



ESTABLISHED 1659

CITY OF NORWICH
CONNECTICUT

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DATE: February 6, 2012
TO: Mayor Peter A. Nystrom & Council Members
FROM: Alan H. Bergren, City Manager
SUBJECT: City Manager's Report

1. **Upcoming Events/Meetings**

- The next Mayor's One City Forum will be held this Saturday, February 11th at 9:00 A.M. at the Greeneville Fire Station.

2. **Department Quarterly Reports**

Please see the second quarterly report from departments which are attached.

3. **Board/Commission/Committee Vacancies**

There are currently a number of vacancies on City boards, commissions and committees. The Redevelopment Agency and Harbor Management have openings. A complete list of all other vacancies is available on the City's website at www.norwichct.org. Interested citizens should fill out an application which is also available on-line and submit it to either the Mayor's or City Manager's office.

4. **Ron Aliano Service Award**

The Ron Aliano Service Award Committee is looking for nominees for its second annual award. Please see attached press release for more details.

5. **Norwich Public Utilities Gas Update**

Attached

6. **General Obligation Refunding Bonds Bid**

Attached-Press Release



CITY OF NORWICH
CONNECTICUT

Office of the City Clerk
Betsy M. Barrett

The second quarter goals and action plans for the City Clerks Office:

We continue to provide professional, courteous and confidential service to our customers.

We were awarded a grant for \$6000 to repair old vital books. The work has been contracted for the books to be scanned and de-acidified, for preservation and easier access.

Veterans and Trade Names records are current. They are scanned on a monthly basis.

We continue to scan the older land records and are presently back to July 1991.

We are continually looking for ways to provide a safe and organized environment for proper record preservation and public access.

The new upgraded 'New Vision' land record and accounting system is up and running. We find it insures a greater control on revenues.

Norwich Police Department Quarterly Budget Goal Update

Quarter 2 Fiscal year 2011/2012

October 1 - December 31, 2011

GOALS & ACTION PLANS:

1. Generally; provide the citizens of the City of Norwich with the finest possible police service; a professional, caring, and efficient law enforcement agency. (G1)

STATUS: The Norwich Police Department continues to strive to do the best job possible and accomplish its mission.

2. Accomplish our goals through a Community Policing model. Maintain strong police-community relations through open candid communication, professional service, and the implementation of various innovative law enforcement, crime prevention, traffic safety, and educational programs. (G1)

STATUS: Sgt. Peter Camp was named Community Policing Coordinator in December of 2011. Sgt. Camp is currently working to strengthen our existing Neighborhood Watches and identify potential new Watches within the city. He is preparing problem oriented policing strategies along with identifying resources and stakeholders in the community for the Downtown, Greenville and Taftville areas.

The selection process for the Officer vacancies created by recent retirements and resignations and the 6 new community police officer positions are ongoing and full swing. We anticipate the appointment of the new officers in January of 2012. We currently have 5 seats reserved in the upcoming CT Police Academy Class starting January 27, 2012. These new community policing positions are to replace current experienced officers who will be selected for the Community Policing Unit.

3. Minimize the opportunity for crime, traffic violation, and motor vehicle accidents and collisions via proactive enforcement, crime prevention and traffic safety programs; including citizen involvement and partnerships. (G1)

STATUS: The NPD has conducted targeted enforcement operations to address the areas of motor vehicle violations, criminal activity and narcotic sale/use.

4. Reduce fear by supplying preventative patrol, and effective investigative service to the community. (G1)

STATUS: The NPD has maintained a preventative patrol presence in all areas. This will increase with the deployment of the Community Policing Unit patrols.

5. Continue to utilize innovative policing programs in order to provide a high level of police service. (G1)

STATUS: In September 2012 the NPD received a technology grant which allows for the leveraging of technology to increase Department efficiency.

6. Strive to maintain responses to citizen calls for service within contemporary standards. (G1)

STATUS: The Norwich Police Department continues to meet this goal.

7. Maintain an effective Crime Prevention program and successful drug trafficking enforcement and education techniques aimed at stemming the tide of drug/ substance abuse and related crime. (G1)

**Norwich Police Department
Quarterly Budget Goal Update**

STATUS: Crime Prevention assistance has been continuously provided as well as narcotic suppression/interdiction operations. On December 23, 2011 Operation GRINCH (Get Rid of Illicit Narcotics & Criminals for the Holidays) was conducted successfully effecting 20 arrests, and seizures of approximately & \$12,000 in currency, one handgun and quantities of Heroin, Crack cocaine and marihuana all prepackaged for sale at the street level.

8. Support effective traffic safety, enforcement, and educational activities. (G1)

STATUS: The NPD participates in regional as well as statewide educational/enforcement programs. In November of 2011 the NPD received a \$62,000 grant from DOT for DUI and Traffic Enforcement over holidays throughout the year to enhance enforcement and traffic safety.

9. Interact and work cooperatively with other departments, agencies, boards and commissions. (G5)

STATUS: The NPD is a partner on several civic, municipal, state and federal boards, organizations and task forces.

10. Monitor and cope with increased traffic and activity spawned by the success of the Mohegan Sun Casino, Foxwoods Resort Casino, and other ongoing development projects and community activities. (G2)

STATUS: The Norwich Police Department continues to proactively plan to meet the challenges provided by the growth of the City of Norwich. The Department continued to look aggressively at alternatives for the re-location of its Headquarters'.

Goal & Action Plan	Q1 - 9/30/11	Q2 - 12/31/11	Q3 - 3/31/12	Q4 - 6/30/12
Other activity in the Finance office not mentioned in the Goals:				
Audit	The annual financial audit was started in July and a substantial portion of it is complete as of 9/30/11.	The audit was finished and final audited financial statements were issued in December.		
Budget	We started projecting revenues for 2012-13 and gathering estimates for expenditure items.	We sent out budget guidance to departments and received budget requests from several departments.		
Bond	We have been working with our financial advisors and bond counsels to draft a preliminary offering statement and prepare for meetings with bond ratings agencies for a December 2011 bond issuance. Most of the bond issuance is for the Road Improvement Program and Kelly Middle School.	Moody's gave our \$9.68 million bond issue a Aa2 rating and we issued the bonds at a true interest cost (TIC) of 2.62% - the lowest rate for any Connecticut municipality up to that point during 2011.		
Tropical Storm Irene	We had some meetings with FEMA representatives and began submitting requests for reimbursements. FEMA reimburses 75% of eligible costs for emergency work and 100% for permanent work related to the storm.	We submitted over \$350,000 of Irene-related costs for reimbursement. If it is all approved by FEMA, this should result in a reimbursement of roughly \$263,000.		
Tax Collection	From July 1 to September 30th, we collected 51.68 % of the GF current levy. We also began sending delinquent notices which should be finished by the end of October. Demand notices will then follow in November.	We sent out 40 demands in November to taxpayers who owed over \$5,000 and were not currently on our foreclosure list. We also sent 28 warrants to the Marshal, some personal property, some mobile homes, and a few small empty lots. We sent out about 6,000 supplemental motor vehicle bills worth roughly \$656,000.		
Purchasing	We issued 30 bids and RFPs during this quarter, including RFPs for consultant services for a survey of the historic downtown buildings and a site and building evaluation of a recently acquired property adjacent to the Uncas Leap Falls and over a dozen bids for NPU.	We issued 17 bids and RFPs during this quarter; executed a contract for the restoration of the Sarah Osgood statue; and provided staff support for Reid & Hughes committee.		
Early Retirement Reinsurance Program - Federal grant created by the Patient Protection and Affordable Care Act.	We began the reimbursement request process. It appears that we will be getting \$540,000 from the ERRP grant which will help the City pay for increases in retiree health insurance costs.	We received \$470,000 from the ERRP grant in December.		
Personnel	Finance staff have been assisting HR office while they recruit a new person for their office.	Finance staff have been assisting HR office while they recruit a new person for their office. A Revenue Clerk in the Tax Office was hired as the new Accounting Assistant in the Treasurer's Office.		
Information Technology	Installed fixed camera in Council Chambers for meetings, answered 466 service calls.	Prepped for server upgrade at Police Department, upgraded calendar sharing program, cleared 381 service calls.		

City of Norwich
 Finance Department
 Fiscal Year 2011-12
 Goals & Action Plans Quarterly Update

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Goal & Action Plan	Q1 - 9/30/11	Q2 - 12/31/11	Q3 - 3/31/12	Q4 - 6/30/12
1 Begin to offer the option of electronic (ACH) payments to vendors in lieu of checks. (G3)	We have done some research on how to make this change, but it will be beneficial to wait until we update versions of our financial systems software (MUNIS) to minimize time spent on conversions and training.	Same as Q1		
2 Continue to improve the website to make it more useful and user-friendly. (G3)	We have drafted a citizen website survey which is currently being reviewed by departments for their input which will be incorporated into an RFP to update the website.	We received 110 responses to the survey and are finalizing an RFP for the website redesign which will be sent out in Q3.		
3 Reduce redundancy in payroll process by implementing decentralized time entry directly into our payroll system. (G3)	Goal #3 is on hold for the same reason as Goal #1 in addition to Finance staff helping out the HR office while HR fills the vacant position in their office.	Same as Q1		
4 Continue to consolidate the city's servers by utilizing NPU's fiber optic network. (G3)	We will make progress on this goal in Q2. The IT staff was occupied by the other activity listed on next page.	Added PW Fleet Maintenance to the City Hall server.		
5 Work with NPU to determine whether the city can achieve long-term savings by making technology changes such as VOIP, consolidating disaster recovery systems, etc. (G3)	This is a long-range goal. Goal #4 will assist us in making progress on Goal #5. These technology changes, such as VOIP and disaster recovery systems may need some substantial up-front investments in order for them to come to fruition.	Set up a meeting in early Q3 with NPU and BOE regarding these initiatives.		

Otis Library Director's Report for City Council.

- The introduction of classical music in the library entryway has been an overall success. The incidents of loitering and smoking have decreased markedly, and the music has been well received by our members. Both city official and police have remarked on the impact of the music. I hope that other city agencies and businesses consider similar installations.
- Four staff members currently serve on School Governance Councils in the Norwich Public Schools. I am serving on the Wequonnoc School Council in Taftville.
- The use of music in the entryway is the subject of a recent YouTube video and a forthcoming article in the **Bulletin**.
- Amanda Brouwer, the Head of the Library's Reference Department was featured in the Norwich Bulletin recently discussing the introduction of E-books and E-readers in public libraries.
- For the third month in a row library material circulation exceeded that for the same period a year earlier. In December 2011 10,259 items circulated vs. 8,923 in December 2010.
- Those libraries drawing most heavily on our collections in December were:
 - Montville-Raymond Library, 434 items;
 - Preston-Preston Public Library, 215 items;
 - Griswold-Slater Library, 213 items;
 - Sprague-Sprague Public Library 102 items.
- For the calendar year 2011 Otis Library counted 1,048 E-book downloads.
- While we continue to collection traditional usage statistics, we are also collecting new categories that reflect the many ways in which the community uses our space. These include tutoring sessions, supervised visits by Department of Child and Family, income tax inquiries, help with job searches and most recently, inquiries pertaining to use of E-books and E-readers. While complete figures will not be available until the end of the month, some revealing usages can be identified:
 - Between December 16 and 31, staff counted 38 tutoring session in the Children's Department alone. These are sessions conducted by private tutors as mandated by the No Child Left Behind Act. Implicitly these figures do not account for other tutoring sessions held in our Young Adult, Reference area and Media Center.
 - The Children's area remains a frequent meeting point for Department of Child and Family visitations. Seven were identified between the dates cited above.



City of Norwich

CONNECTICUT

OFFICE OF EMERGENCY MANAGEMENT

To: Alan H. Bergren, City Manager
From: Gene M. Arters, Director 
Subj: 11/12 Second Quarter Budget Profile

The 2011/2012 budget for the Office of Emergency Management & Homeland Security continues a deficit with the 091/80021, materials and supplies line item. However, I anticipate this deficit to balance out with a lethargic winter that has not produced storm response along with approved Federal Disaster Assistance monies that will be replaced in my budget. Additionally, fuel consumption has been relaxed due to the quiet winter.

The Office of Emergency Management & Homeland Security is a storm-driven department. Every effort is made to operate within the limitations of allocations, however, this remains a continuous challenge with rising cost and unforeseen events beyond our control.

STORM ACTIVATIONS:

October 19/11	National Weather Service Flood Potential Advisory
October 29/11	National Weather Service Winter Storm "Alfred"
November 21/11	National Weather Service Flood Potential Advisory
December 27/11	National Weather Service Heavy Rain/High Wind Warning

GOALS:

Training - On target
Public Education & Information - On target

Public Works FY 2011-12 2nd Quarter Goals & Action Plan
January 5, 2012
Prepared by: Barry Ellison, Jr., P.E., Director of Public Works

Goal: Enhance emergency response efforts through technology and innovation:

Oct. 2011 Update: As the successful response to Hurricane Irene demonstrated the Department is prepared, efficient and willing to embrace any measure that improves operations. Working side by side with Norwich Public Utilities we were able to innovate a procedure whereby a representative from NPU was assigned to each of our tree crews to verify downed power lines were de-energized in real time. This allowed us to open our streets earlier than all or our surrounding communities.

The Department has also installed electronic controllers to manage salt output during winter operations. These controllers have defined settings for several different winter weather events and the settings for any given storm are mandated by supervisors who have the ability to monitor weather reports and conditions in the field. It is estimated the savings in salt costs have paid for the controllers in less than 2 years.

Jan 2012 Update: The Engineering & Administration Division is currently in the planning stages of digitizing an estimated 25,000 plan sheets, with the final goal being the integration of these plan sheets into a city-wide GIS system. In addition to preserving our plans forever, when fully implemented, this system will be available to Public Works first responders during emergency operations via laptop or tablet computer, thereby allowing first responders to remain in the field during floods and/or storms rather than having to return to headquarters to look up plans pertaining to drainage, sewer, bridge and/or dam plans.

Goal: Continue aggressive preventative maintenance programs on all City assets:

Oct. 2011 Update: The Department continues to employ preventative maintenance measures to our paving program by regularly crack sealing and/or chip sealing streets in deteriorated but not failed condition to extend the useful life of such streets. The Fleet Maintenance division actively performs preventative maintenance work and inspections on all City vehicles to help prevent minor defects from becoming major repair projects. Engineering & Admin in conjunction with Building Maintenance recently hired a professional consultant to perform a needs assessment on both the Main Street and Market Street parking garages. The recommendations are currently being addressed to help prevent major future capital expenditures. These are just a few examples of how we meet this goal.

Jan. 2012 Update: No update to Oct. 2011 report.

Goal: Improve drainage system operation and maintenance:

Oct. 2011 Update: The Public Works Department has, in the last five years, improved the drainage systems on Yantic Lane, Wawecus Hill Road, Vergason Avenue and Ox Hill Road. We are also presently in the design phase of a project to improve the drainage on Mediterranean Lane. Additionally, this goal is supported by our paving efforts, as reconstruction of roads restores proper shape to our streets, which transports water quickly and efficiently to the gutter lines. We also frequently install and/or upgrade our drainage structures in advance of our paving projects.

Jan. 2012 Update: No update to Oct. 2011 report.

Goal: Decrease labor costs through strengthened relationships with organized labor:

Oct. 2011 Update: This is a long-term goal that will likely take years to achieve. The largest union in the department is currently in negotiations for a new contract.

Jan. 2012 Update: Union negotiations are still ongoing.

Goal: Decrease the overall cost of road maintenance by resurfacing at a 20-year cycle:

Oct. 2011 Update: There are approximately 162 miles of City streets maintained by the Public Works Department. In order to meet the goal Public Works strives to resurface at least 8 miles of streets per year. The average cost of reconstructing streets is approximately \$300,000 per mile. Current staffing and funding does not allow us to reconstruct 8 miles of streets per year. However, in addition to the several miles of streets we reconstruct annually, we also implement a preventative maintenance strategy each year to prolong the life of streets that haven't deteriorated to the point of needing full reconstruction. By the end of the 2011 construction season Public Works will have reconstructed or milled and paved approximately 5.75 miles of City streets. Additionally, we applied chip seal (preventative maintenance treatment) to 3 miles of streets. In all, we will have treated 8.75 miles of city streets during the 2011 construction season.

Jan. 2012 Update: Public Works was able to add approximately 0.25 miles of additional paved streets at the end of the 2011 construction season. Final 2011 season totals are 6.0 miles of streets milled, reconstructed and/or repaved and 3.0 miles of streets chip sealed.

Goal: Increase effectiveness of fleet by reducing average age of heavy trucks to 10-years, with no individual trucks greater than 20 years old:

Oct. 2011 Update: The average age of our fleet is approximately 12.8 years. We have a new natural gas dump truck on order that will replace an older truck and further reduce the average age of the fleet. The average age fluctuates throughout the year as capital truck purchases are made and older trucks are taken out of service. The City has consistently funded one new large truck per year, and with that continued effort the effectiveness of the fleet will be maintained. The fleet was put to the test last winter and held up very well.

Jan. 2012 Update: The task of purchasing a large compressed natural gas dump truck is proving more challenging than originally thought. We have been unable to find any CT municipality that has recently purchased such a vehicle that we can use as a template for our design needs. Consequently, we have moved beyond Connecticut and are now in contact with representatives from Smithtown, NY and Manchester, NH, as apparently both of these cities have recently purchased similar vehicles. Our Fleet Maintenance Superintendent is presently working with the Freightliner dealer from whom Smithtown, NY purchased their CNG plow trucks to design a truck to meet Norwich's needs.

On a related matter, the CNG senior citizen bus has been ordered and is expected to be delivered in May.

Goal: Increase recycling rate in solid waste program by increasing public awareness:

Oct. 2011 Update: Since the implementation of our single stream recycling program in FY 2009-10, recycling rates have increased. During the first year of the program the recycling rate increased by nearly 17%, however in the second year it increased a modest 1.1%. In the same timeframe refuse collection decreased by 3.4% and 1.6%, respectively. For each ton of recycling we collect we realize a revenue of \$25 per ton and a cost avoidance of \$60 per ton that we would have otherwise paid to dispose of the refuse.

We have invested in several outreach initiatives including direct mailings, placing descriptive poster boards in key city locations, and reaching out to the public schools. Outreach has suffered recently from the reallocation of the Recycling Coordinator's duties. During the construction season there are no other available staff to help assist with these outreach efforts. We are currently in the process of exploring other avenues of increasing recycling rates and decreasing collection costs. The most promising initiative we have researched appears to be providing large roller containers for residents to utilize with collection occurring every other week. More information will be provided on this in the coming months.

Jan. 2012 Update: Public Works is presently conducting a survey of surrounding communities to gauge the pros and cons of implementing rollout recycling and refuse containers and automated collection. The survey also attempts to gauge the increase in recycling rates communities realized after switching to larger containers with automated collection.

Goal: Reduce operating costs through energy efficiency initiatives:

Oct. 2011 Update: The Public Works Department just completed a high efficiency HVAC project at 23 Union Street, has specified high efficiency lighting in association with an interior ceiling project at the City Hall Annex and have on order a natural gas powered dump truck and senior citizen bus. We have also recently converted the domestic hot water system at City Hall to a high efficiency gas system. The department presently operates a hybrid electric vehicle and a natural gas vehicle and remains committed to further decreasing operating costs through energy efficiency initiatives.

Jan. 2012 Update: The CNG senior citizen bus is expected to be delivered in May 2012.

Goal: Continue to seek and obtain federal, state and regional grant funding for capital improvements:

Oct. 2011 Update: The Public Works department has been very successful recently in meeting this goal. Public Works has secured over \$3 million for the rehabilitation of the Sherman Street bridges (aka, Canada Bridge), nearly \$1 million for the rehabilitation of the Sunnyside Street bridge, approximately \$350,000 for the resurfacing of a portion of Canterbury Turnpike, and up to \$200,000 for the repair and restoration of the City Hall steps.

Jan. 2012 Update: No additional grants have been sought or received since the October 2011 update.

Goal: Involve all City stakeholders in development of capital budget:

Oct. 2011 Update: The development of the first capital budget since the adoption of this goal is presently taking place and therefore there are no metrics at the present time.

Jan. 2012 Update: The first round of capital requests have taken place. Stakeholders will be identified and involved after all capital requests have been reviewed and quantified.



CITY OF NORWICH
Department of Planning & Neighborhood Services
23 Union St.
Norwich, CT 06360
(860) 823-3766

Peter W. Davis, Director

January 23, 2012

TO: Alan Bergren
City Manager

FROM: Peter Davis *PWD*
Director of Planning

SUBJECT: Budget Goals Update

The Department of Planning & Neighborhood Services continues to effectively administrate Building, Housing, Zoning, Blight, Federal Floodplain and State Environmental regulations. We have successfully reviewed and processed all plans and permit applications within the statutory time frames cited. Activity reports are attached for your review.

In the final quarter of 2011, the Building Division processed 443 permits with a total construction value of \$4,638,679. Permit fees were \$ 88,887, most of which were associated with residential renovation. The total number of permits issued by the Building Division in 2011 was 1,673 with a construction value of over \$93 million.

The total number of blight enforcement actions for the 4th quarter is 36. It is noted, that this total does not include the number of blight violations that are corrected without the issuance of a formal enforcement order. Our Blight Officer does a significant amount of work each day engaging with property owners to achieve voluntary compliance. His efforts save the City significant costs associated with hearings, public notices, additional staff time and court actions. The City collected over \$12,000 in citation/judgement fees for calendar year 2011.

Finally, the department is still working towards integrating Peoples GIS into the office. We have discovered a few issues with the software relative to the ability to generate necessary reports, but are hopefully moving towards a solution.

RECEIVED

JAN 23 2012

OFFICE OF THE CITY MANAGER
NORWICH, CT

BUILDING

	<i># permits</i>	<i>value</i>	<i>total fees</i>
Annual	0	0	0
Residential	150	1269456	30375.55
Temporary	0	0	0
Mobile Homes	0	0	0
Demolition	0		----- 0
Other/Commercial	7	171631	3431.62
October 2011 Totals	157	1441087	33807.17
Annual	0	0	0
Residential	146	2023759	28652.17
Temporary	0	0	0
Mobile Homes	0	0	0
Demolition	0		----- 0
Other/Commercial	10	112400	2158.29
November 2011 Totals	156	2136159	30810.46
Annual	0	0	0
Residential	126	983983	22612.41
Temporary	0	0	0
Mobile Homes	0	0	0
Demolition	0		----- 0
Other/Commercial	4	77450	1658.14
December 2011 Totals	130	1061433	24270.55

\$2,998 Collected

BLIGHT
Citation Report Date Range

<i>Number</i>	<i>Date</i>	<i>OwnerName</i>	<i>Prop Number</i>	<i>Street</i>	<i>Town</i>	<i>Amount</i>	<i>IssueOffi</i>	<i>Due Date</i>	<i>Appeal</i>	<i>Note</i>
2983	10/4/2011	Cheng, Raysman	73	Sherman St	Norwich	\$500	EM	10/14/2011		jdg to jb weeds & c
2984	10/4/2011	Johnson, Henry	308	Washington	Norwich	\$50	EM	10/14/2011		jdg 12-15 for jdg F
2985	10/7/2011	Sosa, Teodora	176	Broad St	Norwich	50				State Blg code
2986	10/11/2011	Walsh, Randy	15	Curran St	Norwich	6000	JT	10/21/2011		hold per Jim demo
2987	10/12/2011	Community Bank	102-110	Main St	Norwich	4800	GG	10/22/2011		to jb 12-15 proper
2988	10/14/2011	James Family Li	60	Town St	Norwich	100	GG	10/24/2011		Property Maintena
2989	10/14/2011	Elk The Terraces	10	Church St	Norwich	50	GG	10/24/2011		paid 11-01-11 no p
2990	10/14/2011	Williams, Russel	114	Prospect St	Norwich	500	EM	10/24/2011		jdg to jb rubbish
2991	10/14/2011	Void	Void		Norwich					
2992	10/14/2011	Cheung, Raysma	73	Sherman St	Norwich	\$500	EM	10/24/2011		jdg
2993	10/11/2011	Mondor, Patricia	527	New Londo	Norwich	950	EM	10/21/2011		jdg jb weeds
2994	10/14/2011	Hamilton Realty	475	Hamilton Av	Norwich	9800	EM	10/24/2011		to jb jdg 1-3 dec E:
2995	10/17/2011	void		void	Norwich					
2996	10/20/2011	CJY & YMC	146	Main St	Norwich	2750	EM	10/30/2011		jdg to JB vacant
2997	10/18/2011	Jiao Wang	41	Palmer St	Norwich	50	JE	10/28/2011		Non permitted

<i>Number</i>	<i>Date</i>	<i>OwnerName</i>	<i>Prop Number</i>	<i>Street</i>	<i>Town</i>	<i>Amount</i>	<i>IssueOffi</i>	<i>Due Date</i>	<i>Appeal</i>	<i>Note</i>
2998	10/20/2011	Hongtao, Shao	36	Cliff	Norwich	50	EM	10/30/2011		electrical sidewalk:
2999	10/21/2011	Sledman, Charles	68	Merchants	Norwich	\$50	GG	10/31/2011		jdg 12-20to JB Sta
3000	10/21/2011	void		Void	Norwich					
3001	10/21/2011	35 Lake St LLC	35	Lake St LL	Norwich	\$500	GG	10/31/2011		State Bldg
3002	10/24/2011	Angelopoulos, De	72	Asylum St	Norwich	400	GG	11/4/2011		to jb for jdg 1-3 var
3003	10/24/2011	Angelopoulos, De	72	Asylum	Norwich	450	GG	11/4/2011		to Jb 1-3 various
3004	10/26/2011	L & T Manageme	206-210	Main St	Norwich	\$50	GG	11/5/2011		wd 10-27-11 new c
3005	11/1/2011	Patriot Properties	526-528	North Main	Norwich	\$200	EM	11/12/2011		dec 11-15-11 Insti
3006	11/8/2011	Marin, William	496	North Main	Norwich	\$50	EM	11/18/2011		to jb for jdg 1-311-:
3007	11/30/2011	Chatterm, George	15	Park St	Norwich	4500	JT	12/10/2011		hold till jan 30 repa
3008	12/5/2011	Stedman, Charles	68	Merchants	Norwich	\$500	GG	12/15/2011		dec 01-04-12 Stat
3009	12/5/2011	Schultz, Craig &	16	Spaulding	Norwich	500	GG	12/15/2011		dec 12-22 12-15 9
3010	12/6/2011	Peralta, Eldiberto	4	Twins Court	Norwich	\$50	GG	12/16/2011		dec 1-4-12 for Dec
3011	12/6/2011	void	void		Norwich					
3012	12/7/2011	Norwich Woods	47	Woods Dr	Norwich	\$50	GG	12/17/2011		dec 01-04 State B
3013	12/7/2011	35 Lake St LLC	35	Lake St	Norwich	\$250	GG	12/17/2011		dec 12- 22 state bl
3014	12/7/2011	8th St Ventures L	5	Eighth St	Norwich	100	EM	12/17/2011		wd per Ed jb Grass

<i>Number</i>	<i>Date</i>	<i>OwnerName</i>	<i>Prop Number</i>	<i>Street</i>	<i>Town</i>	<i>Amount</i>	<i>IssueOffi</i>	<i>Due Date</i>	<i>Appeal</i>	<i>Note</i>
3015	12/7/2011	Canal Associates	6	Eight St	Norwich	50	EM	12/17/2011		wd per ed to jb rub
3016	12/7/2011	CJY & YMC Corp	146	Main St	Norwich	2400	EM	12/17/2011		dec 12-22 to JB va
3017	12/7/2011	Wang, Yi Len	24	Harland Pla	Norwich	50	EM	12/17/2011		hold till 1-20 Gener
3018	12/8/2011	Kulos, Agnes Tru	87	Fifth St	Norwich	\$100	EM	12/18/2011		dec 01-04-12 Gra:
3019	12/15/2011	Zeng, Yi Qin	445	East Main S	Norwich	\$50	GG	12/25/2011		pd 1-3-12 property
3020	12/20/2011	Yeung, Joyce & R	60-62	Pearl St	Norwich	\$50	GG	12/30/2011		to jb 1-3-12 State f
3021	12/21/2011	Burbide, Timothy	45	Hedge Ave	Norwich	\$100	TC	12/31/2011		pd 12-29-11 Zonin
3022	12/30/2011	Thomas, Merland	7	Stetson Ave	Norwich	150	GG	1/9/2012		state Bldg code

2983	10/3	Cheung, Raysman	73	Sherman St	\$500.00	EM	10/13	jdg Weeds
2984	10/4	Johnson, Henry	308	Washington St	\$50.00	EM	10/14	jdg rubbish
2985	10/7	Sosa, Teodora	176	Broad St	\$50.00	GG	10/17	wd State Bld code
2986	10/11	Walsh, Thomas	15	Curran St	\$6,000.00	JT	10/21	hold appealin demo
2987	10/12	Community Bank	102-110	Main St	\$4,800.00	GG	10/22	property main
2988	10/14	James family Limited partnership	60	Town St	\$100.00	GG	10/24	w/d Property main
2989	10/14	Elk the Terraces	10	Church St	\$50.00	GG	10/24	wd no permnt
2990	10/14	Williams, Russell	114	Prospect St	\$500.00	EM	10/24	jdg rubbish
2991	10/14	Void		Void				
2992	10/14	Cheung, Raysman	73	Sherman St	\$500.00	Em	10/24	jdg Weeds
2993	10/14	Mondor, Patricia	527	New London Tnpk	\$950.00	EM	10/21	jdg weeds
2994	10/14	Hamilton Ave. Realty	475	Hamilton Ave	\$9,800.00	EM	10/24	exterior
2995		void		void				void
2996	10/17	CJY & YMC Corp	146	Main St	\$2,750.00	EM	10/30	jdg Vacant
2997	10/18	Wang, Jiao Yang	41	Palmer St Unit 27	\$50.00	JE	10/28	w/d non permitted alterations
2998	10/20	Shao, Hongtao	36	Cliff St.	\$100.00	EM	10/30	w/d electric
2999	10/21	Stedman, Charles	68	Merchants Ave	\$50.00	GG	10/31	St Bld codes
3000		Void						Void
3001	10/21	35 Lake St LLC	35	Lake St	\$500.00	GG	10/31	wd State Bld code
3002	10/24	Angelopoulos	72	Asylum	\$400.00	GG	11/4	various
3003	10/24	Angelopoulos	72	Asylum	\$450.00	GG	11/4	Various
3004	10/26	L & T Management	206-210	Main St	\$50.00	GG	11/5	wd State Bld code
3005	11/2	Patriot Properties	526-528	North Main St	\$200.00	EM	11/12	Install etc
3006	11/8	Marin, William	496	North Main St	\$50.00	EM	11/18	to JB rubbish
3007	11/30	Chattern, George	15	Park St	\$4,500.00	JT	12/10	repair or demolish
3008	12/5	Stedman, Charles	68	Merchants Ave	\$500.00	GG	12/15	dec t Bld codes
3009	12/5	Schultz, Craig	16	Spaulding St	\$500.00	GG	12/15	State Bld code
3010	12/6	Peralta, Eldiberto	4	Twins Court	\$50.00	GG	12/16	dec State Bld code
3011	12/6	Void		void				
3012	12/6	Norwich Woods	47	Woods Dr	\$50.00	GG	12/17	dec State Bld code
3013	12/6	35 Lake St LLC	35	Lake St	\$250.00	GG	12/17	State Bld code
3014	12/7	8th St ventures	5	Eighth	\$100.00	em	12/17	wd Structure grass
3015	12/7	Canal Associates	6	Eighth	\$50.00	EM	12/17	wd rubbish
3016	12/7	CJY & YMC Corp	146	Main St	\$2,400.00	EM	12/17	Vacant
3017	12/7	Wang, Yi Len	24	Harland Place	\$50.00	EM	12/17	General
3018	12/8	Kulos, Agnes	87	Fifth St.	\$100.00	EM	12/18	dec grass rubbish
3019	12/15	Zeng, Yi Qin	445	East Main ST	\$50.00	GG	12/25	pd property main
3020	12/20	Young, Joyce	60-62	Pearl St	\$50.00	GG	12/30	State Bld code
3021	12/21	Burbide, Timothy	45	Hedge Ave	\$100.00	TC	12/31	pd Zoning Ordinances
3022	12/30	Thomas, Merlandy	7	Stetson Ave	\$150.00	GG	1/9	

DATE	CITATION	AMOUNT
7/22/2011	2883 34-36 Mckinley	108
9/12/2011	2971 - West town St	50
10/11/2011	2911-35 lake St	58
10/25/2011	2997- 41 Palmer st	50
10/26/2011	2975- 67 Peck st	50
10/26/2011	2218-Maple st	700
11/1/2011	2989- 10 Church st	50
	7-Nov 2944 - 78 Taftville Occi	58
11/28/2011	2976 -35 Lake St	50
12/15/2011	2956 78 Taftville Occur	58
12/15/2011	2868-244 Hickory St	58
12/27/2011	2885 22 Prentice St	758
12/27/2011	2853 & 2862	1008
12/29/2011	3021- 45 Hedge	100
1/3/2012	3019 445 E main	50

2998 Collected
from 10-1-1231

Total 3206



ESTABLISHED 1659

CITY OF NORWICH
CONNECTICUT

RECEIVED

JAN 19 2012

OFFICE OF THE CITY MANAGER
NORWICH, CT

NORWICH HUMAN SERVICES

Adult & Family Services—Youth & Family Services—Rose City Senior Center
(860) 823-3778

80 Broadway
Norwich, CT 06360
Fax (860) 823-3793

January 19, 2012

Alan Bergren, City Manager
100 Broadway
Norwich, CT 06360

RE: Quarterly Budget Update

Dear Alan,

I have consulted with supervisors of each of our divisions. We have indicated below the progress we are making towards the goals stated in the 2011-12 adopted City budget. For the quarter ending 12/31/11, I would like to report as follows:

- Adult & Family Services – Through our grant writing and fundraising efforts, we have secured \$52,286 in funding for the Hospitality Center (No Freeze Shelter) this winter and now feel confident we will be able to meet Goal #1. We are on track to meet all other goals.
- Community Development – We are on track with everything, including being 139% of goal on our lead program.
- Rose City Senior Center – Goals are all being met as stated.
- Youth & Family Services – We are on track to achieve our stated goals.

Should you have any questions, please contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Goulet", with a long horizontal flourish extending to the right.

Beverly J. Goulet
Director



CITY OF NORWICH
DEPARTMENT OF RECREATION

75 Mohegan Road
Norwich, CT 06360
Phone: (860) 823-3791
Fax: (860) 823-3830

January 18, 2012

To: Alan Bergren, City Manager

From: C. Roger Moss, Recreation Director *CRM*

Re: Quarterly department budget update



At your direction, I am submitting a review of the second quarter expenditures and goals of the Norwich Recreation Department. I am reporting beginning January 3, 2012 my first day working in Norwich. Moving forward I will be able to better outline our accomplishments as it relates to the Recreation Department.

RECREATION MISSION: To provide recreational opportunities and facilities that will promote health and fitness and enrich the quality of life for Norwich residents.

GOALS & ACTION PLANS: Second Quarter Highlights

1. Promote the health, social and economic benefits of a strong community recreation program by providing benefits information in all promotional material and making better use of the media in conveying the importance of recreation.

Quarterly Action: To promote new programs offered beginning at the end of January with the local business Incite Wellness Center, an ad was placed in *The Bulletin*. The City website recreation calendar was updated to include all of these classes at no cost. Updates to local newspaper calendars were also made at no cost. I met with *The Day* staff to discuss options for producing the department program brochure. We will either need to pay approximately \$4,000 to continue the current procedure or sell our own advertising to offset the cost to produce. I am working to secure ads to continue to produce our program brochure for the Spring/Summer edition. I will also be looking to expand the distribution of this publication to a broader audience increasing the value to the advertiser.

2. Improve the physical appearance of the Recreation Department building, rooms and offices. Improvements will include painting, door and window upgrades and landscaping. (G6) -

Quarterly Action: Updated paper towel dispensers (no charge for dispensers) to be more efficient in the recreation building and maintenance garage. Uniform dispensers will allow for quantity purchases reducing the overall cost for product and the need for less inventory to be stored on premises. Had maintenance remove outside water faucet which was being used by residents to fill water bottles/jugs. Now that we are on city water there is a cost associated with providing water from this tap.

3. Evaluate the opportunities available for individuals with disabilities to participate in programs by identifying current participation rates; conducting a needs assessment of disabled individuals not currently participating; and evaluating the accessibility of existing recreation programs and facilities for disabled individuals according to ADA guidelines.

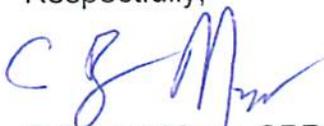
Quarterly Action: During a regional meeting of parks and recreation professionals this item was discussed as it relates to the offerings in Groton that non-residents participate in. Their acting director wants to investigate having other communities pay a fee to Groton for offering such programs and staff. By ADA definition programs open to non-residents can not be charged an additional fee, however if an agreement was reached with specific towns to allow participation and Norwich did not have an agreement then Norwich residents could not be allowed to participate. This could have an impact on our budget. I will keep you informed as this progresses.

4. Continue to seek opportunities that will lead to the establishment of a Community Center. (G6) **No Action taken this Quarter.**

5. Improve the bathhouse at Mohegan Park. Improvements to include ADA upgrades and restroom facilities. (G6)

Quarterly Action: Meeting set with architect on facility for January 18, 2012. I am investigating a pre-fabricated building to reduce build time and cost to have for 2012 summer season.

Respectfully,



C. Roger Moss, CPRP

Assessors' Quarterly Report to the City Council

The second quarter of the fiscal year was filled with the compilation and calculation of all final assessments on real estate, motor vehicle and personal property.

13,075 Real Estate accounts were reviewed and updated; over 28,753 motor vehicles were valued and some 2000 personal property accounts were reviewed and calculated. Exemptions were applied to their respective categories.

That massive effort produced the October 1, 2011 Grand List, which was filed with the City Clerk on January 31, 2012. The totals are as follows:

2011 NET <u>TAXABLE</u> GRAND LIST				
CATEGORY	TOTAL FILED 2011	TOTAL after BAA 2010	DIFFERENCE	% Increase/Decrease
RE	\$2,113,380,192	\$2,094,376,855	\$19,003,337	0.907%
MV	\$191,155,309	\$179,634,813	\$11,520,496	6.413%
PP	\$130,740,478	\$116,709,871	\$14,030,607	12.022%
TOTAL	\$2,435,275,979	\$2,390,721,539	\$44,554,440	1.864%
EXEMPT	\$547,160,000	\$549,331,000	(\$2,171,000)	

PRINCIPLE TAXPAYERS

	NAME	NATURE of Business	Gross VALUE			% of Gross Grand List
			Real	Personal	TOTAL	
#1	Computer Sciences Corporation 100 Winnendon + 243 Vergason Ave	Services Corporation	\$8,431,300	\$24,416,090	\$32,847,390	1.327%
#2	Bob's (CT) QRS 16-25 INC 70 Jewett City Rd	Furniture Retailer	\$19,144,000	\$4,768,230	\$23,912,230	0.966%
#3	Plaza Enterprises 113 Salem Tpk	Real Estate	\$14,782,000	\$0	\$14,782,000	0.597%
#4	Phelps Dodge Industries, Inc Freeport-McMoran Copper Products 41 Wawecus st	Manufacturer	\$4,014,000	\$9,756,266	\$13,770,266	0.556%
#5	Algonquin Gas Transmission LLC Various	Natural Gas Pipeline	\$205,000	\$10,664,840	\$10,869,840	0.439%
#6	Mashantucket Pequot Tribe+Gaming	Real Estate	\$9,846,400	\$68,950	\$9,915,350	0.401%

	607 West Main S+80 Stonington Rd	Gaming				
#7	Wal-Mart Real Estate Business Trust 220 Salem Tpke	Retail	\$8,038,000	\$1,870,640	\$9,908,640	0.400%
#8	Norwich Community Devel Corp 55A Main St + Industrial Park Land	Not for Profit Community Development	\$9,213,000	\$29,040	\$9,242,040	0.373%
#9	NorwichTown Commons Town St	Real Estate - Mall	\$9,241,000	\$25,000	\$9,266,000	0.374%
#10	IBM Credit	Various leases	\$0	\$9,004,640	\$9,004,640	0.364%

Further analysis can be found in the Assessors' Office.

The Department has been without the Assistant Director since June 2009.

HUMAN RESOURCES

GOALS AND ACTION PLANS

1. Maintain Human Resources Department effectiveness by continually providing a varied and challenging work environment, encouraging innovation from staff members, and responding promptly to staff members' needs.

Human Resources continues to receive compliments on customer service and timeliness of responses to internal and external customer inquiries. The position of Retirement Plan Administrator has been filled adding to the department's ability to respond to retirees efficiently and effectively.

2. Maximize usage of available technology to improve access to and flexibility of employee, retiree, and applicant databases.

The Department now utilizes online databases for both benefits and retirement. We also continue to utilize scanning capabilities to email customers instead of faxing.

3. Annually review and/or update ten job descriptions for accurate content and ADA format.

Reviewed 3 job descriptions to date.

4. Reduce recruitment cycle time (from initial requisition through testing and final offer).

For the last two years, our recruitment cycle has improved and continues to be efficient.

5. Increase the number of minority employees in the city through concerted efforts to increase the number of qualified minority applicants.

Once fully staffed, HR will resurrect the Diversity in Workplace Committee as well as work with Police and Fire on outreach efforts. In addition, we will hold community forums to explain the City's recruitment/application process.

6. Offer at least eight (8) training opportunities to supervisory employees in FY 2011-12.

Three workshops so far this year: Discriminatory Harrassment: Defining, Identifying, and Avoiding; Connecticut's New Sick Leave Law, The Nuts & Bolts of Being a Supervisor. In addition, we coordinate a state mandated workshop for all newly promoted and hired supervisors on recognizing sexual harassment.

7. Administer seven (7) labor contracts and respond to grievances to avoid arbitration by finding the parties' mutual interest; or to prevail in arbitration in the absence of negotiated agreement.

Negotiations in process for Public Works Contract and a wage re-opener for 911 Emergency Dispatchers. Negotiations are set to begin for the City Hall Employees, Police wage re-opener and Fire wage re-opener.

8. Reduce the worker's compensation incurred costs by reducing the number of injuries through education and training.

Continue to work with PMA to review injuries and provide feedback to City. Working on scheduling risk assessments for all departments.



TO: MEDIA OUTLETS
FROM: NORWICH FIREWORKS COMMITTEE/
RON ALIANO SERVICE AWARD COMMITTEE
CONTACT: KAREN BEASLEY
860-961-3943 ~ kambeasley@comcast.net

RE: RON ALIANO SERVICE TO NORWICH AWARD NOMINEES

FOR IMMEDIATE RELEASE

**COMMITTEE SEEKING NOMINEES FOR THE
RON ALIANO SERVICE TO NORWICH AWARD**

The Ron Aliano Service Award Committee is looking for nominees for the *Second Annual Ron Aliano Service to Norwich Award*, in recognition of Mr. Aliano's dedication to the future of the City of Norwich. The award is to be presented each year to "that individual who, in the past year, has distinguished themselves in the development of the City of Norwich." In its first year, the recognition was awarded posthumously to Mr. Aliano and presented to his family at an event at the marina he so treasured.

To nominate a deserving individual for this year's award, please forward the following information to the committee:

- Name and address of the individual
- 1-2 paragraphs outlining why you believe that they deserve this award
- List of past service accomplishments, non-profits, etc., that have enjoyed success at least partly due to this individual's assistance
- Your name, email address, and phone number

This information should be forwarded to Karen Beasley/Service Award Committee, c/o the Norwich Arts Center, 62 Broadway, Norwich, CT 06360. Information can also be faxed to 866-309-0098 or emailed to administration@norwicharts.org. Nominations are due by February 28, 2012.

###



**Norwich
Public Utilities**

Memo

To: Alan Bergren, City Manager
From: John Bilda, Norwich Public Utilities General Manager
CC:
Date: 2/3/2012
Re: Update on Norwich Public Utilities natural gas expansion and use of city bonds.

Thus far, NPU has expended a total of \$1.06 million and have been reimbursed a total of \$909,116. This leaves \$1.94 million left for the remainder of the expansion project. We expect to exhaust this in the next construction season.

We began the project on February 1, 2011. The results below are as of January 31, 2012 (One full calendar year):

- NPU has added 104 new natural gas customers.
- NPU has expanded our natural gas pipeline by 2.7 miles.
- 81,000 ccf's of additional gas has been sold to date.
 - That translates to an additional \$13,000 to the City General Fund.
- Annualized, we anticipate an increased load of 400,000 additional ccf's per year (based only on the customers that are currently hooked up. As we expand farther, this number will grow).
 - That will translate to an additional \$64,000 per year to the City General Fund (again, this number will grow as we continue the expansion project).
- NPU customers have spent approximately \$975,000 converting their internal systems to accept natural gas. These expenditures add to the economic development activities of the city.

Some of the projects that we have completed include commercial and industrial load as well as multi-unit dwellings. This adds a greater load at a lower cost. In 2012 we have commitments from other potential customers of this kind and we expect our natural gas load to increase exponentially.

The multi-unit dwelling customers present a challenge when reporting a total increase in customers. Mohegan Commons apartments exemplify this issue. The property owner pays the natural gas bill so the entire complex is treated as one customer when in reality, there are 182 units that are now going to be heated with natural gas instead of fuel oil.

We will update you periodically or as you request concerning the progress of this expansion.

PRESS RELEASE

From the

Norwich Department of Finance

Contact: Joseph Ruffo, (860) 823-3730

2 /2/2012

FOR IMMEDIATE RELEASE

Norwich, Connecticut

The City of Norwich has awarded the lowest bid on a General Obligation Bond Refunding Sale to First Southwest. The low bid for the \$2,670,000 offering reflects a true interest cost of 1.309%. A Bond Refunding is similar to a bank refinancing.

Comptroller Joseph Ruffo states “We were fortunate in the timing of the issue. Rates are at extremely low levels. This transaction yields a present value savings in excess of \$400,000. This savings is allocated over the remaining ten years of the bond life.”

“We are grateful we received 10 very competitive bids, which reflects the financial strength of this City. Moody’s rating agency recognizes Norwich as Aa2 community.”