

Assessors' Quarterly Report to the City Council  
Beginning July 1, 2019 –Sept 30, 2019  
*"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX EXEMPT PROPERTY IN THE CITY"*

First Quarter

First Quarter

- Income and Expense reports – those forms that were returned in June were processed. Processing forms that came in from the subsequent mailing done in June.
- Real Estate – New owner transfers done daily, updating the revaluation as well with new information. **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.
- Personal Property declarations: - Finalized personal property listings and mailed annual declarations.
- Motor Vehicle – Hundreds of questions daily regarding tax bills, specifically motor vehicle bills. Accepting and processing proper proof in order to adjust vehicles that were sold, traded, totaled, etc.
- Daily – Answer phone inquiries, serve the public at the counter and do daily motor vehicle corrections and pro-rates. Accepting and processing Veterans DD214.
- State of Connecticut Reports Filed – Additional Veterans, Annual report to the State Forester, reductions to homeowners reimbursement, Totally disabled report, report to the Department of Veterans Affairs
- Court Appeals review, pre-trials and negotiations for settlement
- Board of Assessment Appeals – Hearing were held on September 25, 2019 for motor vehicle appeals and several changes were made.

Donna L. Ralston, CCMA, II  
Assessor

**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 (7/1/2019 to 9/30/2019)).

Land Record Subscriptions – 18 -\$3150.

Phone Vital requests – 134 @ \$27. = \$3618.

Legal Notices Published - 11

Claims, Summons and Fire Loss Claims – 23

Trade Names – 16 @ \$15. = \$240.

Liquor Permits – 16 @ \$20. = \$320.

Genealogy Requests – 5 (average 1.5 hour each)

FOI Requests (Freedom of Information) - 7

Justice of the Peace Appointments - 86

Cremation & Burial Permits - 236 @ \$5. = \$1180.

Absentee Ballots – 87

Agendas and Minutes Posted - 301

Paternity/Adoption Records – 55 (average 1 hour each)

Scanned/Printed/Verified/Mailed Back - 15 Books @ 350 pages each (average 11 hours per book)

Description	Date Range	Date Range	Fiscal Year	Fiscal Year
	7/1/19 - 9/30/19	7/1/18 - 9/30/18	7/1/17 - 9/30/18	7/1/18 - 9/30/19
Recorded Land Records	1,213	1,233	6,382	5,891
Dog Licenses	307	322	1342	1508
Fish & Game Licenses	61	38	541	494
Notarized Documents	156	168	830	849
Local Conveyance Tax	177	189	826	858
Vitals- Birth/Marr/Deaths	1,318	1,322	6,208	3,596
*Customer Counts	3564	3596	17755	17444
Total Local Conveyance Tax	296,332.36	133,723.55	715,446.89	756,236.16
Total State Conveyance Tax	440,684.78	205,631.57	1,086,886.66	1,166,933.14
Town Doc Preservation	3,087.00	3,228.00	14,885.00	15,318.00
State Doc Preservation	45,276.00	47,344.00	235,482.00	224,664.00
Town General Fund Fees	6,707.00	5,731.00	27,379.00	27,924.00
State Treasurer Fees	21,379.00	18,222.00	89,091.00	22,336.00
Town Fish & Game Licenses	63.00	41.00	569.00	516.00
State Fish & Game Licenses	1,653.00	879.00	13,932.00	13,006.00
Town Marriage Surcharge	1,312.00	1,376.00	4,544.00	5,632.00
State Marriage Surcharge	2,788.00	2,924.00	8,396.00	11,968.00
State Totals	511,780.78	275,000.57	1,433,787.66	1,438,907.14
Town Totals	307,501.36	144,099.55	762,823.89	805,626.16
Combined State & Town Totals	819,282.14	419,100.12	2,196,611.55	2,244,533.30
<b>Grand Total of Funds Collected</b>	<b>918,511.14</b>	<b>516,737.07</b>	<b>2,657,320.51</b>	<b>2,775,674.05</b>
*Actual Paying Customers (not counting customers with questions or phone calls)				

Department Goals	DG1					DG2	DG3	DG4	
Goal Descriptions	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.	
Action Plans	Increase property tax collection rate on current tax levy to 98.5% by FY2021-22 and aggressively pursue delinquent taxes.		Implement strategies to reduce costs and increase efficiencies through technology and process review.			Providing explanations of finance-related activities	Issue the fiscal year 2018-19 audited financial statements by 11/7/19.	Develop personal development plans for each staff and ensure proper level of professional certifications are achieved through education and training.	
Activities	Reduce volume of routine tax payments made in-person or by mail, so tax staff can focus on delinquent tax collections.		Increase percentage of retirees receiving pay stubs electronically.	Reduce # checks by increasing ACH vendor payments	Integrate NPS accounting into City's accounting system by June 2020			Identify training needs and one or more training opportunities for each employee.	
Barriers	Staffing levels		Resistance to change	NPS is now on MUNIS and paying vendors by ACH for the first time.	Staffing levels		Time constraints from NPS MUNIS integration project	Staff and course availability, timing of courses, and funding.	
Measure Description	Percentage of in-person/mail tax receipts divided by 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.	Percentage of A/P payments by ACH divided by total A/P payments	Integration notes	Narrative	Date that audited financial statements are complete.	Number of employees with training plans (out of 13)
Target/Timeframe	Ongoing	Increase current levy collection rate to 97.5% for FY2020	Complete tax sale during FY2020	72.5% by 6/30/2020	50% of payments by ACH by 6/30/2020	Complete integration by June 2020	Ongoing	Issue financials by 11/7/19	6/30/2020
Q1 Measure	43.03%	54.39%		70.06%	45.50%				5
Q1 Notes	Transactions in July and August via online, lockbox, and Peoples United branch increased causing a 1.5% improvement from the 44.5% we collected in person/by mail at this time last year.	Was 54.24% at this time last year.	Pullman & Comley started title searches for the tax liens slated to be sold in February 2020	Increased 2% from this time last year	NPS just started offering ACH payments to vendors in July with their conversion to MUNIS.	NPS began using MUNIS for General Ledger/ Purchasing/ Accounts Payable in July 2019. Several HR/Payroll implementation sessions occurred during the quarter.	Provided the City Council with explanations of FY2018-19 budget transfers and estimated impact of the infrastructure bond ordinance.	The majority of audit fieldwork and financial statement supporting information completed by 9/30/19.	Hired a new LAN Technician. Intend on formulating training plans next quarter.

# **Norwich Fire Department Quarterly Report**

**July 1, 2019 through September 30, 2019**

## **Operations:**

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: 601. 187 fires, 414 rescue / emergency medical.\* 143 calls overlapped (23.79%)

## **Fire Marshal Office:**

Investigated 16 fires, performed 337 Fire Code Compliance Inspections, conducted 15 Plan Reviews, 3 PubED presentations 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 2,734 man hours of training.\*

Currently one new recruit is attending the CT Fire Academy.

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

## **Apparatus update:**

We are still in need of a Fire Marshal vehicle. Currently the FMO is using the Safety Officer vehicle. A new FM vehicle is needed immediately.

Another FM vehicle was out of service for 3 weeks at fleet maintenance. Replacement of this vehicle will be needed in the near future.

Squad A (2001 pumper) is being taken from service monthly with a variety of issues. This is due to age and number of hours. Replacement is a high priority.

## **Station update:**

Headquarters men's dorm bathrooms have water damage behind tile into sheetrock. Repair estimates are being looked into.

Headquarters window replacement are still a priority. Current windows are not energy efficient and many are inoperable.

\*A complete breakdown is available upon request

**Emergency Management:**

Building needs: lighting, wiring upgrades needed, as well as some energy use / energy efficiency issues to address.

No significant weather events.

**Administration:**

A new Training Safety Officer has been selected with a start date of October 15, 2019.

Respectfully submitted by:

Keith Wucik

Acting Chief / EMD

## Human Resources Department

July 1, 2019 – September 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	20	CDL monthly random	4
Position announcements	14	Pre-employment	13
Applications processed	671	Other	3
Applicants tested	165	<b>Workers Compensation/Safety</b>	
Exams administered	14	Claims reviews	1
Realistic job previews/Interviews	7	Claims processed/FRI	20
Lists extended	1	OSHA 300 Filing & Posting	
Advertisements	5	<b>Committees</b>	
<b>Employees</b>		Personnel & Pension Board	2
New hire background checks	12	Volunteer Firefighters Relief Fund	
Orientations	6	Safety Committee	2
Evaluations	17	Persons with Disabilities	2
Step increases	26		
FMLA	6	<b>Mandatory Reporting</b>	
Unemployment processing and hearings	1	State - Department of Labor Census	
Seasonal hires	26	State - Department of Labor Workplace	
		EEO-4 Report	1
<b>Benefits Administration</b>		<b>Labor Relations</b>	
Insurance changes processed	11	Contract/pension negotiations	5
COBRA elections processed	11	Grievances/mediations/arbitrations/CHRO	7
New Voluntary Benefits	86	<b>Other</b>	
Insurance billings	6	Investment Services RFP	
Insurance waivers	2		
		<b>Training</b>	
<b>Pension Administration</b>		Munis BOE payroll Conversion	ongoing
Pension processing	30	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 • resolving insurance issues.









## Planning & Neighborhood Services

---

Quarterly Report: 07-01-19 through 09-30-19

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

- Submitted an application for accreditation with Connecticut Economic Development Association (CEDAS) for Best Practices in Land Use and Economic Development.
- Worked closely with SCCOG's consultant to submit the comprehensive paperwork required for acceptance into the Community Rating System (CRS) program for reduced flood insurance rates for property owners.
- Submitted a proposal, notified of award and held a public meeting related to a grant funded curb extension project on Central Avenue that was positively received and initiated after input from the Greeneville NRZ.
- Participated in a dam failure drill with NPU and PW Department to prepare for future scenarios related to flooding.
- Met with Eastern CT Conservation District to discuss services to be provided to the City for their membership.
- Prepared responses to the State of CT DECD's mandatory survey related to economic impact and job creation for brownfields assessment grants awarded to the City over the several 10 years.
- Received notification that the City was not selected for the EPA planning project related to recreation economy for the East Main Street area and Heritage Trail that was submitted the previous quarter.
- Assisted NPU with the submission of the Sustainable CT application.
- Partnered with the 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
- Attended meetings relative to the United Way led 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 to December 31, 2019 from EPA for the City-wide brownfields assessment 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
- Investigated Blight, Building Code, Wetlands and Zoning complaints and violations and followed through on enforcement actions.
- Met with the City Manager and DOT consultants to discuss a Transportation Safety Study project.
- Advertised and held interviews for a Code Enforcement Official after the retirement of Greg Arpin.
- Met with numerous property owners and developers regarding multiple properties and potential projects throughout the city.
- Participated in the City Manager's Department Head Monthly Meetings.
- Participated in the 2-day Parking Management exercise facilitated by NCDCC and a parking consultant.

- Continued to review and draft future zoning regulation amendments for consideration by the City Council for adoption
- Participated in board meetings of the CT Association of Flood Managers
- Prepared environmental reviews for Community Development Dept.
- Represented the department and City at misc. grand opening/ribbon cutting events
- Attended mandatory and knowledge-based trainings including identifying archeological resources, utilizing a drone for code inspections, addressing Blight, Flood Plain Management, Historic Preservation, Wetlands, Building Code, Zoning, and legal updates.
- Assisted boards and commissions with processing and reviews of the following 13 Applications:
  - Inland Wetlands and Watercourses Conservation Commission – 7 (4 Applications & 3 Non-Jurisdictional Rulings)
  - Commission on the City Plan – 3 Applications (2 Subdivisions & 1 Special Permit)
  - Zoning Board of Appeals – 3 Applications (all variance requests)
- Received 194 Complaints relative to the following:
  - Blight – 36
  - Property Maintenance - 136
  - Works without Permit(s) – 10
  - Wetlands - 1
  - Zoning – 11
- Investigated and/or issued 257 Violations and Closed 64:
  - Blight – 28
  - Property Maintenance - 219
  - Work without Permits(s) – 4
  - Wetlands - 1
  - Zoning – 5
- Issued 415 Building Permits
- Issued 97 Zoning Permits
  - Including 8 New Business/Conversion Permits
  - Including 22 Letters of Zoning Compliance



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



PATRICK J. DALEY  
Chief of Police



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

**Quarterly Report July 1<sup>st</sup>, 2019 thru September 30<sup>th</sup>, 2019**



**Patrol Officer Jared Homand took time out of his busy patrol to play one on one basketball with local youths. A video that was taken and posted on Facebook by Leonard Miller made our hometown hero a viral sensation. Miller is the organizer of Night Flight Basketball. His summer and weekend leagues provide area youths with a constructive activity.**

**<https://www.facebook.com/leonard.miller.18/videos/10220185311159843/>**

## PATROL DIVISION

In the period July 1, 2019 thru September 30 2019 on **the Norwich Police Department Patrol Division handled approximately 13,976 calls for service.**

Included in these service calls:

- **292 Arrests Made**
- **817 Offense Reports Taken**
- **22 Reported Juvenile and Adult Sexual Assaults**
- **734 Traffic Accidents Investigated**
- **647 Motor Vehicle Stops Initiated**
- **119 Infractions Issued**
- **680 Alarm Responses (Burglary and/or Panic)**
- **5586 Telephone calls into Dispatch**
- **1211 -911 Calls**

Patrol Officers have been very busy over the course of the last 3 months as the warmer weather has moved in. **22 Juvenile and Adult Sexual Assault Investigations** have kept both Patrol Officers and Detectives very busy.

The end of the school year call volume on the shifts 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..

Work on the Radio Project led by Lieut. J. Perry is moving along steadily. Currently we are waiting for ground breaking on both Orchard St and Wheelabrator sites. We are optimistic that it will be operational by March 2020 with final testing in June of 2020.

We responded to approximately 7 Fentanyl related OD's for the last 3 months. There was 1 fatal overdose investigated. 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

On July 5 a male suspect was identified for firing multiple shots into 25 Boswell Ave. Investigations revealed it was a pellet gun that was fired into the residence.

On July 20 Officers responded to the area of 106 McKinley Ave for the report of shots fired. As a result of the investigation, two juveniles were arrested after one was found to be carrying a .380 cal firearm.

On August 8 NPD Detectives served a narcotics related search warrant at 52 Laurel Hill Ave. They seized a large amount of cocaine and money. During the search they located a military ordinance, grenade, within the household. The CT State Police Bomb Squad assisted in the removal of the WWII era grenade.

On August 20 we investigated shots fired into 35 Surrey Ln. A 78 year old victim was located and was treated for serious injuries. Investigation continues.

On September 6 we investigated a stabbing on Smith Av and made one arrest. September 13 at 9:48 am, Officer responded to Eastern Savings Bank for a robbery. The suspect fled the scene and NPD Detectives continue to follow leads.

On September 15 Officers responded to the area of Lake St for shots fired. Investigation revealed shell casings but no suspect. Investigation continues.

On September 17 Officers responded to 27 Division St and investigated a window shot out by pellets. Investigation continues.

Also on September 17 Officers responded to West Town St for an accident with injuries. Robert Potter apparently suffered a medical emergency and crashed into a school bus, a car, and ended in the parking lot of a gas station. Potter died as a result of his medical injury.

On September 27 Officers responded to 11 McClellan Ave for shots fired and a victim injured. Victims injuries were not life threatening and the investigation continues.

The above cases and other cases considered serious in nature, keep the Detective Division extremely busy.



**August 16, 2019 Commissioner of Public safety James Rovella along with Colonel Stavros Mellekas address a gathering of area Police Chiefs hosted by the Norwich Police Department**

## COMMUNITY POLICING

Community policing officers continue to be very busy organizing and participating in various city wide events including National Night Out, Cultural events, and many other citywide events. In their down time, CPU was utilized to assist in major case investigations.

This year's National Night Out event was another success for the NPD and community. The event took place at Brown Park on August 6.



## **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 is currently enrolled in the CT POST Academy. Officer Daniel Goldberg successfully completed his Field Training and is currently assigned to the midnight shift.

## **BUDGETARY MATTERS**

The DOJ has awarded the NPD the 2019 Edward Byrne Memorial Justice Assistance Grant (JAG) which will fund mobile data extraction and recovery efforts.

The Norwich Police Department has been actively attempting to control costs, maximize efficiencies and eliminate waste. FY 2019 First Quarter Replacement Overtime was calculated to be \$254,000. In FY 2020 First Quarter Replacement Overtime is calculated to be \$230,000 revealing a savings of \$24,000 and success in the following control measures taken:

- 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 Sergeants were out on Workers Compensation or for work related injuries and unrelated non-work injuries. The total amount of days missed and replaced is approximately 145. Replacement overtime for these missed days totals approximately \$70,000
- Complex investigations that require Detective Overtime

## PROMOTIONS

Chief Daley made promotions which included Deputy Chief Corey Poore, Lieutenant Christopher Callaway, Sergeant Ryan Kelsey, and Sergeant Kyle Besse.



**Deputy Chief Corey Poore**

**Lieutenant Christopher Callaway**





**Sergeant Ryan Kelsey**



**Sergeant Kyle Besse**

## Good Teamwork

K-9 Carlton and Officer Goddu sniff out a large amount of narcotics which lead to the seizure of cash proceeds of narcotic sales.



## Public Works

### Mission

---

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

### Accomplishments from July 1, 2019 to September 30, 2019

---

1. Advertised and initiated fall City-wide brush pick-up.
2. Set up and dismantled bandstands for numerous events such as the Fireworks, Rock the Docks, and the Diversity celebration in Howard Brown Park, and Rocking the Green on the Norwichtown Green.
3. Painted crosswalks and stop bars throughout the city.
4. Repaired and replaced over 50 additional catch basins in conjunction with the City paving program.
5. Performed seasonal maintenance such as mowing parks, cemeteries, and the Rose Garden.
6. Roadside cutting of trees and brush, including support for road paving.
7. Curbing repairs and road patching throughout the City.
8. Roadside trash pick-up as needed.
9. Secured City owned properties taken through the foreclosure process.
10. Guide rail repair and replacement due to vehicle damage.
11. Repaired and repainted after water damage in room 335 of City Hall.
12. Washed all windows inside and outside at the Transportation Center.
13. Applied a treatment of an aquacade in Spaulding Pond to combat the milfoil weed.
14. Performed Preventative Maintenance servicing of over 100 vehicles and the general maintenance of another hundred vehicles, in addition to the rebuilding of one All Season dump body.
15. Oversaw the pump testing of 19 firefighting apparatus and subsequent repairs.
16. Servicing and repairs to 19 zero turn mowers.
17. Continued to sign people up for the City Sidewalk Program to replace failing sidewalks.
18. Attended meetings at SCRRRA working toward establishing a new long term contract for the disposal of the City's solid waste.
19. Continued to work on compliance with the Municipal Separate Storm Sewer System (MS4) requirements including testing of outfalls to impaired waters and mapping the collection system.

### 2019 Construction Season Projects Status

---

Continued the 2019 Pavement Program with sections of Yantic Lane and Old Canterbury Turnpike. Other roads also paved were Ridgewood Drive, Laurel Circle Drive, and Woodland Ave.

Performed stone chip seal on nearly seven miles of roads, including White Plains Rd., Barbers Rd., Hansen Rd., Scotland Rd., Wales Rd., Lillibridge Rd., Dudley St., and Asylum St. Extension.

Prepared Bid Documents and received bids for sidewalk reconstruction on 9 properties with funding from the Capital Improvement Sidewalk program.

Completed repairs to an eroded stormwater outfall at the end of Lucas Park Road. This involved coordination with the Mohegan's, as the erosion impacted tribal property.

Attended monthly design meetings for the Sherman Street bridges. Preliminary Design is nearly complete, and a Public Informational meeting will take place this fall.

Completed the replacement of the scale at the Transfer Station.

**LEAD HAZARD CONTROL PROGRAM**

	<b>Quarterly Progress</b>	<b>Quarterly Funds Expended</b>	<b>Cumulative</b>
Completed/Cleared	<b>8</b>	-	<b>76</b>
Funds Expended *Inc Healthy Homes	-	\$162,570*	\$860,805
Number of Units in Progress or Under Contract	<b>9</b>	-	

**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.
- Lead Grant was submitted to HUD for \$2.9 million

**COMMUNITY DEVELOPMENT BLOCK GRANT**

	<b>Quarterly Progress</b>	<b>Quarterly Funds Expended</b>	<b>Cumulative (Actual)</b>
Units Completed/Cleared	<b>8</b>	-	<b>76</b>
Funds Expended		\$61,631	\$747,915
Number of Units in Progress or Under Contract	<b>9</b>	-	
<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> <b>0</b>	0

**REVOLVING LOAN EXPENDITURES**

Property Rehab drawn down as revolving loan

\$ 31,631

Anticipated in next draw down

\$85,360

---

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

**\$ 146,991**

**Comments:**

- Annual Plan updated and submitted to HUD
- Training on Section 3 Compliance
- Americorps Vista application submitted
- End of year close out process begun
- Census on-line trainings

**External Economic Development Meetings**

Multi-DT Property Owner ProForma Development  
Medical Marijuana Facility Meeting  
Trinity Financial- Complex Mixed-Use Development  
Opportunity Zone Projects  
Vincent Perrone- 71 Franklin St  
Michael Cui- High-End Chinese Restaurant Theater  
Hale Mill Development Progress Mtg  
Michael & Karen- DT Music Studio  
Brokers Monthly Meetings @ ECAR & SeCTer  
MPTN Parking Legal Matters at Main St Parking Garage  
Introduce Construction Estimators to 2- DT Properties  
Deli Operator DT Site Visits  
NALAS Engineering & Congressman Courtney DC Office  
Zubir Kahan- 54 Broadway Development  
Tax Assessment Discussions  
Hemp Processing Facility  
Business Park Development Meetings (Multiple)  
Addiction Services- 101 Water St  
Mimi Huang- 264 Broad St Property  
Carl Castanho- Norwich Hospital Property  
ECCC Issue Resolution  
Patel Hospitality- 247 Main St  
5 Eighth St Site Visit  
Ponemah Commercial Space Visit  
Ponemah Commons Development Plan  
CBRE Appraisal  
VP Hiring Process  
SeCTer Strategic Planning

Second Site for Julio Canggio

Restaurant- 95 Water St

Small Business Academy Planning

Castle Church Go Forward Plan

Alexis John Site Planning

Laporte Piano

Michael Franklin

Stephanie Davis

SCCC Coalition Strategic Planning

100-110 Main St meeting with new investor

DT Bonds Loan Reviews

71-95 Main St.- Potential Tenants for Hair Salon & 2 Different Restaurants

206 Main St.- Potential Ax-Throwing Facility

101 Water St Site Visit for Potential Restaurant

4 Broadway Site Visit to Examine Mixed-Use Potential on 2<sup>nd</sup> & 3<sup>rd</sup> floors

### **Internal Economic Development Meetings**

DT Parking Situation Choking Development

City & NCDC Marketing Plan Development

Hosted the City Council Economic Development Saturday workshop on July 20

### **New Business Openings**

S&A Market Opening

Opening of Apollo's Bike Shop

Nutmeg Pharmacy- Taftville

Harriott-Taftville Coffee & Convenience Shop

### **Achievements**

Business Park Signs Completed

Eastern Regional Tourism District Makes Norwich its Base of Operations

NCDC Hosted Sept 28<sup>th</sup> Downtown Clean-Up with 220 Pounds of Garbage Removed

NCDC partnered with GNACC for August 2<sup>nd</sup> First Friday hosting a downtown car show with over 55 cars and 700 people

### **Global City Norwich**

Held 4 festivals-

7/28 Peruvian Festival

8/11 Dominican Festival

8/18 Ellis Ruley & History Fest

9/15 Cup of Nations

To Date Festivals Generated ~20K Visitors & \$194,000 in New Commerce

Year-2 Report Completed

Yr-3 Grant Request Submitted

### **Marketing**

Videos completed for City & Foundry Marketing Campaigns

### **Issue Development**

GNACC- Short Term Stay issue

DT Parking Strangling Future Development

### **Foundry 66**

Membership Grew From 41 to 45

Conference Room booked 347 Hours

### **Downtown Bond work:**

Code Correction committee meeting on Sept 6<sup>th</sup> for reimbursement for 4 Broadway

Met with owners of 60 Main St. to lend assistance for code correction help with elevator

Hired an estimator to evaluate 206 Main Street and 50-52 Main Street to vanilla box ready spaces

Received Funding Request on 2 Courthouse Square for Elevator Replacement



Robert D. Farwell  
Executive Director

## Otis Library: Report for the Quarter Ending September 30, 2019

### Noteworthy Events:

As the quarter began, Otis Library benefitted from a generous contribution from the AHEPA Norwich Foundation. A check for \$600 was presented to the library at Norwich/AHEPA's annual meeting. The Friends of Otis Library, at their annual meeting presented a check for \$5,775. Both of these cover several special projects during the 2019-2020 fiscal years, including special programs for adults and children and reading materials. Restricted contributions such as these cannot be used for general operations. Under the Neighborhood Assistance Act and with the support of Norwich Public Utilities, Otis will embark on a \$35,000 upgrade and cost saving program that will further improve the library's HVAC system and lower energy consumption. This is the first phase of a two-phase project scheduled for completion in 2021.

The 2019 patron survey, implemented at the start of July concluded on August 30. It consisted of 445 interviews, 190 online and 255 conducted at the library with the help of a student volunteer from the Three Rivers Community College Library Technical Assistants program. Patrons answered a series of questions regarding their use of the library, age, awareness of services and programs and the means of gaining information on programs and services. Comparisons between the two groups and results from 2017 and 2015 provide a useful narrative and evidence of how patron use of the library is evolving. Continuing a pattern identified over the last two surveys, 2015 and 2017, results in 2019 revealed further evidence of two principal audiences, one older and increasingly invested in "value added" services including programs, downloadable materials such as e-books and audio books, access to offsite services including homebound deliveries and technology instruction at the Rose City Senior Center. A second demonstrably younger group, predominately in the 30-50 age range values essential services such as public computers, fax, photocopying and Wi-Fi, and access to our physical space and programs for children.

Summer is a hectic time for Otis, amply reflected in the number of visits recorded in July, August and September. Using new people counting software installed at the main entrance, Otis can track visitation by increments of hours, days, months and years and compare different years. Our average monthly visitation in August and September was about 9,000 but for July, the figure reached 10,600. This reflects the impact of the annual summer learning program for children and young adults and Otis's status as a summer breakfast and lunch site. Apropos of the latter, between June and August, Otis hosted 486 breakfasts and 1,247 lunches for children under age 18.

Between July 1 and September 30, Otis Library sponsored 98 on site programs for children, young adults and adults. Ranging from book discussions to one on one technology instruction and coding, over 1,600 residents participated in these events. In addition, 500 preschool students benefitted from outreach activities at Norwich day care and preschool facilities, while 65 homebound deliveries provided 495 books and audio books to patrons unable to visit the library.

In September, Otis Library was selected as the 2019 recipient of the Norwich Rotary Community Diversity Award. The Rotary Community Diversity Award, established in 2016, honors an organization in the spirit of the Lottie B. Scott Diversity Award. The award was presented at the Celebrate Cultural Diversity Event at Brown Park on the evening of September 16. This is the latest award bestowed on Otis Library during 2019. Earlier in 2019, the Southeastern Connecticut Cultural Coalition selected Otis as the region's outstanding Arts and Cultural Organization.

Citizenship classes, a collaboration with Norwich Adult Education, commenced in September. Norwich's growing immigrant population requires easy access to the instruction necessary to complete the citizenship process. Otis's central location makes it a convenient assembly point for attendees. This is the third year for the program and the first year with classes occurring exclusively at Otis Library.

**OTIS LIBRARY  
SUMMARY TREASURER'S REPORT  
AS OF 09/30/19**

	<b>SEPTEMBER ACCRUED</b>	<b>PREVIOUS TOTAL</b>	<b>YEAR TO DATE 09/30/19 ACCRUED</b>	<b>PREVIOUS YEAR TO DATE 09/30/18 ACCRUED</b>
TOTAL OPERATING INCOME	84,884.11	173,932.02	258,816.13	245,254.97
TOTAL RESTRICTED FUND INCOME	1,100.00	776.00	1,876.00	2,746.89
<b>TOTAL INCOME</b>	<b>85,984.11</b>	<b>174,708.02</b>	<b>260,692.13</b>	<b>248,001.86</b>

	<b>SEPTEMBER ACCRUED</b>	<b>PREVIOUS TOTAL</b>	<b>YEAR TO DATE 09/30/19 ACCRUED</b>	<b>PREVIOUS YEAR TO DATE 09/30/18 ACCRUED</b>
TOTAL OPERATING EXPENSES	92,613.43	184,287.94	276,901.37	296,944.70
TOTAL RESTRICTED FUND DISBURSEMENTS	986.44	9,031.75	10,018.19	2,369.75
<b>TOTAL EXPENSES</b>	<b>93,599.87</b>	<b>193,319.69</b>	<b>286,919.56</b>	<b>299,314.45</b>