

Second Quarter

The second quarter brings one of the busiest quarters in the assessment calendar

- All applications for exemptions must be filed by November 1, as well as all yearly Personal Property declarations.
- Exemption applications must be reviewed for their completeness, then entered into the administrative software system and applied to the appropriate category of property.
- Personal Property declarations must be carefully reviewed and compared to last years' submission. All information must be entered into the specific software. Once that is complete an in-depth review of non-filer accounts is done. A declaration is filed for them and a penalty for non-filing is applied.
- Real Estate – New owner transfers are finalized through the October 1 date for the Grand List. Field inspections for all building permits, Certificate of Occupancies and Letters of Completion are done. Updated assessments are prepared, new construction pro-rates are calculated and exemptions are applied. GIS maps are updated with survey maps, splits and combinations. Enterprise zone and assessment deferral calculations are done for the grand list in accordance with the updated assessments.
- Supplemental Motor Vehicle List comes in for pricing and processing in late October. Any exemptions are applied at this time, the list is completed so that tax bills can be mailed for January 1.
- The regular Motor Vehicle list comes in from DMV in December and must be priced and reviewed. Exemptions are applied
- 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.

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 (10/1/2019 to 12/31/2019)).

Land Record Subscriptions – 16 -\$2500.

Phone Vital requests – 118 @ \$. =3540.

Legal Notices Published - 5

Claims, Summons and Fire Loss Claims – 22

Trade Names – 25 @ \$15. = \$375.

Liquor Permits – 15@ \$20. = \$300.

Genealogy Requests – 8 (average 1.5 hour each)

FOI Requests (Freedom of Information) - 12

Justice of the Peace Appointments - 87

Cremation & Burial Permits - 281 @ \$5. = \$1405.

Absentee Ballots – 255

Agendas and Minutes Posted - 166

Paternity/Adoption Records – 60 (average 1 hour each)

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

Description	Date Range 10/1/19 - 12/31/19	Date Range 10/1/18 - 12/31/18	Fiscal Year 7/1/17 - 9/30/18	Fiscal Year 7/1/18 -9/30/19
Recorded Land Records	1,221	1,228	7,610	7,092
Dog Licenses	46	61	1403	1554
Fish & Game Licenses	29	39	580	523
Notarized Documents	159	184	1014	1008
Local Conveyance Tax	193	178	1004	1051
Vitals- Birth/Marr/Deaths	1,062	1,064	7,272	7,387
*Customer Counts	3039	3001	20756	20483
Total Local Conveyance Tax	174,555.56	117,827.31	833,274.20	930,791.72
Total State Conveyance Tax	308,422.73	192,886.12	1,279,752.78	1,475,355.87
Town Doc Preservation	3,132.00	3,255.00	18,140.00	18,450.00
State Doc Preservation	45,936.00	47,740.00	283,222.00	270,600.00
Town General Fund Fees	6,455.00	5,171.00	32,550.00	34,379.00
State Treasurer Fees	20,558.00	16,716.00	105,807.00	109,349.00
Town Fish & Game Licenses	30.00	40.00	609.00	546.00
State Fish & Game Licenses	1,075.00	1,286.00	15,178.00	13,721.00
Town Marriage Surcharge	912.00	784.00	5,328.00	6,544.00
State Marriage Surcharge	1,938.00	1,666.00	10,062.00	13,906.00
State Totals	377,929.73	260,294.12	1,694,021.78	1,882,931.87
Town Totals	185,084.56	127,077.31	889,901.20	990,710.72
Combined State & Town Totals	563,014.29	387,371.43	2,583,922.98	2,873,642.59
Grand Total of Funds Collected	649,874.49	467,430.93	3,124,751.44	3,425,548.54
*Actual Paying Customers (not counting customers with questions or phone calls)				

City of Norwich

Finance Department

Quarterly Report on Goals

Fiscal Year 2019-20

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	Staffing levels	Time constraints from NPS MUNIS integration project	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.				Staff and course availability, timing of courses, and funding.
Measure Description	Percentage of in-person/mail tax receipts divided by total tax receipts	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	Strive for continuous decrease	Increase current levy collection rate to 97.5% for FY2020	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%	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.			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.
Q2 Measure	44.57%	63.80%	45.57%			12/9/2019	8
Q2 Notes	A 2% decrease from the 47.66% rate at this point last year. The change is largely attributable to the increase in online payments.	Increased by 1% over the 62.81% at this time last year	Increased slightly	Finance and HR provided a lot of assistance to NPS during their implementation of HR/Payroll modules.	Provided summary of bond rating and bond sale activity to City Manager for his report to Council.	Financial statements were held up because of time implementation	Began hiring process to replace Purchasing Agent Bill Hathaway who is retiring in June 2020.

Norwich Fire Department Quarterly Report

October 1, 2019 through December 31, 2019

Operations:

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: 650. 35 fires, 451 rescue/emergency medical, 46 service calls, 118 misc.*

Significant incidents: 10/23 - Bentley Ave: 2 alarm fire (civilian fatality), 11/11 - North Main St.: Major natural gas main break with evacuation of surrounding buildings, 12/24 - Laurel Hill Ave.: MVA involving extrication of 3 patients.

Fire Marshal Office:

Investigated 14 fires (1 incendiary fire remains under investigation), performed 205 Fire Code Compliance Inspections, conducted 15 Plan Reviews, and 48 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 2881 man hours of training.*

Safety Officer received 204 reports of exposure to carcinogens as defined under state guidelines.*

100% of department is now Incident Command System (ICS) 100, 200, 700 and 800 compliant.

Received a fully funded grant for training on bail out systems for firefighter self-rescue.

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

Apparatus update:

We continue to have frequent malfunctions and repairs to Squad A.

Station update:

We are in the process of getting quotes to replace some of the windows at HQ with funds already approved in previous capital budget. Request for funds to complete rest of replacements are in next year capital.

HQ administrative side carpet needs replacement due to public traffic. Funds requested in next year capital.

*A complete breakdown is available upon request

Emergency Management:

Attended the following:

- Incident Command Emergency Management Training
- Yearly EPPI tabletop exercise
- Quarterly Radiological Millstone meeting
- WebEOC 8.7 training
- ESF Steering Committee meeting
- Cybersecurity seminar
- EPZ tabletop exercise

Established a joint Cybersecurity Planning Committee with NPD, NFD and MIS.

Certified all debris collection areas with DEEP and DEMHS.

Opened 2 warming centers December 19-21.

Installed programmable thermostats in Emergency Management Building to save on heat cost.

Administration:

Preparations for budget submission completed.

Safety / Training Officer Jason Balletto started in October.

Conducted Fire Prevention presentations at schools.

Attended recruitment drives at three different venues.

Firefighter Zach Topping completed Fire Academy.

Teena LaRue was hired to replace Jill Smith (retiring) as Chief's Executive Secretary.

Respectfully submitted by:

Keith Wucik

Chief of Department (Acting)

Human Resources Department

October 1, 2019 – December 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
Recruitment and Testing		Drug/Alcohol Testing	
Requisitions processed	18	CDL monthly random	4
Position announcements	11	Pre-employment	13
Applications processed	677	Other	2
Applicants tested	138	Workers Compensation/Safety	
Exams administered	10	Claims reviews	1
Realistic job previews/Interviews	45	Claims processed/FRI	20
Lists extended	1	OSHA 300 Filing & Posting	
Advertisements	3	Committees	
Employees		Personnel & Pension Board	2
New hire background checks	8	Volunteer Firefighters Relief Fund	1
Orientations	10	Safety Committee	2
Evaluations	13	Persons with Disabilities	3
Step increases	20		
FMLA	3	Mandatory Reporting	
Unemployment processing and hearings	5	State - Department of Labor Census	3
Seasonal hires	0	State - Department of Labor Workplace	
		EEO-4 Report	1
Benefits Administration		Labor Relations	
Insurance changes processed	55	Contract/pension negotiations	2
COBRA elections processed	10	Grievances/mediations/arbitrations/CHRO	5
New Voluntary Benefits	5	Training	
Insurance billings	6	Munis BOE payroll Conversion	ongoing
Insurance waivers	25	CIRMA	ongoing
Open Enrollment	45	Sexual Harrassment Prevention Training	5
Pension Administration			
Pension processing	39		

- 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: 10-01-19 through 12-31-19

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

- Accepted an award for accreditation with the Connecticut Economic Development Association (CEDAS) for Best Practices in Land Use and Economic Development.
- Joined City Manager at the Annual CCM event to receive the City's bronze certification for Sustainable CT.
- Nominated and attended CT Chapter of American Planning Association Annual Award Ceremony where Global City Norwich and Chelsea Groton Foundation were recognized.
- Held a "Zoning and 'Za" evening event at Foundry 66 for the public to gage support and receive input relative to future zoning regulation and map amendments.
- Held a morning meeting for architects, engineers and attorneys at the City Hall to gage support and receive input relative to future zoning and map amendments.
- Partnered with the Director of Public Works to recommend disposition to the PW Committee & Capital Improvement Subcommittee for their recommendation and eventual referral to the City Council for decisions.
- 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.
- Completed and finalized the DECD funded brownfields assessment for the South Mill at Ponemah.
- Collaborated with the City's EPA consultant, Tighe & Bond and RDA to request an extension beyond December 31, 2019 to continue to utilize remaining EPA brownfields assessment funds.
- Attended conferences/trainings: National Brownfields Conference in Los Angeles as required and funded by the City's EPA Assessment Grant; Annual CT Association of Flood Plain Managers; SECTER Annual Meeting; Disability Awareness; Sexual Harassment Prevention; Arts and Economic Development Conference; SE CT Cultural Coalition; NE Real Estate Journal Economic Development Summit; and miscellaneous mandatory and knowledge-based trainings relative to addressing Blight, Flood Plain Management, Historic Preservation, Wetlands, Building Code, Zoning, and legal updates.
- Regularly attended and participated at the following meetings: City Manager's Department Head Monthly Meetings; Dangerous Building Board of Review; Housing Management Team; Public Works Stormwater; Greenville NRZ; GNACC Economic Development; Mayor's OZ meetings; NPU Weekly Coordinators Mtg.; Regional Resiliency Team; Plan of Conservation & Development Implementation; Redevelopment Agency; City Council Neighborhood Watch; Parking Commission, SCCOG Planner's; United Way led Norwich New Capacities project (previously Working Cities Challenge); and EB Collaboration/SE CT Collaboration
- Investigated Blight, Building Code, Wetlands and Zoning complaints and violations and followed through on enforcement actions.
- Assisted the PW Department with review of qualifications and selection of consultant team for the Main Street/Franklin Street Round-About Project
- Hired Christian Case, as Code Enforcement Official/Assistant Building Official, to replace retired official.
- Met with numerous property owners and developers regarding multiple properties and potential projects throughout the city. This included a meeting with delegates from China.
- Continued to review and draft future zoning regulation amendments for future consideration by the City.
- Visited project sites with the PW Department and made recommendations for release of bonds for old projects.
- Represented the Department and City at miscellaneous grand opening/ribbon cutting events for businesses.

- Assisted boards and commissions with processing and reviews of the following 11 Land Use Applications:
 - Inland Wetlands and Watercourses Conservation Commission 4 Applications (2 Regulated Activities, 1 Administrative Upland Review & 1 Non-Jurisdictional Ruling)
 - Commission on the City Plan – 3 Applications (1 Subdivision & 1 Special Permit, 1 Site Development Plan (and 0 CAM – Associated with other approvals)
 - Zoning Board of Appeals – 4 Applications (4 Variance (3 Approved 0 Denied 1 Yet to be Decided) & 0 Appeal of the ZEO)
- Received 134 Complaints relative to the following:
 - Blight – 92
 - Property Maintenance - 17
 - Works without Permit(s) - 16.0
 - Wetlands - 3
 - Zoning – 2
- Investigated and/or issued 96 Violations and Closed 24:
 - Blight – 83
 - Property Maintenance - 3
 - Work without Permits(s) – 1
 - Wetlands - 1
 - Zoning – 1
- Citations Issued 42 Value of Citations Issued: \$186,670
- Citation Fees Collected \$9,128
- Issued 481 Building Permits (397 residential, 77* commercial 1 Industrial and 6 municipal)
* Industrial is likely combined with commercial
- Building Permits per assigned FTE 160 (permits ÷ 3 officials)
 - 2 Structures Condemned
 - 3 Dwelling Units Condemned
 - 4 Buildings Demolished (1 Principal Building and 3 Accessory Structures)
- 17 Zoning Letters of Compliance Prepared
- 61 Zoning Permit Applications
 - 67* Zoning Permits Issued, which includes 5 New Business/Conversion Permits
*Number of permits issued may be greater than number of applications due to submission date



CITY OF NORWICH
CONNECTICUT
POLICE DEPARTMENT

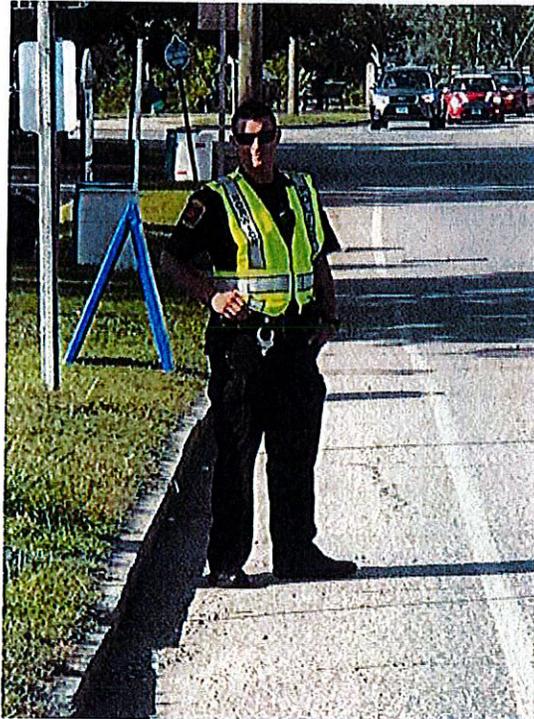


PATRICK J. DALEY
Chief of Police



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

Quarterly Report October 1st 2019 thru December 31st, 2019



PATROL DIVISION

In the period October 1st 2019 thru December 31 2019 the Norwich Police Department Patrol Division handled approximately 14,521 calls for service. Included in these service calls:

- **255 Arrests Made**
- **822 Offense Reports Taken**
- **21 Reported Juvenile and Adult Sexual Assaults**
- **498 Traffic Accidents Investigated**
- **842 Motor Vehicle Stops Initiated**
- **125 Infractions Issued**
- **718 Alarm Responses (Burglary and/or Panic)**
- **5247 Telephone calls into Dispatch**
- **1945 -911 Calls**

Patrol Officers have been very busy over the course of the last 3 months as the colder weather has moved in. **21 Juvenile and Adult Sexual Assault Investigations** have kept both Patrol Officers and Detectives very busy.

22 Fentanyl related OD's for the last 3 months appear to be consistent with previous quarters. 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 October 2nd, 2019 at approximately 0118 hours NPD Midnight Patrol responded to the area of Oakwood Knoll for numerous 911 reports of shots fired. Investigating officers located a vehicle in the parking lot with many holes consistent with gunshots. It was determined that the suspects fled the area in an unknown direction. Detectives were summoned and took over the investigation. As of the end of the quarter, Detectives have arrested one male and two other arrests are expected.

On October 27, 2019 at approximately 1634 hours NPD Evenings Patrol were dispatched to 129 Prospect St to investigate reports of gunshots into a residence. Investigating officers and detectives located a 45 caliber projectile embedded in the exterior wall. Detectives continued to investigate the case and subsequently made three arrests of juveniles and one arrest is pending.

Jennifer Chauvin was arrested in this quarter based upon an embezzlement case detectives continued to investigate. Chauvin embezzled approximately \$55,000 from the Norwich Chamber of Commerce.

On November 1, 0055 hours Midnight Patrol responded to 550 East Main St for a possible fight in progress. Early investigation revealed that a male suffered from a grazing bullet wound to the side of the head. The bullet entered his hooded sweatshirt, grazed the side of his head, and exited the hood. This male was extremely lucky and had no medical issues. Detectives were summoned and through their investigation two arrests were made and one is pending. It appears that during the altercation the two arrested parties fired into a crowd striking the male victim.

COMMUNITY POLICING

Community policing officers continue to be very busy organizing and participating in various city wide events including a Tommy Toy Fund toy drive, Winterfest Parade, Tommy Toy Fund distribution, and other holiday and Halloween events. In their down time, CPU was utilized to assist in viable Detective Division investigations

NORWICH POLICE TRAINING AND SELECTIONS

In an effort to fill 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. Chandler Overton of Norwich was hired and began the CT POST Academy November 15, 2019. Scott Hammer of Montville, also made it through the process and was sworn in on December 13th, 2019. Mr. Hammer will begin the CT POST Academy January 10th, 2020.

BUDGETARY MATTERS

CT DOT has awarded the department \$43,785.51 to cover the cost of DUI patrols and spot checks from December 2019 thru September 2020. Scheduled patrols and spot checks have been very effective at taking drunk drivers off the road. During the month of December Officers working the DUI Patrol and Spot Check arrested 7 accused impaired drivers making our community streets safe for travel.

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 , Administrative, and Detective Divisions
- 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/supervisors out on Workers Compensation for work related injuries
- Complex investigation that require Detective Overtime

PROJECTS

Work on the Radio Project is moving along steadily and we're hoping to be operational by April 2020 with final testing in June of 2020. Newly purchased Kenwood portable radios have been received and programmed. Computer program interface is expected to begin which will allow the transition to the new Motorola radio system. The Wheelabrator site has been fitted with tower stack antennas (see photos), equipment shelters, and other equipment. Our partners at

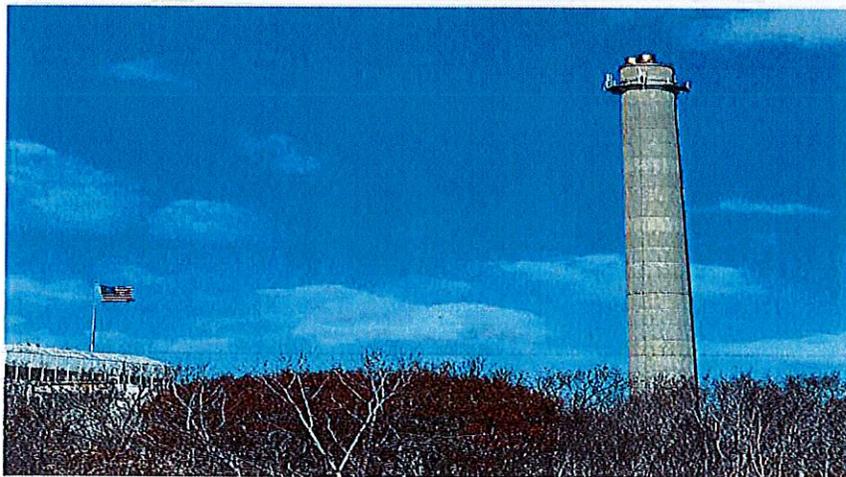
Wheelabrator have been extremely helpful and generous throughout this entire project. Many thanks to the dedicated and efficient Planning and Development

members Deanna Rhodes and Dan Daniska. With their assistance the Orchard Street site broke ground in early December. There was an entire week dedicated to the blasting of the ledge by the contractors. (See Photo)

Orchard St Site



Wheelabrator Site



Personnel Matters

Officer Desmond and Detective Bialowas investigated an overdose death in November 2019. Dispatcher Zellner also assisted with this incident and as this

report was being composed the New London Day ran an article from an appreciative Mother. Here is the article, which we are extremely proud of because it shows the professionalism and compassion officers of NPD display towards their community on a daily basis.

Donna Novick's life changed forever one afternoon this past November, when she walked into her Norwich home and found her only son dead on her couch. The 32-year-old had overdosed on fentanyl and cocaine, an autopsy found.

The months since have been filled with anguish and anger, said Novick, but amid her grief she found solace in one thing: the woman who answered her frantic 911 call and the officers who responded to her house were kind to her.

"These officers did not judge us for what happened. They treated me and my family with respect, compassion, for what we were going through," Novick said in a post she wrote on a Facebook group, where she hoped to publicly recognize the officers.

"Officers these days are getting so much bad grief and people need to know that there are good officers out there," Novick said. "They made this whole horrible incident a little bit easier for me."

Novick had just returned home from her daughter's house with her 10-year-old granddaughter when she walked into her living room and saw her son, Gary Hoyt, lying on the couch.

Her granddaughter, Hoyt's niece, thought her uncle was sleeping. But Novick could tell he was gone.

"I went over to him and I shook him and called out his name, but he was cold and blue," Novick said. "I checked and he had no pulse, I knew there was no resuscitating him."

Novick brought her granddaughter into a bedroom and told her what was going to happen, and then called 911. The dispatcher then did the same thing for her.

"The woman who was on the other end of the phone walked me through what was going to happen and stayed on the phone with me until police arrived," Novick said. "She was amazing; I don't even have the words to describe how wonderful she was."

Officer Zachary Desmond and Detective Dennis Bialowas, both members of the Norwich Police Department for eight years, were the first to arrive on the scene. At first, Novick said she was filled with anger.

"I was angry at him for doing this, for not being strong enough. I was angry at him for making me do this," Novick said. "He's supposed to bury me, I'm not supposed to bury him."

The distraught mother said her instinct was to go in and yell at her son for what he did. Desmond gently stopped her and told her that everything was going to be OK, she said.

As Desmond spoke with paramedics, Novick said Detective Bialowas asked her what happened and helped calm her down. They were polite and kept her away from the living room, where her son's body was lying.

"It was just soothing to know that they weren't judging me, they were so kind," Novick said.

"We come into people's lives at their absolute lowest and to be able to leave that person better than we found them is our main goal," said Desmond, who added that, unfortunately, helping family members navigate a fatal overdose is something they do "on a day-to-day basis."

In a case like this, Desmond said they try their best to help family members understand what's happening. "Sometimes it's a person's first time losing a family member and to have that reassurance from a person who has seen it and can help guide them through the series of events can give them a bit of ease," he said.

The officer said they helped make Novick more comfortable by explaining the events that were going to take place, asking about her support system and comforting her in her grief.

As they waited for the medical examiner, Novick said she asked if she could go to her daughter's home while the body was removed. The officers encouraged her to do so.

Before she left, she asked the officers if they could go through her son's dresser and car. "I told them, 'If there's anything here, could you please take it?' I didn't want the grandkids to get ahold of it."

Officers searched both spots and no drugs were found, Desmond said.

About 8:20 p.m., Novick called the police department and spoke with the same dispatcher who had helped her earlier that night. She told Novick the scene had been cleared and she could go home.

The Day was not able to confirm the dispatcher's name.

When Novick returned to her home, she found handwritten notes from Desmond and the medical examiner with their contact information.

"We don't do that on every call but there are times you realize and feel that you need to," Desmond said. "We left a note saying, 'We are here, regardless if this night is over, you can always dial the police department and we will always come.'"

Novick said the notes gave her so much comfort. "I just really took it to heart that they cared like they did."

Hoyt, a father of an 11-year-old girl, a 7-year-old boy and 5-year-old girl, had issues with drugs before, Novick said. And the family had had interactions with police before that weren't as positive.

"My son wasn't perfect, he got into a little trouble and there were a couple of police officers in the past that were pretty rude to us," she said. "I think that's why I was so shocked that these two officers were as nice as they were."

Hoyt had overdosed on heroin two and a half years ago and had, to his mother's knowledge, been clean since. He had been with friends off Boswell Avenue in Norwich when he overdosed the first time, but survived after police officers administered Narcan, Novick said.

At the time of his death he was living in Norwich and working in landscaping. He was planning to get his CDL in a few months.

"I don't know why he just couldn't wait," Novick said. "That one time is all it took."

Novick said she had encouraged her son to move to Florida but he refused to move so far away from her. "He said, 'I can't leave you, I can't live without you,'" Novick said. "But he's expecting me to live without him."

Desmond encouraged anyone suffering from addiction to call the police or check themselves in to any medical facility or emergency room. For families like Novick's, he said, the police are there to help.

"We are not just here to arrest people, we're so much more than that," Desmond said. "We come into people's lives when they are in crisis and we try our best to alleviate and remedy the situation."

The day after her son's death, Novick said the dispatcher called to check in on her. In the weeks that followed, Desmond spoke with her over the phone and helped her coordinate getting Hoyt's phone back, so she could get photos off of it.

When she got the phone, Novick found many photos of her son smiling, holding up fish he had caught.

"He loved fishing and was always saying, 'Let's go fishing,'" Novick said. He liked to fish on the Connecticut River and in Norwich and to take his kayaks down the river to the marina.

He once told his mother, "If I die, cremate me and sprinkle me in the Connecticut River," Novick said.

Hoyt was cremated, and Novick said she plans to have some of his ashes made into necklaces for his children. Then someday, she said, she might bring the rest to the river.

Personnel (cont.)

NPD Softball team victorious again, see below photo:



On December 30, 2019 the NPD welcomed back 30 retirees to the first annual Retirees brunch



Also in December Officer Ken Wright and his K9 partner Ozzie were recognized by the Connecticut State Police Canine Training Academy as **K9 Team of the Year for 2019**. Below is Officer Wright receiving his award.



Chief Patrick Daley was re-elected president of the Law Enforcement Council of CT the local Chief's Association and was also elected President of the New England Association of Chiefs of Police becoming only the second such NPD Chief to do so. (Chief Richard Abele). Photo below was taken with NPD color guard during swearing in ceremony.



Community Survey

The second round of the third party independent community survey of the Norwich Police was conducted during the second quarter of FY 20. The full report is available on the City's website and a separate handout will be provided.

A quick summary of the survey results show the overwhelming majority of respondents feel the Norwich PD is doing a very good job at:

- Fighting Crime
- Dealing with Neighborhood Problems
- Being Visible on the Streets
- Being available when needed
- Responding promptly to calls for service
- Helping victims of crime
- Treating people with fairness regardless of who they are

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 October 1, 2019 to December 31, 2019

1. Completed fall City-wide brush pick-up.
2. Paved Old Cemetery Lane, Wilbur St., and Raymond Place in-house using paving machine.
3. Advertised and completed Fall Leaf pick-up (Paper yard waste bags only) done in-house, at a savings of \$25,000.
4. Up-fitted the new 4 Yd. Caterpillar Pay Loader and showcased it at Trunk or Treat in Howard Brown Park.
5. Painted stop bars throughout the city as weather allowed.
6. Repaired and replaced over 40 additional catch basins in conjunction with the City paving program.
7. Performed seasonal maintenance such as mowing parks, cemeteries, and the Rose Garden, and completed leaf removal on City maintained properties.
8. Roadside cutting of trees and brush, including removal/trimming of limbs overhanging roads.
9. Pothole patching utilizing the "hot-box" throughout the City.
10. Roadside trash pick-up as needed, and time allowed.
11. Cleaned numerous stormwater catch basins which were clogged using City Vac-All truck.
12. Cleaned the HVAC duct work at Police Department and City Hall.
13. Replaced over 200 smoke detectors and installed a new fire panel at City Hall.
14. Facilitated repairs at Dodd Stadium.
15. 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.
16. Prepared 30 trucks for winter plow season, responded to 6 storm events, washing and repairing trucks after each event. Showcased new plow truck in the Winterfest Parade.
17. Obtained and installed the downtown Holiday trees and set-up for Light up City Hall.
18. 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 Project Status

Continued the 2019 Pavement Program with sections of Greenville including a portion of Prospect St. and side roads between Fourteenth St. and Ninth Streets.

Reconstructed sidewalks on 7 properties, funded by the Capital Improvement Sidewalk program.

Began construction of the new parking lot for the Uncas Leap Heritage Park on Yantic Street.

Replaced stair treads and re-painted the fire escape at 23 Union Street.

Held a Public Informational Meeting for the Sherman Street bridges in November.

Opened bids for the Sunnyside Street Bridge and evaluated the bids in anticipation of contract award and construction starting in April 2020.

LEAD HAZARD CONTROL PROGRAM

	Quarterly Progress	Quarterly Funds Expended	Cumulative
Completed/Cleared	10	-	80
Funds Expended *Inc Healthy Homes	-	\$232,209.00	\$1,216,382.00
Number of Units in Progress or Under Contract	10	-	90

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 outreach events this quarter.
- **Lead Grant for \$2.9 million was awarded to the City.**
- Negotiations for contract for lead grant were held
- Program Manager school was attend by Wayne Sharkey and Kathy Crees (as required by the funder).
- Work is still on-going 2016 grant and close-out preparation has begun.

COMMUNITY DEVELOPMENT BLOCK GRANT

	Quarterly Progress	Quarterly Funds Expended	Cumulative (Actual)
Units Completed/Cleared	8	-	84
Funds Expended		\$61,631	\$747,915
Number of Units in Progress or Under Contract	12	202,631.00	950,546
TIMELINESS	TOTAL TO MEET TEST	Quarterly Funds Expended	Need to Expend
Funds to expend by July 3, 2020	ALLOCATION	MUST EXPEND 0	0

REVOLVING LOAN EXPENDITURES

Property Rehab drawn down as revolving loan	\$ 39,271
Anticipated in next draw down	\$38,680

Total Property Rehab dollars spent in QTR 4	\$ 202,631
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Comments:

- CAPER completed and accepted by HUD
- 5 year plan process outlined/Analysis of Impediments
- Census on-line trainings
- Staff meetings, trainings
- Environmental Review completed in HEROS



Second Quarter Report Otis Library

October-December 2019

During the month of October, Otis Library received word of two financial awards, one related to the physical plant and a second focused on improving access to medical information. Regarding the former, with the assistance of Norwich Public Utilities and the Neighborhood Assistance Act, Otis will embark on a two-phase program to enhance its HVAC system. These added controls will improve the library's overall environmental controls, allow added balancing of conditions in public, office and storage areas and improve the system's overall operation while reducing electric and natural gas consumption. Work will begin in earnest during the first part of 2020.

In late October, the R.S. Gernon Trust awarded Otis \$3,454 for additions to its medical resources. The adult collection will benefit from a wide range of health and medical-related resources including diet and nutrition, exercise, sleep, pregnancy and childbirth, men's and women's health and senior health concerns. Children and young adults resources will include diet, cooking, exercise for children, healthy lifestyles for children and teens, drug abuse and alcoholism. Additional topics address stress for parents and children, physiology and human anatomy.

O'tis a Festival, recorded 1,080 visits on November 23. Our thanks to everyone who helped make the day successful and a much anticipated annual event. Otis Library also participated in the December 7th Winterfest parade. With the street closed to traffic, it seemed prudent to close the library for the day. The public thoroughly enjoys seeing familiar faces and we received numerous shouts of recognition along the parade route.

In April 2018, a state proclamation honored Otis Library for its contributions to educating the public about Norwich natives Sarah and Mary Harris by designating April as Harris Sisters Month. For the past three years, Harris Sisters Month recognizes the courage and achievements of these young women, who were among the first black students at Prudence Crandall's Canterbury school for young black women; indeed, the root of this experiment in integration was Sarah's request in 1832, which Prudence granted, to take classes at the then all-white academy. The history of the school and the critical role of the Harris Sisters was the genesis for a new and innovative program.

Planning for this unique educational and artistic opportunity for students in 2nd - 5th grade commenced in October. A selected group of students will create a puppet show based on the story of Prudence Crandall's School. Dan Butterworth of Butterworth Productions will direct the students, along with teen volunteers in creating props and characters over 8 work sessions. Dan is an internationally recognized puppeteer, with numerous citations and awards to his credit. This will culminate in a performance at Otis Library in April 2020

celebrating the heroic actions of both Prudence Crandall and her students. Additional funds sought from the Eastern Connecticut Association of Realtors and possibly other sources.

In collaboration with the Norwich Race Equity Committee and the NAACP Robertshine Duncan Youth Committee Otis Library is cosponsoring Conversations Encouraging Equality. Meeting began in May as a way of engaging youth and adults to engage in dialogues that foster a better understanding of "Black and White" in the community and address racial inequities in the City of Norwich. The first community dinner conversation occurred in October with a second planned for January. Additional programs include forums and presentations on "Raising the Consciousness of Race," "Understanding Our Past," and engaging the community in a "Dialogue to Unite" with problem-solving techniques utilizing "Facing RACISM in a DIVERSE Nation - A Guide to Public Dialogue" to affect change. These will be conducted at the Otis Library in the late winter and spring.

**OTIS LIBRARY
SUMMARY TREASURER'S REPORT
AS OF 12/31/19**

	DECEMBER ACCRUED	YEAR TO DATE 12/31/19 ACCRUED	PREVIOUS YEAR TO DATE 12/31/18 ACCRUED
TOTAL OPERATING INCOME	96,147.33	528,313.84	513,801.81
TOTAL RESTRICTED FUND INCOME	63.31	6,502.57	1,997.90
TOTAL INCOME	96,210.64	534,816.41	515,799.71

	DECEMBER ACCRUED	YEAR TO DATE 12/31/19 ACCRUED	PREVIOUS YEAR TO DATE 12/31/18 ACCRUED
TOTAL OPERATING EXPENSES	95,733.10	593,753.84	621,181.44
TOTAL RESTRICTED FUND DISBURSEMENTS	2,133.13	20,314.45	8,750.34
TOTAL EXPENSES	97,866.23	614,068.29	629,931.78

4Q2019

Quarterly Report



External Economic Development

Multi-DT Property Owner ProForma Development

Opportunity Zone Projects

Hale Mill Development Progress Mtg

Brokers Monthly Meetings @ ECAR & SeCTer

MPTN Parking Legal Matters at Main St Parking Garage

Business Park Development Meetings (Multiple)

Patel Hospitality- 247 Main St

Ponemah Commons Development Plan

Alexis John Site Planning

Rose City Athletics Loan Forbearance Proforma Development/Agreement

SCCC Coalition Strategic Planning

SeCTer- Co-Chair Economic Development Committee

77-91 Main St multiple meetings with new investor

35 Chestnut Street meeting with new investor

88 & 93 Chestnut Street meeting with new owner (same as 35 Chestnut)

DT Bonds Loan Reviews

71-95 Main St.- Multiple meetings with potential Tenants for Hair Salon & Restaurant

GNACC Economic Development Meetings

Eastern Connecticut Brownfield Land Bank meetings

Eastern Connecticut Regional Tourism District Meetings

Rose City BNI meetings

Internal Economic Development

City & NCDC Marketing Plan Development

Opportunity Zone Meetings

NPU Coordinating Committee Meetings

2019 Bond Rating meeting

New Business Openings

86d'

Busy Bees' Play Hive

Achievements

Global City Norwich wins Connecticut Planning Association Award

Global City Norwich sources \$100,000 grant for CY2020 program

Global City Norwich

Held 3 festivals-

Issued 2019 Report

Developed 2020 Work Plan

Marketing

Videos completed for City & Foundry Marketing Campaigns

Developed 2020 Editorial Calendar

Policy Development

Prepared draft business plan for brownfield land bank program

Foundry 66

Membership Sustained at 45

Conference Room booked 289 Hours

Downtown Bond:

Code Correction committee meeting on Sept 6th 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

Paid Funding Request on 2 Courthouse Square for Elevator Replacement