, food, art, and dance as we embrace the uniqueness of the many cultures that thrive in our city. Every festival is one of a kind. Downtown Norwich is THE destination where fun and culture meet, and the heart of the city beats strong.

NCDC Quarterly Report Jan - Mar 2019

January

- Creating festivals and festival themes scheduled to occur from May 2019 to December 2019 on Franklin Street and near City Hall
- Planning Indoor Global Markets to take place at 4 Broadway
- Connecting with Cafe Otis, NFA-Slater Museum, RCC, Cape Verdean Community, NAACP, NPU, Celebrate Cultural Diversity Committee

February

- Cape Verdean Festival Kickoff Event planning
- Planning of festivals and indoor markets
- Planning of electrical updates for outdoor festivals and events
- Estrella Cape Verdean Dance Performers begin rehearsals
- Connecting with Haitian Community, Dominican Community, GCN interns, NFA Diversity Department, Sankofa, Rotary, Integrated Day Charter School, Peruvian Community, Norwich Recreation Department

March

- Cape Verdean Festival Kickoff Event - March 23
- Planning of festivals
- Planning of electrical updates for outdoor festivals and events
- Connecting with S&A Market, Mi Casa, El Rancho, Steflorah, Bling it On, Norwich Public Schools, Chelsea Groton Downtown Norwich Branch, Norwich Bulletin Diversity Committee, Italian Heritage and Cultural Committee, Rose City Gospel Choir, African Dance Group, Global Studies School, Teachers Elementary, Norwich Tech

With economic development objectives in mind, Global City Norwich is committed to creating and maintaining relationships critical to the development and success of all GCN festivals and events. In January to March of 2019, building a successful framework with many individuals, organizations, and businesses within the Norwich community and addressing as well as assessing their community needs has overall been an extremely positive experience. All GCN festivals and events will be collaborative efforts with as many people and organizations as relevantly possible. Here is a small blurb that describes the City of Norwich's vibe and how it connects to our Downtown revitalization efforts:

Foundry66

Foundry66, the premiere Co-Working space in Eastern Connecticut, has doubled in size to nearly 15,000 sq ft, and grown to nearly 40 members! Impact on and activity in Norwich is huge! The Foundry is home to accountants, graphic designers, photographers, interior designers, virtual assistants, business coaches, videographers, human resources, and real estate brokers. An added benefit to membership diversity is the organic business networking that takes place on a daily basis. The additional downtown Foundry members have added to the volume of client and customer traffic in the downtown area. The Foundry has become a driving force to creating a more vibrant downtown in which other local businesses are seeing the direct impact of increased customer traffic.

Business Coaching

Business enrichment is at the core of our small business development at Foundry 66. In collaboration with industry leaders and partnerships we offer:

- Business Planning Workshops
- Global City Norwich Planning Workshops

NCDC Quarterly Report Jan - Mar 2019

- Opportunity Zone Education Workshops
- Small Business Retirement Planning
- Understanding Your Business Credit
- Sales for Non-sales People
- Chelsea Groton Bank Business Academy
- Branding Your Company
- Machine Learning Meet Ups
- Developing Norwich Revitalization Programs
- Liberty Bank Small Business Academy
- Social Media instruction including, FaceBook, Instagram, and Twitter
- Customer Service Training

Just the numbers

- 31 new startups doing business at Foundry 66
 - 1,082 conference room hours booked in 2018
 - Members spent \$70,000 in the downtown
 - \$380,000 private investment went into the 2nd floor of the former Norwich Bulletin Block
 - 30-66 Franklin Street building realized a \$585,000 increase in value
- The Foundry had 5632 unique visitors in 2018. That is 5632 people visiting the downtown that otherwise would not have otherwise frequented the downtown.

Bookings - Foundry66	Sun	Mon	Tue	Wed	Thur	Fri	Sat	Total	% Increase
Apr - Jun 2018	2	8	10	25	12	3	2	62	Base
Jul - Sept 2018	1	9	9	13	13	11	3	59	18%
Oct - Dec 2018	3	18	22	14	23	8	8	96	29%
Jan - Mar 2019	17	19	27	31	18	36	29	177	53%

City-Wide Economic Development Projects

There were a number of key points of activity in the City. Below is a list of the

- 86-92 Water St.- Strange Brew- First Floor Renovation
- 40 Main St.- Antique Store
- 60 Main St.- Professional Counselors
- 4 Broadway- Castle Church- Renovations
- 50 Broadway- Façade Improvement
- 282 Franklin St- Federated Insurance Move-In
- 88 Main St- 1st Flr Retail and 4 Apartments- Under Construction
- 1 Winnenden- Purchased by Nalas Engineering
- 1 Hill Top Rd.- ASH AL Dies Manufacturing
- 40 Wisconsin Ave.- For Sale- 220'K
- 243 Vergasun Ave.- For Sale- 56'K
- 5 Wisconsin Ave.- S&S Worldwide has taken all 97,000 sq ft
- Ponemah- Phase III- \$35MM Investment
- Ponemah Landing- \$6MM Investment
- Westledge Apartments- (Peachtree) \$5MM Investment