



ESTABLISHED 1659

CITY OF NORWICH

CONNECTICUT

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

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

DATE: August 5, 2013
TO: Mayor Peter A. Nystrom & Council Members
FROM: Alan H. Bergren, City Manager
SUBJECT: City Manager's Report

1. **Upcoming Events**

- The Police will be holding their National Night Out, tomorrow, Tuesday, August 6th, from 6:00-9:00P.M. in the Shop Rite parking lot. The event will feature a dunk tank that I hear will host a few notable (and good sport) elected officials for your dunking fun.
- The next Mayor's One City Forum is scheduled to be a work party at the Leffingwell Inn on Saturday, August 17th at 8:00 A.M. Participant volunteers are asked to wear work clothes and bring work gloves to help out. We are also looking for people to bring lawn care equipment and to have someone volunteer to bring a dump truck for a clean-up. The Leffingwell Inn is a living museum that celebrates the history of our City and citizen participation in this endeavor is greatly appreciated.

2. **Public Works**

Due to additional detailing required with respect to the repair of the City Hall front steps, the project has been extended and is expected to be completed by August 15th.

The State DOT will begin the milling and paving of Washington Street, Chelsea Harbor Drive, and Water Street beginning on August 8th. Milling is scheduled to place between August 8th and August 18th. Paving is scheduled to take place between August 20th and August 26th. All work will be performed at night. Typical work hours will be 7 pm to 5 am. The project limits are approximately the Backus Hospital Washington Street entrance to the Laurel Hill Bridge.

3. **July 25, 2013 Flooding**

Please see attached report from the Emergency Management Director regarding the unusually heavy rainfall in a short period of time which caused extensive flash flooding in parts of Yantic and Norwichtown. Damage estimates from the Emergency Management Director and Building Inspector show water damage to approximately 30 private motor vehicles, basement flooding, landscape erosion and damage to Norwich Tire. The attached spreadsheet shows overtime, equipment deployment and materials costs that the Public Works, Police and Emergency Management Departments experienced as a result of the flooding.

4. **Quarterly Departmental Reports**

Attached, for your perusal, are the fourth and final 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.

5. **City Manager Quarterly Goals Update**

Please see attached update on the Manager's goals.

6. **Governor Malloy Urban Violence Forum**

Governor Malloy will be hosting invited guests from Police, Neighborhood Watches, school officials and others at the Norwich City Hall at 10:00A.M. this Wednesday August 7, in the Council Chambers for a forum on Urban Violence and Crime.



OFFICE OF EMERGENCY MANAGEMENT

TO: Alan H. Bergren, City Manager
FROM: Gene M. Arters, Director

FLASH FLOOD, JULY 25, 2013

On Thursday, July 25, 2013, I was in receipt of a phone call from the National Weather Service stating that a storm system moving over the Norwich area capable of producing copious amounts of precipitation had stalled.

A "Flash Flood Watch" was issued for New London County and upgraded to a "Flash Flood Warning" at 1:00 p.m. until 5:45 p.m. The USGS gauge on the Yantic River had already recorded 4" of rain in the Norwich Area.

Calls from the Yantic area blossomed with calls ranging from motorists trapped in vehicles to water cascading through buildings.

COMMAND POST

Emergency Management joined Incident Command at Donner Photography where a Command Post was established. City Manager Alan Bergren was alerted at this time. Emergency Management was confused by the fact that no situations were being reported in other parts of the CCD or TCD; however, Yantic was reporting 4 - 5 feet of water. A check with the National Weather Service revealed that the bulk of the storm had "parked" over Yantic and two rainfall gauges were showing just shy of seven inches of rain. At this time, all energies were focused on motorists trapped in their vehicles with some facing swift water conditions.

MUTUAL AID

Additional help was summoned from the Taftville and East Great Plains Volunteer Fire Dept.'s., Norwich Police Dept., Norwich Public Works, Norwich Public Utilities and the Building Inspector.

EQUIPMENT

Numerous residents were stopping by the Emergency Management garage to pickup sandbags. Additionally, two trucks were dispatched to deliver sandbags to Yantic residents and businesses. It is estimated that 500 - 600 sandbags were deployed.

SUMMARY

The National Weather Service was "absolutely amazed" at the turn of events in Yantic. Although flash flooding was nothing new to them; seven inches of rain falling in a four and a half hour period is. This storm demonstrated to residents and businesses that conditions can change in a moment's notice and the need to be continuously vigilant.

City of Norwich

Cost of Response to Flooding on Thursday, July 25, 2013

		Hours	Hourly Rate	OT Rate	Overtime Cost	FICA/Medicare Rate	FICA/Medicare Cost	Total Cost
Monique Belisle	Police Officer	4.00	32.05	48.07	192.28	0.0145	2.79	195.07
Mark Dean	Police Officer	1.50	27.43	41.14	61.71	0.0145	0.89	62.60
Josip Peperni	Police Officer	1.50	32.05	48.07	72.11	0.0145	1.05	73.16
Andre Rosedale	Police Officer	2.50	32.05	48.07	120.18	0.0145	1.74	121.92
Joel Grispino	Police Officer	4.00	30.83	46.25	185	0.0145	2.68	187.68
Ryan O'Connell	Police Officer	3.00	27.43	41.14	123.42	0.0145	1.79	125.21
Sean Sullivan	Police Officer	4.50	27.43	41.14	185.13	0.0145	2.68	187.81
Matthew Seidel	Police Officer	5.25	27.43	41.14	215.99	0.0145	3.13	219.12
Angelo Yeitz	PW Superintendent	6.00	35.28	52.92	317.52	0.0765	24.29	341.81
John Johnson	Streets & Parks Foreman	6.00	30.59	45.89	275.34	0.0765	21.06	296.40
Al Telgarsky	HEO	6.00	25.61	38.42	230.52	0.0765	17.63	248.15
James Telgarsky	Crew Leader	6.00	26.89	40.34	242.04	0.0765	18.52	260.56
George Gadue	HEO	6.00	25.61	38.42	230.52	0.0765	17.63	248.15
Erneset Gladue	Laborer	6.00	20.06	30.09	180.54	0.0765	13.81	194.35
Marvin Strout III	Laborer	6.00	20.06	30.09	180.54	0.0765	13.81	194.35
John Stratzman	LEO	6.00	23.90	35.85	215.1	0.0765	16.46	231.56
David Siswick	LEO	6.00	23.90	35.85	215.1	0.0765	16.46	231.56
Joshua Kinney	Laborer	6.00	19.68	29.52	177.12	0.0765	13.55	190.67
Robert Sewart	Building Mtn Supervisor	2.00	30.59	45.89	91.78	0.0765	7.02	98.80
James Troeger	Building/Housing Code Enforcement Officer	3.50	42.86	64.29	225.02	0.0765	17.21	242.23
Overtime Labor Summary					<u>3,736.96</u>		<u>214.20</u>	<u>3,951.16</u>
Public Works Materials Used								2,500.00
Public Works Equipment Cost								2,800.00
Emergency Management - food for volunteers								180.00
Total								<u>9,431.16</u>

Notes:

In addition to the costs above, Public Works crews spent a significant amount of time on 7/26/13 cleaning up after the flooding
 Six Emergency Management volunteers worked roughly 12 hours each on 7/25 and 7/26

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)
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.	Continue to use City website for important updates and alerts.	Continuing use of City website for important updates and alerts. Continued participation in EOC training sessions.
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.	Have identified several of miles of streets to be chip sealed and crack sealed. Rehabbed large dump truck, thereby extending useful life at least 10 yrs	Have applied PM treatments to approximately 4.25 miles of City streets (Scotland Road and Plain Hill Road areas). Work occurred in July 2013
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.	Currently engaged in major in-house drainage project on Scott Street that will improve quality of life for Scott Street residents.	Completed in-house drainage improvement project on Scott Street. Continuing to monitor drainage enhancements on Mediterranean Lane to see if further enhancements are required. In early planning stages of a drainage improvement project in the Sachem Street area.
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.	Have engaged Shop Steward and Union President on regular basis to discuss any issues that arise and attempt to resolve before they become bigger issues.	Continue to build on the progress made in Q3. Also provided a open ended, Department-wide discussion with our EAP provider to give staff an opportunity to discuss workplace issues.

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.	2013 Paving Program defined. Will be paving and/or applying preventative maintenance measures to approximately 10 miles of streets this construction season.	Have paved several miles of street to meet this goal. Streets paved include New London Turnpike, Grove Street, Lake Street, Hickory Street, Canterbury Trpk, and others. Have also begun planning for introducing another \$5 million infrastructure bond.
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.	CNG large dump truck was delivered and put into limited service in February. Truck is now in full service. Funding for another large dump truck in proposed 13-14 budget.	Goal is close to being met. Funding for several replacement vehicles in the 2013-14 capital budget.
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.	No update to report at this time.	Recycling rates are relatively flat - consistent with what many other towns are experiencing. Exploring different alternatives through the City's association with SCRRA. Some alternatives presented by DEEP include pay as you throw collection and enhanced composting efforts.

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)
Reduce operating costs thru energy efficiency initiatives	3 recent vehicle purchases uses alternative energy fuel sources.	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.	PD exterior lighting bid drafted and being reviewed by NPU. HVAC replacement system at DPW facilities part of proposed 13-14 capital budget. Both measures will significantly reduce utility costs.	PD exterior lighting project to take place in August/September 2013. DPW HVAC projects to take place Sept/Oct 2013. Both projects are expected to result in significant utility costs. Project payback from savings estimated at 2-3 years for the PD lighting project and within 10 years for the DPW HVAC project.
Continue to seek and obtain federal, state, and regional grant funding for capital improvements	Next known grant opportunity is an STP Urban Funds grant thru the SCCOG. PW is currently investigating eligible projects.	Successfully obtained grant funding for the rehabilitation of a portion of Wisconsin Avenue. Work expected to take place in Fall 2013.	Most recent grants obtained include 80% grant for Wisconsin Ave paving and 50% grant for City Hall stairway renovation.	Applied for and received

Norwich Police Department Quarterly Budget Goals Update

Quarter 4 - Fiscal year 2012/2013

April 1 - June 30, 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 deployment of phase one Community Policing Officers, the first six, are in full service in the three targeted neighborhoods. They are working at quality of life issues and problem solving, as well as enforcement and education.*

April 1, 2013 the Norwich Police Department, swore in three new recruit officers who are currently attending the CT Police Academy through September 2013.

May 30, 2013, Detectives Christopher Conley and Darren Powers were promoted to the rank of Sergeant and assigned to the Patrol Division, on the Midnight and Evening Shifts, respectfully.

June 24, 2013 another lateral hired (certified) Officer from the New London Police Department was sworn in. His Field Orientation Period will be complete in August. Hiring fully trained, certified officers in good standing saves the city approximately \$100,000 each in police academy and field training costs.

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: *In calendar year 2012 Norwich saw a dramatic decline in Violent Crime rates. Nine year lows were achieved in the overall violent crime rates and in the specific areas of Rape, Robbery and Felonious Assaults. In the same period, the national trend saw an increase in violent crime. Norwich PD's successes are a direct result of the City Council's strong support of increased staffing for Community Policing and our Five Year Strategic Staffing Plan. Continuing that support will promote further positive results in reducing crime in our City!*

3. 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.*

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

STATUS: *The Norwich Police Department continues to creatively meet this goal. As a result of the trend of violent assaults against our officers, including the increased incidents of deadly force over the past year, the police department recognized the need to expand the number of department's trained Crisis Negotiators. With 100% tuition grant funding, and partial reimbursement for replacement costs provided by a State of Connecticut; Region 4, Homeland Security grant, the Police Department was*

Norwich Police Department Quarterly Budget Goals Update

able to train one Supervisor, one Detective and three Officers as "Crisis Negotiators" to respond to these life threatening and violent incidents.

The Department applied for and received an Edward Byrnes Justice Assistance Grant for \$18,187 to provide needed technology and equipment for the Crisis Negotiators.

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

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

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 and substance abuse.*

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

STATUS: *The Department participated in local, regional as well as statewide educational/enforcement/safety programs. During the month of May, the Police Department participated in the Memorial Day holiday period DUI Enforcement campaigns. These enforcement and traffic safety efforts were funded at a 75% reimbursement rate by a Dept. of Transportation grant.*

During a two week period in May and June the Norwich Police Department also participated in the annual Spring Holiday 2013 "Click It or Ticket" safety campaign by holding media checkpoints for enforcement and educational purposes. These enforcement checkpoints were funded at a 100% reimbursement rate by a Dept. of Transportation grant.

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

STATUS: *The Police Department is an active and full partner on several civic, municipal, state and federal boards, organizations and task forces; including FBI, ATF, DEA and Homeland Security. As of May 25, 2013, The Norwich Police Department renewed their partnership with the Statewide Narcotics Task Force, supervised by the Connecticut State Police. Two Narcotics Detectives were assigned to the Eastern District Office on a part-time basis, enabling us to access and utilize Task Force resources such as personnel, under cover vehicles and controlled purchase funds for investigations within the City.*

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 growth in population of the City of Norwich over the past decade.*



CITY OF NORWICH

Department of Planning & Neighborhood Services

23 Union St.

Norwich, CT 06360

(860) 823-3766

July 23, 2013

TO: Alan Bergren
City Manager

FROM: Peter W. Davis
Director of Planning

SUBJECT: Budget Goals Update; FY 2012 - 2013

The Department of Planning & Neighborhood Services continues to effectively administrate Building, Housing, Zoning, Blight and Environmental regulations. We have successfully reviewed all plans and permit applications within the statutory time frames proscribed and continue to facilitate the City's inter-agency plan referral process.

During Fiscal Year 2012-2013 the Building Division processed 1,965 permits with a construction value of \$ 32,419,150. Residential value was \$ \$18,925,071 and commercial value was \$ 13,494,079.

The Zoning Division issued 303 zoning permits, investigated/resolved 84 formal complaints and reviewed and processed 23 variance applications. The Blight and Housing Inspectors issued 368 notices for violations, 88 of which involved citations totaling \$80,200. To date \$3,700 has been collected through either court actions or the City's hearing process.

Total income derived from permitting and inspections within the department totaled \$674,412. This figure represents approximately 73% of our \$ 920,912 annual budget. A breakdown is attached for your review. If there are any questions, please feel free to contact me.

Department of Planning & Neighborhood Services

Income for Fiscal Year 2012 – 2013

Variance Applications	\$ 12,880
Site Plan and Special Permit Applications	\$ 6,860
Inland Wetland Applications	\$ 1,350
Citations	\$ 3,760
Zoning Permit Applications	\$ 12,200
Building Permit Applications	\$637,412
TOTAL INCOME	\$674,412

Otis Library Fourth Quarter Report FY 2012-2013 (April-June 2013) Exemplary Accomplishments:

- **Goal: Diversify funding streams:**
 - Successfully raised \$37,500 to meet matching requirements for state construction grant. Funding will underwrite changes to material circulation area, Young Adult area and enhance customer service;
 - Received \$500 grant from AHEPA/Norwich for purchase of non-fiction materials;
 - Received \$10,000 from Friends of Otis Library for mortgage payment, collection materials and subscription to Ancestry (genealogy) database;
 - Charter Oak Credit Union contributed \$1,000 for a "Library Works" program which will assist our members by purchasing essential items for the tasks associated with preparing for and successfully completing an employment process.
 - Putnam Bank presented the library with \$500 for the Children's Department's for program kits that focus on STEM learning experiences (science technology, engineering, and math).
 - Eastern Federal Bank contributed \$800 for Young Adult materials;
 - Otis Library was awarded a second LSTA grant, this one for \$3,000, under the "Every Child Ready to Read Program" (ECRR). Every Child Ready to Read® @ your library® is a parent education initiative. It stresses early literacy begins with the primary adults in a child's life;
 - Presented Tenth Annual Evening with an Author fund raising event featuring renowned historian Nathaniel Philbrick.

- **Goal: Develop and Implement Programs that meet identified community needs:**
 - Otis library agreed to act as a host site for the Norwich Food Services Summer Delivery Program for children. (In its first 3 days of implementation 62 lunches were served. Meals are served following our summer reading program);
 - The 2013 LSTA grant for programming for senior citizens concluded in June, although several of the initiatives will continue into 2013-2014. As a last major purchase with these funds the library bought Zoom Text Screen Magnifier Software and an Optelect ClearView+ Speech console which will allow visually challenged members (patrons) to enlarge materials for reading and to translate text to voice.
 - Began preparations for Summer 2013 audience survey. This is an annual event, conducted on site and on line, that helps identify programming & service needs, develops an annual audience profile, and provides valuable data on the ways in which library members use library resources.
 - Continued building ties with home day care providers by circulating reading materials and developing funding proposals to provide support and training for care providers.



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

July 26, 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 made towards the goals stated in the 2012-13 adopted City budget. For the quarter ending 6/30/13, I would like to report as follows:

- Adult & Family Services –
 - On track, goals met as outlined in the budget book
- Community Development –
 - The CD Office completed the PY 2013 allocation process, which included 2 public hearings prior to a Council vote on the final allocation. HUD allocated awarded the City \$801,926 in CDBG funds. From the original 17 applications, 8 public service programs/projects were funded and 4 non-public service programs/projects were funded, for a total of 12 funded programs/projects. The final allocation is listed below in **Table 2**.
 - 15 programs/projects are active from PY 2011 and 2012. We are on track to achieve annual goals, with one at the year-to-date goal and 9 programs exceeding year-to-date goals.
 - As previously reported in the Quarterly Report ending 3.31.2013, three projects were incomplete from PY 2011. At this time, two projects remain incomplete. Greenville Fire station is renovating a space for a community office. From the last report: *The equipment has been removed and the structural analysis was completed. The analysis resulted in the need to request state building department waiver on ADA related code issues due to rights-of-way and historical structure. The project is scheduled for completion in spring/early summer 2013. We are on-track to go out to bid and begin work next quarter, with an estimated completion of summer/fall 2013.* The second project is the rehabilitation of an historic entry-way at the Southeastern Connecticut Alcohol and Drug Dependency house. From the last report: *SCADD had to recreate bid documents and has requested approval by the local historic district regarding changes. Bidding will be completed by end of*

April with construction anticipated to be completed by end of May, 2013. The historic district referred the issue to the State Historic Preservation Office (SHPO). It is now approved for construction, however, it has missed the original deadline. The new deadline is late summer/early fall

- In the last report we noted the City acquired a four-family foreclosed property on Norwich Avenue through the Neighborhood Stabilization Program 3 (NSP3). Lead and rehabilitation work has begun with an occupancy target date of late fall 2013. Neighborworks also acquired a single-family home as reported in the last quarter. Rehabilitation work has begun and a potential buyer is already lined-up. Anticipated occupancy by late fall, 2013.
- City related CDBG 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: CD Supervisor Gary Evans has been marketing the funds to businesses. Results as of 6.30.2013:15 contacts, 9 sales calls, 5 applications. 1 approval with a closing in next quarter, 1 in underwriting, 2 pending more information, 1 denial.
 - Property Rehabilitation/Lead Program is on track to exceed goal (see Table 1)
- Rose City Senior Center –
 - We have accomplished 4.75 of our 6 goals as presented in the budget for FY13.
 - We provided an outreach worker 21 hours through the City of Norwich and an additional average of 5 hours per week through the Sr. Resources grant. It was thought stated in the goal as an additional 7 hours per week but funding was reduced so we reduced the number of hours.
 - The Intergenerational program was discontinued by the two new 2nd grade teachers at Wequonnoc School due to I believe time constraints on their part. We may look to rekindle that program or start a new intergenerational program with a local school this coming fall.
- Youth & Family Services –
 - We are on track and achieved our goals for the 4th quarter

Should you have any questions, please contact me.

Sincerely,

Beverly J. Goulet

Beverly J. Goulet
Director

TABLE 1

REHAB/LEAD RELATED - 6.30.2013

<u>General Outcomes</u>	QTLY Goal	QTLY Actual	Program YTD Goal	PYG Actual	% to Annual Goal
<u>Lead</u>					
Units Enrolled	0	1	56	35	62.5%
Units Assessed	0	0	32	16	50.0%
Units Completed	5	6	10	12	120.0%
Units Become Code Compliant/Safe	5	4	20	6	30.0%
Units Provide for Increased Disposable Income	5	4	20	6	30.0%
Units Become Energy Efficient	5	4	20	6	30.0%
Units Help Sustain/Increase Property Values	5	4	20	6	30.0%
Estimated increase in value %	12%	14%	12%	-	-
<u>Rehab Units Only- 50% of Year Remains</u>	4	4	22	6	27.3%
Returned to Market	N/A	0	4		N/A
<u>Additional Outcomes</u>	QTLY Goal	QTLY Actual	Program YTD Goal	PYG Actual	% to Annual Goal
Increase Job Skills/Employment	10	34	40	89	222.5%
Residents Educated	35	60	110	160	145.5%
Outreach Events*	6	6	20	30	150.0%
Children Tested for EBLL	18	0	72	130	180.6%
<p>Notes: Under additional outcomes, a number of these metrics were never tracked before - therefore we estimated what now seems to be too low of a number. For outcomes that have been previously tracked, our exceeding goal is as a result of changes to how we operate. Testing is now done at school locations, outreach events are better advertised and incentives are provided, and pre/post-testing has been implemented to measure changes in knowledge.</p>					

TABLE 2

	CDBG Requests - PY 2013	Approved
	PY 2013 CDBG Funds	\$ 801,926.00
1	CD Office - Administration	\$ 160,385.20
	PUBLIC/SOCIAL SERVICES	
2	OIC New London - Project Employment	\$ -
3	Norwich Adult Education - ESOL Madonna Place	\$ 6,000.00
4	Big Brothers - One to One Mentors	\$ 4,000.00
5	Norwich Youth & Family Services - Juvenile Justice Alliance Case Manager	\$ 20,200.00
6	NHS - Norwich Works	\$ 26,000.00
7	NHS - Norwich Community Care Team - Rehousing & Shelter Diversion Program	\$ 30,000.00
8	Safe Futures (formerly Women's Center) Domestic Violence Response Team	\$ 5,000.00
9	Norwich Public Schools - BRIDGES Extended Learning Program	\$ 50,000.00
10	Our Piece of the Pie - Pathways to Success	\$ 30,000.00
	Total Public/Social Service	\$ 171,200.00
	OTHER	
11	Norwich Housing Authority - JFK Roof Repair Phase II	\$ 50,000.00
12	Disabilities Network - ramps	\$ 15,000.00
13	Norwich Fire Dept - Permanent Storage Structure at Central Station	\$ -
14	SCADD - Bathroom renovation 313 Main St.	\$ -
15	CD Office - Property Rehabilitation Program	\$ 300,000.00
16	CD Office - Economic Development Job Creation/Retention	\$ 105,000.00
17	CD Office - Homeownership Downpayment Assistance	\$ -
	Total Other	\$ 470,000.00
	Total Public Service	\$ 171,200.00
	Total Other	\$ 470,000.00
	CD Administration	\$ 160,385.20
18	Fund Balance	\$ 340.80
	Total Requests	\$ 801,926.00

Norwich Fire Department-FY 2012-13 4 th Quarter Report

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 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. 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. Any reduction in staffing or modification of the current organizational plan will be detrimental to the safety of our citizens and the firefighters.

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.



100 Broadway, Room 215

860.823.3734

Betsy M. Barrett
City Clerk

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

We continue to provide optimal customer service, through our consistent, courteous and efficient professional level of integrity.

In an effort to save money and go green we were able to notify approximately 400 of our dog owners via email this year which equaled about 1/4 of the dog population. This effort gave us a savings of approximately \$200.00 with a continuing effort this year of increasing that number.

We had the "#1 Dog Contest" for this licensing season which started June 1, 2013. Congratulation goes out to The Donna Dodson Family for their Best Friend, Milo who received the #1 tag.

We have started to collect permanent absentee ballots applications for the permanently disabled voters with approximately 200 people eligible for this new piece of legislation at this time.

The office is also gearing up for the upcoming local election collecting campaign finance reports and processing petitions.

We were awarded a \$6,500 grant from the State Library which will be used for complete "back scanning" of land records with in house staff. This will provide more documents to be reproduced via computer as opposed to hard copy books.

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



Gene M. Arters, Director
OFFICE OF EMERGENCY MANAGEMENT

OFFICE OF EMERGENCY MANAGEMENT

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

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The 2012/2013 fiscal year was ended with the Office of Emergency Management & Homeland Security operating within budget.

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

- May 22nd** National Weather Service, Severe Thunderstorm Watches and Warnings capable of producing rainfall rates at the rate of 2-3 inches per hour. Level -2- activation.
- May 29th** National Weather Service, Severe Thunderstorm Watch capable of damaging winds and hail. Level -3- activation.
- May 31st** National Weather Service, Severe Thunderstorm and Flash Flood Watch. Level -2- activation.
- June 1st** National Weather Service, Severe Thunderstorm and Flash Flood Watch. Level -2- activation.
- June 4th** National Weather Service, Flood Watch with an additional two inches of rain forecasted. Level -2- activation.
- June 6th** National Weather Service, Flash flood Watch. Level -2- activation.
- June 10th** National Weather Service, Heavy Rain Potential Advisory. Level -3- activation.
- June 12th** National Weather Service, Flash Flood Watch. Level -2- activation.



Gene M. Arters
Director

CONNECTICUT

OFFICE OF EMERGENCY MANAGEMENT

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

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June 17th National Weather Service, Severe Thunderstorm watch. Level -3- activation.

June 26th National Weather Service, Flash Flood Watch. Level -2- activation.

Goals

Public Information and Education:

Conducted several community outreach programs.

Training

Participated in several Training Programs with Connecticut Conference of Municipalities, Webinars, and DEMHS.



City of Norwich Department Recreation

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

July 22, 2013

To: Alan Bergren, City Manager
From: C. Roger Moss, Recreation Director
Re: 4th Quarter department budget update

At your direction, I am submitting a review of the fourth quarter expenditures and goals of the Norwich Recreation Department. I am reporting beginning April 1, 2013 to June 30, 2013.

GOALS & ACTION PLANS: Fourth 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: Submitted final report for fishing grant. Due to this grant we have been awarded a \$4,000 grant for Walk with Ease & Arthritis Foundation Exercise Program from NRPA and Arthritis Foundation.

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: Window contract to be signed 7/23/13. Currently having HVAC system designed for replacement. Have installed on-demand heating units for sinks so we will not need hot water heater.

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: Teen and Adult Social Group finished its first year of existence with a picnic at the Recreation Hall on Friday, June 14th. Will start again in September.

In closing other items have included; Summer Camp, Soccer Camp, Lego Camp with thirty participants registered, Drama Camp (running July 22 to 26) and free tennis camp. The Recreation Advisory Board is still looking for one more member.

Respectfully,

C. Roger Moss, CPRP

Assessors' Quarterly Report to the City Council

The fourth quarter of the fiscal year finds the Assessors' office in the midst of assisting Vision Appraisal to complete the next revaluation, which will be effective for the October 1, 2013 Grand List. The company has been busy doing the building permit inspections, sales review, new dwelling photography and general valuation analysis. As part of the preparation, the Assessors' office sent requests to all income-producing properties in the City for information regarding the income and expenses related to each property. That information, along with the same type of information that was collected last year and the year before will be analyzed by the revaluation firm and used to estimate the value of all income-producing properties. Connecticut General Statutes §12-63c requires this report to be filed by June 1, annually.

The months of April and May were spent contacting any of the elderly/totally disabled homeowners who had not yet re-applied for their tax relief benefits. All applications were processed, the benefits were calculated and taxpayers were notified of their benefit amount. The month of June was spent ensuring that everything was in order for tax billing, including the many adjustments necessary to motor vehicles that had been sold, etc. and not replaced.

Corrections to the Assessors' Tax Maps are almost complete with the help of our contractor, Applied Geographics of East Hartford. The information is now hosted on-line for use by all taxpayers and the general public. The mapping data is growing continually, with recently added layers for brownfields and the fire department.

The Assessor attended a 2-day training class for the Computer Assisted Mass Appraisal Software (CAMA) which is used in the office for real estate inventory and valuation. She also attended her annual Assessors' School at the University of Connecticut in order to obtain re-certification credits toward her State Assessors' Certification.

The staff has been busily organizing property transfers, building permits and certificate of occupancies and discovering new personal property. As always, fielding questions from and providing answers to the taxpayers and general public, both on the phone and in person are a big part of each day.

Description	Q1 - 9/30/12	Q2 - 12/31/12	Q3 - 3/31/13	Q4 - 6/30/13
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.	We have signed a contract and expect to go live with ACH and ePayables sometime between June and August.	Did some testing in May and June on ePayables. We will start notifying vendors in July and go live with ePayables in early to mid-August.
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.	No activity during the quarter.	No activity during the quarter. Hope to make some progress on this goal in FY2014 once our new Accounting Generalist is cross-trained in payroll.
3. Continue to consolidate the city's servers by utilizing NPI'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.	No activity during the quarter.	The fiber wiring in city hall will be done by the end of July and server virtualization to follow.
4. Work with NPI 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 NPI's VOIP system.	Identified funding for VOIP pilot, entered into a contract with a vendor to do the work.	We are evaluating this VOIP pilot project to determine whether the money would be better spent upgrading the wiring in City Hall.	The fiber wiring in city hall will be done by the end of July and server virtualization to follow.

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 FY 11-12 CAFR is available on our website.	Received responses to our RFP for audit services and selected Blum Shapiro for the FY 12-13 audit.	Blum Shapiro started preliminary audit procedures in June.
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.	Finished formulating the budget that will be presented on April 1st.	Budget was adopted on June 10th and the document was posted on the website on June 18th.
Bond	No activity during quarter.	Uploaded Continuing Disclosure Agreement information from our CAFR.	No activity during the quarter.	Reviewed cash flow needs for a possible bond issue in the Fall.
Hurricane Sandy, Blizzard Charlotte	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.	NPI and other City departments have submitted over \$800,000 in reimbursement requests for Hurricane Sandy. Most of which have been approved by FEMA. Blizzard Charlotte has been declared a disaster for which we should be eligible for at least 75% of our highest 48-hour period of costs.	NPI, Public Works, and other City departments have submitted over \$200,000 in reimbursement requests for Blizzard Charlotte/Nemo. We received most of the reimbursements for Hurricane Sandy.
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.	Sent 4,241 delinquent notices, 401 PP, 1,324 RE, and 2,516 SMV. So far, the Current Levy tax collection percentage of 94.04% is comparable to last year's rate at this time. Will be sending demands in April for RE over \$5,000 and/or any balance on 2010 GI.	Sent 91 demands for delinquent 2010/2011 grand list real estate bills. Sent 38 demands for business Personal Property estate bills. Placed 693 liens on properties with delinquent 2011 grand list real estate bills. Generated the 43,358 property tax bills for July. Held a tax sale in May. 11 properties will belong to the City in November, and 10 properties were paid. Held an auction of five city owned properties in June. All were purchased and will be back on the tax rolls.
Purchasing	We issued 18 bids and 5 RFPs, including bids for the east 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 engaging 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 pump for the Fire Dept., replacing windows at the Recreation Building and an RFQ for consultant services for NPI's upgrades to the Stony Brook Water Plant.	Issued 11 bids and 1 RFP during the quarter. Also worked on the City's insurance renewal applications for our coverage in fiscal year 2013-14.	13 bids and 2 RFPs were issued. Insurance coverages for FY 2013-14 were finalized. Assistance was provided as needed to The Risk Authority for their chiller issues. Auctioned 6 surplus vehicles and a boat online totaling \$14,000 in sales.
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.	Since the launch of the new site on 11/16/12, it has had 80,000 visits. Over 230 citizens have signed up for the MyConnections feature of our website.	Since the launch of the new site on 11/16/12, it has had 155,000 visits. Over 300 citizens have signed up for the MyConnections feature of our website.
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.	We are recruiting for vacancies in the Revenue Collector and Accounting Generalist positions.	City Comptroller Joseph Ruffo announced he will retire on September 3rd after 27 years of service. We filled the Accounting Generalist position on June 3rd and the Revenue Collection Clerk position on June 24th.
Information Technology	Cleared 590 Service Calls and worked on the following projects: 1. Changed out the Police Primary Server with a virtualized server, 2. Upgraded Fire HQ training room with a built-in AV 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.	Cleared 504 Service Calls and replaced 12 computers.	Cleared 645 Service Calls. Ordered 30 PCs for the start of our Windows 7 migration during July.

City Manager's Quarterly Report FY 2012-13

FY 2013-13 Goal	Q3 Report (Jan-Mar)	Q4 Report (Apr-Jun)
<p>Increase & improve flow of information to Council</p>	<p>*CM office re-organization proposed in budget & in negotiation w/union *Regular dept. head staff meetings to communicate goals & priorities to staff *Dept. head council informationals scheduled as needed (held to date: PW, NCDC, BOE, Planning)</p>	<p>*Re-organization & negotiation complete * On-going *Public Works scheduled for a bond presentation on 8/19/13 at 6:45PM</p>
<p>Maintain adequate fund balance</p>	<p>On-going monitoring on a monthly & quarterly basis Weekly meetings with Comptroller & Deputy Comptroller, periodic meetings with Treasurer</p>	<p>On-going</p>
<p>Support Brownfields re-development</p>	<p>*EPA grant submitted Nov. 2012, decision expected shortly *Approved RDA member & staff brownfield training *Supply staff for regular RDA assistance (Planning Director, CD Supervisor)</p>	<p>*EPA grant was not approved. Debriefing was held and the City will be re-applying in the Fall *RDA members attended the 2013 Brownfields Conference in Atlanta, GA on May 15th and presented a report to the Council on June 17 *On-going</p>

City Manager's Quarterly Report FY 2012-13

FY 2013-13 Goal	Q3 Report (Jan-Mar)	Q4 Report (Apr-Jun)
Brownfields re-development priority list	Area-wide plan and priority list completed & posted on-line	Working on next steps to complete community involvement and implementation of next action steps per de-briefing
Education infrastructure collaboration	*12/19/12 Established staff planning group which included Superintendent of Schools, School Business Manager *Currently researching assistance for long-term planning	Capital improvement groups meetings are in progress to address facilities/building space needs
Update Public Safety Plans	In progress with 1st adjustment made in budget as proposed for FY 2013-14	Adjustments made in budget as proposed for FY 2013-14 for Police/Fire. Next steps: plan any adjustments for FY 2014-15

City Manager's Quarterly Report FY 2012-13

FY 2013-13 Goal	Q3 Report (Jan-Mar)	Q4 Report (Apr-Jun)
Coordinate marketing & promotion of City's assets	*Member of NCDL BOD *Facilitated overhaul of the City's website *GNACC member-attend monthly economic development meetings	*NCD has provided a strategic plan & scope of services-awaiting Council approval *Overhaul of City's website is complete *On-going
Modernize pension plan	Addressed as contracts open for negotiations	On-going
Update Public Works 5 Year Plan	Working with PW Director on same request in budget and DPW budget presentation	Will be addressed in PW Director presentation on August 19th.