



ESTABLISHED 1659

CITY OF NORWICH

CONNECTICUT

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DATE: May 19, 2014
TO: Mayor Debercy Hinchey & Council Members
FROM: Alan H. Bergren, City Manager
SUBJECT: City Manager's Report

1. **Upcoming Events**

- The local Veteran's organizations are sponsoring a Memorial Day Parade which will step off from St. Patrick's Cathedral at 12PM on Monday, May 26, 2014. There will also be a Memorial Day ceremony at Taftville Memorial Park at 10AM and a memorial wreath laying at Little Plains Park at 11AM.

2. **Budget & Finance**

The recent City-wide revaluation produced a significant reduction in both commercial and residential property values. With a lower grand list, the mill rate must be set higher to produce the revenue needed to meet the City's budget needs. This does not mean that all property owners will see an increase in their property taxes; some may be lower, some may be higher, depending on the class of property. Because motor vehicles and business personal property are valued at current market values every year, those categories of properties will most likely see slightly higher taxes.

Please see attached memo from Comptroller, Joshua Pothier, which explains the recent State revenue projections.

3. **American Friends of Kenya [AFK]**

American Friends of Kenya [AFK] is a Norwich based all-volunteer charity that promotes education and literacy, public health, library development, the welfare of girls and women, and the inclusion of people with disabilities in the poorest regions of Kenya. Each year, AFK sends a shipment of 25,000-30,000 books, library shelving and supplies, medical supplies and assistive devices, classroom resources, and supplies for women's cooperatives and organizations serving people with disabilities. They also sponsor an annual volunteer trip for medical practitioners, librarians, educators, and others who can contribute in some way. Last year, three coaches and umpires from Norwich Little League participated in a trip and worked with coaches and players in a new Little League formed in eastern Kenya. A coach and player from the Kenyan league will visit Norwich this summer and receive additional training. AFK also administers an orphan sponsorship program that places children in families within their communities. For more information, visit their website at: www.afkinc.org.

5. **Key to Liberty: The Revolutionary War in the Champlain Valley Exhibit at Slater Memorial Museum**

The City sponsored a traveling exhibit on display at the Slater Memorial Museum May, 2014 through Fall 2014. The exhibit displays historical images, maps and eyewitness accounts of the 1776 Battle of Valcour Island and tells the story of Benedict Arnold's naval fleet and its role in that battle.

6. **Quarterly Departmental Reports**

Attached, for your perusal, are the third 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.

7. **Volunteers Needed!**

Volunteers are always needed to fill vacancies on City Boards/Committees/Commissions.

For more information and to see a list of current vacancies, 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.

8. **Citizen Charter Input**

Citizens can go to the City's website at www.norwichct.org to submit suggestions or ask questions on charter revision.



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May 9, 2014

To: Mayor Debercy Hinchey and Members of the Norwich City Council through City Manager Alan H. Bergren

RE: Revised Fiscal Year 2014-15 Budget Revenues

The estimated municipal grant revenues included in the adopted State of Connecticut's fiscal year 2014-15 budget and related implementer bills increased by \$324,133 over the estimates included in the Governor's proposed midterm budget adjustments presented on February 5, 2014.

The table below breaks down the allocation of these revenues between the General Fund and City Consolidated District Fund and gives the impact on the mill rates and taxes on the median single family home (appraised value of \$134,000, assessed value of \$93,800)

| Schedule A - Revenues (May 9, 2014) | | | | | | |
|--|------------------------------------|--------|------------------------------------|--------------------|---------------------|-----------------------------------|
| <i>General Fund Revenues</i> | | | | | | |
| Page # | Item | Line # | Description | Change in Revenues | Change in Mill Rate | Reduction in Taxes on Median Home |
| 45 | State-In Lieu of Taxes | 70247 | PILOT: State-Owned Property | 131,414 | | |
| 45 | State-In Lieu of Taxes | 70247 | PILOT: Colleges & Hospitals | 13,866 | | |
| 45 | Mashantucket-Pequot/ Mohegan Grant | 70254 | Pequot-Mohegan Grant | (3,348) | | |
| 45 | Shared Revenues | 73500 | Municipal Revenue Sharing | 170,483 | | |
| 45 | Shared Revenues | 73500 | Property Tax Relief/ Hold Harmless | 3,211 | | |
| | | | | 315,626 | 0.18 | \$ 16.88 |
| <i>City Consolidated District Fire Fund Revenues</i> | | | | | | |
| Page # | Item | Line # | Description | Change in Revenues | Change in Mill Rate | Reduction in Taxes on Median Home |
| 128 | State-In Lieu of Taxes | 70247 | PILOT: State-Owned Property | 8,507 | | |
| | | | | 8,507 | 0.01 | \$ 0.94 |



CITY OF NORWICH
CONNECTICUT

Office of the City Clerk
Betsy M. Barrett

The 2013/2014 third quarter goals and action plans for the City Clerks Office:

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

Our office has been experiencing an influx of customer traffic from routine vital requests, fish and game licenses, land record recordings and dog licensing. Leaving the department to rely on a temporary employee to bridge the gap.

With Dog Season almost upon us we are ready to send out our renewal notices. We currently have 1684 dogs licensed and have captured email addresses for 1145 resulting in only requiring postcards and postage for 536 which will be a great money saver on all levels manpower, supplies and postage.

I have applied for another grant from the Connecticut State Library to some more scanning of older land record images to increase our user subscriptions. The goal is to continue with in house scanning beginning in July if the grant is awarded.

We will be having a State, Judge of Probate and Registrars of Voters election this year which we are starting to collect and set groundwork for.

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



City of Norwich
CONNECTICUT

OFFICE OF EMERGENCY MANAGEMENT

TO: Alan H. Bergren, City Manager
FROM: Gene M. Arters, Director
SUBJECT: 13/14 Third Quarter Budget Profile
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The 2013/2014 Budget for the Office of Emergency Management & Homeland Security is on target with Third 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

The Office of Emergency Management & Homeland Security responded to fourteen (14) National Weather Service Alerts. These Alerts ranged from Level -1- to Level -3- Activations. The most significant was on Sunday, March 30th. This event was in response to 4 inches of rain that resulted in moderate to major flooding. Emergency Management distributed 3,700 Sandbags.

Public Information and Education

- A. Conducted a Winter Weather Preparedness show on the Stu Bryer Potpourri Show.
- B. Populated the Emergency Management Web Site with Comprehensive Winter Weather Preparatory Measures.
- C. Provided the Norwich Journal Publication with Comprehensive Information on Winter Weather Storm Preparedness.

Training

- A. Completed Radiological Monitoring Training for the Norwich, Yantic and Taftville Fire Departments.
- B. Participated in a Table-Top Exercise at NFA that simulated a Contaminated Water Supply impacting the Students.
- C. Participated in a "Active Shooter" drill at the Backus Hospital
- D. Participated in a Nationwide Drill that activated the Strategic National Stockpile.

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

| Description | Q1 - 9/30/13 | Q2 - 12/31/13 | Q3 - 3/31/14 |
|--|--|--|--|
| 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 | ACH payments were tested this quarter and will go live next 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 | 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 | 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 | City Council adopted a bond ordinance which will provide the funds to virtualize and consolidate servers. |
| 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 | City Council adopted a bond ordinance which will provide the funds to implement a VOIP system and move our internet and email service over to NPU. |

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. | Blum Shapiro gave a presentation on the 6/30/13 audit to the City Council on 2/3/2014 |
| 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 7th. |
| 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. | Issued \$12.4 million of new bonds with a true interest cost of 3.029% and \$5.8 million of refunding bonds with a net present value savings of \$382,000. |
| 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. | Sent 4,310 delinquent notices, 410 PP, 1,200 RE, and 2,700 SMV. So far, the Current Levy tax collection percentage of 94.89% is comparable to last year's rate at this time |
| 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. | Issued 22 bids and 1 RFP during the quarter. Also worked on the City's insurance renewal applications for our coverage in fiscal year 2014-15. |
| 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 | Over 500 citizens have signed up for the MyConnections feature of our website. |
| 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. | Tony Madeira was promoted to position of Deputy Comptroller. Purchasing Agent Bill Block announced that he will retire after 34 years of service in July. Started hiring processes for Accountant and Purchasing Agent. Organized Microsoft software training in conjunction with NPS and Three Rivers for 42 employees who will be taking nearly 100 classes in April and May. |
| 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. | Cleared 668 Service Calls and replaced 10 computers. Began roll-out of Windows 7. |

Norwich Fire Department-FY 2013-14 3rd 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. Daily Training for all personnel is ongoing. 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. We have begun in district preplanning/attack planning activities with all personnel.

The city continues to experience a variety of types and severity of calls for emergency services. The following is a summary of the activity for this time period:

Incidents of Fire: 30 with 9 building fires; Over pressure/Explosion 1; Rescue/EMS 404; Hazardous conditions/Materials 25; Customer Service 56; Good Intent 25; False Call 63; Weather /ND 25; Special/Other 2.

Total Incident Count 618 for the months of January, February, March

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.

NORWICH YOUTH AND FAMILY SERVICES, 1/1/14-3/31/14

| 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 23 newly screened youth participates, 7 long term participants and 16 follow up youth for a total of 46 | 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. Presented the Color of Justice community justice Forum. 68 participants. | Police, Norwich Public Schools |
| G1 -Public safety G2- Support public schools G3-Find efficiencies | Norwich Prevention Council-(Norwich Suicide Prevention Alliance) | Trained 244 individuals (125 youth and 95 school personnel) in Q,P,R...suicide prevention training. Planned with high schools for suicide prevention week in April. Served 6 youth in COA group. Girls Circle 10 youth. SADD coffee event serving 52 participants. | 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 and bring a KABOOM playground to Norwich. | Norwich Public Schools |
| G2- Support public schools G5-Lead change-Vital links G1-Address issues of public safety G3-Find efficiencies | CFN...The Taftville Project | 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. (Mobile Food Van- 88households,177adults,127children,13seniors)(Weekend Food backback program-11households, 24children) | 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 20 youth (in office) and 23 youth (in school setting) | Norwich Public Schools |

| | | | |
|---|--|---|---|
| <p>G1- Public safety G2-Support public schools G5-Maintain Vital links G3-Find efficiencies</p> | <p>Juvenile Review Board/ Families with Service Needs Boards</p> | <p>Case Management of 10 new cases; 11 coniuations</p> | <p>Norwich Police, Norwich Public Schools</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 3 - Fiscal year 2013/2014

January 1- March 31, 2014

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.

During this quarter the retirements of Sergeants James Tetreault and Patrick Mickens created the loss of over 40 years of police experience and institutional knowledge. Both sergeants were highly respected, decorated veterans of the department and their presence will be missed. The promotional process for their replacements has been begun and will take place within the next quarter.

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.

March 23, 2013, the Community Policing Unit expanded by 4 officers, bring the total to 11. These additional 4 officers enable the unit to provide Community Policing Patrols into Downtown,, the villages of Greenville and Taftville 7 days a week during the Evening Shift hours. This expansion now provides the department the ability to schedule Community Policing Patrols on a regular basis during the Day Shift hours.

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:

As the preliminary statistics from the Uniformed Crime Reports (UCRs) were published for Norwich, again violent crime continued to decline in 2013 as we saw in 2012. However an area we have seen an increase in property crimes specifically in the areas of burglary and larceny, which illustrates there is "more work to de done".

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, 4 Supervisors attended the 40 hour Police Officer Recertification Course, working towards the State mandated certification requirements.

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:** Officer Keven McNeill the Police Department's DUI Enforcement Instructor is now a certified Drug Recognition Expert (DRE), giving the department 2. He is now in the process of attaining DRE Instructor certification. Officer McNeill currently instructs DUI Identification & Enforcement at the CT Police Academy and for The Law Enforcement Council of Eastern CT. In an effort to further his training Officer McNeill attended week long Advanced DRE training class in Rhode Island during the month of March. This training paid for in full with funding provided from CT Dept. of Transportation.*

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

***STATUS:** The Community Policing Unit partnered with NCDC, the Chamber of Commerce and local merchants to host the St. Patrick's Day Parade and associated festivities. The inaugural parade was a great the success,, demonstrating another fine example of the Police Department's commitment to publics safety and improving quality of life for the citizens and patrons of 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 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.*