



ESTABLISHED 1659

CITY OF NORWICH
CONNECTICUT

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DATE: February 18, 2014
TO: Mayor Deberey Hinchey & Council Members
FROM: Alan H. Bergren, City Manager
SUBJECT: City Manager's Report

1. **Proposed Technology Bond**

The most critical projects that the City would begin to be able to address with the proposed technology bond would be:

- City department-wide (Police, Fire, Public Works, City Hall, Human Services, Planning, Community Development, Senior Center, Recreation) centralization and tie-in of the telephone system, ISP and email to be delivered over Norwich Public Utilities fiber-optic network. (approximately \$360,000)
- Upgrade servers and a reduction in the number of multiple individual servers to a few. This will enable ease of future upgrading and servicing of systems and potentially reduce the need for additional IT staff to maintain and service the City systems. (approximately \$250,000)
- The remaining amount of the bond (approximately \$190,000) would be used towards a draft list of other technology upgrades which will be prioritized and dependent on cost. This could include security upgrades for the Police Department, cameras and tablets in cruisers and Building Department software updates.

Having the technology bond in place would enable the City to begin work on some of these most critical needs right away and then seek other funding strategies; such as grants or future capital budgets for other projects over time.

2. **Public Works**

Public Works crews, with assistance from the Police and NPU, will be removing snow from the downtown and other narrow City streets beginning tomorrow morning at 6:00 a.m. They will continue this effort through at least Friday, and perhaps beyond if conditions warrant. Tomorrow one crew will begin on Broad Street by NFA and the other at Courthouse Square.

3. **Quarterly Departmental Reports**

Attached, for your perusal, are the second quarter reports for FY 2013-14. 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.

4. **Volunteers Needed!**

There are currently alternate and regular member vacancies on the following Council appointed Boards/Committees/Commissions:

Baseball Stadium Authority, Building Code Board of Appeals, Commission on the City Plan, Ethics Commission, Personnel & Pension Board, Volunteer Fire Fighter Relief Fund, Rehab Review Committee & the Senior Affairs Commission. For more information, minutes from past meetings, specific qualifications (if any) and to fill out an application, please visit the City's website, www.norwichct.org or call the Mayor's office at (860) 823-3742. In addition to any Board specific qualifications, volunteers must be current on taxes and resident electors of the City.

5. **Citizen Charter Input**

Citizens can go to the City's website at www.norwichct.org to submit suggestions or ask questions on charter revision. The organizational meeting of the Charter Revision Commission was held on January 22, 2014. The public hearing is scheduled for Thursday February 13, 2014 at 6:30PM in Room 335 at City Hall.

**City Manager
Quarterly Report on Council Goals
FY 2013-14 2nd Quarter**

FY 2013-14 Goal	SUB-GOAL	Q1 (July-Sept)	Q2 (Oct-Dec)	Q3 (Jan-Mar)
Increase & improve flow of information to Council	Evaluate possible reorganization of City Manager's Office	Complete - CD Supervisor now reports to CM as Director of CD handling special projects as assigned by the City Manager	Complete	
	Quarterly meetings/information to Mayor and City Council about goals	On-going through City Manager's reports and quarterly goal reporting	On-going through City Manager's reports and quarterly goal reporting	
	Conduct regular dept head meetings and update Council with meeting summaries	On-going dept. head, staff meetings and Council informationals to communicate goals & priorities	On-going dept. head, staff meetings and Council informationals to communicate goals & priorities	
	Serve as a leader to facilitate dept. head evaluation of workforce to identify strengths, efficiencies and opportunities	In-process - planning phase for revamp of department quarterly reports: Focus is on high level efficiencies and opportunities. Began dialogue with department heads to accelerate the evaluation of the workforce/functions	In-process - Multiple individual department head meetings held to date in an effort to create a consistent dashboard between departments to focus on measures	
Maintain adequate fund balance		On-going monitoring on a monthly & quarterly basis Weekly meetings with Comptroller & Deputy Comptroller, periodic meetings with Treasurer	On-going monitoring on a monthly & quarterly basis Weekly meetings with Comptroller & Deputy Comptroller, periodic meetings with Treasurer	

FY 2013-14 Goal	SUB-GOAL	Q1 (July-Sept)	Q2 (Oct-Dec)	Q3 (Jan-Mar)
Support Brownfields re-development		Brownfield training attended, RDA reported to Council regarding new developments in environmental regulations	DECD assessment grant application submitted. Decision expected within the next 5 weeks.	
		Appointed a new member to fill vacancy on RDA	Appointed new member to fill vacancy on RDA-RDA membership now complete	
		Supply staff for regular RDA assistance (Planning Director, CD Supervisor)	Supply staff for regular RDA assistance (Planning Director, CD Supervisor)	
		EPA grant was not approved. Debriefing was held and the City will be applying when new RFP is available	FY 2014 EPA assessment grant submitted. Decision expected within 6 months.	
		Completed Area-wide plan and priority list completed & posted on-line		
		RDA provided educational information at Norwich Car Show as part of community outreach which is required as part of grant application		
Education infrastructure collaboration		On-going Regular communication with Superintendant on operational & facility items. Planning for meeting with new Comptroller & staff for capital project planning.	On-going Regular communication with Superintendant on operational & facility items. Staff capital planning group meeting scheduled for 2/26/14.	
Update Public Safety Plans		In progress with 1st adjustment made in budget as proposed for FY 2013-14	In progress	

FY 2013-14 Goal	SUB-GOAL	Q1 (July-Sept)	Q2 (Oct-Dec)	Q3 (Jan-Mar)
Update Public Works 5 Year Plan		Discussed with DPW Director. Planning & infrastructure funding for next 5 years through SECCOG Roads/Bridges.	On-going planning with DPW Director.	
Coordinate marketing & promotion of City's assets		Member of NCDC Board of Directors	Member of NCDC Board of Directors	
		GNACC member-attend monthly economic development meetings	GNACC member-attend monthly economic development meetings	
		Reviewed NCDC Scope of Services and preparing response based on Council direction	Reviewed NCDC Scope of Services response prepared and distributed to council for further action	
		Produced and began distribution of Job Creation Incentive program which also highlights other business development incentives such as property tax assessment deferrals	Currently enrolling companies for participation. To date five jobs have been created, three filled, two in process. Two companies participating.	
Modernize pension plan		On-going as negotiations occur	On-going as negotiations occur	



CITY OF NORWICH
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Office of the City Clerk
Betsy M. Barrett

The 2013/2014 second quarter goals and action plan for the City Clerks Office:

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

We were awarded a \$6,500 grant from the State Library which was used for a "back scanning project" of land records, with in-house staff insuring greater quality control. This provided more documents being reproduced via computer as opposed to hard copy books. The process ran from July through September the staff seemed to be trouble shooting any issues as they arose. This project was completed with great success more than 49,000 image pages were scanned. I will apply for this grant again next year.

We collected permanent absentee ballots applications for the permanently disabled voters with approximately 55 people having responded to this new piece of legislation. This will save us time and money as they will be on a permanent list and will automatically be mailed a ballot for all elections they qualify for.

The November Municipal election was held with over 216 absentee ballots issued by this office. We also collected campaign finance reports and processed petitions for the candidates.

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

Community Development Department

Gary Evans

FY 2013-14 2nd Quarter Report

We are in the process of re-vamping our quarterly report. Here are the highlights from the last quarter:

1. Currently administering \$800k in CDBG – 12 projects funded thru Aug 2014...key/uniquely funded this round:
 - a. Job Creation funds \$10k for every Norwich resident hired full-time (currently 5 funded since Oct – 3 manufacturing, 2 automotive/mechanic)
 - b. Property Rehab – 22 units of housing completed since Sept 1, 2013
 - i. heating, electrical, windows, roofing, energy efficiency, AND Lead removal, etc...
 - ii. average value increase is 16%, which was key as a result of revaluation – stabilized housing stock while protecting health/welfare of residents
 - c. ADA accessible ramps to private homeowners – 1 owner had not left house in over 2 years
2. Lead Based Paint Hazard control program \$2.1 million - 36 units renovated since May 2012 (on-track), expires May 2015 (hint, hint...)
3. Neighborhood Stabilization Program - \$400k funded through DECD (came from Fed) – on track to achieve Fed mandated deadline
 - a. 4-unit completely rehab, professionally managed non-profit developer – Greenville/Taftville line (in lease-up)
 - b. Owner occupied, first-time homebuyer, family of 5 Low-to-Moderate income in Greenville (completed soon, closing in March)
4. EPA Grant Application for Brownfield Remediation/Assessment Funding
 - a. Looking for \$200k Petroleum and \$200k Hazardous Material
 - b. Scored well last year, just missed it – 20% of our existing commercial properties are considered Brownfields – it's hard to promote ED and job creation with available stock

Please also note the CDBG round of applications was announced and applications are due March 7, 2014.



City of Norwich

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OFFICE OF EMERGENCY MANAGEMENT

TO: Alan H. Bergren, City Manager
FROM: Gene M. Arters, Director
SUBJECT: 13/14 Second Quarter Budget Profile

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The 2013/2014 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 3rd National Weather Service Flood Watch. Remnants from Tropical Storm Karen expected to impact are. Level -2- EOC Activation.
- October 17th National Weather Severe Thunderstorm Warning. Level -2- EOC Activation.
- October 31st National Weather Service High Wind Watch. Level -3- Monitoring.
- November 1st National Weather Service Severe Thunderstorm Watch. Level -3- Monitoring.
- November 17th National Weather Service Flash Flood Warning. Level -2- EOC Activation.
- November 21st National Weather Service Arctic Cold Wave Warning. Warming Center on Stand-By. Level -2- EOC Activation.
- November 24th National Weather Service Heavy Rain/Flood Watch. Level -2- Monitoring.
- November 26th National Weather Service Flood Watch. Level -2- Monitoring.
- December 9th National Weather Service Freezing Rain & Winter Weather Advisory. Level -2- Monitoring.



City of Norwich
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OFFICE OF EMERGENCY MANAGEMENT

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- December 11th National Weather Service Coastal Storm Warning and Freezing Rain. Level -2- EOC Activation.
- December 14th National Weather Service Coastal Storm Warning. Snow to Sleet to Freezing Rain.6-9 inches of snow, 1/10 inch of ice.Level -2- EOC Activation.
- December 30th National Weather Service High Impact Winter Storm in effect for 12/31.Level -1- Monitoring.

Public Information and Education

- A. Provided comprehensive Winter Weather and Storm Preparedness Information to the Norwich Journal Publication.
- B. Loaded the Emergency Management Website with 500 training videos. This library addresses every aspect of Natural and Man-Made disasters.

Training

- A. Continuity of Radiological Monitoring Training using the Ludlum System.
- B. Scheduled to participate with Strategic National Stockpile Training, NPU Ice Storm Table-Top Exercise and Norwich Free Academy Table-Top Exercise.

City of Norwich
 Finance Department
 Fiscal Year 2013-14
 Goals & Action Plans Quarterly Update

	Description	Q1 - 9/30/13	Q2 - 12/31/13
1	Begin to offer the option of electronic (ACH) payments to vendors in lieu of checks. (G3)	ePayables is an electronic payment option that we are offering to our vendors to expedite payments to them and reduce our check issuing costs. The program official rolled out on 9/3/2013. Within the first two weeks, 25 vendors have been enrolled and \$45,611.63 in invoices have been processed.	No activity this quarter
2	Reduce redundancy in payroll process by implementing decentralized time entry directly into our payroll system. (G3)	No activity this quarter	No activity this quarter
3	Roll out Intranet feature on new city website to facilitate the sharing of policies, best practices, and other information among city departments. (G3)	Populated the Intranet section with website content management system tips, purchase card policies, and wireless service tips.	No activity this quarter
4	Continue to consolidate the city's servers by utilizing NPU's fiber optic network (G3)	Finished connections to prepare for virtual server projects for later in the year.	Installed new switches City hall, Planning, Human services to facilitate the VM infrastructure
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)	We are getting info together for camera projects and virtual server projects.	Installed new switches City hall, Planning, Human services to facilitate the VM infrastructure

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 9/30/13.	The audit was completed during the quarter. The FY12-13 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.	Working on a Preliminary Official Statement for a bond issuance to take place in February 2014. The bond issue will include a refunding of some bonds issued in 2004 and 2005 as well as some new bonds for gas line and sewer line extensions, infrastructure improvements, etc.
Tax Collection	From July 1 to September 30th, we collected 52.38 % 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 2013 with a current year collection rate of 96.57%.	Collected 62.81% of the General Fund current levy so far. We sent out 58 demands in October for approximately \$480,000 to taxpayers who owed over \$5,000 and were not currently on our foreclosure list. We collected over \$600,000 from properties on the foreclosure list, through sales or payments. We are planning an auction in late Winter or early Spring for properties acquired by the City. There are about 33 properties, including 5 houses. We sent out about 6,155 supplemental motor vehicle bills worth roughly \$812,000.
Purchasing	We issued 15 bids and 1 RFP, including fire hose, Dodd Stadium restroom renovations, and the pavement rehab of Wisconsin Ave.	Purchasing issued 17 bids and 2 RFPs, including 77 Chestnut Street demolition, Stanton School modular classroom, and an RFP for property management/real estate broker services.
Website	The Yankee Institute for Public Policy ranked Norwich's website 8th out of the 169 municipalities for transparency. The Finance Department worked with the City Clerk to make some changes which will provide even more transparency.	Over 420 citizens have signed up for the MyConnections feature of our website, which allows them to customize their Norwich page.
Personnel	Comptroller Joseph Ruffo retired on September 3, 2013. Josh Pothier was appointed Comptroller at the end of September.	Started hiring process for vacant Deputy Comptroller position. Accounting Generalists cross-training on payroll function.
Information Technology	Cleared 626 service calls. Working on Windows 7 deployment. Deployed 10 PC's.	Cleared 654 Service Calls and worked on the following projects: installed new weather station at Public Works; installed and setup TV monitoring at PD for new downtown cameras; began deploying Windows 7.

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

October-December 2013

Chief Kenneth J. Scandariato EFO/CFEI

We have prioritized the current allocations to match available funding to critical public safety needs. All personnel have completed 432 classes of training in all areas of fire and emergency services. We continue to keep the lines of communications open by offering the volunteer systems any assistance in training. I have personally met with the Taftville Fire Chief to discuss operations. We have coordinated a training event for the Taftville FD through the State Fire Marshal's office for scene preservation. This should be occurring shortly. I have offered a training class in command accountability for the newly promoted officers.

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. In the last seven years we have averaged \$464,038.00/year for the last 7 years, totaling \$3,248,266.00 or 2943 work days lost in the same period due to injury. There is a clear and present need to increase the minimum staffing per shift.

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 2:45 and a department response time of 3:36-well under the NFPA standard. For the Second Quarter the NFD responded to 36 incidents of fire with 26 structure fires in total; 2 Overpressure, Rupture, Explosion or Overheating calls; 396 EMS calls; 19 Hazardous condition (hazmat); 44 Service and good intent calls; 57 false alarms; totaling 554 calls for response in this quarter. To put this into perspective, this quarterly action netted more calls than Occum, Laurel Hill and Yantic Fire department's yearly totals.

NORWICH HUMAN SERVICES - ADULT AND FAMILY SERVICES, 10/1/13-12/31/13

City Goal	Event	Action	City Depts. Assisted
G3-Financial Efficiencies	Earned Admin Fees	Earned \$3,285.00 for administering programs on behalf of other agencies; Operation Fuel, Homeless Woman Deserve Treatment, TVCCA HUD Grant	Finance
G1-Emergency Services	72 Baltic St. Fire	Recovered \$3,348.20 from AT&T as reimbursement for all expenses incurred by NHS for the fire in August 2013 which displaced 3 families.	Finance
G4-Provide Opportunities for Residents to Increase income	Norwich Works	Trained 6 residents in the healthcare fields. Four have already been hired; one increasing her earnings by 82%. Fifteen others, who did not enroll in training, were assisted in securing employment. Received 2 grants to increase training of residents.	Com Development
G1-Emergency Services	Condemnations	Assited families (20 adults and 21 children) from 8 units of housing in 5 separate properties. We assited in finding new homes and in administering Relocation Benefits.	Housing
G4-Provide Opportunities for Residents to Increase income	Adopt a Family Holiday Assistance	Assisted 150 familes with 375 children receive toys, meals and gifts donated by sponsors from the community. Sponsors included American Ambulance, Backus Hospital, Bob's Furniture. This program enables low income families to pay their basic need expenses and still provide a nice holiday for their children.	American Ambulance/ Young Marines/Toys for Tots
G1-Emergency Services	Rapid ReHousing/Shelter Diversion	Closed shelter this winter and are coordinating with New London to shelter the homeless. Screened 59 people and was able to divert 42 from entering shelter. Average cost to divert was \$245.00. All funds are from grants.	Housing/ Com Development
G1-Emergency Services	Fires/Burst Pipes	Assisted 16 people with relocation and emergency services due to burst pipes in their housing units. All are re-housed.	Housing/ Com Development
G5-Lead Change	Monitor Sex Offenders	Participated in sex offender meeting to better communicate about issues with this population in our community. Met with Probation and The Connection. Initiated weekly meeting with Probation to monitor offenders	Mayor/Com Development./ Police
G1-Emergency Services	Administered Operation Fuel and Project Warm up	Assisted 50 families with receiving emergency heating assistance.	Housing/Com Dev

ROSE CITY SENIOR CENTER, 10/1/13--12/31/13

City Goal	Event	Action	City Depts. Assisted
G1-Protect the lives of residents, G3-Consolidate services in order to maintain essential services	DOT Grant MedRide	provided 176 one-way transports to out-of-town medical appointments during the quarter. During that period we had to deny 48 trips and 26 were cancelled	
G1-Protect the lives of residents, G4-Develop a plan for long-term economic sustainability	Benefits Counseling Grant	We provided 235 units of service with our Outreach Administrator and another 73 units of benefits counseling through our Benefits grant from the Area Agency on Aging. This puts us ahead of the projected goal of 260 units for that particular grant	
G1-Protect the lives of residents	Affordable Day Trips for Seniors	provided a variety of day trips for our seniors	
G6-Prioritize the city wide long-term capital improvement needs	Energy Efficiency	with bond package we can expect this goal to be met during the fiscal year	Public Works, NPU
G1-Protect the lives of residents, G4-Develop a plan for long-term economic sustainability, G5-Maintain vital links with State Representatives, etc.	Retain New Members	From 10/1/13-12/31/14 we have registered 41 new members	
G3-Find efficiencies & consolidate services in order to maintain essential services while keeping tax increases at a minimum	Fundraising Efforts	we fundraised or received donations of \$1700.00 to be used towards programming at the Senior Center	

NORWICH YOUTH AND FAMILY SERVICES, 10/1/13-12/31/13

City Goal	Accomplishment	Action	City Depts. Assisted
G4-Provide opportunity for residents to increase income G2-Support public schools	COOL Directions	Provided education, work skills, and job readiness training to 20 newly screened youth participates, 7 long term participants and 16 follow up youth for a total of 43	City Clerk, MIS, Senior Center, Building/Planning, Human Services, Recreation, Public Works, Finance, NPS
G5- Lead change-Vital links G1-Increase capacity to to provide adequate public safety G2-Support our public schools	L.I.S.T.-Legal Implementation Systems Team	Co-chair of the Southeast Regional L.I.S.T. committed to juvenile justice legislative reform, advising State policy and procedures, and coordinating local/regional efforts. Planning "Color of Justice" Community Forum	Police, Norwich Public Schools
G2- Support our public schools	Community Coalition of Children	Participated in the coordination of regional efforts to create, sponsor and facilitate regional youth education/health forum. 250 Adult attendees; 180 youth attendees	Norwich Public Schools
G2- Support public schools G5-Lead change-Vital links G1-Address issues of public safety G3-Find efficiencies	The NEXXT Community in Taftville	Coordinate the effort to bring efficient and innovative services to the community of Taftville to benefit the health, safety and education of all its residents.	Norwich Public Schools, Uncas Health, Norwich Rec, Human Services, Norwich Police, Norwich Fire, Community Development
G2- Support Public schools G1-Issues of public safety	Clinical Services	Provided counseling, crisis and consultation services to 23 youth (in office) and 23 youth (in school setting)	Norwich Public Schools
G1- Public safety G2-Support public schools G5-Maintain Vital links G3-Find efficiencies	Juvenile Review Board/ Families with Service Needs Boards	Case Management of 16 new cases.	Norwich Police, Norwich Public Schools

<p>G1 -Public safety G2- Support public schools G3-Find efficiencies</p>	<p>Norwich Prevention Council/Suicide Prevention Alliance</p>	<p>Trained 49 youth participants in "Q,P,R" suicide prevention gatekeeper training,continued to market the new "Prescription Drug Drop Box" purchased by NPC and installed at NPD, began Youth Impacted by Addiction Group at Sachem High School (6 youth) and Girls Circle youth group at NFA (10 youth). Scheduled 6 new trainings for next quarter.</p>	<p>Norwich Public Schools, Norwich Police</p>
<p>G2-Support public schools</p>	<p>Relative Caregivers Support Group</p>	<p>Co-facilitated 3 groups of predominantly seniors raising grandchildren providing strategic intervention assistance, information and support.</p>	<p>Senior Center, Norwich Public Schools</p>

**Norwich Police Department
Quarterly Budget Goals Update**

Quarter 2 - Fiscal year 2013/2014

September 30-December 31, 2013

GOALS & ACTION PLANS:

1. Generally; to provide the citizens of the City of Norwich with the finest possible police services; 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 stated mission, as efficiently and creatively as possible.*

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: *The Police Department is committed to utilizing our community policing philosophy to continue to improve the quality of life for our residents, businesses and guests.*

Dec 18, 2013, 4 officers graduated the CT Police Academy and are currently undergoing Field Training which will enable the NPD expand the Community Policing neighborhood patrols upon completion of their training in April 2014.

Dec 26, 2013, a certified lateral officer from the New London Police Department was sworn in. Officer Michael Lax is currently assigned to the Patrol Division.

Dec 27, 2013, the Police Department swore in 2 new recruit officers who are currently attending the CT Police Academy through June 2014. One of the officers hired is the department's first Haitian born officer who speaks both French and French Creole, fluently.

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

STATUS: *In November of 2013, The Norwich Police Department through our partnership with DOT was awarded \$82,000 in grant funding for pro-active DUI and Traffic Enforcement over holiday periods throughout 2014 funded at a 75% reimbursement rate.*

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

STATUS: *The Police Department has maintained a preventative patrol presence in all areas, including our community policing patrols and undercover operations and in depth investigations by our Detectives during the quarter.*

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

STATUS: *We are continuously training and educating our officers in areas of laws and legal decisions, police tactics and contemporary practices. During the quarter, 8 officers attended the 40 hour Police Officer Recertification Course, working towards the State mandated certification requirements. In addition 40 officers attended Patrol Rifle Qualification & Training and all officers attended the annual Case Law & Legal Update training*

Norwich Police Department
Quarterly Budget Goals Update

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

STATUS: *The Norwich Police Department continues to meet this goal. High quality customer service is a high priority goal of the Department.*

6. 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)

STATUS: *Crime Prevention assistance has been continuously provided as well as narcotic suppression/interdiction operations. We are working closely with our Federal, State and Local partners to suppress drug related crime and substance abuse.*

The Police Department is an active and full partner on several civic, municipal, state and federal boards, organizations and task forces; including FBI, DEA, Homeland Security, and the Statewide Narcotics Task Force (SNTF), supervised by the Connecticut State Police. The two NPD Narcotics Detectives are assigned to the SNTF Eastern District Office on a part-time basis. This partnership serves as a force multiplier, enabling us to access and utilize Task Force resources such as personnel; under cover vehicles and additional controlled purchase funds for drug investigations at no added cost to the city.

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

STATUS: *During the months of November & December the Police Department participated in the Thanksgiving/Christmas/New Years holiday period DUI Enforcement campaigns. These campaigns enabled the NPD to staff 37 individual DUI & traffic safety enforcement patrols and 4 DUI & traffic safety checkpoints*

Over 2 week period in November the Police Department also participated in the annual Holiday 2013 "Click It or Ticket" safety campaign by holding media checkpoints for enforcement and educational purposes. These enforcement checkpoints were funded at 100% reimbursement rate through DOT. Thirteen hours of checkpoint enforcement resulted in over 75 citations issued to motorists.

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

STATUS: *The Community Policing Unit has formulated an enforcement strategy with the CT Adult Probation Dept., Norwich office resulting in weekly pairing of probation officers with police officers to enforce terms of probation compliance and arrest probation violators.*

9. 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 creatively plan and adjust to meet the policing challenges caused by the large diverse growth in population of the City of Norwich over the past decade and the increase in transient population caused by the traffic from the Indian resort casinos.*