

Assessors' Quarterly Report to the City Council
Beginning October 1, 2025 – December 31, 2025
"TO DISCOVER LIST & VALUE ALL TAXABLE AND TAX EXEMPT PROPERTY IN THE CITY"

Second Quarter

- Exemptions – Most of our exemption applications are due either October 1st or November 1st and need to be reviewed, processed and entered into the applicable programs or spreadsheets.
- Real Estate – New owner transfers were finalized through October 1st for the 2025 Grand List. Starting October 1st until September of 2028, monthly sales data must be verified and qualified before being reported to the Office of Policy and Management. Field inspections for building permits are ongoing. We continue to serve many attorneys, title searchers, and real estate appraisers with property record cards and maps via email as well as in person.
- Personal Property – Personal property declarations for 1900+ accounts are being checked for completeness, compared to last year, data entered and valued. To date we have completed about 70% of this process.
- Supplemental Motor Vehicle – Our supplemental list came in from the Connecticut Department of Motor Vehicles for pricing and processing in late October. We had 7,506 vehicles to review, price and apply any remaining exemptions. The supplemental list was completed late November and tax bills were mailed December 12th.
- Motor Vehicle – The motor vehicle list was issued by the Connecticut Department of Motor Vehicles in mid December and consisted of 30,351 motor vehicles this year. We must review, price and apply exemptions to this list. To date we have completed 50% of this process.
- Court Appeals – We have one outstanding court appeal on the 2021 grand list. Along with two appeals on the 2023 revaluation. This quarter we had 2 cases on the 2023 & 2024 list settled or withdrawn.
- Mapping – Continuing to research and fix mapping problems brought to our attention daily. As well as updating our maps based on recorded surveys and deeds.
- Daily – Answer phone inquiries, serve the public at the counter, assist appraisers and title searchers searching for information and do daily motor vehicle corrections and pro-rates. Processing Veterans DD214 as received by the City Clerk. Establishing new personal property accounts through research and processing tradename certificates filed with the City Clerk.
- Motor Vehicle Investigations – MTS / Municipal Tax Services continues to conduct motor vehicle investigations on vehicles residing here in Norwich, but that are registered elsewhere in Connecticut or in other states. This quarter we added 230 motor vehicles and 325 personal property accounts based on the investigations.

William M Lee, CCMA II
Assessor

Cash Codes Summary- Norwich

DATES 10/01/2025 TO 12/31/2025

ALL LOCATIONS

Report Date 01/13/2026 12:02:14 PM

Rev 07/06/2007

<i>RECEIPT</i>	<i>CASH CODE</i>	<i>DESCRIPTION</i>	<i>REFERENCE</i>	<i>COUNT</i>	<i>DETAIL AMT</i>
Total For Cash Code	RECORDING FEES		1	1447	\$42,580.00
Total For Cash Code	EXTRA FEE		4	227	\$454.00
Total For Cash Code	LOCAL TAX		5	217	\$327,764.94
Total For Cash Code	NEW CONV TAX		6	208	\$490,599.37
Total For Cash Code	COPIES		57	16	\$36.00
Total For Cash Code	CERTIFICATION		58	14	\$28.00
Total For Cash Code	VITAL		59	911	\$27,120.00
Total For Cash Code	CHARGE ACCOUNT PAYMENT		105	31	\$7,240.37
Total For Cash Code	MARRIAGE STATE		800	59	\$2,006.00
Total For Cash Code	MARRIAGE CITY		801	59	\$944.00
Total For Cash Code	DOG LICENSE BASE 19		901	36	\$684.00
Total For Cash Code	DOG LICENSE BASE 8		902	56	\$448.00
Total For Cash Code	DOG RENEWAL LATE FEE		903	76	\$361.00
Total For Cash Code	FISH & GAME		907	9	\$342.00
Total For Cash Code	NOTARY		908	98	\$540.00
Total For Cash Code	SURVEY/SITE MAPS		910	6	\$360.00
Total For Cash Code	OPEN VITAL		917	10	\$200.00
Total For Cash Code	MISC		918	19	\$493.00
Total For Cash Code	FEDEX CHARGE		919	21	\$840.00
Total For Cash Code	COPY		921	367	\$2,657.00
Total For Cash Code	LIGHT UP CITY HALL		932	1	\$10.00
Total For Cash Code	CREDIT CARD SURCHARGE		936	87	\$870.00
Total For Cash Code	STATE PRESERVATION		937	1068	\$56,604.00
Total For Cash Code	CITY PRESERVATION		938	1068	\$3,204.00
Total For Cash Code	TOWN PRESERVATION		939	1068	\$4,272.00
Total For Cash Code	DOG TRANSFER FEE		952	1	\$2.00
Total For Cash Code	DOG REPLACEMENT TAG		953	1	\$0.50
Total For Cash Code	RENEWAL MAP INDEX		966	1	\$5.00
Total For Cash Code	STATE TREASURER		1001	122	\$15,494.00
Total For Cash Code	TOWN GENERAL FUND		1002	122	\$4,026.00
Total For Cash Code	STATE TREASURER		1003	174	\$19,140.00
Total For Cash Code	TOWN GENERAL FUND		1004	174	\$6,786.00
Total For Cash Code	TOWN CLERK FUND		1005	174	\$1,914.00

Cash Codes Summary- Norwich

DATES 10/01/2025 TO 12/31/2025

ALL LOCATIONS

Report Date 01/13/2026 12:02:14 PM

Rev 07/06/2007

<i>RECEIPT</i>	<i>CASH CODE</i>	<i>DESCRIPTION</i>	<i>REFERENCE</i>	<i>COUNT</i>	<i>DETAIL AMT</i>
Total For Cash Code WEB SUBSCRIPTION - 1 WEEK			1960	36	\$1,800.00
Total For Cash Code WEB SUBSCRIPTION - 1 MONTH			1961	15	\$1,500.00
Total For Cash Code WEB SUBSCRIPTION - 6 MONTHS			1962	3	\$750.00
Total For Cash Code WEB SUBSCRIPTION - 1 YEAR			1963	8	\$3,600.00
Grand Total					\$1,025,675.18

Finance Department

Report for the Quarter Ended December 31, 2025

Departmental Goals (DG)

1. Increase efficiencies and impact by working collaboratively with other departments, agencies, boards, and commissions as well as outside agencies. **(L4)**
2. Maintain strong community relations through candid communication, professional service, and the implementation of technology. **(L4)**
3. Provide timely, accurate, and transparent budgets, reports and analysis to stakeholders. **(L4)**
4. Train personnel to the highest standards while holding them accountable to those standards. **(L4)**

Personnel Development

- Revenue Collection Clerk Teresa Johnson is taking classes towards achieving the Certified Connecticut Municipal Collector designation. (DG4)
- Accounting Generalists cross-training on payroll and accounts payable duties. (DG4)
- Purchasing Agent Bob Castronova will be retiring in June 2026. Began search for new Purchasing Agent with a target of filling the position mid-April 2026.
- Revenue Collection Clerks Yairianha Perez and Tenley Nelson will be leaving in January 2026. Began recruiting process to replace these two positions.

Accounting & Reporting

- Annual Audit – The audit of the fiscal year ended 6/30/2025 is completed. Reports dated December 4, 2025 were posted on the City's website on December 10, 2025. (DG3)
- Fulfilled several Freedom of Information Act information requests. (DG3)
- American Rescue Plan Act – Continue quarterly reporting for the incomplete projects. There are 13 open projects at 12/31/2025. (DG3)
- Set up reporting for Energy Efficiency & Conservation Block Grant which is being used to pay for some of the cost of upgrading the lighting in City Hall. (DG3)

Accounts Payable

- Prepared for tax year end. Updated forms and access to the IRS portal. (DG3)

Budgeting

- Work with departments on intradepartmental budget transfers. (DG3)
- Begin working on 2026-27 budget. (DG3)

Debt Management

- S&P affirmed City's AA-rating for the \$19 million December 2025 bond issue
- Received nine bids on the sale of the \$19 million 30-year bonds and awarded the sale to Raymond James with the lowest true interest cost of 3.723%. (DG3)

Information Technology

- Continue to work with departments on integrating SharePoint and other Microsoft 365 tools into workflows. (DG1, DG2)
- Continue infrastructure work for PremierOne CAD and RMS. (DG2)
- Coordinating with Norwich Public Utilities on migration of City phone services to SIP. (DG2)

- Monitoring systems analyzed 2.32 billion events, investigated 1834 possible threat indicators, performed 6 in-depth investigations, and resolved 3 incidents. (DG2)
- Completed the Police Department's hypervisor migration in under 4 days. (DG2)
- Migrated Endpoint Detection and Response vendors to consolidate contracts and improve integration (DG2)
- Worked with Finance, the Police Department, and vendors to upgrade existing in-car video system (DG1, DG2)

Payroll

- Evaluate software solution for FLSA calculations (DG1)
- Prepared for tax year end and the start of the new tax year. Updated forms and access to the IRS portal along with new tables and system updates to ensure smooth processing of year end forms and transition from 2025 to 2026. (DG3)

Procurement

- Assisted NCDL with two procurement actions (DG1)
- 15 Procurement actions issued during second quarter of FY26. (DG1)
- Assisted School Building Committee in selecting CM for Moriarty and Uncas Schools. (DG1)

Revenue Collection

- The Revenue Office and the Assessor's Office continue working with Municipal Tax Service (MTS) to create and bill for out of town/state, or unregistered vehicles. As of 9/30/2025 there were 2,095 personal property and motor vehicle bills created. (DG1)
- The December 2025 tax sale resulted in all of the properties identified either being brought current on property taxes or receiving bids for the delinquent balance.
- A new list of foreclosure accounts will be sent to Attorney Siefert in September.
- Working with Assessor, Planning & Neighborhood Services, and Public Works to identify more City-owned parcels that may be sold. The Tax Office solicits bids for parcels to be sold to abutting property owners. (DG1)
- Promoting electronic delivery of tax bills since Tax Office transitioned credit card processing to InvoiceCloud. (DG1)
- Continue to work to add and update parking leases. (DG1)
- Worked with Human Services and Legal for invoicing of relocation costs.

Risk Management

- Four claims submitted to CIRMA
- New LAP policy in place
- New Cyber Security policy in place
- Advertised for Workers Comp services/policy
- Held two Safety Committee meetings

Submitted by: Comptroller Joshua A. Pothier
1/6/2026



Norwich Fire Department – 10/01/2025 – 12/31/2025

Executive Summary

Norwich Fire Department Fourth Quarter Report (October 1 – December 31, 2025)

During the fourth quarter of 2025, the Norwich Fire Department (NFD) continued to deliver comprehensive emergency response services while advancing department-wide training, compliance, prevention, and regional coordination efforts. Over the reporting period, the department responded to a total of 684 emergency incidents, reflecting sustained operational demand across fire, EMS, and related service categories.

Operations & Emergency Response

NFD personnel responded to 684 incidents during the quarter, maintaining effective coverage and service delivery while simultaneously meeting extensive training and administrative requirements. The department also conducted multiple fire investigations, including 9 structure fires, 1 vehicle fire, 2 outside fires, and 2 other incidents, supporting both operational readiness and post-incident accountability.

Training & Education

The Training Division completed 393 classes, totaling 567 class hours and 2,616 student hours, supported by 754 instructor hours. Training focused heavily on safety, certification, and regulatory compliance, with OSHA-related instruction accounting for approximately 40% of total category hours and certification programs representing 25%.

Key accomplishments included:

- 13 members certified in Fire Officer I
- Completion of Fire Officer III and IV certifications
- Ongoing probationary firefighter training with structured monthly evaluations
- Confined space refresher and practical training in OSHA compliance
- EMS in-person fourth-quarter training for all platoons
- Hazardous Materials Operations refresher and technician-level certifications
- Expanded use and training on NERIS, CAD, and MDT platforms

Norwich Fire Department
10 North Thames Street
Norwich, Connecticut 06360



Samuel Wilson
Chief of Department
860-892-6080

Training activities were conducted across multiple venues, including Headquarters, Greenville, city streets, and district target hazards, emphasizing realistic, operationally relevant instruction.

Emergency Management & Regional Coordination

All Emergency Management deliverables were completed for the quarter. Activities included:

- Quarterly radiological inspections and radio system testing
- Active participation in ESF-9, RESF-5, and Region 4 planning meetings
- Host community and steering committee meetings
- JHAT staffing for the submarine christening
- Continued coordination and planning for future regional and hoist-based exercises

Public Collaboration & Grants

The department strengthened interagency collaboration through:

- Coordination with HHC American Ambulance, HHC Medical Control, and MTFD to deploy Cyanokits in Battalion Chief vehicles
- Ongoing training and mutual aid discussions with Subbase Fire Department

Grant efforts were constrained by an October 2025 portal shutdown and the denial of 2024 AFG grants. However, ARPA-funded Lucas devices were successfully serviced and returned to operational readiness, and additional grant-supported training is scheduled for early 2026.

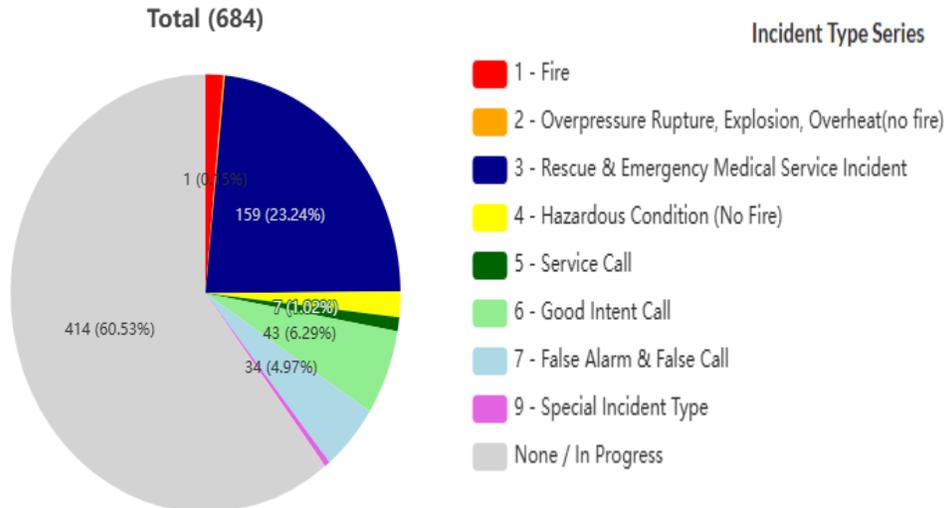
Fire Marshal's Office & Fire Prevention

The Fire Marshal's Office remained actively engaged in inspections, investigations, and large-scale development oversight. Numerous residential, commercial, industrial, and school construction projects progressed through plan review and inspection phases, ensuring continued compliance with fire and life safety codes. Fire prevention outreach included a recurring public radio program to enhance community awareness and education.

Norwich Fire Department
 10 North Thames Street
 Norwich, Connecticut 06360



Samuel Wilson
 Chief of Department
 860-892-6080



Training & Education

NORWICH FIRE DEPARTMENT

Total classes	393
Total class hours	567
Total student hours	2616
Total NFD Instructor hours	754
Total training hours by objective	4207
Total training hours personnel by category	1940
October student hours	2023
November student hours	1130
December student hours	593

TRAINING LOCATION

LOCATION	CLASSES
City streets	43
Connecticut Fire Academy	1

Norwich Fire Department
 10 North Thames Street
 Norwich, Connecticut 06360



Samuel Wilson
 Chief of Department
 860-892-6080

District target hazard	13
EM Facility	9
Greenville	92
Marina	0
Headquarters	190
Other	45
Thames river	0

AC OF TRAINING AND SAFETY

Category of Instruction	Hours
Arizona Vortex	1
Automobile extrication-patient care	4
Confined Space lecture	56
Confined space practical	16
EMS	16
Engine Company Ops	1
Fit test	13
Hazmat Ops refresher lecture	68
High angle rope training	15
Highway response	4
Lucas training	1
MDT	2.5
NERIS	6
November SQ A	3
Radiological meter	1
Rope	4
Victim drill	2
Total instructor hours	198

TRAINING CATEGORY HOURS/PERCENTAGE

Administration	30	4
Apparatus	38	5
Certification Programs	214	25
Community Risk Reduction	0	0



Driver Operator	5	1
Emergency Management	8	1
EMS	21	3
Firefighting Operations	24	3
FMO	68	8
Hazardous materials	19	2
Leadership	25	3
Marine Operations	0	0
OSHA	337	40
Pre Plan	11	1
Probationary Firefighter Training	52	6

Training Division Deliverables

- Fire Officer 1 program completed 13 members certified
- Confined space refresher PowerPoint
- MDT training for EGPF, LHFD and Yantic FD
- Acting LT testing process completed with one member moving forward in process
- MTFD utilized bailout prop
- Collaborative truck operations training with EGP
- SCBA cylinder bands for fireground accountability in service
- New impalement prop built at EM
- Probationary FF training continues with monthly evaluations
- One member in GNACC leadership
- 3 members completed Fire Officer 4
- NERIS, CAD, MDT integration and training continue
- 2 personnel completed HAZMAT technician class
- EMS in person 4th quarter for all platoons
- Confined space practical training in compliance with OSHA
- Extrication training for APES EMT students
- On boarding for new fire rescue online platform
- NERIS class for EGPF
- Preplan class for EGPF
- Live on NERIS platform 11/7/2025
- Lucas demo for EMT students
- One member certified as Fire Officer III

Norwich Fire Department
10 North Thames Street
Norwich, Connecticut 06360



Samuel Wilson
Chief of Department
860-892-6080

- CT OSHA checklist completed for NFD
- Onboarded one new firefighter
- Hazardous Materials Operations level refresher in compliance with OSHA
- Assets training for apparatus checks. January 1 rollout
- Aerial training collaboration with EGPF
- Operating in moving traffic/highway safety class
- 2026 Training Schedule completed and disseminated
- 2 members attended propane emergencies training
- Developed department-wide guidance for Rapid Recall 1st due
- Updated OSHA exposure, hazardous communication & respiratory protection documentation

Emergency Management

- Quarterly radiological inspection completed
- Collaborating with ESF-9 for training opportunities
- Attended host community meeting in West Hartford
- RESF-5 meeting
- Steering committee meeting for ESF
- JHAT staffing for submarine christening
- Coordinating future training with ESF 9
- Continued planning for hoist community drill
- Annual Region 4 meeting and Oath of Office
- All deliverables completed
- REPT Steering committee meeting
- Quarterly radio test with Region 4

Public Collaboration

- Oral interview panel for HHC American Ambulance
- Collaboration with HHC American, HHC medical control and MTFD to rollout Cyanokit placed in BC vehicle for structure fire responses
- Meeting with Subbase FD to discuss training and mutual aid response



Grants

- Fire Officer 1 certification written 11/3/2025 completed
- Incident Safety Officer booked for February 3,4,5 2026
- Unable to access grant portal due to shutdown in October 2025
- Denied 2024 AFG Grants
- Lucas devices funded via ARPA monies serviced with new batteries
- Awaiting licensing for new AVTEC dispatch laptop

Fire Marshal's Office

Inspections

Hood/Ansul inspections: **3**

Residential (includes Hotel): **82**

Re-inspection: **43**

Assembly: **2**

Business: **14**

Business Reinspection: **9**

Mixed Use: **9**

Consultations: **16**

Complaints: **15**

Daycare: **0**

Educational: **10**

Fire Drills: **7**

Fire Protection Systems: **5**

Controlled Burn Inspection: **4**

Plan Review: **16**

Health Care: (In the business category)

Reviews/Approvals for other departments: **174**

Housing Prosecutor Referral/Warrants: **0**

Open Status: **1**

Mercantile: (In the business category)

Storage Tanks: **4**

Board & Care: **1**

C of O: **9**

Knox Box: **9**

No Show to Inspection: **1**

DNE/Vacant Inspections: **2**

Construction Insp: **8**

Other On-Site: **6**

General FMO Activity: **8**

Other/Case Management: **4**

Occupant Load: **3**

Fireworks Vendors: **0**

Fireworks shows: **1**

Events: **1**

Pub Ed: **1**

Blasting Permits: **15**

Blasting Site Inspections: **5**

Blasting Complaints: **3**



Fire Investigations

- 1 Vehicle Fires
- 9 Structure fires
- 2 Outside Fire
- 2 Other

Fire Prevention

AC Gilot Annual fire prevention 1 hour radio show on WICH with Stu Byrer and Paul O Connel from Yantic VFD.

Projects :

1. 5- 8th St. Cannabis Cultivator – Construction started. Slow going, the developer is completing a building in another area and when it is completed he will finish this building. NO CHANGE as of 12/30/25
2. Backus OR and Cath lab still under construction.
3. 555 Norwich Ave. Ponemah 114 Units – Work still progressing. Cabinets and finish work almost complete. Site work is almost complete. Looking for CO sometime this summer.
4. 345 Main St.- Mattern office and apartments work is progressing.
5. 458 East Main St.- new owner working on converting the first floor into a takeout restaurant and office area with apartments above.
6. These Guys- Brew Facility Church St. C/O issued for basement production area. Discussion still ongoing on the upper floor. NO CHANGES AS OF 12/30/25.
7. 285 Taftville Occum Rd. -66 apartments. Site work completed. Construction of buildings is beginning.
8. School Projects
 - Stanton School- all steel work completed, underground utilities completed. Exterior masonry started.
 - Greeneville School- blasting completed, footings being installed. Site work progressing. Moriarty and Uncas' first plan review was completed.
9. A small laundromat is being designed for 230 Central Ave. NO CHANGE as of 12/30/25
10. Hale Mill – No update on the 12” water main test problems. Construction is progressing

Norwich Fire Department
10 North Thames Street
Norwich, Connecticut 06360



Samuel Wilson
Chief of Department
860-892-6080

very slowly. No Change as of 12/30/25.

11. 78 Fanning Ave.- Being renovated into a live in youth behavioral health facility. Still under construction close to completion.

Respectfully,

Samuel C Wilson MPA, CFO, CEMSO
Fire Chief/EMD/Fire Marshal
City of Norwich

Human Resources Department
 October 1, 2025 – December 31, 2025

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 Golf Authority • 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 • Police Accountability Act Testing

Description	Number	Description	Number
Recruitment and Testing		Pension Administration	
Requisitions processed	12	Pension processing	27
Position announcements	12	Pension Applications	4
Applications processed	198	Pension Refunds/Rollovers	7
Applicants tested	103	Pension Calculations (6) Estimates (16)	22
Exams administered	4	Pension Actuarial Reporting Audit (89 Records)	89
Lists extended	6	Pension Service-Connected Disability letters	0
Advertisements	7	Drug/Alcohol/Mental Health Testing	
PoliceApp Candidates processed	20	CDL monthly random	8
Police Agilities held	0	Pre-employment (P, S & T)	9
Police Oral Boards held	0	Workers Compensation/Safety	
Employees		Claims reviews	0
New hire background checks (P, S & T)	6	Claims processed/FRI	17
Orientations	9	OSHA 300 Filing & Posting	0
Status Changes	18	OSHA 301 FORMS	17
Evaluations	9	Disability Wage Statements	3
Step increases	31	Committees	
Buybacks	9	Personnel & Pension Board	2
FMLA	11	Volunteer Firefighters Relief Fund	1
Unemployment processing and hearings	2	Safety Committee	1
Full-Time Permanent Hires	9	Commission for Persons with Disabilities	2
Seasonal hires	0	Health Equity Committee	0
Temporary hires	62	Mandatory Reporting	
CDL Physical Recertification’s	10	State - DOL Employment Statistics Reports	3
Benefits Administration		State - DOL Multiple Worksite Report	1
Insurance changes processed		CCM – Annual Salary Survey	1
Active - Anthem (26) The Hartford (85)	111	EEO-4 Report	0
Retiree- Anthem (11) The Hartford (2)	13	Labor Relations	
COBRA elections processed	9	Contract/pension negotiations/MOUs	4
Voluntary Benefits	0	Grievances/mediations/arbitrations/CHRO	32
Insurance billings		Training	
Active	9	CIRMA Trainings	36
Retiree	6	Sexual Harassment Prevention Training	9
Insurance waivers	0	Checklists/Procedures	17
Open Enrollment (Medicare Advantage)	20	Record Keeping	
Creditable & non-creditable letters (Retiree)	0	Organize/Digitize Active Personnel Files	45
ACA Reporting	0	Employee Relations	
Submissions	0	Meetings	14
Forms	0	FOIA Requests	1
Med-Care Part D notification	227		

Numerous hours spent on: • safety/schedules/leaves of absences/worker’s compensation/government mandates, • 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.

City Goal	Dept. Goal	Department Goal Details	Division Deliverables	Measure	Target	Q1: July-Sep	Q2: Oct-Dec	Q3: Jan-Mar	Q4: Apr-Jun	FINAL
ROSE CITY SENIOR CENTER										
CONNECT	DG1	Coordinate and provide accessible Medical Transportation, affordable health services, and counseling services through various Federal, State, and local grants.	Secure funding, that does not have a negative impact on taxpayers, at times in collaboration with other Human Services Divisions, from Federal, State, and local grants.	# of Senior Center Transports	13,000	3,684	3,348			
				Outside Funding Obtained		\$87,970	\$ -			
LIVE	DG2	Protect and/or enhance the lives of Norwich seniors.	Provide access to benefits and services through our Outreach Administrator. Provide Preventive Health Services that will result in a positive financial impact and better overall healthcare for our members. Provide on-site mental health and counseling services for our older adult population.	# of Completed Outreach Appointments	3500	1045	837			
				# of Clinic RN/Podiatrist Appointments	750	201	192			
				# of Hartford Health Care Nurse Appointments	400	82	83			
				# of individual Counseling Cases	1200	307	264			
				# of Counseling Hours (includes group)	1300	373	306			
LIVE	DG3	Maintain strong community relations through candid communication, professional service, and collaboration with other Departments and community outreach programs	Coordinate a wide variety of exercise, enrichment, and health-focused programs with professional instructors to educate and assist our members Host Community-wide Events with local partners	# of Program Visits	37,500	14,184	13,849			
				# of Events Hosted with Community Partners & Seniors	50	18	17			
RENEW	DG4	Increase efficiencies and decrease waste by evaluating expenditures through a sustainability-focused lens.	Identify, evaluate, and update functionality and improve service.	# of phone calls fielded annually	45,000	10,647	9,740			
				# of RCSC Membership Renewals	1,500	1,067	1,220			
				# of New Memberships	400	88	50			
				# of Preventive Health Programs and Services	16000	4569	4095			
				# of Seniors with Food Insecurities Assisted	600	not started	not started			
				Increase in homebound senior services	2%	25%	11%			
				Increase in membership	3%	0%	3%			

City Goal	Dept. Goal	Department Goal Details	Division Deliverables	Measure	Target	Q1: July-Sep	Q2: Oct-Dec	Q3: Jan-Mar	Q4: Apr-Jun	FINAL
ADULT & FAMILY SERVICES										
GROW	DG1	Protect and/or enhance the lives of residents by aiding them in attaining self-sufficiency.	Address income inequality through empowerment and improving access to food, healthcare and medical services. Provide assistance in the area of housing-related services including but not limited to re-housing residents displaced by fires, condemnations, and disasters Provide work, education, training, and job placement opportunities, via Norwich Works.	# of Direct Services to Norwich Residents	1,000	467	279			
				# of Clients Assisted with NHS Funds	50	15	47			
				# of Clients Assisted with OTHER Funds	50	11	8			
				# of Renters Rebate Applications Processed	1,200	1,016	0			
				# of Condemnations Processed	25	6	7			
				# of people diverted from shelter or Rapidly Rehoused	10	18	7			
				Total # screened for employment services	100	17	7			
				# of ECTC Requests Processed	30	7	5			
				# of CDBG Enrolled	20	4	0			
					# of homeless CDBG clients	5	0	0		
	# of extremely low income	20	8	0						
	# of very low income	15	1	0						
	# of low/moderate income	5	1	0						
	# of Female Head of Household	30	8	0						
	% of CDBG Clients who Maintain Housing	100%	6	0%						
	% of CDBG Clients who Obtain Training	100%	7	0%						
	Outside Funding Obtained		\$90,000	\$ -						
LIVE	DG3	Maintain strong community relations through candid communication, professional service, and the coordination and implementation of community outreach programs and partnerships.	Participate in community-wide events, fairs, and other outreach activities.	# of Community Outreach Events Attended	5	8	1			
				# of Economic Stability Events Hosted	6	0	1			
LIVE	DG4	Train personnel to the highest standards while holding them accountable to those standards.	Create professional development plans for each staff and ensure proper level of professional certifications are achieved through education and training.	# of Trainings Attended per Division	3	6	4			
LIVE	DG5	Increase impact by working collaboratively with other departments, agencies, boards and commissions as well as outside agencies that focus on increasing personal self-sufficiency.	Coordinate and participate on local, regional, and State-wide teams to deliver best practices in social service issues.	# of Collaborative Meetings Chaired (CCT, CAN Steering, Task Force)	75	19	19			

Planning & Neighborhood Services

Quarterly Report: 10-01-25 through 12-31-25

During the 3-month period from October 1, 2025, through December 31, 2025, the Planning and Neighborhood Services Department Staff:

- Completed the final comprehensive revisions to the zoning regulations and zoning map and submitted to the City Clerk for a January 20, 2026, public hearing for their adoption.
- Prepared draft department budget for submission to Finance Director and City Manager for review and consideration.
- Participated in the annual S&P Bond Rating meeting.
- Designated Chris Burger as the Interim Building Official and advertised to permanently fill the position. Testing of candidates occurred and interviews will happen in January 2026.
- Interviewed and hired an Administrative Specialist
- Participated in the 3-month performance review for the Blight Control/Housing Code Enforcement Official who was hired in the previous quarter.
- Continued discussions with Preservation CT regarding placing historic easements on the Cassidy House property prior to listing the property with realtor.
- Assisted NCDC with numerous projects related to large economic development initiatives.
- Continued discussions with NCDC, Public Works and Greenville NRZ to finalize list of eligible projects to be completed with Cannabis funds.
- Attended conferences and training to maintain staff credentials for their required certifications.
- Collaborated and attended meetings with other municipal departments, NCDC, NPU and other outside agencies including the State of Connecticut. These primarily related to the CMDA Housing initiative, Waterfront Development project at Howard T. Brown Park, Mobility Study, OIC and CIF projects.
- Worked closely with Public Works and Finance department to review all municipal properties for potential disposition and sending out referrals to all departments, NPU and UHD for input.
- Continued to complete all required tasks associated with finalizing grants awards related to the Capehart Mill Park Redevelopment (DECD/OBRD and CIF & DEEP/CERCLA) and Norwich State Hospital Planning (DECD CIF).
- Participated in hybrid meetings of all land use boards/commissions and attended meetings of the City Council.
- Met with numerous property owners and developers, both in person and remotely, regarding a multitude of properties and potential projects throughout the city.
- Performed essential functions of the department (see attached breakdown)

Assisted municipal boards and commissions with processing and reviews of applications: **10**

Inland Wetlands and Watercourses Conservation Commission

Total
6

REGULATED
6
ADMINISTRATIVE/UPLAND
0
NON-JURISDICTIONAL

Commission on the City Plan

Total
3

SUBDIVISION
2
SPECIAL PERMIT
0
SITE DEVELOPMENT
1
DMV K-7
0
DEEP CANAL

Zoning Board of Appeals

Total
1

APPROVED VARIANCE
1
DENIED VARIANCE
0
APPEALS OF ZEQ
0
VARIANCE PENDING DECISION
0

Received Complaints

• Blight	14
• Housing/Property Maintenance	27
• Work without Permit(s)	0
• Building	3
• Wetlands	0
• Zoning	15
• Total Complaints Received:	<u>59</u>

Investigated and/or Issued Violations

• Blight (Includes Exterior Property Maint.)	85
• Housing	36
• Work without Permits(s)	31
• Wetlands	0
• Zoning	3
• Total Violations:	<u>155</u>
• Closed Violations	74
• Closed Zoning	1

Inspections

• Building Permit Field Inspections	1007
• Housing & Blight Field Inspections	250
• Zoning Field Inspections	9

Police or Fire Call-Outs 10

Citations

• Citations Issued	0
• Citations - Value Of	\$0.00

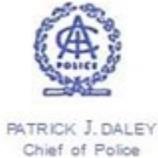
· Citation Fees Collected	\$0.00
Building Permit Applications	623
Building Permits Issued	607
· Residential	530
· Commercial	69
· Industrial	0
· Municipal	8
· Total Building Permits Issued:	<u>607</u>
· Building Permits per assigned - divide by 2	303
Structures Condemned	3
Dwelling Units Condemned	14
Buildings Demolished	1
Zoning Letters of Compliance Prepared	10
Zoning Permit Applications	55
· New Businesses	12
· Rejected or Withdrawn Applications	25
Zoning Permits Issued	52
· New Businesses	9
Yard Sale permits	4
Lot Line Revision	1



CITY OF NORWICH
CONNECTICUT
POLICE DEPARTMENT



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



Quarterly October 1st, 2025 thru December 31st, 2025

PATROL DIVISION

In the period **October 1, 2025 thru December 31, 2025** the Norwich Police Department Patrol Division handled approximately **11,926 calls for service**.

Included in these service calls:

- **462 Arrests Made**
- **719 Offense Reports Taken**
- **450 Traffic Accidents Investigated**
- **519 Motor Vehicle Stops Initiated**
 - **58 Infractions Issued/Arrests**
- **318 Alarm Responses (Burglary and/or Panic)**
- **351 Mental Health Calls (suicidal/ in crisis/ well checks)**
 - **52 Emergency Committals**
 - **18 Intoxication Hospitalizations**
- **21,905 calls into Dispatch routine lines**
- **5,215 E911 Calls**

QUARTER OVERDOSE DEATHS - 10 OD's total 0 fatalities.

SEXUAL OFFENSE COMPLAINTS: The Norwich Police Department took 12 new sex offense complaints this quarter. Seven (7) of these were alleged inappropriate touching with five (5) juvenile victims and two (2) adult victims. The remaining were alleged to be forcible or coerced intercourse with two (2) juvenile victims and three

(3) adult victims. Several of these were significantly delayed reporting and one was a forced marital rape. The detective division is investigating each.

PROJECTS

The CAD/RMS system upgrade is nearing the finish line, with trouble shooting communication between systems being the remaining hurdle.

The Administrative Division has been overhauling the policy manual to provide needed updates and changes for accreditation. This quarter each policy was reviewed and corrections made, with the anticipation of altering and reissuing each policy in the 3rd quarter.

BUDGETARY MATTERS

The Norwich Police Department has been actively attempting to control costs, maximize efficiencies and eliminate waste. Understaffed patrol shifts and assignments cause increases in replacement overtime. Other factors beyond our control have caused expenditure to be faster than the anticipated rate. They are:

- Officers out with work related injuries and on administrative leave.
- Losing officers to retirement, transfers to other agencies and some leaving the profession entirely.
- The Norwich Police Department has been actively attempting to reach adequate staffing levels through recruitment campaigns.

Notable Patrol Cases:

10/03/2025 1317 hours: Female walked into the lobby and asked Sgt. Nott if she could use the bathroom and charge her phone. Sensing unease, Nott engaged in conversation, during which revealed she had attempted to kill herself by mixing chemicals together in her vehicle which was in the top lot of Police Headquarters and she had only come inside to charge her phone to listen to a particular song while the chemicals took hold. The lobby and top lot were evacuated while NFD and DEEP responded. The female was committed and the HAZMAT was handled without further complication.

10/12/2025 Officers Carter and Carollo located a vehicle in Oakwood Knoll stolen out of West Hartford. Officers began going door to door to garner information, when one resident indicated a male had driven her daughter to work in the vehicle earlier. Residents officers had spoken to, alerted officers to the male attempting to sneak out the back of the same residence. Officers took him into custody, and he admitted

to driving the vehicle, but claiming he didn't know it was stolen. He was charged and arrested on a warrant for a separate incident. The info was forwarded to W. Hartford, as the vehicle had been stolen in a larger burglary. The original burglary was done through a second story window with a ladder and included a large number of items, along with a second motor vehicle.

11/14/2025 Officers received a complaint from a religious organization after a hostile voicemail was left on its main phone line. The caller made profane and disturbing remarks, referenced having access to financial information, and implied knowledge of where people associated with the organization could be found. The message caused concern among staff, prompting them to notify law enforcement and provide the recorded voicemail and transcription. A records search linked the phone number to a male with prior police contacts, and attempts to call the number back resulted in the caller hanging up. Detectives later attempted to reach the individual using other contact methods but were unsuccessful. Coordination with state and local law enforcement identified that the same person was already under review by a hate-crimes unit, and multiple prior incidents were associated with the same phone number. Detectives attempted in-person contact at listed addresses, but the subject could not be located. Under active investigation.

11/18/2025 Officer Santos and Carollo located a known subject in the alleyway near the laundry mat on Broadway in possession of a crack pipe and charboy. The subject is a constant nuisance downtown, violent, and regularly attempts to solicit children for money. He was arrested by Santos 2 days prior for the same thing. Ofc. Santos advised him he could be under arrest and resisted. Offocers brought him to the ground and he assaulted both Santos and Carollo by repeatedly kicking them almost striking Carollo in the face. Ofc. Santos deployed his OC spray on Arroyo as Arroyo was attempting to hyperextend Ofc. Santos knee. This quickly ended the assault and resisting. He was transported to the PD where American was dispatched and he was shipped to Backus to be treated for the OC exposure, and held on bond.

11/22/2025 An employee at a local business made threats twice of coming back and shooting fellow employees one by one. Officers made contact with the employee, at his residence. He said he was joking and has no current access to firearms. The business opted to terminate him but did not want him arrested. The business hied private duty officers round the clock for a few days following the termination.

11/26/2025 During shift change Officers were sent to the area of the viaduct, under the bridge, for a black male who appeared to be holding a rifle pointing it at the old YMCA parking lot. The complainant was a worker who was working on the new building there. The subject was gone at that time, however a short time later

Officers ended up out with the male, who had a bb gun rifle. He advised Officers he was shooting cans. He was arrested later by warrant.

12/05/2025 Third party call from Indian Leap Condo's that there was a trail of blood from the elevator to outside, further describing seeing a white male and a black female who came out of the elevator prior to seeing the blood and the male went into an apartment. Male hand was located within his apartment covered in blood, but the injury was a laceration to his hand. He was highly intoxicated and stated his friend took a knife out in the elevator, he thought she was going to stab him so he grabbed the knife which was where the injury came from. New London Police made contact with the female but she would not open the door and yelled at Officers. The following morning Shortly before 1100 hrs an uber driver reported he picked up a female the previous night in the area of the falls who stated multiple times on phone calls she had stabbed someone. He further reported a bloody knife was left in the vehicle. Officers were dispatched to seize the knife and he was brought in for a statement and exclusionary DNA as he had touched the knife prior to calling.

12/08/2025 Officers were dispatched to Merchants Ave for a suspicious vehicle. Officers found a male inside who initially presented to be under the influence. As they were talking to him Officer Gross observed several items in the vehicle that led him to believe he was having a diabetic emergency. American responded and his blood sugar was so high that their equipment would not read the level. He was transported to Backus for further care.

12/13/2025 Officers responded to a double overdose at a Cliff Street apartment. Both parents overdosed at the same time and the six year old administered Narcan, which he referred to as "Mommy's wake up medicine". Parents were transported to Backus, and arrest warrants were written. The 6 and 4 year old went with grandfather pending DCF action.

12/16/2025 A call came in regarding an active Domestic at Cumberland Farms. Upon arrival it was determined a male physically assaulted a female victim, threatened to kill her and pointed what was believed to be a firearm at her, before dragging her into his car and taking off with her. The motor vehicle being sought was located traveling nearby as the Officers were investigating. Officers quickly located the vehicle and conducted a felony motor vehicle stop where they located the male, covered in blood, but no female was within. The male advised the female victim to be at his residence. Officer Desmond further located a firearm in the roadway close to the MV stop. The victim was located unconscious at the male's residence and was transported to Backus hospital. Vehicle was seized and towed to the garage. Detectives were called and came in to complete search warrants on the residence. The male was arrested and held on \$150,000

12/21/2025 Shortly after midnight a male caller stated he killed his mother in a Sandy Lane apartment. Officers responded, surrounded the house, but eventually

determined the call was a swatting event. There has been a recent uptick in swatting occurrences. Both officers and dispatchers are getting better at recognizing them early

12/23/2025 2:13 am Officers responded to an area across near Page Street for Suspicious Activity. The caller reported a Dark vehicle with blacked out windows, headlights on, had been parked for 15 minutes. Sgt. Nott, Officer Young and Officer Rodriguez located the vehicle and observed 2 subjects within the vehicle. A handgun (9mm Ghost gun with a Tommy Gun Style cylinder which holds 50 plus rounds) was located on the front seat of the vehicle. The operator was arrested for the gun possession charges and Op under suspension. He was processed and held on bond. Stonington Police Department held an active warrant for the second subject and took custody.

12/24/2025 Domestic disturbance came in at 2200 hrs where a juvenile ran to a neighbor's home stating parents were in a fight and their father had a knife. Upon our arrival the male half, had left the scene with the knife and it was reported he was planning to commit suicide by cop. His vehicle was located unoccupied on River Ave, Officers were unable to locate. Victim's were transported to headquarters for statements while dispatch began pinging his phone. He was located around 0045 hours back at the residence and arrested without further incident.

These represent a small sampling of calls officers responded to this quarter. Newer technologies such as license plate readers and city cams continue to pay dividends in bringing fast resolutions to priority cases.

Detective Division Cases

10/08/2025 Officers responded to Sessions fitness studio on West Main Street after multiple vehicles were found with windows smashed and purses, cash, identification, and credit cards stolen. Surveillance footage from both city cameras and the business showed a silver Hyundai Palisade entering the lot, the sound of multiple windows being broken, and an individual using a flashlight to search through vehicles. Several stolen items including IDs, credit cards, and registration plates were later recovered in Colchester and Waterford. Bank investigators reported that fraudulent checks connected to one victim were cashed at multiple branches across the state by an unidentified woman using stolen identification. Further investigation linked the thefts to a rental vehicle used in other states for similar early-morning gym-parking-lot burglaries. License-plate reader hits, surveillance video, and rental records traced the vehicle's movements before and after the break-ins. Collaboration with multiple police agencies across Connecticut and other states revealed the same pattern of vehicle burglaries and identity theft. The primary suspect was later arrested in another jurisdiction on an unrelated warrant. Detective Harsley completing an arrest warrant.

11/10/2025 Officers responded to a residence after receiving a report of a male harming himself. During the investigation, a woman disclosed that she had been sexually assaulted several days earlier by her spouse. She provided a detailed account describing forced intercourse, physical restraint, and choking after repeatedly telling him to stop. Officers and Detectives obtained her consent to search the residence, photographed the scene, collected bedding and clothing as evidence, and transported her to the hospital where a sexual-assault evidence kit was completed. The male was transported to the hospital for psychiatric evaluation based on suicidal behavior and later arrested for disorderly conduct. During the arrest processing he declined to answer questions without an attorney. An arrest warrant related to the sexual assault claims was submitted by Detective Harsley. Prosecutors determined there was insufficient proof to support charges beyond a reasonable doubt, citing a lack of observable injuries and unclear timing in the recordings. As a result, the warrant application was denied, and the case was suspended pending any future developments.

11/18/2025 Officers and Detectives responded to Yantic Falls after a caller reported finding a person lying on a footbridge with a firearm nearby. Officers located the individual deceased from an apparent gunshot wound to the head, with significant blood loss and a handgun at the scene. The Office of the Chief Medical Examiner conducted an autopsy, confirming the cause of death as a gunshot wound to the head and determining the manner of death to be suicide. The investigation included interviews with witnesses, next-of-kin notifications, and forensic laboratory submissions. No indications of foul play were found, and the case was classified as a suicide.

On December 23, 2025, Norwich Police detectives and patrol officers conducted a motor vehicle stop on North Main Street. Officers observed drug paraphernalia in plain view and a search of the vehicle was conducted. Officers discovered a large quantity and variety of controlled substances, packaging materials, scales, and cash consistent with street-level narcotics trafficking. The operator was arrested on multiple drug-related charges, his vehicle was seized.

On December 30, 2025, officers responded to a report of a missing person after a 62-year-old woman left her residence following a domestic dispute and was believed to be at risk due to ongoing mental health concerns. Officers and detectives conducted extensive follow-up efforts, including interviews with family members, hospital checks, license plate reader reviews, and coordination with surrounding law enforcement agencies. The individual's vehicle was tracked to the Waterford area, and she was entered into NCIC/COLLECT and issued a Silver Alert. On January 2, 2026, she was located deceased inside her vehicle in the BJ's parking lot in Waterford by Waterford Police. Detective Meikle continuing investigation.

Completed grand jury on December 16th for Cedar Street homicide. The next round of grand jury is set for January

BSI/Violent Crime Task Force

-TFO Barber is assisting AUSA in preparation of the Bennie Gray trial which is slated to begin at the end of January.

- TFO Barber assisted the Providence PD and FBI with the Brown University shooting.

-Narcotic trafficking investigation is ongoing and active

NORWICH POLICE TRAINING AND SELECTIONS

Training Classes:

October 1, 2025 – Introduction to Laser/Radar Training (Officer Donahue)

October 7, 2025 – eShare Portal and Agency Compliance (Executive Administrator Manfredi)

October 8, 2025 – CPR Certification Class (Dispatcher Willey)

October 8, 2025 – Non-Traditional Social Media Campaigns for Police & Fire Departments (Officer Nute)

October 14, 2025 – StarChase Police Pursuit GPS Tracking System – Train the Trainer (Multiple Dispatchers and Police Supervisors)

October 17, 2025 – Arnold Markle Symposium – Investigating Missing & Unidentified Persons (Det. Lawton)

October 17, 2025 – Stop Stick Training (12 Officers total attended this training)

October 17, 2025 – Recognizing and Responding to Child Sex Trafficking in Youth (Officer McKinney)

October 20-22, 2025 – Advanced School Resource Officer Training (Officer B. Santiago)

October 22-24, 2025 – Peer Support & Officer Wellness Conference (Officers Rankowitz & M. Nott)

October 27, 2025 – Wellness & Peer Support Strategies for First Responders (Officers Tangney & Officer M. Nott)

October 28-29, 2025 – Advanced Roadside Impairment Enforcement – ARIDE (Officer Gross)

October 28-30, 2025 – Sirchie Evidence Class (Officer Desmond)

November 5, 2025 – Acadis - Records Management Training for POSTC (Sgt. Marsh)

November 5, 2025 – Use of Sharing Funds Training (Executive Administrator Manfredi)

November 5, 2025 – FBI Training for CT SROs (SROs Mckinney, Homand, B. Santiago)

November 10-14, 2025 – FBI LEEDA Command Leadership Institute (LT. Rankin, Lt. Schmidt)

November 17, 2025 – Criminal Interdiction Workshop (Officer Goddu, Detective O’Keefe)

November 17, 2025– State Accreditation Process (Lt. Rankin)

November 20 - 21, 2025– CT Arson Investigators Conference (Officers Szuba, Smith, Dupointe)

November 20, 2025 – CT High School Public Safety Pathways Summit (SRO B. Santiago)

November 20, 2025 – Accounting and Bookkeeping Requirements (Executive Administrator Manfredi)

December 1-12, 2025 – First Line Supervisor at Roger Williams University (Sgt. Nott)

December 2-3, 2025 – Use of Force Summit (Lt. Schmidt, Lt. Meikle)

December 8-12, 2025 – FBI LEEDA Executive Leadership Institute (Capt. Lazzaro, Lt. Rankin, Lt. Schmidt)

December 9, 2025 – CPCA Winter Expo, Bristol, CT – Daigle Law presented Training Liability and Planning (Chief Daley, Sgt. Chastang, Sgt. Marsh, Investigator Dupointe)

December 10-11, 2025– Domestic Violence GPS Notification Training for Dispatch (Dispatchers Gabor, Concepcion, Colon, Labbe, O’Brien, Vontish)

December 22, 2025– Rifle Training/Make-up Day (Multiple Officers Attended)

October 2, 2025 – Eastern Region Police Academy (ERPA) conducted their second practical skills day with recruits. The practical skills day consisted of scenarios related to domestic violence laws.

October 7 – 24, 2025 – Norwich Police Recruits Sierra Luce and Michael Neville were participating in pistol and rifle training/qualification at Eastern Region Police Academy.

October 8, 2025 – P.O. Daniel P. Collins retired after 25 years in law enforcement. 5 years with NYPD before coming to finish 20 years with the Norwich Police Department. A farewell celebration with family and friends was held at the Norwich Police Department.

November 10, 2025 – Eastern Region Police Academy (ERPA) in Norwich, conducted their first motor vehicle stops practical skills day with recruits. The practical skills day consisted of teaching recruits how to safely affect a motor vehicle stop.

November 13, 2025 – Eastern Region Police Academy (ERPA) in Norwich, conducted active aggressor simmuniton training with recruits. This is a full day of active response to aggressors within a building with the use of simmuniton training ammunition.

November 15, 2025 – Inv. Dupointe, Officer Maldonado and other NPD military veterans attended the “VETS ROCK” seminar at Mohegan Sun. This is an annual event which assists veterans in all aspects of life including job placement. Norwich PD was there to showcase our veterans and to hire more!

November 16, 2025 – Norwich Police hosted a police agility test at Norwich Free Academy.

November 17, 2025 – Eastern Region Police Academy (ERPA) in Norwich, conducted their second motor vehicle stops practical skills day with recruits. During this practical skills day, Recruits were exposed to more advanced motor vehicle stop investigations, felony stops and practicing night-time stops.

December 4, 2025 – Recruits at the Eastern Region Police Academy (ERPA) in Norwich participated in practical skill DUI investigations. Recruits were assisted by officers from departments throughout the region on proper Standard Field Sobriety Testing.

December 5, 2025 – Annual Field Training Officer meeting. During the meeting, officers discussed improvements to the program, critical tasks for recruits and suggestions on future FTOs.

December 11, 2025 – Inv. Dupointe, Officer B. Santiago and Sgt. Marsh met with Norwich Free Academy’s Career Exploration Program Coordinators to discuss/finalize the Spring 2026 NPD Law Enforcement Career Exploration Program.

December 15, 2025 – Investigator Dupointe and Sgt. Marsh attended the Norwich Free Academy’s 9th grade Career Expo. Students were educated about a career at the Norwich Police Department while participating in simulated distracting/impaired driving scenarios.

December 17, 2025 – Officer Sara Donahue officially completed her Field Training Evaluation Program and was assigned to the midnight shift. She started her first patrol shift on Saturday December 20, 2025.

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, 2025, to December 31, 2025

- Responded to four snow and ice events during the current winter season to ensure safe travel conditions.
- Completed the annual fall bagged leaf collection program citywide.
- Performed comprehensive fall street sweeping throughout the city.
- Crack-sealed more than three miles of roadway to extend pavement life and reduce future maintenance costs.
- Removed leaves and debris from all Parks and Recreation facilities to maintain safe and accessible public spaces.
- Removed the outdated playground at Fernwood Park in preparation for installation of new equipment in Spring 2026.
- Coordinated crane operations to safely relocate the City's holiday tree from a private residence on Canterbury Tpke to City Hall.
- Installed and decorated holiday trees and seasonal displays at the roundabout, Brown Park, Norwichtown Green, and City Hall.
- Dismantled and stored all parklets for the winter season.
- Conducted roadside tree and brush trimming to improve visibility and roadway safety.
- Removed approximately 35 declining or hazardous trees and performed targeted tree trimming to protect the traveling public.
- Completed seasonal maintenance activities, including litter removal across City properties.
- Replaced or reconstructed 10 problematic catch basins prior to winter to improve drainage and prevent roadway issues.
- Cleared culverts of debris and performed excavation as needed to ensure proper stormwater flow.
- Cleaned more than 600 catch basins using the department's Vactor truck.
- Replaced and upgraded aging street signs and repaired signs damaged due to vehicle accidents.
- Blew out all municipal irrigation systems in-house to prevent freezing and winter damage.
- Prepared multiple athletic fields to facilitate timely and efficient spring openings.
- Continued efforts to maintain compliance with the Municipal Separate Storm Sewer System (MS4) permit requirements, including catch basin cleaning and street sweeping.
- Completed 314 Repair Orders and impounded 5 Vehicles for the PD
- Inspected and made ready 30 pieces of equipment for the upcoming snow season
- Removed window AC units for City Hall
- Replaced boiler for Fleet Maintenance. Replaced HVAC filters for City Hall & PD
- Painted Mayor's offices.

2025 Construction Season Projects Status

- Continued Construction Management of Uncas Leap Heritage Park. Spring 2026 completion anticipated.
- Continuation of the Capital Improvement Sidewalks Projects throughout the City.
- Completed the Heritage Walk Overlook repairs (pictured above).
- Coordinated the inspection of the Spaulding Pond dam and dike and the Spaulding Pond Skating Pond dam per CT DEEP requirements.
- Awarded the NL TPKE Pedestrian Improvement TAP project to B&W Paving. Spring 2026 construction anticipated.
- Awarded the Fontaine Field Improvements project design contract to Gale Associated, Inc and will manage the design process.
- Continued management of the West Town Street Community Connectivity Sidewalk project. Spring 2026 construction bid process anticipated.
- Continued management of the NL TPKE Pedestrian Improvements LOTCIP project. Summer 2026 bid opening anticipated.
- Continued management of the NL TPKE Bridge Replacement Project for Bridge No. 04096. Spring 2026 construction anticipated.
- Continued management of the Howard Brown Park Docks project. Spring 2026 completion anticipated.
- Managed the construction of the Bliss Place Drainage Improvements project. Spring 2026 completion anticipated.
- Developed the LOTCIP application for phase-1 of the Hunters Road Rehabilitation project.

Department of Youth, Family, & Recreation Quarterly Report

October 1, 2025-December 31, 2025

During the 2nd quarter of FY 25–26, the Department of Youth, Family, and Recreation provided Positive Youth Development programs for 336 kids through our Social Emotional Learning groups conducted at Norwich Public Schools, Norwich Free Academy, and through the F.L.O.W. (Friends, Leadership, Outdoors, and Wellness) afterschool program.

We were able to provide education about our programs, mental health, and substance use to 2,649 residents and professionals in Norwich by attending the Healthy Living Festival and Adopt a Family events, conducting Narcan trainings for police officer recruits, and facilitating substance use prevention presentations at all nine Norwich Public Schools and the Integrated Day Charter School.

We provided 302 hours of recreational programming for residents in Norwich. Our fall recreational programs had 541 youth and 230 adult registrants. In addition, 33 families benefited from our Morning Care Pilot Program.

Nine youth and adult leagues permitted and utilized our recreational fields throughout the fall for soccer, rugby, football, softball, and baseball tournaments.

We obtained \$137,141.00 in federal grant funding, all of which focuses on substance use prevention and treatment services.

Our staff attended 21 hours of training related to recreation, substance use prevention, and mental health.

We received 8 youth diversion cases from the police and juvenile court, for which we are currently providing case management through our Youth Diversion Team (YDT) to repair harm to the community. Five youth who were referred to YDT in previous quarters successfully completed the program and were diverted from the juvenile justice system.

We accepted 15 new counseling and mentoring referrals and provided 243 hours of individual, family, and group counseling, mentoring, and case management services to those youth, as well as to youth referred to us in previous quarters.

Through social media, billboards, and presentations, we reached approximately 4,100 residents with information on how to prevent substance use disorders and overdoses.

We had 11 Youth Leadership Initiatives supporting youth in learning various leadership skills, including advocacy, communication, problem-solving, empathy, teamwork, and goal setting.

This past quarter, we provided 13 before, during, and afterschool programs to Norwich students through our partnership with the schools. These programs include morning care, youth against bullying, cooking classes, social emotional learning, STEM, art, leadership, and LEGO.

Lastly, we hosted 12 free community events at which approximately 1,200 Norwich residents took part.

OFFICE OF COMMUNITY DEVELOPMENT: Quarter 4 - October – December, 2025

COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)

	Quarterly	Calendar 2025 (Cumulative)
Units Completed/Cleared	0	2
Number of Units in Progress or Under Contract	1	9
Property Rehabilitation Funds Expended	\$2,215.00	\$210,798.37
CDBG Funds Expended	\$52,170.54	\$463,844.39
Revolving Loan Income	\$20,558.88	\$194,399.72

The City of Norwich's CDBG program year runs from September 1 to August 31.

The Norwich 2024 CDBG CAPER (Consolidated Annual Performance and Evaluation Report) by the Norwich Office of Community Development was submitted in a timely manner to HUD on November 24, 2025.

The 2025 CDBG Agreement between the City of Norwich and HUD was executed during the month of December 2025.

The staff of the Norwich Office of Community Development are in the process of drafting and executing sub-recipient CDBG agreements.

LEAD-BASED PAINT HAZARD CONTROL PROGRAM

	Quarterly Progress	Calendar 2025 (Cumulative)
Completed/Cleared	3	8
Number of Units in Progress or Under Contract	5	
Funds Expended (Includes Healthy Homes)	\$142,920.00	\$365,997.78



Director's Report, 2025-26 Second Quarter

Outreach and partnerships.

- During its monthly meetings, the Norwich Adult MLL Collaborative discussed topics that are directly impacting our patrons/students/clients. In October, we addressed the housing and homelessness crisis and identified resources for our patrons/students/clients; in November we addressed access to healthcare and identified resources. Norma Glover from UCFS was our featured speaker. Otis Library, UCFS, and Rose City Learning Center served as enrollment centers for Access Health. In December, we discussed the parameters of a survey being prepared by Rick Jacobsen of Literacy Volunteers to help us better identify the population we are serving. The survey will help us determine redundancies and gaps in services.
- Our citizenship classes at the library ran from October 20-December 8 and were funded by JFS of Greenwich/Norwich. Our classes with Norwich Regional Adult Education (NRAE) began October 14 and run through January. That program is held at and funded by NRAE.
- Children's staff have been visiting local schools to provide storytimes and resources. The former Hickory Street school visits the library weekly for programs and services.
- The Young Adult Librarian has been visiting the with middle schools weekly to work with students on a writing project. Their journal was published in December.
- The Children's Department staff participated in Trunk or Treat at the Senior Center on October 17.
- Circulation staff participated in the NorWitch Strut held downtown on October 25.
- Our Assistant Director and Young Adult Librarian were active in Norwich Pride meetings and activities.
- The library participated in the Winterfest Window Decoration Contest and Winterfest Light Parade.
- In partnership with the New London Housing Hospitality Center, we held a donation collection of hats, coats, and mittens along with an informational program on homelessness in Southeastern CT on December 15.
- Staff adopted a family through the Norwich Human Services program. Through dress-down collections and additional donations by staff, we collected over \$500 to support a family of two kids, and purchased a \$100 grocery card for their mother.
- Staff volunteered (on their own time) throughout 2025 for local organizations in our endeavor to donate 175 hours of community service in celebration of our 175th year as Norwich's public library. Hours were donated to St. Vincent de Paul Place, Norwich Public Schools (middle school libraries), SCADD, Slater Museum, Thames River Family Services, ArtReach, Rose Arts Festival (historical display), Rose City Pride, and Slater Museum.

Grants/Funding/Donations

- Our 17th annual O'tis a Festival was a great hit! Morning rain didn't diminish the enthusiasm for the event. We netted \$8,315 on the event through sponsorships, raffle, Santa and Grinch photos, and vendor fees. Well over 1,000 people attended. Next year, we will use SECTer to gather more attendance statistics.
- America's 250th Norwich CT Committee agreed to fund \$2,500 toward our programming celebrating America's 250th anniversary. We began offering programs and events in 2024 to honor this celebration and have many more planned through 2026.
- The library was awarded \$7,500 from the Eastern Connecticut Savings Bank Foundation and Ascend Bank.
- We received a donation of materials in Japanese. Fortunately, we have a staff member who speaks Japanese and can assist with the cataloging.
- We received a donation of letters, photos, pamphlets, books, and more relative to Governor William Buckingham from the personal collection of Dr. Walter L. Powell of Plymouth, Massachusetts, historian, author, and lecturer on the Civil War. Dr. Powell delivered the pieces on December 12 and will host a presentation on January 24.
- We, unfortunately, were not chosen for the Eastern CT Chamber of Commerce Leadership Community Service Program. We had applied for \$5,000 in improvements to the Community Room, Meeting Room, and Literacy Volunteers offices.

Programs and Services

Numerous programs were scheduled October through December, too many to list. Here is a sample of some of the programs and services:

- The Edible Wild Plants program for adults was popular, with 44 attending the in-person program.
- Genealogy programs have returned. Cassie Epes, one of our Local History Librarians, is leading the series.
- Dungeons & Dragons for teens and adults continues to go strong, with a waiting list each month.
- The Children's Department initiated a Sensory Storytime for children on the autism spectrum. The program is designed for children 3-11 who function at a preschool to early elementary level. The structure is similar to traditional storytimes, but uses softer lighting, reduced noise, additional visual aids, and sensory objects.
- D Derek, the sculptor who created the sculpture in the traffic circle outside the library presented an art workshop for kids based on the sculpture, and then took the kids and their parents to see it.
- A new program, 500 Books Before Middle School, modeled after 1000 Books Before Kindergarten but appropriate for the age group, was launched. The YA Department also offers 100 Books before Graduation.
- Book Bundles began circulating in the Children's Department. Each bundle comes in a handy tote bag and features a selection of children's books centered around a common theme. This collection was made possible through financial donations.
- We introduced Drop-In Game Day for Adults. We were offering this on Wednesday evenings, but the feedback was that it would be more attractive as a daytime weekend

program. People are welcome to come alone. It's another way we are trying to address loneliness among adults.

- The program on the history of the Vietnam War Memorial in Norwich was a big hit. Tom Burke, a U.S. Army veteran who served in Vietnam and was Chairman of the Vietnam Veterans Memorial Committee, discussed the designing and building of the memorial. Robert L. Howard II, son of Army Sgt. Robert Louis Howard, who was killed in Vietnam, discussed the difficulties he experienced in losing his father at the age of four, the Organization Sons and Daughters In Touch (SDIT) who are the children of deceased/missing Vietnam Veterans, his subsequent trip to Vietnam in March 2003, and his most recent participation in the Gary Sinise Foundation's "City Adventures."
- The Cape Verdean Veterans Flag was on display in the atrium for two weeks in November. The flag recognizes and honors Cape Verdean veterans from Norwich. We've displayed the flag in the past, and it always draws quite a bit of interest from the community.
- Mental Health Mondays has had a slow start, but we will increase marketing. Word of mouth usually works best with this type of service.
- The Rows City Knitters meet every Friday at 10am to crochet and knit together. Every skill level is welcome to join them. They donate what they make throughout the year to the community. There was a significant need and many requests for their hats and scarves this year.
- The Feisty Four Stringers ukulele group borne from our bi-monthly program held a concert in the library atrium on December 17.
- On December 20, we held a silent reading event for adults and cookies, cocoa, and coloring in the YA department for teens.
- During winter break for the schools, the Children's Department is held a LEGO Robotics programs, a Super Owls demonstration by Denison Pequotsepos Nature Center (always a hit with all ages, including adults), a K-Pop Party, and Big Toy Fun with giant games.
- We pulled together information from throughout the year to place in a time capsule celebrating our 175th year. The capsule will be held in the local history and genealogy room with instructions to open in 2050.
- The son of our Head of Children's Services created a LEGO model of the original Otis Library in celebration of our 175th anniversary. It is being displayed in the Children's Department and is a big hit with patrons.
- We are now offering laminating services. We will charge \$1 for 8 ½ x 11 and \$2 for tabloid size, which is in line with what local businesses are charging.
- Since Staples closed, we have seen a significant increase in copying and printing. We are raising fees on copying/printing to offset the increased costs in supplies. We started selling envelopes as well.

Administration

- Policies for Collection Development and Maintenance, Displays, Programs, and Request for Reconsideration were drafted or redrafted to comply with new Freedom to Read laws. The CT State Library and Otis Library board of trustees approved all policies to stay in compliance with the legal requirements and timeline.
- Baker & Taylor, a large supplier of materials, abruptly ceased operations. Fortunately, Otis Library does not use Baker & Taylor, but many libraries in our consortium do. We expect some delays on holds as those libraries scramble to set up with other suppliers. Our primary supplier is Ingram, which historically has offered the best prices and a quick turnaround, but we opened an account with Amazon's Books for Libraries and are opening an account with Barnes & Noble as backup options. Both offer discounted prices to libraries through our membership with the Connecticut Library Consortium. There is no upfront or annual financial commitment with either company.
- We held a full staff training day on October 13. A representative from LibraryIQ, collection development and maintenance software that also tracks local use, reviewed the updates to resources. LibraryIQ can also provide a heat map of where our patrons live. This could be helpful in identifying areas of town where we may need to increase outreach, but the map looked very hot throughout the city! Elanah Sherman, a longtime library volunteer and partner and ADA expert, reviewed laws and scenarios regarding service animals and comfort animals. She also had us assess the building for compliance with ADA laws. We looked at ramp pitch, door clearance, how swiftly doors close, and more. Fortunately, the building did very well, but we do need to address the door closure time in some areas. We had planned to have one of our security guards discuss de-escalation but, unfortunately, he lost power and water in the storm. We will reschedule his presentation for our May training session.
- Jessa Franco, our Assistant Director, accepted the Director's position at Ledyard Public Library. Her last day was December 9. Kaitlyn Moseley, our Young Adult Librarian, accepted the Director's position in Ashford. Her last day was December 31. Sally Gagnon, our Circulation Manager, left the library after 20 years of service. Her last day was also December 31. Structure and job descriptions were reviewed and revised. The new structure addresses issues in supervision and communication that have been problematic since our last restructure in 2011. Bassem Gayed, our Multicultural Services Coordinator, was promoted to Circulation Desk Lead, and Cassie Epes, one of our Local History Librarians, was promoted to Business Desk Lead. Both will continue with their previous responsibilities as they add supervisory responsibilities. Emily Gardiner was promoted to Young Adult Librarian. We posted for an Assistant Director/Head of Adult Services and a Library Assistant II for the Circulation Desk. Several staff members have offered to assume responsibilities, either temporarily or permanently, as a result of the change in staffing.
- The U.S. Department of State issued us a notice ordering us to cease operations as a passport acceptance facility. The directive to cease operations applies to all 501(c)(3) nonprofit organizations and in no way reflects on the service that the library provided. We have provided this service since 2007. We have been working with the Ferguson Library in Stamford, the hub of library passport acceptance facilities, and contacted Senator Murphy's office for assistance in being reinstated as a recognized facility. We have been informed that Senator Blumenthal is working on it as well. Without the

library, the post office on Main Street is the only acceptance facility in Norwich. We can still take passport photos.

- We are going through the process of transferring our 401(k) plan to a new company. The conversion should be complete by January 20, 2026.

Building and Technology

- On December 4, one of the hanging lights in the Business Center started smoking and the fire department was called. It happened before we opened to the public, and we evacuated all staff from the building. NPW was a great help. It was one of their custodial staff who found the source of the smoke, and their maintenance staff immediately removed and replaced the defective piece. They checked the other light fixtures but found no other issues.
- We have been having some internet connectivity issues lately.
- The process for the conversion of our fiber network from NPU to CEN has begun. The RFP was posted and we received several bids. A company has been selected, and the conversion will result in a 90% savings to the library.

I am happy to answer any questions or discuss any contents of this report further.

Cathleen Special
Executive Director
cspecial@otislibrarynorwich.org
860-889-2365 x122