

Assessors' Quarterly Report to the City Council  
Beginning January 1, 2020 – March 31, 2020  
*"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX EXEMPT PROPERTY IN THE CITY"*

**Third Quarter**

As I write this third quarter report, I am sitting in my office alone. The Assistant Assessor, Carol Wood retired effective January 6, 2020. Bill Lee, who was my Assessment analyst was named to fill the Assistant Assessor position. My Assessment Technician clerk left to fill a vacant position in the Human Resources Department.

The two vacant positions were advertised and candidates were found to fill them, but because of the pandemic, they are unable to begin their positions with the city. Bill Lee is working remotely from home and I am holding down the fort for taxpayers' questions, title searchers, appraisers, banks and attorneys. It is very different but we will do all we can to make it work.

The third quarter included the finalization and filing of the 2019 Grand List of all taxable and tax exempt property in the City of Norwich.

The Total grand List was filed on January 31, 2020. Assessment increase notices for real property and personal property notices of assessment were mailed the 2<sup>nd</sup> of February.

- Board of Assessment Appeals 60+ Applications to the Board were filed in the Assessors' office by February 20, 2020. 42 were given appointments to meet with the Board. The Appeal dates were set for March but because of the outbreak of the corona Virus, an extension request was sent to the State and granted. The Governor has now set an order that has extended the period of time for those hearings.
- Real Estate – New owner transfers done daily, Field inspections for building permits, Certificate of Occupancies and Letters of Completion will be done as soon as the pandemic eases and time allows. New assessments are calculated for all exemptions are applied as needed. GIS maps are updated with survey maps, splits and combinations.
- Elderly Tax Relief - February 1, 2020 began the time period for the elderly and/or totally disabled to apply for tax relief. That program, which runs until May 15, 2020 has also become a victim of the Corona virus pandemic. The Governor has addressed it and we are readjusting. There is no word yet on reapplications for the additional veterans program because applications can be received until October 1, 2020.
- Motor Vehicle – Daily questions are fielded regarding motor vehicle values and taxes. Much time is spent accepting and processing proper proof in order to adjust vehicles that were sold, traded, totaled, etc.
- Supplemental Motor Vehicle List – Supplemental tax bills were mailed, resulting in many questions and/or adjustments.
- Daily – Answer phone inquiries, serve the public at the counter and do daily motor vehicle corrections and pro-rates. Processing Veterans DD214 as received by the City Clerk.
- Court Appeals review, pre-trials and negotiations for settlement.

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 (1/1/2020 to 3/31/2020).

- Land Record Subscriptions – 44 - \$7700.00
- Legal Notices Published - 4
- Trade Names – 27 @ \$15. = \$405.
- Genealogy Requests – 8 (average 1.5 hour each)
- Justice of the Peace Appointments - 87
- Absentee Ballots – 15
- Paternity/Adoption Records – 50 (average 1 hour each)
- Phone Vital requests – 103 @ \$30. = \$3090.
- Claims, Summons and Fire Loss Claims – 8
- Liquor Permits – 12@ \$20. = \$240.
- FOI Requests (Freedom of Information) - 8
- Cremation & Burial Permits - 281 @ \$5. = \$1405.
- Agendas and Minutes Posted - 211

Description	Date Range 1/1/2020- 3/31/2020	Date Range 1/1/2019 - 3/31/2019	Fiscal Year 7/1/2019 3/31/2020	Fiscal Year 7/1/2018 - 3/31/2019
Recorded Land Records	1,585	1,379	4,837	4,424
Dog Licenses	56	74	409	460
Fish & Game Licenses	88	102	178	179
Notarized Documents	147	196	2670	548
Local Conveyance Tax	168	126	538	493
Vitals- Birth/Marr/Deaths	1,267	1,333	3,647	3,719
*Customer Counts	3196	3195	9799	9792
Total Local Conveyance Tax	155,817.42	78,564.09	626,705.34	330,114.95
Total State Conveyance Tax	236,820.74	120,854.37	985,928.25	519,352.06
Town Doc Preservation	3,063.00	2,745.00	9,282.00	9,228.00
State Doc Preservation	44,924.00	40,260.00	136,136.00	135,344.00
Town General Fund Fees	6,953.00	4,503.00	20,115.00	15,405.00
State Treasurer Fees	22,624.00	14,244.00	64,561.00	49,182.00
Town Fish & Game Licenses	96.00	108.00	189.00	189.00
State Fish & Game Licenses	2,138.00	2,551.00	4,866.00	4,676.00
Town Marriage Surcharge	848.00	784.00	3,072.00	2,944.00
State Marriage Surcharge	1,802.00	1,666.00	6,528.00	6,256.00
State Totals	308,308.74	179,575.37	1,198,019.25	714,810.06
Town Totals	166,777.42	86,704.09	659,363.34	357,880.95
Combined State & Town Totals	475,086.16	266,279.46	1,857,382.59	1,072,691.01
Grand Total of Funds Collected	572,915.76	354,466.96	2,141,301.39	1,338,634.96

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

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

Department Goals	DG1					DG2	DG3	DG4	
<b>Goal Descriptions</b>	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>Action Plans</b>	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.	
<b>Activities</b>	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.	
<b>Barriers</b>	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.	
<b>Measure Description</b>	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)
<b>Target/Timeframe</b>	Strive for continuous decrease	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
<b>Q1 Measure</b>	43.03%	54.39%		70.06%	45.50%				
<b>Q1 Notes</b>	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.
<b>Q2 Measure</b>	44.57%	63.80%		70.75%	45.57%			12/9/2019	
<b>Q2 Notes</b>	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	Tax lien sale will likely occur in early April. Through the process, 10 accounts worth \$95K have been brought current so far.	Increased 2.1% from 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 devoted to NPS implementation	Began hiring process to replace Purchasing Agent Bill Hathaway who is retiring in June 2020.
<b>Q3 Measure</b>	46.22%	95.69%		71.32%	45.34%				1
<b>Q3 Notes</b>	Was 46.41% last year at this time - so we experienced a small improvement.	Was 96.05% at this time last year. The pace of collections dipped in late March as COVID-19 concerns caused us to close the Tax Office to in-person payments.	With the COVID-19 crisis we will push the tax lien sale out later in 2020.	Increased 2.25% from this time last year	Will need to work on spreading the word of ACH payments to NPS vendors.	Finance and HR continue to provide a lot of assistance to NPS as they work out issues after HR/Payroll implementation	Assisted City Manager in preparing proposed budget. Provided City Council with explanations of RE tax suspense, Viaduct billboard lease, and refunding resolutions. Helped departments post informatin about COVID-19 on City website.	Attended webinar regarding the new GASB 87 statement on lease accounting	Hired Bob Castronova as the new Purchasing Agent. In the middle of the hiring process to replace Sandy Kuchta as Accountant. Promoted Carolyn Impellitteri to replace Amethyst Dube as Accounting Generalist. Started hiring process for Revenue Collection Clerk.

# **Norwich Fire Department Quarterly Report**

**January 1, 2020 through March 31, 2020**

## **Operations:**

The city continues to experience a variety of types and severity of calls for emergency services. Total incidents for this quarter: 541. Breakdown: 22 fires, 364 rescue/emergency medical, 29 service calls, 126 misc., provided mutual aid 17 times and 171 (31.61%) overlapping incidents.

## **Fire Marshal Office:**

Investigated 11 fires, performed 265 Fire Code Compliance Inspections, conducted 10 Plan Reviews, and 22 consultations.\* (Note: much of March, no inspections were complete due to COVID-19)

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

## **Training Division:**

Daily Training for this reporting period included in-house and external courses, assigned Target Solutions programs, and multiple company level trainings totaling 3,926 man hours of training.\*

Safety Officer received 19 reports of exposure to carcinogens as defined under state guidelines.\*

Lieutenant Steve Fricke completed Fire Instructor certification as required by job description.

EMT refresher is now done in house.

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

## **Apparatus update:**

We continue to have issues with our 2001 pumper (Squad A) often causing days of being out of service each month. Replacement should be a priority.

\*A complete breakdown is available upon request

**Emergency Management:**

The outbreak of COVID-19 resulted in a partial opening of the EOC. Many hours by DEMD Balletto and myself in the month of March was committed to the outbreak.

No significant weather events.

**Administration:**

Captain Scott Suplita retired. Matt Reissner was promoted to Captain, Kyle Sietz was promoted to Lieutenant.

Executive Secretary Jill Smith Retired. Teena LaRue was appointed to position.

Respectfully submitted by:

Keith Wucik

Chief of Department (acting)

## Human Resources Department

January 1, 2020 – March 31, 2020

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	37	CDL monthly random	4
Position announcements	33	Pre-employment	5
Applications processed	979	Other	0
Applicants tested	245	<b>Workers Compensation/Safety</b>	
Exams administered	9	Claims reviews	1
Realistic job previews/Interviews	31	Claims processed/FRI	25
Lists extended	1	OSHA 300 Filing & Posting	1
Advertisements	9	<b>Committees</b>	
<b>Employees</b>		Personnel & Pension Board	3
New hire background checks	5	Volunteer Firefighters Relief Fund	1
Orientations	8	Safety Committee	1
Evaluations	23	Persons with Disabilities	2
Step increases	17		
FMLA	9	<b>Mandatory Reporting</b>	
Unemployment processing and hearings	10	State - Department of Labor Census	2
Seasonal hires	0	State - Department of Labor Workplace	
		EEO-4 Report	0
<b>Benefits Administration</b>		<b>Labor Relations</b>	
Insurance changes processed	31	Contract/pension negotiations	
COBRA elections processed	10	Grievances/mediations/arbitrations/CHRO	2
New Voluntary Benefits	0	<b>Training</b>	
Insurance billings	18	Munis BOE payroll Conversion	Ongoing
Insurance waivers	0	CIRMA	Ongoing
Open Enrollment	0	Sexual Harassment Prevention Training	1
<b>Pension Administration</b>			
Pension processing	41		

- 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 • COVID19 related issues: safety/schedules/ leaves of absences/worker’s compensation/government mandates and more.









## Planning & Neighborhood Services

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Quarterly Report: 01-01-2020 through 03-31-2020

During the period from January 1, 2020 through March 31, 2020, staff members of the Planning and Neighborhood Services Department:

- Assisted Public Works Department with the preparation of a LOTCIP grant application for the area on New London Turnpike from Melrose Park Rd. to Route 32 for bicycle and pedestrian improvements.
- Met with UCONN Climate Corps program students and professor to kickoff of a planning project relative to studying options and potential uses that would be compliant with DEEP regulations for development within Floodway and Special Flood Hazard Areas (specifically Shipping Street/Terminal Way & New Wharf Roads properties)
- Prepared and submitted an application to Preserve CT nominating the LeWitt group for the preservation & quality restoration of the historic Otis Library located at 80 Main Street (Café Otis).
- Interviewed and promoted Dan Coley to the position of Building Official after the retirement of Jim Troeger.
- Modified the employment test and internally advertised the position of Administrative Specialist in response to the pending retirement of Linda Lee-Smith.
- Held internal staff meetings to discuss office workstation layout and began process of moving flat file cabinets to the basement and reorganized the storage in that lower level.
- Requested quotes from pre-qualified state approved vendors for office workstation furniture and carpet tiles for the department.
- Assisted the Finance department with preparation of a RFP for permit and inspection software. The City received 5 responses that are under review.
- Assisted the Purchasing Department with the preparation of a RFQ for Village District Design Consultant Services. The City received 1 response which is under review.
- Presented at the “Historic and Green” conference at UConn Law about the difficulty of imposing special flood hazard regulations on riverine communities with significant historic resources.
- Met with the Finance Director and City Manager to discuss the department’s budget for fiscal year 2020-2021.
- Toured the Tantaquidgeon Museum with a Mohegan tribal member to understand the history of the tribe and its relationship relative to the establishment of Norwich.
- Administered, and facilitated meetings with the project consultants, owners, State of CT and EPA regarding the following current grant funded projects: DECD Uncas Leap Project Development & EPA City-Wide Brownfields Assessment.
- 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 and participated at the following meetings: City Manager’s Department Head Monthly Meetings; Dangerous Building Board of Review; Public Works Stormwater; Greeneville NRZ; GNACC Economic Development; OZ meetings; NPU Weekly Coordinators Mtg.; Plan of Conservation & Development Implementation; Redevelopment Agency; Parking Commission, SCCOG Planner’s; Business Park - Strategic Planning; Sustainable CT Norwich team, CTDOT Route 82 Round-about(s) update; Franklin Square public meeting relative to the Round-about; Dodd Stadium – Senator Blumenthal Press Conference; CRCOG Active Transportation Committee – Central Avenue Project grant; and EB Legislative Meeting
- Attended and participated in the following trainings: Affordable Housing seminar, COVID-19 Land Use process changes in response to Executive Order, Munis Dashboard, and ICSC Shared Parking Webinar.
- Investigated Blight, Building Code, Wetlands and Zoning complaints and violations and followed through on enforcement actions.
- Met with numerous property owners and developers regarding multiple properties and potential projects throughout the city.
- Continued to review and draft future zoning regulation amendments for future consideration by the City.

- 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 14 Land Use Applications:
    - Inland Wetlands and Watercourses Conservation Commission 7 Applications ( 3 Regulated Activities, 4 Administrative Upland Review & 0 Non-Jurisdictional Ruling)
    - Commission on the City Plan – 4 Applications ( 0 Subdivision & 3 Special Permit, 1 Site Development Plan (and 0 CAM – Associated with other approvals)
    - Zoning Board of Appeals – 3 Applications ( 3\* Variance ( 2 Approved \_\_\_\_\_ Denied ) & 0 Appeal of the ZEO) \*One yet to be decided
  - Received 125 Complaints relative to the following:
    - Blight – 98
    - Property Maintenance - 11
    - Works without Permit(s) - 6
    - Wetlands - 1
    - Zoning – 9
  - Investigated and/or issued 165 Violations and Closed 30 :
    - Blight – 151
    - Property Maintenance - 4
    - Work without Permits(s) – 6
    - Wetlands - 1
    - Zoning – 3
  - Responded to 6 Police or Fire Call-Outs
  - Citations Issued 62 Value of Citations Issued: \$ 230,058
  - Citation Fees Collected \$23,220.98
  - Issued 339 Building Permits (262 residential, 61 commercial 2 Industrial and 14 municipal) – Note that industrial is likely combined with commercial
  - Building Permits per assigned FTE 113\* (total number divided by 3)
    - 5 Structures Condemned
    - 6 Dwelling Units Condemned
    - 10 Buildings Demolished
  - 21 Zoning Letters of Compliance Prepared
  - 49 Zoning Permit Applications
    - 50\* Zoning Permits Issued, which includes 6 New Business/Conversion Permits
- \* Number of permits issues 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 January 1, 2020 thru March 1, 2020**

**PATROL DIVISION**



In the period January 1<sup>st</sup>, 2020 thru March 31, 2019 **the Norwich Police Department Patrol Division handled approximately 13,783 calls for service.** Included in these service calls:

- **207 Arrests Made**
- **735 Offense Reports Taken**
- **23 Reported Juvenile and Adult Sexual Assaults**
- **409 Traffic Accidents Investigated**

- **660 Motor Vehicle Stops Initiated**
- **126 Infractions Issued**
- **598 Alarm Responses (Burglary and/or Panic)**
- **4829 Telephone calls into Dispatch**
- **1108 -911 Calls**

Patrol Officers have been very busy over the course of the last 3 months as the colder weather has moved in. **23 Juvenile and Adult Sexual Assault Investigations** have kept both Patrol Officers and Detectives very busy.

19 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 01/18/20 patrol responded to a person stabbed within the apartment of 31 Sandy Lane. Responding Officers located a victim who suffered from severe stab wounds. Despite their efforts, EMS could not save the victim and he succumbed to his injuries. Detectives were called and determined the male suspect was the victim's partner and was arrested for the crime.

On 03/03/20 patrol responded to 406 W Main St because the clerk called 911 to report there was a fight between males within his store. The males took the fight outside where one of the males fired shots at one of the other males. Detectives took over the investigation and arrests were made.

On 03/19/20 patrol responded to the area of 526 E. Main St to investigate several 911 calls about a fight in progress. While responding one male fired shots at another and fled the scene. The shooter was quickly apprehended with the firearm and arrested. Detectives were called to assist with investigation.

## **COMMUNITY POLICING**

CPU was utilized to assist in viable Detective Division investigations which included illegal narcotic sales within the city.

## **NORWICH POLICE TRAINING AND SELECTIONS**

The CT POST Academy went to online training for recruits Overton, Hammer, Gross, and Hanycky. The recruits now report to NPD headquarters where they complete classes online. As of this report there is no timeline on when the POST Academy will open the doors for these recruits or future recruits.



## **BUDGETARY MATTERS**

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

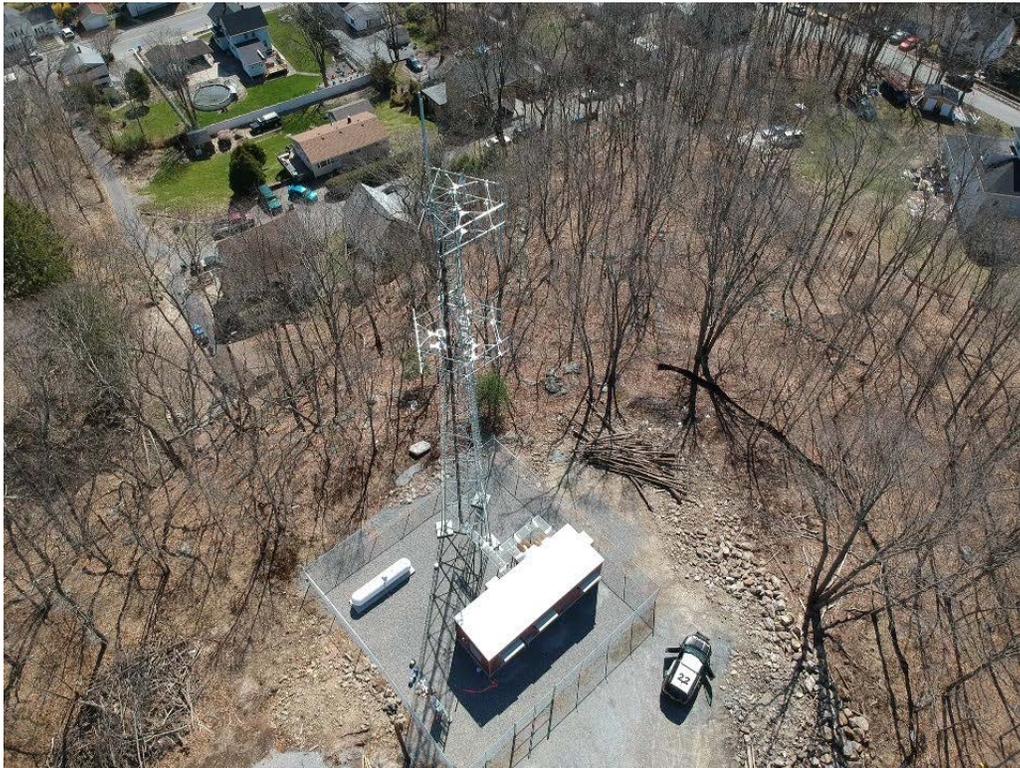
- No unnecessary spending
- Limiting Special Assignments off the Patrol , Administrative, and Detective Divisions
- No paperwork related overtime expenses except when needed by court
- Reduction in Training classes/expenses

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
- COVID-19 preparedness, supplies, and special orders

## **PROJECTS**

Work on the Radio Project is moving along steadily and we're hoping to be operational by May 2020 with final testing in June of 2020. The computer program interface is close to completion which will allow the transition to the new Motorola radio system. The Wheelabrator site is very close to completion. Many thanks to the dedicated and efficient members of Norwich Public Utilities. Our partners at NPU assisted with installing a new pole and 400 amp services to the new shelter.



## 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 January 1, 2020 to March 31, 2020

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1. Responded to 3 winter storm events, including calibrating the salt spreaders to optimize material usage, pre-treating roads before storms, plowing, clean-up after storms, and washing the equipment after the storms.
2. Removal of over 130 hazardous trees along roadways and parks.
3. Curbside Christmas tree pick-up.
4. Pot-hole patching with the hot box, which keeps bituminous concrete hot in cold weather.
5. Roadside and park trash pick-up.
6. Secured City owned properties taken through the foreclosure process.
7. Guide rail repair and replacement due to vehicle damage.
8. Replaced footbridge in Mohegan Park, (see picture above).
9. Replaced roof on tool shed at Rose Garden.
10. Repaired and re-painted benches in Mohegan Park.
11. Moved the large flat files from upstairs to downstairs at 23 Union St., and painted 6 rooms.
12. Initiated extensive cleaning operations in all public buildings, with special attention to the Police Department, and provided door person at City Hall for COVID-19 precautions.
13. Performed Preventative Maintenance servicing of over 100 vehicles and the general maintenance of another hundred vehicles, including keeping winter snow removal equipment serviceable.
14. Repainted and updated the Suzuki Mini Truck for Mohegan Park (picture above), Started working on Spring/ Summer Equipment (15 Zero Turn Mowers), Push Mowers and Trailers.

### 2020 Construction Season Project Status

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Started bathroom renovation projects at both Mohegan Park and Public Works Headquarters.

Received Bids to procure equipment for the playground on the site of the old Greeneville School.

Prepared Bid documents for the Taftville Park pavilion, and ADA ramps at various intersections, both projects funded through Community Development Block Grants (CDBG).

Signed Construction Contract and held pre-construction meeting with Mattern Construction, Inc. for the Sunnyside St. Bridge rehabilitation project.

Finalized construction documents for the Dunham St. Reconstruction project.

Prepared CDBG applications for a sidewalk project on Boswell Ave., and improvements to the WW 1 Veterans Park in Taftville.

Completed the Municipal Separate Storm Sewer System (MS4) Annual Report for 2019.

**LEAD HAZARD CONTROL PROGRAM**

	<b>Quarterly Progress</b>	<b>Quarterly Funds Expended</b>	<b>Cumulative</b>
Completed/Cleared	<b>9</b>	-	<b>89</b>
Funds Expended *Inc Healthy Homes	-	\$183,125	\$1,399,510
Number of Units in Progress or Under Contract		-	89

**Comments:**

- Completed the Environmental Review for the 2019 Grant through a new HUD system called HEROES. This is a Tiered review. All projects will have separate environmental reviews completed.
- Significant time spent closing out the 2016 Lead Grant
- On-boarding of the new 2019 Lead Grant
- Participated in monthly Lead Grant HUD calls.

**COMMUNITY DEVELOPMENT BLOCK GRANT**

	<b>Quarterly Progress</b>	<b>Quarterly Funds Expended</b>	<b>Cumulative (Actual)</b>
Units Completed/Cleared	<b>5</b>	-	<b>6</b>
Funds Expended		\$133,307	\$133,307
Number of Units in Progress or Under Contract	<b>6</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, 2020	<b>ALLOCATION</b>	<b>MUST EXPEND 100,000</b>	100,000

**REVOLVING LOAN EXPENDITURES**

Property Rehab drawn down as revolving loan	\$ 27,050
Anticipated in next draw down	\$106,257

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<b>Total Property Rehab dollars spent in QTR 4</b>	<b>\$ 133,307</b>
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**Comments:**

- 5 Year Consolidated Planning Process begun
- Drafted a community survey for the 5 year plan as well as the Analysis of Impediments to fair housing
- Staff meetings continued
- Audit conducted by HUD – waiting for letter from HUD.

# 1Q2020

# Quarterly Report



APRIL 10, 2020

## External Economic Development

Multi-DT Property Owner ProForma Development

Opportunity Zone Projects

Hale Mill Development Tax Program Development

Brokers Monthly Meetings @ ECAR & SeCTer

Business Park Development Meetings (Multiple)

Patel Hospitality - 247 Main St

Ponemah Commons Development Plan

Alexis John Site Planning

Rose City Athletics Marketing

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 the new owner (same as 35 Chestnut)

DT Bonds Loan Reviews

71-95 Main Street – Multiple meetings with potential Tenants; coordinated sprinkler inspection

GNACC Economic Development Meetings

Eastern Connecticut Brownfield Land Bank meetings

Eastern Connecticut Regional Tourism District Meetings

Rose City BNI meetings

COVID-19 Facebook Group Established

Outreach to businesses city-wide

January 2020- Worked to cure the 2019 Eastern Regional Tourism District contract with the State of Connecticut 22 hours. Jill Fritzsche Appointed on interim leadership committee as Treasurer.

Completion of Greater Norwich Chamber of Commerce LEAD program

Bites and Sites Tour development meetings (event on hold)

## Internal Economic Development

City & NCDC Marketing Plan Implementation

Opportunity Zone Meetings

NPU Coordinating Committee Meetings

POCD Meetings

## New Business Openings

Opening of American Stitch Lab. at 48 Franklin Street (400 sq. ft of retail)

Opening of Ensō Studio at 48 Franklin Street (300 sq. ft. of retail)

Opening of Flowing Waters Massage Therapist at 66 Franklin Street

Business retention Attorney Kevin Wickless moves to former Chamber Building

86'd Ribbon Cutting 2/5

## Achievements

Global City Norwich Received Connecticut Main Street Award – Award Ceremony date to be selected

## Global City Norwich

Developed 2020 Festival Program

Conducted business training program

Developed Vanilla Box program

Monthly Meetings with Chelsea Groton Foundation for Strategic Plan for Global City Norwich

Tour with Chelsea Groton Foundation downtown exploring vanilla box program

Flat Iron Building art installation

CDBG grant proposal for “Working Lab for Entrepreneurs”

Grant proposal for “Working Lab for Entrepreneurs” Berkshire Bank - \$2,500 awarded

## Marketing

Issued several NCDC e-news articles

Posted dozens of articles, and comments on social media to engage the community

## Policy Development

Updated draft business plan for brownfield land bank program

Prepared draft parking report

Created Overall Vanilla Box program and site-specific details

## Foundry 66

Membership: 43

Conference Room Booked: 445 Hours

Tiara Waters open Waters Massage within Foundry 66

Score representative toured Foundry for future workshops

Elaine Brooks tour for future workshops at Foundry 66

Sean Peavy signs up as flex member

Start of Small Business Academy Series – 28 attendees

American Stitch Company moves into in Sunlight Building retail

Enso Gallery moves into Sunlight Building retail

## Downtown Bond:

Code Correction Committee approves \$21,000 for 2 Broadway elevator and fire systems

Code Correction Committee approves \$124,899 for 101 Water Street for elevator and fire system compliance

Flat Iron Roof inspection



Robert D. Farwell  
Executive Director  
04/08/2020

### Otis Library, Third Quarter Report 2020

January and early February included several noteworthy events. The \$33,000 check from Norwich Public Utilities distributed through the Neighborhood Assistance Act, was received and deposited. As previously noted, this money will be used to improve the performance of our HVAC system. This should result in additional savings on our utilities. I attended the February 25 Norwich Public Utilities board meeting to speak further on our plans.

Also, in February, the director made a joint radio appearance (WICH) with Congressman Joe Courtney regarding the proposed elimination of funding for the Institute of Museum and Library Services (IMLS). (In 2016 IMLS presented the National Medal for Museum and Library Service to Otis.) Congressman Courtney also discussed the IMLS matter at length as part of a meeting at the library.

Our first program in the community conversation series **Raising the Consciousness of Race** was held on February 5 and drew an audience in excess of 40 people. This followed two very successful community meals and conversations held in the fall of 2019 and January 2020. February 5<sup>th</sup> event was the first of three forums where people from diverse backgrounds gathered to share personal stories and experience, followed by a question and answer period. The first forum was entitled "Raising the Consciousness of Race – Black and White." The second forum will be "Raising the Consciousness of Race – Women achieving Success" and the third forum "Raising the Consciousness of Race – Between Friends." All three forums are hosted by Otis Library in collaboration with *Sankofa* Education and Leadership, Inc. and the Robertine Duncan Youth Council (Norwich Naacp). While the COVID-19 outbreak forced the postponement of the latter two sessions they will be rescheduled for the spring.

During January and February Otis prepared for its annual observation of Harris Sisters Month. In 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. Harris Sisters Month recognizes the courage and achievements of Norwich natives Sarah and Mary Harris. The sisters were among the first black students at Prudence Crandall's Canterbury school. The genesis of this experiment in integration was Sarah's request in 1832, to take classes at the then all-white academy. As another form of community engagement, Otis Library sponsored a unique educational and artistic opportunity for 10 students in 2nd - 5th grade. The group is creating a puppet show based on the story of Prudence Crandall's School. Participants are working with Dan Butterworth of Butterworth Productions an award-winning creator of custom puppet shows and teen volunteers to creating props and characters. This will culminate in a performance at Otis Library, that will celebrate the heroic actions of both Prudence Crandall and her students. Originally scheduled for late April, the performance is rescheduled to late spring or early summer.

Arguably no single challenge in recently history has caused as much disruption to library operations as the onset of the coronavirus pandemic. Effectively, this eliminated all onsite events and outreach programs beginning in early March. As of March 16, the library closed to the public. In response, Otis has taken several steps to assist the public. Staff is working from home and provide exemplary ideas for programs and services. Using Zoom, weekly meetings keep members connected and sharing ideas. Via the library's Facebook page and the library's web page the public is offered links to resources that provide creditable information and resources for education, business and entertainment. With the help of our consortium, several digital resources now have added accessibility. Staff members are conducting virtual story times for children and implementing a virtual book group and genealogy conversation group for adults. Members of the public opined not seeing individual staff members, who they miss. In response staff members are recording their favorite poems for broadcasting over Zoom and a group photo, taken after Tuesday's staff meeting is now available. For members of the public who may not have access to broadband Internet service the library's Wi-Fi network remains open on a 24-hour basis. More adjustments and additions will be made as circumstances warrant.

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**OTIS LIBRARY  
SUMMARY TREASURER'S REPORT  
AS OF 3/31/20**

	<b>MARCH ACCRUED</b>	<b>PREVIOUS TOTAL</b>	<b>YEAR TO DATE 3/31/20 ACCRUED</b>	<b>PREVIOUS YEAR TO DATE 3/31/19 ACCRUED</b>
TOTAL OPERATING INCOME	88,730.44	714,234.59	802,965.03	780,524.05
TOTAL RESTRICTED FUND INCOME	4,250.00	41,899.57	46,149.57	12,672.90
<b>TOTAL INCOME</b>	<b>92,980.44</b>	<b>756,134.16</b>	<b>849,114.60</b>	<b>793,196.95</b>

	<b>MARCH ACCRUED</b>	<b>PREVIOUS TOTAL</b>	<b>YEAR TO DATE 3/31/20 ACCRUED</b>	<b>PREVIOUS YEAR TO DATE 3/31/19 ACCRUED</b>
TOTAL OPERATING EXPENSES	97,803.83	774,243.89	872,047.72	911,286.72
TOTAL RESTRICTED FUND DISBURSEMENTS	2,116.20	22,953.40	25,069.60	16,668.87
<b>TOTAL EXPENSES</b>	<b>99,920.03</b>	<b>797,197.29</b>	<b>897,117.32</b>	<b>927,955.59</b>