

#### Fourth Quarter

The fourth quarter of the fiscal year was filled with property transfers, Board of Assessment Appeal hearings and changes and applications for elderly tax relief. All changes, including new property owners were prepared for the tax collector so that bills would go to the new owners.

- 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. 41 applicants were denied an appointments in accordance with CGS, as value was over \$1 million. 28 changes were made and the balance were given a NO change.
- 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.
- Exemptions – DD214 forms are filed with the City Clerk and forwarded to the Assessor for data entry into the Vets computer file. Application to any taxable property is determined and monitored.
- Elderly Tax Relief Applications for elderly tax relief were taken until May 15, 2019. All applications were reviewed, data entered and after the mill rate was set, calculated for determination of \$\$ amount off of taxes. Letters were mailed to all applicants. Applications for the additional veterans program began as well and runs through October 1, 2019
- Personal Property – The personal property list is constantly being updated for new businesses so that declarations can be sent to them in the Fall.
- Motor Vehicle – Any motor vehicle that was sold after October 1, 2018 and not replaced is eligible for a pro-rated assessment. Much time was spent accepting and processing proper proof in order to adjust vehicles that were sold, traded, totaled, etc., prior to the tax bills going out.
- 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 - 45 Tax appeals have been filed to date on the 2018 grand list. A thorough review must be done of each appeal. Pre-trials and negotiations for settlement will begin soon.
- 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 cashing system, but are definite integral parts of this Departments work flow. (These figures are based on the last three months (4/1/2019 to 6/30/2019).

Land Record Subscriptions – 23 -\$4280.

Phone Vital requests – 131 @ \$27. = \$3537.

Legal Notices Published - 5

Claims, Summons and Fire Loss Claims – 69

Trade Names – 35 @ \$15. = \$525.

Liquor Permits – 24 @ \$20. = \$480.

Genealogy Requests – 15 (average 1.5 hour each)

FOI Requests (Freedom of Information) - 5

Justice of the Peace Appointments - 86

Cremation & Burial Permits - 205 @ \$5. = \$1025

Absentee Ballots –0

Agendas and Minutes Posted - 366

Paternity/Adoption Records – 48 (average 1 hour each)

Scanned/Printed/Verified/Mailed Back - 14 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
<b>*Customer Counts</b>	<b>*3195</b>	<b>*3241</b>	<b>*9995</b>	<b>*9792</b>
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
<b>Grand Total of Funds Collected</b>	<b>354,466.96</b>	<b>607,460.63</b>	<b>1,637,188.23</b>	<b>1,338,634.96</b>

\*Actual Paying Customers (not counting customers with questions or phone calls)

Department Goals	DG1			DG2	DG3	DG4
	Increase efficiencies and impact by working collaboratively with other departments, agencies, boards, and commissions as well as outside agencies.			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.
<b>Goal Descriptions</b>	Increase property tax collection rate on current tax levy to 98.5% by FY2021-22			Implement strategies to reduce costs and increase efficiencies through technology and process review.	Issue the fiscal year 2017-18 audited financial statements by 11/7/18.	Develop personal development plans for each staff and ensure proper level of professional certifications are achieved through education and training.
<b>Action Plans</b>	Reduce volume of routine tax payments made in-person or by mail, so tax staff can focus on delinquent tax collections.	Reduce # checks by increasing ACH vendor payments and pcard transactions	Resistance to change	Integrate NPS accounting into City's accounting system by June 2020	Changes in vendors and their third party reporting programs	Identify training needs and one or more training opportunities for each employee.
<b>Activities</b>	Staffing levels	Resistance to change	Resistance to change	Staffing levels	Date that audited financial statements are complete.	Staff and course availability, timing of courses, and funding.
<b>Barriers</b>	Staffing levels	Resistance to change	Resistance to change	Staffing levels	Date that audited financial statements are complete.	Staff and course availability, timing of courses, and funding.
<b>Measure Description</b>	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	Integration notes	Number of employees with training plans (out of 12)	
<b>Target/Timeframe</b>	Ongoing	Increase current levy collection rate to 97.4% for FY2019	Complete tax sale during FY2019	Complete integration by June 2020	6/30/2019	
<b>Q1 Measure</b>	47.31%	54.22%	440	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.	Issue financials by 11/7/18	
<b>Q1 Notes</b>	We saw an increase in usage of online payments, lockbox payments, and Peoples United branch payments	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.	Researched options for tax sale	On track to meet Target	All audit fieldwork and most financial statement supporting information completed by 9/28/18.	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 MUNIS.
<b>Q2 Measure</b>	49.89%	62.81%	828	Implemented new fixed assets software and MUNIS content management system. Majority of chart of accounts analysis completed.	12/12/2018	
<b>Q2 Notes</b>	In-person/mail collections increased to 49.89% compared to 42.02% last year at this time. With the increase in online and Peoples United branch payments, we expect the percentage to decrease to the 40 to 45% range by the end of the fiscal year.	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.	On track to meet Target	On track to meet Target	Financial statements were held up by disclosures for State's pension and OPEB plans	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

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	46.41%	96.05%	The Tax Office will be coordinating with other departments to have demands issued with a target of September 2019 for the tax sale.	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.		On track to meet Target	On track to meet Target				Hired a new LAN Technician
Q4 Measure	47.01%	96.88%	Attorney has notified affected parties. 90 day notice required. Sale would occur in October if not resolved.	69.94%	1,518	City & BOE new COA installed 6/10. BOE, Adult Ed, Food Service went Live with accounting system on 7/8.	Assisted City Manager, City Council in finalizing 19-20 budget.	No activity in this quarter	City Finance & Treasury staff worked with BOE, Adult Ed, & Food Service to assist with their migration, training, and testing.
Q4 Notes	In-person/mail collections increased to 47.01% compared to 43.29% last year at this time.	RE, PP, & MV all have higher collection rates year over year. As does GF, &CCD. TCD collection rate fell.		Statistical short of goal by 0.06%	Target meet - 282 less than goal				
Did we succeed? If not, why not?	The increase is due to the additional MV taxes collected in Oct 18 via lockbox. Normally, we have only 2 months of lockbox - Jan & July. 18% was abnormally low.	RE-97.8% PP-98.34% but MV - 89.07% is holding back the achievement of the goal.	Process taking approx. 4 months longer than anticipated.	Older retirees are not comfortable with technology (email) and more resistant to change.	Yes	Multi Year project is on target with those items planned to be completed at this point. HR/Payroll (2nd phase) has started and is also on target.	Yes	Yes	Yes

# **Norwich Fire Department Quarterly Report**

**April 1, 2019 through June 30, 2019**

## **Operations:**

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: 618. 31 fires, 449 rescue/emergency medical, 25 service calls, 113 misc.\* There were 126 overlapping calls (20.39%).

Significant incidents: water response to sinking vessel with Marine-1, joint response with Coast Guard.

## **Fire Marshal Office:**

Investigated 14 fires (1 incendiary fire with an arrest), performed 262 Fire Code Compliance Inspections, conducted 21 Plan Reviews, and 27 consultations.\* Four fire prevention/public education presentations: Village Court Apts, Reliance Health Care, Teacher's Memorial School, Taftville VFD. Fire marshals completed 94 hours of continuing education.

The Norwich Fire Department is continuing to process the incidence of fire in collaboration with State and Local Police support, there have been some personnel changes with NPD that we are still working with to ensure a good working relationship.

## **Training Division:**

Daily Training for this reporting period included in-house and external courses, assigned Target Solutions programs, and multiple company level trainings totaling 3,090 man hours of training.\*

Two recruits graduated the CT Fire Academy Recruit Training program on 23 May. Both have started on shift and continue with their probationary training.

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

## **Apparatus update:**

New Battalion Chief vehicle is in service. Former Battalion vehicle has been modified to be put in service as Service-1. Former Service-1 will be retired at the recommendation of Fleet Maintenance, but is currently being used by Fire Marshal Office as 2 of their vehicles are out of service: 1 permanently, 1 for maintenance issues.

The new marine unit, 'Chief Scand' is in service. Formal dedication ceremony took place June 8<sup>th</sup>. Training and system familiarization will continue, but the unit has already had emergency responses.

\*A complete breakdown is available upon request

**Station update:**

Door issues at Headquarters being addressed by personnel and outside contractors. Paving/crack sealing at Headquarters, Greeneville, and EM on McKinley Ave will be reviewed for immediate and long term needs. Wall studs and sheetrock damage behind bathroom tiles at headquarters out for bid. There may be a mold issue associated with this, we will include that in bidding.

**Emergency Management:**

Region 4 Disaster Training Day is scheduled for July 27 at Kelly Middle School. Topics include: Sheltering issues, Feeding Services, Stop the Bleed training, Health Services and other relevant topics. Training will be led by Red Cross with support from other agencies.

Building needs: lighting, wiring upgrades still needed, as well as some energy use / energy efficiency issues to address. We had hoped to get some items completed prior to end of FY, but were unable to. We will look at this for future budget requests.

No significant weather events.

**Administration:**

Finance/Accounting system change over went smoothly with some assistance from the finance department.

FF candidate testing complete (written: April 28, physical agility: May 29, oral boards: June 3-4, Chief's interviews: June 17-19. A conditional offer of employment has been made to one candidate.

MPP filed by Local 892 regarding DTS position and the failure to select the sole internal candidate. No date has been scheduled for the initial hearing.

Respectfully submitted by:

Tracy Montoya

Chief of Department

## Human Resources Department

April 1, 2019 – June 30, 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
<b>Recruitment and Testing</b>		<b>Drug/Alcohol Testing</b>	
Requisitions processed	31	CDL monthly random	8
Position announcements	12	Pre-employment	29
Applications processed	1333	Other	6
Applicants tested	385	<b>Workers Compensation/Safety</b>	
Exams administered	11	Claims reviews	1
Realistic job previews/Interviews	66	Claims processed/FRI	11
Lists extended	2	OSHA 300 Filing & Posting	0
Advertisements	6	<b>Committees</b>	
<b>Employees</b>		Personnel & Pension Board	4
New hire background checks	38	Volunteer Firefighters Relief Fund	1
Orientations	1	Safety Committee	2
Evaluations	20	Persons with Disabilities	4
Step increases	19		
FMLA	8	<b>Mandatory Reporting</b>	
Unemployment processing and hearings	5	State - Department of Labor Census	3
Seasonal hires	53	State - Department of Labor Workplace	1
<b>Benefits Administration</b>		<b>Labor Relations</b>	
Insurance changes processed	247	Contract/pension negotiations	3
COBRA elections processed	5	Grievances/mediations/arbitrations/CHRO	3
New Voluntary Benefits	76	<b>Other</b>	
Insurance billings	6	Investment Services RFP	Complete
Insurance waivers	17		
<b>Pension Administration</b>		<b>Training</b>	
Pension processing	30	Voluntary Benefits Meetings	13
		Municipal	1
		CIRMA	ongoing

- 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	10,817	12365.5
Hours reserved for field usage	2143	630	30	3,305.50	6108.5
Number of youth registrations	1982	689	304	934	3909
Number of adult registration	314	149	46	375	884
Number of hours reserved on fields	2143	630	50	3,305.50	6128.5
Number of sports leagues using fields/facilities	11	14	1	11	37
Revenue brought in through programming	\$31,813.35	\$ 6,690.50	\$ 10,749.00	\$ 34,809.00	\$84,061.85
Revenue brought in through sponsorship	\$650.00	\$ 500.00	\$ 2,190.00	\$ 250.00	\$3,590.00
Revenue from grant applications	\$3,125.00	0	\$ 3,700.00	63,000	\$69,825.00
Number of non-duplicated youth participating in activities	n/a	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 Ouelett and other fields, prepped fields for use. Maintenance and repair on machinery.	Mowed and prepped 155 acres of fields, Replaced pump at Fontaine field, fixed pipes at Mohegan parks, installed mulch at 7 playgrounds, Moved Lacrosse and Soccer league to new field and prepped grounds for it, Groomed and prepared fields for different softball and baseball leagues and tournaments, fertilized fields, prepared Depina and Dickenam for NFA games.	
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,	Partner with BOE, NFA, Global Cities, YFS, Youth and Adult sports leagues	
	<b>Grants Applied for: P, G, D</b>	<b>Grants Applied for: P, G, D</b>	<b>Grants Applied for: P, G, D</b>	<b>Grants Applied for: P, G, D</b>	
	Community Foundation of Eastern CT	NPS After School Grant- applied	Sunshine Rotary	Sunshine Rotary	
	Sunrise Rotary		Community Foundation,	Community Foundation	
				CDBG Grant- B-ball courts	
	<b>Activities to Remember</b>	<b>Activities to Remember</b>	<b>Activities to Remember</b>	<b>Activities to Remember</b>	
	Ran Daycamp with on avg 70 kids a week	20% Growth in Joe Lonardelli Race	Successful basketball program	Easter Egg Hunt a huge success with over 600 people	
	Brought field trips back to camp program	Trunk or Treat - 1 st event, great success- 500 people	Ran Special Needs program	Started a youth flag football league	
	Hired Behavior Specialist at camp	Randy Deglin B-ball Clinic	Ran more youth programs	Ran a successful splash and Dash event with 150 participants	
	Orchestrated Youth BK camp	Participated and Supported Light Up City Hall	met with Youth sports leagues and NFA regarding field usage and needs	Started a free youth strength and conditioning program	
	Offered and ran a new Youth Multi sport camp	Ran several new youth programs		Record high day camp enrollment	
	Offered and Ran Lego camp	Fencing, lacrosse, yoga, dance,			
	Offered and ran a Youth Soccer camp	LEGO, Magic lessons,		Hired Waterfront Director and 6 Lifeguards	
	Offered and ran a fashion camp	Ran several adult programs		Hired Summer camp Director and 11 staff	
	Fall Brochure out to 10,000 in community	Adult softball, Yoga classes, Tai Chi,		Added a Kindercamp for 3-5yr olds	
	Harry O Fun run	Created Garden Club		Added Swim lessons	
	Family Day @ Mohegan Park	Ran "Schools Out" camps		Opened Beach on June 19th, CH 3 news came out and all local papers ran stories	
	Obtained Narcan training- Dir. & Prog Coord.			Trained Lifeguard and Camp staff to work on PPE, blood borne pathogen and hazmat	
	Expanded office hours until 4pm			Trained Camp staff on CPR and Mandated	
	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/RESPITE 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
<b>NORWICH WORKS</b>	
# 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	
<b>TOTAL GRANT DOLLARS RECEIVED FOR DIVISION</b>	
LOCAL/PRIVATE	Farnam, Safety Net, Homeless (SD/RR)
STATE	Kinship/Respite Funding
FEDERAL	EFSP, CDBG

## Planning & Neighborhood Services

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Quarterly Report: 04-01-19 through 06-30-19

During the period from April 1, 2019 through June 30, 2019, the Staff of the Planning and Neighborhood Services Department:

- Prepared and presented a TAP grant application before SCCOG for additional sidewalks and bike lanes on New London Turnpike to facilitate recommendations in the POCD for complete streets. The project was ranked first in the region and is forwarded on to DOT for evaluation.
- Participated in an EPA webinar and submitted an application for a proposed planning project related to recreation economy for the East Main Street area and Heritage Trail
- Volunteered for Career Day at Teachers' Memorial School to discuss the planning profession
- Partnered with NPU and attended presentation to City Council in preparation of application to become a certified Sustainable CT Community
- Partnered with Director of Public Works to review requests for property acquisition, inspected City owned properties to evaluate conditions and determine whether clean-out was necessary, recommended disposition to the PW Committee & Capital Improvement Subcommittee for their recommendation and eventual referral to the City Council for decision
- Planned and participated in the planning for the kick-off event for the United Way Norwich New Capacities project (previously Working Cities Challenge).
- Administered, and facilitated meetings with the project consultants, owners and State of CT regarding the following current grant funded projects: DECD Uncas Leap Project Development; DECD Ponemah Mill South Brownfield Assessment; EPA City-Wide Brownfields Assessment.
- Requested and received an extension from DECD for the Uncas Leap Heritage Park grant
- Continued to assist the City's EPA consultant, Tighe & bond, to determine potential priority sites for environmental assessment for RDA to consider.
- Attended meetings and/or assisted the following Committees and Boards: Dangerous Building Board of Review; Housing Management Team; Public Works Stormwater; Greeneville NRZ; GNACC Economic Development; Mayor's Monthly Saturday Economic Development Workshop; NPU Weekly Coordinators Mtg.; Regional Resiliency Team; Plan of Conservation & Development Implementation; Redevelopment Agency; City Council Neighborhood Watch; and EB Collaboration/SE CT Collaboration
- Participated in the interview process to hire a Public Works Director
- Facilitated SCCOG planner's discussion relative to creative zoning regulations adopted in the region
- Attended Norwich Downtown Preservation & Development Conference hosted by NCDC and CT Main Street
- Met with numerous property owners and developers regarding multiple properties and potential projects throughout the city. This includes attendance at on-site meeting, such as at the YMCA and Ponemah Mill – South Mill Building, as part of the development division team to assist prospective tenants and interested investors.
- Participated in City Manager's Department Head Monthly Meetings and the Assessment Deferral Working Group
- Participated in the Harbor Visioning Exercise conducted by NCDC
- Assisted the Harbor Management Consultant by reviewing and commenting on a proposal for a CT Port Authority Grant for new docks at Howard T. brown Park
- Conversated and met with owner of Chestnut Street Mill regarding blight and future development of the site
- Attended DOT presentation for the Regional Bike/Ped Plan
- Participated in a pop-up bike lane event held on Central Avenue conducted as part of the Regional Bike/Ped Plan project

- Continued to review and draft future zoning regulation amendments for consideration by the City Council for adoption
- Attended EBDC CT program at Eversource to meet new leadership at CT DEEP
- Participated in board meetings of the CT Association of Flood Managers
- Presented budget to the City Council for their consideration
- Prepared environmental reviews for Community Development Dept.
- Monitored and inspected sites/buildings including large residential developments including Ponemah Mill and Hillside at Riverview.
- Represented the department and City at misc. grand opening/ribbon cutting events
- Attended mandatory and knowledge-based trainings including Land Banking, Blight, Flood Plain Management, Historic Preservation, Building Code, Zoning, and legal updates.
- Met with NDC and other interested parties about waterfront redevelopment opportunities including Shipping Street, marina uses and boat docks.
- Assisted boards and commissions with processing and reviews of the following 11 Applications:
  - Inland Wetlands and Watercourses Conservation Commission – 5 Applications
  - Commission on the City Plan – 5 Applications
  - Zoning Board of Appeals – 6 Applications (including 1 appeal of ZEO)
- Received 169 Complaints relative to the following:
  - Blight – 59
  - Property Maintenance - 73
  - Works without Permit(s) – 14
  - Wetlands - 2
  - Zoning – 21
- Investigated and/or issued 239 Violations and Closed 39:
  - Blight – 48
  - Property Maintenance - 175
  - Work without Permits(s) – 14
  - Wetlands - 0
  - Zoning – 2
- Issued 317 Building Permits
- Issued 84 Zoning Permits
  - Including 11 New Business/Conversion Permits
  - Including 27 Letters of Zoning Compliance



**CITY OF NORWICH**  
CONNECTICUT  
**POLICE DEPARTMENT**



PATRICK J. DALEY  
Chief of Police



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**Quarterly Report April 1<sup>st</sup> 2019 thru June 30 2019**



## **PATROL DIVISION**

In the period April 1st 2019 thru June 30 2019 on **the Norwich Police Department Patrol Division handled approximately 10,331 calls for service.**

Included in these service calls:

- **260 Arrests Made**
- **581 Offense Reports Taken**
- **25 Reported Juvenile and Adult Sexual Assaults**
- **429 Traffic Accidents Investigated**
- **951 Motor Vehicle Stops Initiated**
- **165 Infractions Issued**
- **654 Alarm Responses (Burglary and/or Panic)**
- **5247 Telephone calls into Dispatch**
- **1340 -911 Calls**

Patrol Officers have been very busy over the course of the last 3 months as the warmer weather has moved in. **25 Juvenile and Adult Sexual Assault Investigations** have kept both Patrol Officers and Detectives very busy.

With the arrival of warmer weather, and the end of the school year, call volume on the shift has increased significantly. Officers are busy handling both calls for service and pro-active enforcement. Officers downtown have been conducting foot patrols and bicycle patrols. Several "hot spots" for traffic enforcement have popped up in the city due to citizen complaints. Of note, Sergeant Nick Rankin has moved forward with the creation of a "Peer Support " program designed to provide a network of individuals to help other officers through times of personal

or professional crisis and to help anticipate and address potential difficulties. This formalization of an existing group of trained individuals will provide an invaluable resource to the members of the police department.

Work on the Radio Project lead by Lieut. J. Perry is moving along steadily and we're hoping to be operational by December 2019 with final testing in June of 2020.

Fentanyl related OD's for the last 3 months appear to be down considerably and proactive enforcement by our Detective Division can take some of the credit for that. The administration of Narcan by EMS upon arrival kept the OD deaths low but the epidemic continues to plague the city much like the rest of the country.

## **INVESTIGATIONS**

As stated above, the narcotics unit has been very active in pursuing narcotics trafficking in the city. Many search warrants have been executed and the result being the seizure of thousands of dollars in US currency, large amounts of illicit narcotics and the arrest of those involved in selling illegal drugs.

A non life threatening shooting in the Oakwood Knoll housing area has resulted in arrest warrants being issued for at least 5 involved participants. The surveillance camera's installed in the area were instrumental in assisting Detectives in their investigation and identifying those involved.

Using grant funding in partnership with NYFS, a large pro active operation was successful in addressing the trafficking of heroin/fentanyl into the city via the Route 2 corridor from Hartford.

## **COMMUNITY POLICING**

Community policing officers continue to be very busy organizing and participating in various city wide events including a Polish festival, a Haitian Day festival, and the Rose Arts Festival. In their down time, CPU was utilized to assist in viable Cold Case Homicide investigations. The results have been impressive with persons of interest being identified in at least 2 Cold Cases.

## **NORWICH POLICE TRAINING AND SELECTIONS**

In an effort to fill 4 Police Officer vacancies, Training and Selections has been busy conducting assessments of numerous potential candidates. Many people have been "washed" in the very involved hiring process. Adam Goncalves of Gales Ferry did happen to make it through the process and was sworn in on July 2<sup>nd</sup>. Officer Daniel Goldberg of Stafford Springs, has graduated the police academy and is currently involved in the Field Training portion of his training.

## **BUDGETARY MATTERS**

CT DOT has awarded the department \$74,000. to cover the cost of DUI patrols and spot checks from November 2018 thru September 2019. Scheduled patrols and spot checks have been very effective at taking drunk drivers off the road. Also through the same grant, 2 new, highly visible "**SPOT CHECK AHEAD**" signs were given to the PD for use with our spot checks.

The Norwich Police Department and Norwich Youth and Families Services have wrapped up this years "Joining Forces" program. It was a very well received program developed to assist kids with with homework and engage with off duty police officers. The program will run again in September 2019 and through the entire school year.

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 that require Detective Overtime

And lastly, a Facebook Post....

Did you know?

“It is Fawn season! Mother deer leave their unscented fawns alone as she looks for food. The fawns remain curled up and quiet instinctually to avoid predators. Many times fawns are kidnapped by humans who find them alone thinking they are orphaned when actually, they are just fine. Often times there is more than one fawn hidden separately in a grassy area...mother deer are smart like that and separate her fawns so if one is found, the other will likely survive.

This fawn was rescued and brought to All Friends Animal Hospital by Officer CJ Bourne of the Norwich Police Department after being found injured. We were called to find a Wildlife rehabber to care for it. Many thanks to the multitude of people that assisted in this rescue including CJ Bourne,(finder)Heather Rorke (initial intake), Scott Quine (transporter), Liz Michal (rehabber), Ray Hardy and the CT Wildlife Transport volunteer group.. 🌸”



## Public Works

### Mission

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

### Accomplishments from April 1, 2019 to June 30, 2019

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1. Performed spring City-wide brush pick-up.
2. Set up and dismantled bandstands for numerous events such as the Vietnam Veterans Day tribute, Haitian Festival, Memorial Day parade, Rose Arts Festival, and others.
3. Performed extensive repairs to the Rose Garden in Mohegan Park including the replacement of over 50 rose bushes, lawn repairs and grub control after damage from grubs.
4. Repaired and replaced the tops on over 50 catch basins in conjunction with the City paving program.
5. Performed seasonal maintenance such as mowing parks and cemeteries.
6. Roadside cutting of trees and brush, including support for road paving.
7. Curbing repairs and pot-hole patching with the hot box.
8. Roadside trash pick-up.
9. Secured City owned properties taken through the foreclosure process.
10. Guide rail repair and replacement due to vehicle damage.
11. Painting of the lower floor hallway at the Police Station.
12. Washed all windows inside and outside at 23 Union Street.
13. Repaired leak on the roof top A/C unit at 23 Union St.
14. Performed Preventative Maintenance servicing of over 100 vehicles and the general maintenance of another hundred vehicles, in addition to removing plows and salt spreaders from the trucks for the season.
15. Continued to sign people up for the City Sidewalk Program in preparation for issuing Bid documents.
16. 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

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Began the 2019 Pavement Project with Alice St., Alice St. Ext., and Alice Court. Other roads completed in Laurel Hill, were River St., Center St., and Walnut St.

Oversaw the construction of nearly 1000 linear feet of sidewalk on Norwich Avenue, funded with a Community Development Block Grant.

Completed sidewalk reconstruction on 9 properties with funding from the Capital Improvement Sidewalk program.

Completed repairs to a failed retaining wall adjacent to Lowthorpe Meadows and replaced the adjacent sunken sidewalk.

Commenced design of the Sherman Street bridges.

Applied for a permit through the CT DEEP to apply an aquacade in Spaulding Pond to combat the milfoil weed.

Finalized bid documents for the Transfer Station Scale replacement project and received bids.

Continued to work on compliance with the Municipal Separate Storm Sewer System (MS4) requirements including wet weather testing of outfalls to impaired waters.

### LEAD HAZARD CONTROL PROGRAM

	Quarterly Progress	Quarterly Funds Expended	Cumulative
Completed/Cleared	9	-	68
Funds Expended *Inc Healthy Homes	-	\$104,143.00*	\$698,235.00
Number of Units in Progress or Under Contract	6	-	

**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.
- The Office participated in numerous outreach events this quarter.
- Training was ongoing for contractors. Additional trainings will be provided.

### COMMUNITY DEVELOPMENT BLOCK GRANT

	Quarterly Progress	Quarterly Funds Expended	Cumulative (Actual)
Units Completed/Cleared	9	-	68
Funds Expended		\$123,732.00	\$686,284.00
Number of Units in Progress or Under Contract	6	-	
<b>TIMELINESS</b>	<b>TOTAL TO MEET TEST</b>	<b>Quarterly Funds Expended</b>	<b>Need to Expend</b>
Funds to expend by July 3, 2019	<b>ALLOCATION</b> \$836,000	<b>MUST EXPEND</b> \$572,930	0

### REVOLVING LOAN EXPENDITURES

Property Rehab drawn down as revolving loan

\$ 89,616.00

Anticipated in next draw down

\$ 79,745.00

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**Total Property Rehab dollars spent in QTR 2**

**\$ 169,361.00**

**Comments:**

- Public hearing for CD funds held
- Rehab Review Committee Meetings held
- Tianne attended a training at HUD on Opportunity Zones; Tianne and Kathy attended an Environmental Training; Kathy and Wayne attended HUD Lead conference
- Neighborhood Stabilization Program – still awaiting OIG approval for review of costs.
- Draft Annual Plan was completed and available for comments.