



ESTABLISHED 1659

# CITY OF NORWICH

CONNECTICUT

ALAN H. BERGREN  
CITY MANAGER  
(860) 823-3747

100 Broadway  
Norwich, CT 06360  
Fax (860) 885-2131

DATE: February 4, 2013  
TO: Mayor Peter A. Nystrom & Council Members  
FROM: Alan H. Bergren, City Manager  
SUBJECT: City Manager's Report

1. **Quarterly Departmental Reports**

Attached, for your perusal, are the second quarter reports for FY 2012-13. Please take the time to review said reports and advise me if you require additional information or would like any special presentations by our departments or agencies.

2. **Upcoming Events/Meetings**

- The next Mayor's One City Forum will be held on Saturday, February 16<sup>th</sup>, 2013 at the Greenville Fire House at 9:00 A.M.

3. **Post Office Meeting**

A meeting was held at Congressman Courtney's office in Norwich on Wednesday, January 30, regarding the future of the Norwich downtown post office. In addition to myself, present were Congressman Courtney, Bonnie Cuprak, Assistant to the Mayor (the Mayor called in via speaker phone), Bob Mills of NCDC, Bob Farwell of Otis Library, Tatiana Roy, U.S. Postal Service Representative, Congressman Courtney's assistants Jenny Contois and Gene Tewksbury. The post office building is for sale and the postal operations in the building will remain until the building is sold. The post office representative made the commitment that they would retain a downtown presence with a satellite contracted service that would provide the full range of services found in a regular post office, except for passports (which Bob Farwell said can be obtained through the assistance of the Otis Library) and picking up undeliverable parcels, registered mail, etc. These would be picked up at the Salem Turnpike facility.

4. **What Makes A Community Strong Forum**

Alderwoman Deb Hinchey, Alderman Tucker Braddock, Community Development Supervisor Gary Evans and Jason Vincent from NCDC attended this forum on January 29<sup>th</sup> at the Lyceum in Hartford. The keynote speaker was Kaid Benfield, Director of the Sustainable Communities and Smart Growth Program of the National Defense Council. The theme of the forum was that weak communities can get strong and strong communities can get stronger. They toured the Billings Forge in Frog Hollow, a development project that is a collaborative between private and public funding that has changed the nature of an entire neighborhood. The project includes housing, both subsidized and market price, community gardens, community rooms, restaurants, job training, support for children and farmers markets. Attending council members may wish to share their observations this evening.

5. **Public Works**

The stair restoration to the Union Street entrance is due to be completed in March of 2013. Weather conditions have delayed work. Once the Union Street entrance is completed and open, then work will begin on the front entrance at Union Square.

6. **Request to State DOT for Emergency Turnaround**

I have been working with the Public Safety Committee and Lieutenant Izzarelli, Commander of Troop E in Montville and have sent a revised letter to the State DOT Commissioner which focuses our request for an emergency turnaround to the priority site determined by the Public Safety Committee at exits 82 and 83. This request has the full support of Lieutenant Izzarelli.

7. **Comments on Agenda Items**

Resolution # 2: 11 Oak Street Fire Clean-up: The resolution has the incorrect address and should read 7-9 Oak Street. 11 Oak Street has been cleaned up; 7-9 Oak Street remains a mess. The owner(s) have been non-responsive to efforts to have them remove debris. Jim Troeger, Building Official, has obtained estimates from contractors, and the resolution approves an expenditure of \$20,000 to demolish a small garage and clean-up the debris. I recommend the council take action on this by adopting this resolution to clean-up the area. The City will lien the property.

Gene M. Arters, Director



OFFICE OF EMERGENCY MANAGEMENT & HOMELAND SECURITY

**TO: Alan H. Bergren, City Manager**  
**FROM: Gene M. Arters, Director**  
**SUBJECT: 12/13 Second Quarter Budget Profile**

The 2012/2013 Budget for the Office of Emergency Management & Homeland Security is on target with Second Quarter Operational Expenses.

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.

**Weather Alerts**

- October 29<sup>th</sup> National Weather Hurricane warning. Hurricane "Sandy" prompted the City to open a full scale Emergency Operations Center under a Level -1- operation and a multi-jurisdictional shelter. Both facilities were staffed for 36 hours. Emergency Management filled and distributed 13,300 sandbags and conducted successful evacuations of Mobile Home Parks and Flood Prone Areas.
- November 06<sup>th</sup> National Weather Service Nor'easter Warning. Level -3- EOC Activation
- December 14<sup>th</sup> National Weather Service Coastal Storm Warning. Level -3- EOC Activation
- December 19<sup>th</sup> National Weather Service Strong Winds & Heavy Rain Warning. Level -3- EOC Activation
- December 29<sup>th</sup> National Weather Service Winter Storm Warning. Level -3- EOC Activation

**Goals**

**Public Information and Education**

- A. Participated in a Hurricane Awareness Show on Comcast Public Access Channel 14
- B. Conducted Community Outreach Programs for the Senior Citizen and Day Care Centers.

**Training**

- 1. New Radiological Survey Meters have been received with Hands-On training in progress.
- 2. Several miscellaneous courses to be scheduled for the third quarter.

City of Norwich  
 Finance Department  
 Fiscal Year 2012-13  
 Goals & Action Plans Quarterly Update

	Description	Q1 - 9/30/12	Q2 - 12/31/12
1	Begin to offer the option of electronic (ACH) payments to vendors in lieu of checks. (G3)	We have identified a possible solution with our bank and will look to try to research it further and implement it in Q3.	We have identified two electronic options (ACH) and ePayables. We will begin testing of the ACH option in Q3 and are reviewing contract information for ePayables. We anticipate being live with both in Q4.
2	Reduce redundancy in payroll process by implementing decentralized time entry directly into our payroll system. (G3)	No activity during quarter.	No activity during quarter.
3	Continue to consolidate the city's servers by utilizing NPU's fiber optic network. (G3)	Changed out Police server with a virtualized server which will allow us to consolidate a few servers in the future.	No activity during quarter.
4	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)	Sought information on what it would cost to do a pilot VOIP for some City lines using NPU's VOIP system.	Identified funding for VOIP pilot, entered into a contract with a vendor to do the work.

**Other activity in the Finance office not mentioned in the Goals:**

Audit (Comprehensive Annual Financial Report)	The annual financial audit was started in July and a substantial portion of it is complete as of 9/30/12.	The audit was completed during the quarter. The FY11-12 CAFR is available on our website.
Budget	We started projecting revenues for 2013-14 and gathering estimates for expenditure items.	We sent out budget guidance to departments and received budget requests from several departments.
Bond	No activity during quarter.	Uploaded Continuing Disclosure Agreement information from our CAFR.
Hurricane Sandy	N/A	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.
Tax Collection	From July 1 to September 30th, we collected 51.96 % of the General Fund 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 ended fiscal year 2012 with a current year collection rate of 96.67%.	We sent out 51 demands in November to taxpayers who owed over \$5,000 and were not currently on our foreclosure list. We are compiling a list to send warrants to the Marshal on mobile homes. We have started the tax sale process for a sale scheduled in April 2013. There are about 30 properties, including four houses. We sent out about 6,312 supplemental motor vehicle bills worth roughly \$787,000.
Purchasing	We issued 18 bids and 5 RFPs; including bids for the cast iron staircase renovation, the Occum Generator, and property revaluation. A purchase order for narrow-band radio conversion was also issued at prices more favorable than DAS contract pricing. The Purchasing Agent has also been actively investigating the feasibility of procuring a custom fire apparatus through the GSA pricing schedule.	Purchasing issued 14 bids and 3 RFPs; including bids for a new pumper for the Fire Dept., replacing windows at the Recreation Building and an RFQ for consultant services for NPU's upgrades to the Stony Brook Water Plant.
Website	Began entering content into CivicPlus Production Site. Site will be launched in Q2.	40+ employees were trained on the new site in early October. Since the launch of the new site on 11/16/12, it has had 21,692 visits. Over 100 citizens have signed up for the MyConnections feature of our website; which allows them to customize their Norwich page.
Personnel	One of our staff, Rachel LaPrade, retired from her position as Revenue Clerk. We interviewed candidates during the quarter and a new Revenue Clerk will start in Q2.	No activity during the quarter.
Information Technology	Cleared 590 Service Calls and worked on the following projects: 1. Changed out the Police Primary Server with a virtualized server; 2. Updated Fire HQ training room with a built-in A/V system; 3. Finished upgrading Finance Department's computers; and 4. deployed and changed out approximately 10 other computers.	Cleared 460 Service Calls and worked on the following projects: Finishing up Finance computer upgrades. Finished upgrading HR's computers. Replaced IMC Server at Police Dep. Started Office 2010 deployment. Replaced upgraded 7 other computers.

## Norwich Fire Department-FY 2012-13 2nd Quarter Report

The Norwich Fire Department is continuing to process the incidence of fire in collaboration with State and Local Police support. The efforts to reduce the incidence of incendiary fires have been very productive. However, the trend of increased injuries during greater alarms continues.

We have prioritized the current allocations to match available funding to critical public safety needs. Training has been scheduled for the remainder of the season. We continue to keep the lines of communications open by offering the volunteer systems any assistance in training but have had no requests thus far.

The city continues to experience a variety of types and severity of calls for emergency services. On average, the Norwich Fire department is responding with an average first unit response time of 2:15 and a department response time of 3:26-well under the NFPA standard.

We are continuing to work toward meeting our goals of increased fire prevention training to the public.

We have continued to decrease our carbon footprint and become more energy efficient through innovative funding with collaborating agencies.



ESTABLISHED 1659

## CITY OF NORWICH

CONNECTICUT

### **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 22, 2013

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 2012-13 adopted City budget. For the quarter ending 12/31/12, I would like to report as follows:

- **Adult & Family Services –**
  - We have not received our EFSP funds and families are struggling to pay rent and utilities. This is causing us to spend our NHS account more quickly than we anticipated. Out of a budget of \$20,000, as of 12/31/12 there was an available balance of \$4,361.
  - All other goals are on track.
- **Community Development –**
  - HUD approved the Consolidated Annual Performance Evaluation Report (CAPER). This report reviews activities for the 12-month period covering September 1, 2011 to August 31, 2012. The evaluation by HUD was positive, highlighting our successful revolving loan fund that improves the City's housing stock as well as our commitment to produce measurable and track-able outcomes. No negative findings were found and the City was noted to be "in-compliance."
  - 18 out of 21 (80%) CDBG funded activities from 2011-2012 were completed on time and on-budget. Three were not completed. The sidewalk expansion in Greenville experienced delays from the State of Connecticut on permit approval and is in process to be completed in the spring 2013. The Greenville Fire station is renovating a space for a community office. Due to the age of the structure, a structural analysis needed to be completed prior to going out to bid. In addition, the

space contained gas piping still in use by NPU which needed to be relocated when the weather permitted. These delays coupled with the need for the fire department management to focus on emergency related activities slowed the process. The project is scheduled for completion in spring/early summer 2013. The third project was for the rehabilitation of an historic entry-way at the Southeastern Connecticut Alcohol and Drug Dependency house. SCADD's project manager resigned from his position and ran a successful campaign for State Representative during the process. SCADD will pick-up where the project manager left off and complete in Spring 2013.

- The Community Development Office assisted in applying for the 2013 EPA Brownfield Application in conjunction with the Planning Department and the Redevelopment Agency. We estimate a response in late-spring 2013
- The City acquired a single-family foreclosed property on Prospect Street through the Neighborhood Stabilization Program 3 (NSP3). This property is being rehabilitated by Neighborworks and will be sold as an owner occupied property.
- Community Development executed contracts with the 2012-2013 CDBG funded programs. Although the funding year begins in September and the City completed the request for release of funds in advance of the deadline, HUD must wait until the Department of the Treasury releases funds. Due to the process required by HUD, contracts cannot be executed until funds are released from the Treasury. 15 programs are in process.
- City related programs managed by the Community Development Office this year include Property Rehabilitation Program (PRP) which is dove-tailed with the Lead Based Paint Hazard Control Program and a pilot Economic Development Program (EDP).
  - EDP tested the pilot program against 11 possible scenarios that were received from potential partners, such as private financial institutions, existing business owners, job placement professionals and a CPA. It was determined that based on need and existing CD staff capacity, the program is best leveraged with the business partners available capital. In order to do so efficiently, the City will work with partners who act as "points of entry". The partners will underwrite the business requests in order to cull all available benefits for the business and then utilize our funds to provide highest benefit to the business. The CD Office will then utilize an internal checklist to approve/deny the loan based on CDBG regulations that govern the program.

Policies and Procedures will be completed by mid-January and an application will be available in late-January, early February.
  - Property Rehabilitation/Lead Program is on track to exceed goal and the information is as follows: *(see chart)*
- Rose City Senior Center –  
We are on pace to meet our goals. As you know we continue to do a good (great) work at the Senior Center.

- Youth & Family Services –  
We are on track to meet our annual goals as of 12/31/12.

Should you have any questions, please contact me.

Sincerely,

*Beverly J. Goulet*

Beverly J. Goulet  
Director

REHAB/LEAD RELATED					
<u>General Outcomes</u>	QTY Goal	QTY Actual	Annualized Actual	Annual Goal	% to Annual Goal
Application Pending Enrollment Status	N/A	18	72	N/A	N/A
Units Enrolled	15	32	128	60	213.3%
Units Completed	7	9	36	28	128.6%
Units Become Code Compliant/Safe	7	9	36	28	128.6%
Units Provide for Increased Disposable Income	6	9	36	24	150.0%
Units Become Energy Efficient	7	9	36	28	128.6%
Units Help Sustain/Increase Property Values	5	6	24	20	120.0%
Estimated increase in value %	12%	10%	13%	12%	108.3%
Returned to Market	2	1	1.3	6	21.7%
<u>Additional Outcomes</u>	QTY Goal	QTY Actual	Annualized Actual	Annual Goal	% to Annual Goal
Increase Job Skills/Employment	10	12	48	40	120.0%
Residents Educated	84	100	400	330	121.2%
Children Tested for EBLL	18	36	144	72	200.0%



## **CITY OF NORWICH**

**Department of Planning & Neighborhood Services**

23 Union St.

Norwich, CT 06360

(860) 823-3766

January 18, 2013

**TO: Alan H. Bergren  
City Manager**

**FROM: Peter W. Davis  
Director**

**SUBJECT: Budget Goals Update-FY 2012-13 2<sup>nd</sup> quarter**

The Department of Planning & Neighborhood Services continues to effectively administrate Building, Housing, Blight and Environmental regulations. We have successfully reviewed and processed all plans and permit applications well within the statutory time frames cited.

The Building Division processed 62 commercial permits with a construction value of \$2,019,648 and 416 residential permits with a value of \$3,751,548. Total annual construction value of the 2,151 permits issued through this quarter is now over \$31 million.

There were 67 zoning permits issued and 46 blight citations. It is noted that the number of blight citations issued does not reflect the number of blight violations that are corrected without the issuance of a formal enforcement action. Citations collected were \$ 250.

The POCD Update is in draft form and scheduled to be presented to the City Council during a public workshop on January 22<sup>nd</sup>. We have placed the document on the City web site and copies are also available in the Otis Library and City Clerk's office for public viewing. We are entering the required 65 day public comment period and hope to schedule additional public venues over this time period. Copies are also required to be forward to the State of Connecticut and Regional Planning agency for comment. Target date for adoption is May 2013.

**Norwich Public Works Quarterly Report FY 2012-13**

<b>Goal</b>	<b>Q1 Report (Jul-Sept)</b>	<b>Q2 Report (Oct-Dec)</b>	<b>Q3 Report (Jan-Mar)</b>	<b>Q4 Report (Apr-Jun)</b>
Enhance emergency response efforts thru technology and innovation	Currently developing strategies to utilize the new City website to update residents during emergency response situations.	Good information uploaded to City website. Still work in progress to utilize social media during storm events.		
Initiate preventative maintenance programs on all City assets	Crack/chip sealed approximately 3.0 miles of streets to extend life in a cost effective manner.	Concluded 2012 paving season. Developing 13-14 capital budget with several preventative maintenance items in mind.		
Improve drainage system operations and maintenance	Re-established drainage channel on Mediterranean Lane to reduce chronic downstream flooding. Channel to be regularly maintained going forward.	Assessing drainage facilities on streets to be paved in 2013. Will develop improvements to facilities as needed.		
Decrease labor costs thru strengthened relationships with organized labor	Agreement for a new contract with the PW union appears close. Long-term cost saving revisions are part of agreement (HR).	Final contract language being negotiated.		

**Norwich Public Works Quarterly Report FY 2012-13**

Goal	Q1 Report (Jul-Sept)	Q2 Report (Oct-Dec)	Q3 Report (Jan-Mar)	Q4 Report (Apr-Jun)
Decrease the overall cost of road maintenance by resurfacing at a 20-year cycle	Road program projected to resurface approx. 7.8 miles of streets (paving and preventative maintenance measures) resulting in resurfacing cycle of 20.8 years.	2013 road program being developed by DPW in consultation with NPU. Anticipate 7-8 miles of paving with another 3-5 of chip sealing, crack sealing, or other PM measure.		
Increase effectiveness of the fleet by reducing the average age of heavy trucks to 10 years, with no individual truck greater than 20 years old	One large CNG dump truck expected to be put into service in November. With this truck, the average age of the heavy fleet will be 11.0 years with 1 truck over 20 years old.	Major delay in delivery of CNG dump truck due to custom fabrication requirements. Expected delivery now Feb. 2013. Capital request for another dump truck in 13-14 budget to meet goal.		
Increase recycling rates thru enhanced collection methods and public outreach programs	By March 2013 PW intends to perform a detailed cost benefit analysis of converting garbage and recycling collection to rollout containers that can be handled with automated equipment. Recycling rates in surrounding communities have reportedly increased after switching to this collection method.	Collecting data from surrounding towns who recently switched from conventional garbage/recycling methods to automated collection.		

**Norwich Public Works Quarterly Report FY 2012-13**

Goal	Q1 Report (Jul-Sept)	Q2 Report (Oct-Dec)	Q3 Report (Jan-Mar)	Q4 Report (Apr-Jun)
<p>Reduce operating costs thru energy efficiency initiatives</p>	<p>3 recent vehicle purchases uses alternative energy fuel sources.</p>	<p>With failure of PD bond, developing outdoor lighting plan that will reduce electric consumption. Proposing HVAC upgrades to PW facilities in 13-14 budget that will produce long-term energy savings.</p>		
<p>Continue to seek and obtain federal, state, and regional grant funding for capital improvements</p>	<p>Next known grant opportunity is an STP Urban Funds grant thru the SCCOG. PW is currently investigating eligible projects.</p>	<p>Successfully obtained grant funding for the rehabilitation of a portion of Wisconsin Avenue. Work expected to take place in Fall 2013.</p>		



# City of Norwich Department Recreation

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

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January 11, 2013

To: Alan Bergren, City Manager  
From: C. Roger Moss, Recreation Director  
Re: 2<sup>nd</sup> Quarter 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 October 1, 2012 to December 31, 2012.

**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:** First 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:**

We turned the basketball court lights on at Buckingham School Property and Spayne Courts allowing usage when it gets dark until 10:00 PM.

Working to establish a fishing program to be used in the schools and with our summer camp program

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:** The lighting in the building has been upgraded, which will have an annual savings of \$1,251.51.

The bid was issued to replace windows and one sliding door to reduce heating costs. We received only two bids and due to some confusion will be going back out to bid this project again. I hope this will be completed this spring.

Replacement of the heating system and conversion to natural gas will have to wait until next year when NPU installs a gas line to the building which was approved.

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:** In December we started a Teen and Adult Social Group that is meeting on Friday evenings at the Recreation Building for those with special needs. We have had a good response to the program and will extend the program through April 12<sup>th</sup>. Program is being over seen by Carrie Palazzo.

4. Continue to seek opportunities that will lead to the establishment of a Community Center. (G6)

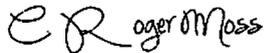
**Quarterly Action:** Meeting with Sagar Parekh who is interested in trying to redevelop the property. Have meeting planned with Richard Dvorak to also discuss a plan.

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

**Quarterly Action:** The new cement walkway is installed from the entrance gate down and around the building for better ADA access.

In closing other items have included; December Vacation Program for children, largest registration in years for youth basketball. The Recreation Advisory Board is still looking for one more member.

Respectfully,



C. Roger Moss, CPRP