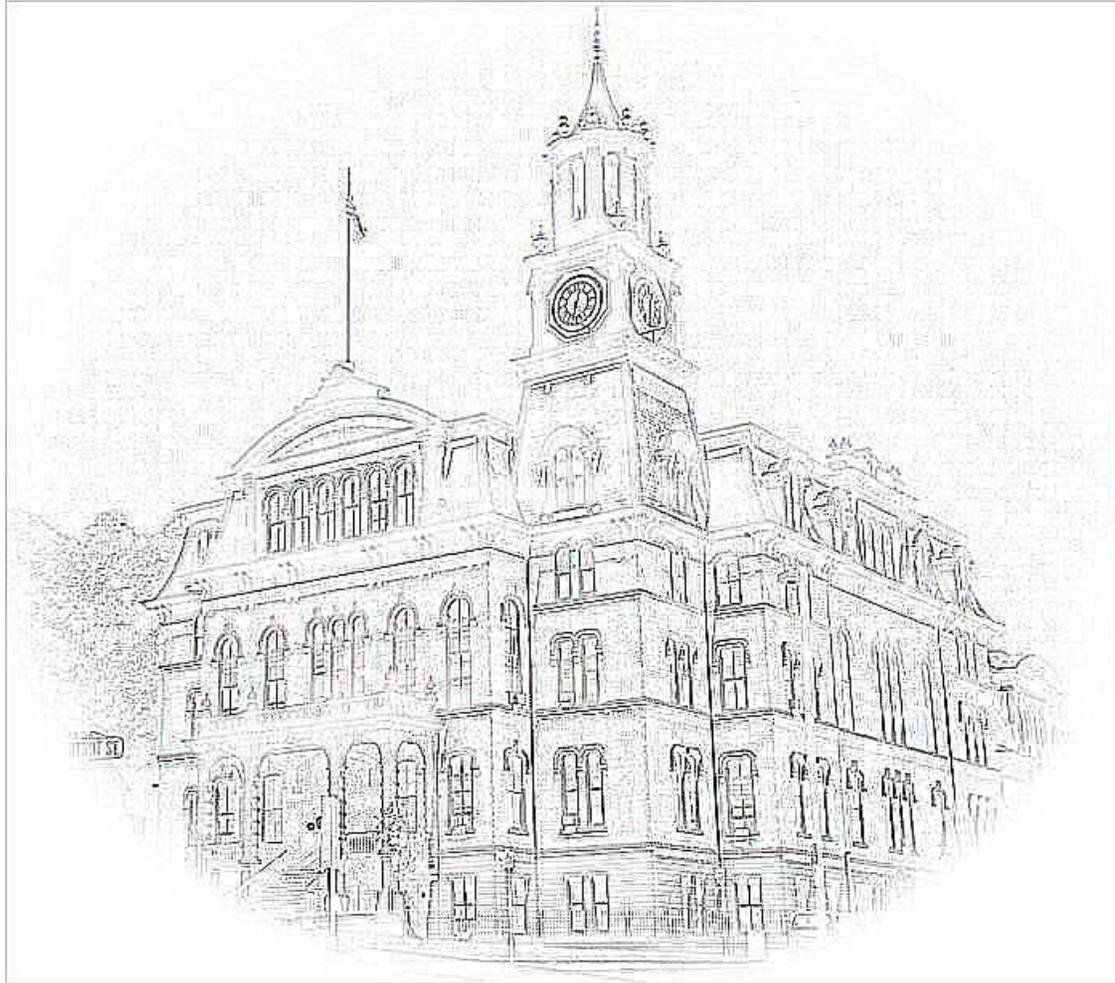


City of Norwich

**FY 2014-2015
Annual Report**



2016 Calendar

Norwich City Hall, 100 Broadway

WWW.NORWICHCT.ORG

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Municipal Recreational Facilities



CT Tigers-Dodd Stadium **860-887-7962**

Website: www.cttigers.com

Email: info@cttigers.com

- Class A short season affiliate of the Detroit Tigers.



The Rosegarden Ice Rink **860-892-2555**

Website www.rosegardenicearena.com

- Located at 641 New London Turnpike, "The Rink" offers numerous programs and activities to skaters of all abilities. The Rink is home to many youth and high school hockey organizations as well as playing host to birthday parties and open skate hours. Also included in the complex is a state-of-art pro-shop where skaters can purchase items and take advantage of repair services.



The Norwich Golf Course **860-889-6973**

Website www.norwichgolf.com

- The Norwich Golf Course is an 18-hole championship golf course facility located in Norwich, CT. Featuring a challenging 6,228 yard design constructed over undulating terrain playing to a par of 71 from the longest tees. The course rating is 70.0 and has a slope rating of 131 on rye grass fairways. Designed by Architects Tull & Tull, the Norwich Golf Course opened in 1926. Mike Svab, a PGA Member, manages the course as the Golf Professional. The staff at this regulation 18 hole public golf course can help you plan a corporate or family outing for up to 200 people. Complete restaurant facilities can provide your awards banquet after the outing.

A Message From The Mayor

Dear Citizens of Norwich:

The primary responsibility of the Office of the Mayor is to spearhead the City's economic development efforts. Economic Development is further enhanced by the collaborative team work of the Office of Community Development, the Office of Planning and Development, Norwich Public Utilities and the Office of the Assessor. The City of Norwich and Norwich Public Utilities also fund the Norwich Community Development Corporation (NCDC), which is tasked with assisting the City in improving the City's economic well-being.

My vision for the City is to position Norwich for long range economic growth by attracting new businesses and industry. I have instituted a business visitation program in which I visit businesses in Norwich twice a month with a representative from Community Policing, NCDC and Norwich Public Utilities. Further economic development will increase the visibility of Norwich in a crowded and competitive economic development marketplace. Our historic downtown, our neighborhoods, the historic architecture and village greens are Norwich assets which should be appreciated along with our quality schools, Mohegan Park and recreational facilities, the Ice Rink, Dodd Stadium, our waterfront and the municipal golf course.

The 2015 – 2016 budget included a tax increase. This was difficult for our taxpayers but necessary in order to maintain our quality of life services, meet our contractual obligations and advance our education system. We are working with our State Legislators to secure additional municipal revenues from the State of Connecticut, seeking collaborative cost saving measures throughout the City and create a presence throughout Connecticut and the US.

Citizen involvement is vital in making Norwich a vibrant place to live and work. There are opportunities for everyone to volunteer at local schools, to serve on one of the City's boards and commissions, or to participate in community venues such as Crime Watch or Greenville Neighborhood Revitalization Zone. We continue to have an open forum at the second City Council meeting beginning at 6.30pm and ending at 7.30pm. Citizens address the City Council with areas of concern that are not dependent on the Council Agenda I and the other members of the City Council look forward to hearing your concerns and ideas. Thank you for your support.

Mayor Deberey Hinchey

A Message from the City Manager

Honorable Mayor, Members of the City Council & Citizens of Norwich:

It is a pleasure to submit to you the 2014-15 Annual Report of the City on our activities for the last year.

During this time frame, we were challenged with a difficult economy to maintain important and vital services for our community. As always, with the commitment of our dedicated elected officials, we were able to weather the constraints of a sluggish local, regional, and national economy, as well as maintain a reasonable tax rate for our taxpayers.

Our budget process over the last few years has been difficult necessitating reductions in funding which forced lay-offs or not filling positions in department staff levels.

Nevertheless, we continue to have committed and hardworking City employees that get the job done. Our Finance Department continued its annual tradition of receiving the Certificate of Achievement for Excellence in Financial Reporting, our Public Works Department does an outstanding job in maintaining the vital infrastructure of our City which is so critical to the quality of life and the attraction of future investment in our community. Our City Clerk's office continues to exhibit a model of efficiency and proficiency in all their activities in maintaining our vital records in a top notch fashion. Our public safety agencies, recreation and other departments strive each day to improve and protect the lives of our residents.

Within this report, you will find an overview of the activities of our City departments and agencies for the last fiscal year.

I take this opportunity to thank all of our employees for the job they do each day to serve the residents of our great City.

John Bilda, Acting City Manager

City of Norwich Directory

Departments/Offices

| | | | |
|-----------------------|----------|-----------------------|----------|
| Animal Control | 887-5747 | Human Resources | 823-3713 |
| Assessors | 823-3723 | Human Services | 823-3778 |
| Blight Control | 823-3762 | MIS | 859-4404 |
| Board of Education | 823-6284 | Planning & Zoning | 823-3766 |
| Building Inspector | 823-3745 | Police Department | 886-5561 |
| City Clerk | 823-3732 | Public Parking | 889-5586 |
| City Manager | 823-3751 | Public Utilities | 887-2555 |
| Community Development | 823-3770 | Public Works | 823-3789 |
| Corporation Counsel | 889-3321 | Purchasing | 823-3706 |
| Economic Development | 823-3742 | Recreation | 823-3791 |
| Emergency Management | 887-1018 | Registrar of Voters | 823-3754 |
| Finance | 823-3730 | Senior Center | 889-5960 |
| Fire Department | 892-6080 | Tax Collector | 823-3760 |
| Health Department | 823-1189 | Treasurer | 823-3712 |
| Historian | 859-5349 | Uncas Health District | 823-1189 |
| Housing Authority | 887-1605 | Youth Services | 823-3782 |
| Housing Inspector | 823-3739 | | |



2013-2015 City Council

Standing left to right: Mark Bettencourt, William Eyberse, William Nash, Terell Wilson. Seated left to right: President Pro-Tem Pete Desaulniers, Mayor Debercy Hinchey, Sofee Noblick.

Office of Mayor and City Council 823-3742

| | |
|-----------------------|----------|
| Mayor Debercy Hinchey | 823-3743 |
| William Nash | 859-9118 |
| Pete Desaulniers | 889-1916 |
| William Eyberse | 822-1008 |
| Sofee Noblick | 334-6108 |
| Mark Bettencourt | 887-0189 |
| Terell Wilson | 639-1949 |

911 • Police
• Fire
• Medical

EMERGENCY CALLS

Assessor

Donna Ralston

823-3723

GOALS & ACTION PLANS:

- To complete each year’s grand list in accordance with the CT General Statutes by reviewing and updating all new construction values; completing all real estate transfers of ownership, as filed with the Town Clerk; valuation of motor vehicles on the regular grand list, as well as the supplemental motor vehicle list; processing personal property declarations and applying all exemptions applications that were filed.
- The remittance of all reports by their statutory deadline. These reports include: annual grand list reports; elderly tax relief reports, additional veterans reports, manufacturing and equipment reports; state-owned property and colleges and hospital reports for reimbursement; sales assessment ratio reports for use in determining the equalized net grand list; as well as distressed municipality and enterprise zone reports.
- Administration of the Elderly and Totally Disabled Tax Relief Programs; the Additional Veterans exemption program and any other exemptions allowed by Statute and city ordinance.
- Act as a liaison to the Board of Assessment Appeals by publishing legal ads, making appointments and adjusting assessments.
- Provide technical assistance and information to attorneys, title searchers, appraisers, real estate agents, citizens and other city departments.
- Defense of values in Court.

FY 2014/2015 ACCOMPLISHMENTS:

- The City of Norwich's October 1, 2014 Grand List was filed by Assessor, Donna L. Ralston who is a 34 year veteran of the assessment profession and a Norwich native.
- The administration software from Quality Data Services, installed in April of 2009 in both the Assessors’ and the Tax Collectors' offices continues to streamline the way information is shared between the Assessors’ and Collectors’ offices. It simplifies the reporting and balancing aspect of all assessment and collection functions. It also organizes the exemption process. The personal property portion of the software has increased the accuracy of calculation and allowed more time for new discovery.
- The Assessor’s Office continues to successfully utilize a CAMA (Computer Assisted Mass Appraisal) System to keep a complete inventory and uniform valuation of all parcels of real estate.
- A Geographic Information System (GIS)-mapping program has been secured through a Company called Applied Geographics of East Hartford, CT and the Assessors’ Office is working closely with them to ensure its’ accuracy. Mismatches between the Assessors’ CAMA system and the GIS maps are fewer and farther between and they are being investigated and corrected by the Assessor. The on-line version of the GIS is available to the general public at www.mapgeo.com/norwichct

MISSION: *To ensure that all assessments are uniform and completed within the direction of the Connecticut General Statutes.*

VISION: *To discover, list and value all taxable and tax exempt property within the City so that each taxpayer pays only their fair share of the tax burden.*

VALUES: *Accurate, Uniform and Fair*

| Grand List Date: | 10/1/2011 | 10/1/2012 | 10/1/2013 | 10/1/2014 |
|---|---------------|---------------|---------------|---------------|
| INDICATOR | ACTUAL | ACTUAL | ACTUAL | ACTUAL |
| | | Revaluation | | |
| Net Grand list totals 10/01/11 –10/01/14 | 2,435,275,979 | 2,424,399,070 | 1,798,565,150 | 1,798,578,984 |
| # Real Estate Accounts | 13,075 | 13,134 | 13,134 | 13,143 |
| # Building permits processed | | | | |
| # Motor vehicles | 28,753 | 28,531 | 28,463 | 28,153 |
| # Personal property accounts | 1,626 | 1,681 | 1,677 | 1,720 |
| # Tax Exempt Real Estate Acc’ts | 848 | 859 | 862 | 876 |
| % Reports completed on time | 100% | 100% | 100% | 100% |
| Circuit-breaker and Freeze apps. | 410 | 393 | 392 | 406 |
| # Exemptions | 4,787 | 4,754 | 4,563 | 4,611 |
| BOAA adjustments | 47 | 27 | 107 | 8 |

City Clerk

Betsy Barrett, City Clerk

823-3732

The Town Clerk's office is one of the most visited offices in Town Hall. It is where you will find information about recording land records, applying for an absentee ballot, applying for a marriage license, obtaining a birth, death or marriage certificate, information on dog licensing, filing a Trade Name Certificate, Notary Public services and obtain minutes and agendas of all City boards & commissions. These are just a few of the services we provide on a daily basis.

Responsibilities

- Record and maintain all records of real property and mobile homes
- Collect conveyance taxes for the City and State
- Administer elections and absentee ballot voting
- Register electors
- Issue fish and game licenses and permits, itinerant vendors' licenses, and dog licenses
- Register fictitious name certificates, military discharge records
- Issue burial and cremation permits
- Register and certify notaries of the public
- Approve liquor permit applications
- Provide notarial services, genealogical research assistance, land records research instruction, and passport application processing
- Publish the City Council meeting agenda and prepare and maintain the minutes of all City Council meetings and public hearings
- As Registrar of Vital Statistics: maintain all records of births, marriages, and deaths occurring in Norwich and of Norwich residents of other towns

Accomplishments

- Applied for & awarded State grant money for the 3rd consecutive year to continue scanning of older land records using in house staff
- Continually looking for ways to improve the efficiency of the office for optimum customer service

| Fiscal Year | 2013-14 | 2014-15 |
|-----------------------|---------|---------|
| Land records | 6823 | 6146 |
| City Council Meetings | 29 | 29 |
| Absentee Ballots | 306 | 538 |
| Marriage Certificates | 313 | 260 |
| Death Certificates | 433 | 467 |
| Birth Certificates | 894 | 860 |
| Dog Licenses | 1693 | 1536 |

Registrar of Voters

*Dianne Slopak, Republican Registrar
Dianne Daniels, Democrat Registrar*

823-3754

Responsibilities

- Meet federal, State & local statutory requirements & deadlines for election related activities
- Recruit volunteers & ensure proper level of certification for all staff & volunteers
- Ensure accuracy of existing voter registration data and educate registered voters on appropriate precinct locations

Accomplishments

- Completed annual canvass of voters
- Organized and ran one primary and general election
- Provided accurate voter registration lists for candidates, City Clerk and other interested parties
- Supported voter registration drives
- Trained all election workers to perform their assigned duties for each election
- Conducted voter outreach to increase voter registration and participation

| Fiscal Year | 2013-14 | 2014-15 |
|--------------------------|---------|---------|
| Total # of Voters | 21,000 | 21,044 |
| Voters Added to Roles | 700 | 1025 |
| Changes | 1040 | 2375 |
| % Eligible Voters Voting | 30.00 | 54.96 |
| Voting Locations | 5 | 6 |

January 2016

Note:

- Meeting schedules are subject to change
- Information on additional municipal meetings may be obtained from the City Clerk
- Not all meetings are reflected in this calendar, please check the website for additional meetings, www.norwichct.org

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--------------|--|---|-----------|-----------|---|-----------|
| | | | | | 1 New Year's Day City Hall Closed  | 2 |
| 3 | 4 City Council 7:30-Council Chambers | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18  Martin Luther King Day City Hall Closed | 19 City Council 6:30-Council Chambers | 20 | 21 | 22 | 23 |
| 24/31 | 25 Redevelopment Agency 5:00—Room 210 City Hall | 26 Harbor Management 5:00—Room 210 City Hall | 27 | 28 | 29 | 30 |

Community Development

Gary Evans, Director

823-3770

Responsibilities:

- Administer the U.S. Department of Housing and Urban Development (CDBG) Program and Lead Hazard Control Grant
- Administer programs through the Connecticut Department of Economic and Community Development
- Ensure that all funds are distributed in compliance with applicable state and federal regulations

Vision:

Contribute to the economic and community development of the City of Norwich and its low and moderate-income residents. Community Development programs contribute to Norwich development by investment in infrastructure and revitalization projects. The Department simultaneously assists individual residents by administering programs that foster financial stability.

| HIGHLIGHTED OUTCOMES July 2014-June 2015 | | | |
|--|--|---------------------|------------------|
| Property Rehabilitation | | | |
| | Actual | Goal | % to Goal |
| Housing Units Rehabilitated | 29 | 32 | 91% |
| Estimated increase in value % | 16% | 12% | 133% |
| Units Returned to Mkt (Condemned/Uninhabited) | 13 | 15 | 87% |
| Job Creation** | | | |
| | Actual | Goal | % to Goal |
| Applications Received | 4 | 6 | 67% |
| Norwich Residents Hired | 4 | 6 | 67% |
| Neighborhood Stabilization Program III | | | |
| | Actual | Goal | % to Goal |
| Foreclosed Units Returned to the Market | 5 | 5 | 100% |
| Homeownership Opportunities Created | 1 | 1 | 100% |
| Funding Opportunities | | | |
| | Amt Request | Amt Received | % to Goal |
| Community Development Block Grant*** | \$814,500 | 814,500 | 100% |
| Brownfield Assessment Dollars (w/Planning/NCDC) | \$270,000 | \$270,000 | 100% |
| EPA Brownfield Funding | \$400,000 | \$0 | 0% |
| HUD 2015-2018 Lead Based Paint Program | \$2.6 Million | Pending | Pending |
| Total Received | 1.5 million | 1.1 million | 73% |
| Ratio of Total Funds Awarded Vs. Applied | 73% Success Rate | | |
| Ratio of City Funds to Private/Non-City Funds | CD leverages \$1.65 for every \$1.00 spent | | |
| Additional Outcomes/Activities | | | |
| | Actual | Goal | % to Goal |
| Managed/Monitored CDBG Grantees | 15 | 15 | 100% |
| Construction Training/Lead Certification | 219 | 200 | 110% |
| Children Tested for Lead Poisoning | 212 | 175 | 121% |
| Completed 5-Year City's Consolidated Plan | 1 | 1 | 100% |
| Completed HUD Lead Paint Control Application | 1 | 1 | 100% |
| Managing \$200,000 State Brownfield Grant | 85% Complete | 100% Complete | 85% |
| **Job creation does not include job training program which is funded with CDBG, but managed through Norwich Human Services (NHS). Any successes and Norwich residents hired would be reflected in NHS's statistics | | | |
| *** Norwich is an Entitlement Community, however, this department applies for and runs some department programming with this funding | | | |

The Community Development Department is committed to improving the quality of life for low and moderate-income Norwich residents.

February 2016

Note:

- Meeting schedules are subject to change
- Information on additional municipal meetings may be obtained from the City Clerk
- Not all meetings are reflected in this calendar, please check the website for additional meetings, www.norwichct.org

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|---|-----------|-----------|-----------|-----------|
| | 1 City Council 7:30- Council Chambers | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 Valentine's Day  | 15 President's Day  City Hall Closed | 16 City Council 6:30-Council Chambers | 17 | 18 | 19 | 20 |
| 21 | 22 Redevelopment Agency 5:00—Room 210 City Hall | 23 Harbor Management 5:00—Room 210 City Hall | 24 | 25 | 26 | 27 |
| 28 | 29 | | | | | |

Emergency Management

Gene Arters, Director

887-1018

Mission:

To exercise the standards, procedures and disciplines for the protection of life and property from natural and man-made disasters through effective public information, education programs and emergency operations planning.

The City of Norwich Office of Emergency Management & Homeland Security strives to protect life and property from natural and man-made disasters. Coordination and support in the four phases of Emergency Management, Mitigation, Preparedness, Response and Recovery within the NIMS (National Incident Management System) framework will continue to serve as the foundation to build upon.

Norwich Emergency Management monitored seventy-eight (78) weather events throughout the year with the most serious being Blizzard Juno that resulted in a Presidential Declaration of Disaster Area and a level-1-Emergency Operations Center activation that remained open for thirty six (36) hours.

Accomplishments:

- Participated in seventeen seminars and table-top exercises
- Appointed a new CERT Coordinator
- Trained 86 personnel in the new Ludlum Radiological monitoring equipment

Other Accomplishments:

Norwich Emergency Management was awarded 2 additional pieces of Regional Emergency Response Equipment.



A generator powered high intensity flood lighting system

A CERT (Community Emergency Response Team) trailer. This trailer is loaded with various equipment, cots, wheel chairs and other equipment needed to handle the requirements of persons with disabilities at a public shelter.



Emergency Management Deputy Director continues campaign to recruit volunteers for the CERT (Community Emergency Response Team).

March 2016

Note:

- Meeting schedules are subject to change
- Information on additional municipal meetings may be obtained from the City Clerk
- Not all meetings are reflected in this calendar, please check the website for additional meetings, www.norwichct.org

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--|--|---|----------------------------|---|--|-----------|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 City Council 7:30- Council Chambers | 8 | 9 | 10 | 11 | 12 |
| 13 Daylight Savings  | 14 | 15 | 16 Ash Wednesday | 17 St. Patrick's Day  | 18 | 19 |
| 20 Spring Begins Palm Sunday  | 21 City Council 6:30- Council Chambers | 22 Harbor Management 5:00—Room 210 City Hall | 23 | 24 | 25 Good Friday City Hall Closed | 26 |
| 27 Easter Sunday  | 28 Redevelopment Agency 5:00—Room 210 City Hall | 29 | | | | |
| | | | | | | |

Finance/Treasurer

Joshua Pothier, Comptroller
Brian Curtin, Treasurer

823-3702
823-3740

Finance Description

The Finance Department's 15 employees are responsible for procurement, payroll, accounts payable, accounting and reporting, tax collection, treasury, debt management, information technology and risk management.

Goals & Action Plans

Here is a summary of the progress made on the goals and action plans mentioned in the 2014-15 budget.

- Increase property tax collection rate on current tax levy over the next five years: The property tax collection rate on current tax levy decreased to 96.15% in 2014-15. The primary cause for this decrease was the shifting in the composition of the grand list due to the 2013 revaluation. Motor Vehicle taxes are the most difficult category of taxes to collect and they increased from 8.61% of the total taxes levied in 2013-14 to 11.67% in 2014-15. This should not be a factor in 2015-16.
- Implemented strategies to reduce costs and increase efficiencies through technology and process review: Streamlined bank reconciliation process to save both time and materials, continued importing more journal entries into our general ledger rather than manually entering them, reached out to employees, pensioners and vendors to encourage an increase in electronic payments
- Issued the fiscal year 2013-14 audited financial statements by the end of November 2014: This was substantially completed early in November with some financial footnoting taking slightly longer than anticipated.
- Developed personal development plans for 10 of the 15 staff members to ensure proper level of professional certifications are achieved through education and training
- A review of interest rates offered by qualified institutions is done continuously, but little opportunity for increasing interest income can be found in this low interest environment.
- Worked with vendors & departments to monitor and anticipate cash flow needs by setting up a calendar/schedule of recurring payments.

What Else Happened in Finance?

Budget – the 2014-15 budget was adopted by the City Council on June 2, 2014. We were notified in September 2013 that our 2013-14 budget document earned the 14th consecutive Distinguished Budget Presentation Award from the GFOA.

Audit (Comprehensive Annual Financial Report) – the audit of our fiscal year 2013-14 financial statements was completed in December 2014. We received our 22nd consecutive Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for our 2013-14 CAFR.

Blizzard Colbie-We coordinated over \$200,000 in FEMA reimbursement requests for all City departments for this storm.

.....
Policy-Drafted policies for fund balance and pension/OPEB funding and revised the bid threshold policy which were approved by the City Council in December 2014

Personnel Changes

- **August 2014**
 - ◇ Evelyn Lopez promoted to Accounting Generalist
 - ◇ Amethyst Dube promoted to Accounting Assistant
 - ◇ Cynthia Rios hired as Revenue Collection Clerk
- **November 2014**-Carolyn Impellitteri hired as revenue Collection Clerk

Website-Since the new site was launched November 16, 2012, we have had:

- 850+ citizens sign up for MyConnections feature
- 300+ vendors signed up for email notifications for new bid postings
- 110+ citizens signed up for email notifications for community events
- 380+ citizens signed up for email notifications for new job postings

Purchasing – Issued 55 invitations to bid and 13 requests for proposal, including: rose City Senior Center renovations & modernizations, City-wide automated refuse & recycling collection services, Uncas Leap Heritage Area environmental site assessment & site master planning

Information Technology

- Cleared 2,163 service calls
- Worked to have City's email hosted by NPU
- Migrated 35% of PC's to Windows 7
- Worked on virtualizing Police & City Hall servers



Fire

Kenneth Scandariato , Fire Chief
Emergency: 911

Routine Calls:
892-6080

The Norwich Fire Department administrative offices and Office of the Fire Marshal are located at 10 North Thames Street.

Our Motto: "Loyal To Our Duty" Proudly Serving the City Since 1903

The Norwich Fire Department is a geographically based operation with two strategically placed fire stations. Front line resources include 3 triple Class A pumpers, 1 tower ladder, 3 marine units, 1 forestry unit, regional special operations foam & decontamination units, and a shift commander's rapid response vehicle.

We provide fire suppression, fire prevention & public education, fire investigation, code enforcement, emergency medical response, with a regional responsibility to provide hazardous materials incident mitigation, rapid intervention, mass decontamination, confined space rescue and high & low angle technical rescue. Our primary response district is the urban core or CCD tax district of the City of Norwich.

| Call Breakdown | 2013-14 | 2014-15 |
|----------------|---------|---------|
| Fire | 490 | 392 |
| Hazmat | 132 | 122 |
| Medical/Rescue | 1633 | 1553 |
| Public Service | 205 | 119 |
| Total | 2706 | 2186 |

In the FY 2014-15, the Norwich Fire Department responded to 100% of all requests for emergency services within the CCD & 51% of all requests City-wide.

Our People, Organization and Performance are Our Highest Priorities

Volunteer Fire Departments

East Great Plains **Chief Patrick Daley** **860-886-0392**

142 Newton Street

Achievements:

- Responded to 892 calls for assistance, including 35 fire related calls & 544 motor vehicle accident and/or EMS related calls
- Increased the number of personnel with State Fire Certifications and EMS licenses

Laurel Hill **Chief Aaron Westervelt** **860-892-1973**

509 Laurel Hill Road

Occum **Chief Bob LaChapelle** **860-822-8285**

76 Taftville-Occum Road

The Occum Fire Department was established on August 4th, 1943 and is a small department located in the northern section of Norwich. The department covers four square miles of rural area. The department attends local events to promote fire prevention and holds five chicken BBQ's annually to help make purchases inside the department. We have three fire service vehicles; a 1991 Peirce fire truck with a ten-man cab, a 1997 Ferrara fire truck with a six-man cab, a 2005 Chevy Silverado light duty rescue / utility vehicle and defender inflatable boat.

Taftville **Chief Timothy Jencks** **860-887-6676**

32 Providence Street

Achievements:

- Overall average response time of 7.08 minutes
- Responded to over 653 emergency response calls; 82% of which were medical calls
- 43 mutual aid calls responded to
- Placed a new dive truck into service
- Acted as a key participant in the New London Regional Water Rescue Team
- Personnel received 4351 hours of training in 2014

Yantic **Chief Frank Blanchard** **860-887-2221**

33 Wisconsin Avenue

April 2016

Note:

- Meeting schedules are subject to change
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| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----------|--|---|-----------|-----------|---|-----------|
| | | | | | 1 | 2 |
| 3 | 4 City Council 7:30-Council Chambers | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 City Council 6:30-Council Chambers | 19 | 20 | 21 | 22 Passover begins at Sundown | 23 |
| 24 | 25 Redevelopment Agency 5:00—Room 210 City Hall | 26 Harbor Management 5:00—Room 210 City Hall | 27 | 28 | 29 | 30 |

Human Resources

Brigid Marks, Director

823-3836

Responsibilities:

- Provide supportive services to all City departments and the Department of Public Utilities
- Administer the provisions of the City's Merit System Rules
- Ensure compliance with state and federal employment laws (i.e. American with Disabilities Act & Family and Medical Leave Act)
- Applicant recruitment and testing to establish eligibility lists of candidates for appointment to all vacant classified positions in the City
- Labor negotiations, record retention, benefit administration and pension administration for active employees and retired employees
- Work with the City Personnel Pension Board to coordinate the Employee's Retirement Fund
- Coordinate programs to promote employee safety, well being and morale
- Coordinate the City's safety programs, employee assistance programs and random drug and alcohol testing program

The City of Norwich is an equal opportunity employer and is committed to the recruitment, training, and promotion of qualified individuals. For information about possible job openings visit- www.norwichct.org

Accomplishments:

- Reduced cycle time for both insurance enrollment/changes & pension processing by obtaining direct access to insurance carrier & trustee for pension
- Negotiated & came to agreement on 3 collective bargaining agreements
- Continued outreach efforts & programs to attract a more diverse applicant base/collaborated with Police & Fire
- Continued a summer diversity internship program in conjunction with NFA and Norwich Tech
- Continued Diversity in Employment Committee outreach efforts and attendance at events
- Completed implementation of assistive listening devices in Council Chambers
- Conducted City-wide training for reasonable suspicion of substance abuse



2015 Diversity Intern Program

May 2016

- Note:
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| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--|--|---|-----------|-----------|-----------|-------------------------------|
| 1 | 2 City Council 7:30-Council Chambers | 3 | 4 | 5 | 6 | 7 |
| 8 Mothers Day  | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 City Council 6:30-Council Chambers | 17 | 18 | 19 | 20 | 21 Armed Forces Day |
| 22 | 23 Redevelopment Agency 5:00—Room 210 City Hall | 24 Harbor Management 5:00—Room 210 City Hall | 25 | 26 | 27 | 28 |
| 29 | 30 Memorial Day City Hall Closed | 31 | | | | |
| | | | | | | |

Human Services

"A Multi-Service Municipal Department"

Lee-Ann Gomes, Director

823-3778

Adult & Family Division 80 Broadway

"Over 77 years of service to the community"

The Adult & Family Division of Norwich Human Services provides immediate assistance to residents in crisis & helps residents to become self-reliant and improve their socio-economic status. This division also provides administrative and operational support to the Youth & Family & Rose City Senior Center.

- Provided employment assistance to over 500 residents; 100 residents found & maintained employment
- Provided training to 17 people in health care fields and increased their income by 84% on average through employment
- Leveraged revenue in excess of \$537,916 per year to assist residents & the local economy
- Continued to divert families and adults from shelter with CDBG funds and to rapidly re-house people when shelter was necessary
- Assisted victims of local fires to become re-housed and to re-furnish their dwellings
- Facilitated keeping residents housed by administering rent/mortgage assistance under the following programs: EFSP, Disaster Relief Account, Unified Relocation Assistance Program, New London County, Fund to End Homelessness
- Instrumental in establishing the first State Coordinated Access to Shelter for single adults
- Local point of application for Operation Fuel, EFSP, Project Warm-up; served over 500 residents with heating assistance amounting to over \$113,904 per year in assistance
- Assisted 1021 low income elderly and disabled residents annually to receive \$537,916 in rebates from the State of CT Renters Rebate Program
- Administer the Kinship & Respite Program for the State's Judicial Department to prevent children from entering foster care
- Participated in legislative efforts to address the housing of sex offenders in communities
 - Coordinated an Adopt a Family holiday program
 - Provided 750 low income children with backpacks and supplies through the Safety Net Team

Youth & Family Services 80 Broadway

"Since 1974 Norwich Youth & Family Services has provided positive youth development programming, counseling, case management/ family support services, prevention programming and juvenile justice services to Norwich's youth and families"

- Leveraged \$434, 613 to support youth programming in Norwich in 2014-2015
- "Summer, Jam & Learn" diversion program offered structured and goal oriented programming to 20 "at-risk, diversion" youth in the summer of 2014
- Employed 113 young people through the Summer Youth Employment Program
- Worked with 54 young people in the Cool Directions year round work, education & training program
- Served 330 youth in programming efforts such as Girls Circle, Juvenile Review Board/FWSN Board, Public School Groups, Teen Leadership, Norwich Youth Action Council, Summer Jam, Summer Youth Employment Program, Cool Directions, and Counseling Services.
- Served 2503 program participants in Positive Youth Development programming for youth
- Served as the coordinating agency for the Norwich Prevention Council and The Norwich Suicide Prevention Alliance
- Promoted the Norwich's Prescription Drug Drop Box
- Worked with the Heroin/Overdose Task Force
- Trained 69 youth and teachers in suicide awareness prevention and sponsored the third annual "Take the First Step" walk a thon
- Served an estimated 5510 participants in large group activities
- Worked with the Norwich Police Department to perform alcohol compliance checks on local liquor stores

Rose City Senior Center Mahan Drive

"Built in 1994, the Senior Center is a focal point in the community for activities and programs that benefit the well-being of older adults"

- Provided adults aged 55+ with a variety of services including transportation, outreach, various exercise programs, informational forums, day trips and daily activities
- Continued to offer amenities such as a gift shop, billiard room, library, ceramic room, greenhouse, and coffee shop
- Continued our collaboration with the Nursing Programs from both Norwich Tech and Three-Rivers Community College
- Partnered with AARP to provide both tax assistance and driver safety courses
- Began renovations to the RCSC with the State of Connecticut Bond Commission award of \$690,000
- Continued to offer the services of a Notary Public, lending library, opportunities for volunteers, access to computer and internet service, and assistance in applying for benefits

In 2014-15 we obtained several grants that had a direct positive affect on older adults. The grants were as follows:

- A total of \$150,250 from the State of Connecticut to provide out-of-town medical transportation to residents of Norwich, Montville, and Uncasville that are seniors or disabled.
- Our Preventive Health Clinic received \$25,000 in both 2014-15 and 2015-16 from the Edward and Mary Lord Foundation to provide an RN at the senior center twice a week.
- Awarded \$6,500 federal grant each year to provide a Benefits Counselor at the senior center and for the homebound.
- Awarded \$5,000 federal grant each year to provide a Licensed Podiatrist at the center one time per month

Reminder: June is Dog Licensing Month



June 2016

Note:

- Meeting schedules are subject to change
- Information on additional municipal meetings may be obtained from the City Clerk
- Not all meetings are reflected in this calendar, please check the website for additional meetings, www.norwichct.org

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--|--|--|-----------|-----------|-----------|-----------|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 City Council 7:30-Council Chambers | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 Flag Day  | 15 | 16 | 17 | 18 |
| 19 Father's Day Summer Begins  | 20 City Council 6:30--Council Chambers | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 Redevelopment Agency 5:00—Room 210 City Hall | 28 Harbor Management 5:00—Room 210 City Hall | 29 | 30 | | |

Otis Library

Robert Farwell, Director

889-2365

The Otis Library, Norwich's public library since 1851, provides the community with the resources for intellectual stimulation, employment and recreation, all accessible to anyone who wants to put them to use. While the physical library remains a keystone in the revival of downtown, the Library also shares its resources beyond its edifice through initiatives, collaborations and community liaisons.

Accomplishments

- Completed major renovation and upgrading of first floor patron service area, Young Adult area and new materials area;
- Otis Library was selected as one of 19 libraries nationwide to host the Smithsonian exhibit Exploring Human Origins: What Does It Mean to Be Human?, a traveling exhibition developed by the Smithsonian's National Museum of Natural History (NMNH) and the American Library Association (ALA).
- Upgraded public computers in all three service areas (Children's, Young Adult and Business Center) installing 33 new desk top computers;
- Introduced fiber optic cable network to increase computer speeds and facilitate public computer access;
- Installed upgraded Wi-Fi network to accommodate increased public use of smart phones, tablets and lap tops;
- Added self checkout unit to expedite circulation of materials, automated queue systems to facilitate printing and payment for copies and new software to facilitate use of public computers;
- Income from the library's annual Evening with an Author event netted over \$30,000;
- Enrolled over 700 Norwich children in the Library summer reading program, helping to prevent loss of skills over the summer months;
- The Norwich Food Service program again selected Otis Library as a summer lunch site in 2014 to ensure that children have the proper nutrition when school is out of session. The Library served more than 700 lunches in 4 weeks;
- Otis Library staff members joined the Norwich Diversity Committee and the Connecticut State Library committee to revise and update the statewide standards for public libraries.

These achievements reflect Otis Library's commitment to its community and residents.

Planning & Neighborhood Services

Peter Davis, Director

823-3766

Responsibilities

- Provide technical assistance to the land use commissions
- Process land use applications
- Prepare the Capital Improvement Plan and the Plan of Conservation and Development
- Administer & enforce State & City building, housing and zoning codes
- Provide assistance to developers including coordination with other City agencies
- Administration of City Geographic Information Systems

Accomplishments

- Participated in Manager's Capital Planning Committee
- Participated in Municipal Bond Rating process
- Participated in Mayor's Strategic Planning process
- Facilitated completion of 2013 Plan of Conservation & Development update
- Initiated update of Comprehensive Plan process (Zoning Regulations & Map)
- Assisted Harbor Management Commission in analysis of potential boat launch relocation
- Initiated modifications of Property Maintenance & Blight ordinances
- Assisted City in securing \$200,000 State DECD Grant for Environmental/Brownfield Assessment of Shipping Street area
- Reviewed and processed over 1,500 permit applications within department divisions

July 2016

Note:

- Meeting schedules are subject to change
- Information on additional municipal meetings may be obtained from the City Clerk
- Not all meetings are reflected in this calendar, please check the website for additional meetings, www.norwichct.org

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--------------|--|---|-----------|-----------|-----------|-----------|
| | | | | | 1 | 2 |
| 3 | 4 Independence Day City Hall Closed | 5 City Council 7:30-Council Chambers | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 City Council 6:30-Council Chambers | 19 | 20 | 21 | 22 | 23 |
| 24/31 | 25 Redevelopment Agency 5:00—Room 210 City Hall | 26 Harbor Management 5:00—Room 210 City Hall | 27 | 28 | 29 | 30 |

Crime - Overview

In calendar year 2014 - The State of Connecticut saw an overall average crime rate reduction, state-wide, of 3.8 %. During that same time period, the crime rate for the City of Norwich dropped more than three times greater than the state average. The FBI Uniform Crime Reports (UCR) **crime rate** for Norwich revealed a **dramatic decline of 12%** from the previous year, much of which were already at a 10 year lows. It should be noted that in 2014, for the first time since 2005, the City of Norwich did not have a homicide. The Norwich Police Department's successes are attributed to the solid support of our Strategic Staffing Plan by the Mayor, City Council and City Manager that enabled us to increase our staffing, including Community Policing, in recent years and the enthusiastic efforts of motivated Patrol Division Officers and Supervisors and solid police work by our Detectives.

On February 4, 2015 - After an extensive three year investigation consisting of hundreds of interviews and countless hours of investigation by Officers and Detectives culminated in the arrest of the individual responsible for the murder of Jaclyn Wirth by the Norwich Police Department.

Promotions, Recruitment & Hiring

During Fiscal year 2014-2015, Chief Louis J. Fusaro Sr, was pleased to promote a number of highly qualified, veteran and experienced officers to positions within the agency. Captain Patrick J. Daley was promoted to Deputy Chief of Police, Lieutenant Christopher D. Ferace was promoted to the rank of Captain and Sergeants 1st Class James M. Veiga and Corey D. Poore were promoted to the rank of Lieutenant. In addition, highly respected and qualified veteran Officers 1st Class Michael McKinney and Detectives Timothy Rykowski and Carl Dye were promoted to the rank of Sergeant, all due to recent retirements.

During the Fiscal Year, six (6) recruit officers were hired and sent to the CT Police Academy to replace retired and promoted officers. Four of the six officers have since completed their respective Field Training Period and have been assigned to the Patrol Division. Four of the six are US military veterans from the post 9/11/2001 era, which completed the Department's obligation to hire military veterans, a requirement under the previous year's COPS Hiring grants.

Uniformed Policing

By the end of the fiscal year 2015, the Norwich Police Department had 72 of a possible 77 Police Officer positions filled. That accomplishment was diminished

slightly, considering there were two unexpected retirements and two unanticipated resignations in the last quarter of the fiscal year. Of the current 72 Police Officers, 61 of them were assigned to Uniformed Services which included the Patrol and Community Policing or those assigned to schools. Our numbers were bolstered and supplemented by the Department of Justice, highly competitive, COPS Hiring Grants awarded to the Department in 2012 & 2013.

Traffic Safety & Enforcement

The Norwich Police Department continued to seek alternative funding sources in the form of grants to augment City funding for traffic safety and enforcement. As in previous years, the Department was awarded grant funding for highway safety from State Department of Transportation that was focused on pro-active DUI and hazardous violations enforcement over holiday periods from Thanksgiving 2014 through October 2015. This past year's grants award totaled \$86,800.

As a result, the Police Department participated in local, regional, and statewide educational traffic safety and enforcement programs. Throughout the year, over major holiday periods, the Police Department conducted grant funded aggressive DUI enforcement campaigns. The 2014 "Click It or Ticket" traffic safety and enforcement campaigns provided the Department with \$7,000 in grant funding at a 100% reimbursement rate. The bi-annual campaigns for educational and enforcement purposes are designed to encourage increased seatbelt and child safety seat usage. This past year, the Department was additionally awarded \$15,000 in grant funding provided by the Department of Transportation for its high visibility Distracted Driving Enforcement. The purpose of the funding was for uniformed police patrols encourage safe driving practices by stopping and cite violators who text and/or use mobile phones while driving. This is an unsafe practice about which that we receive frequent complaints.

CIVIC OUTREACH 2014 - Highlight

The Norwich Police Department, in partnership with the Norwich Branch of the NAACP, initiated 2 separate public community educational forums; "Both Sides of the Badge" and "Active Shooter Response". Our collective focus was to continue to improve our Police/Community relationships in the wake of racial tensions between the police and community in other cities around the country as a result of the highly publicized and controversial police involved shootings in Ferguson, MI and New York City, NY. The Department took a very proactive approach in order to prevent the Department and its officers being "painted with a broad brush" due to events elsewhere. Long before any of these recent events around the country, we had made police/community relationships and partnerships a high priority here in Norwich over the course of many years and we did not want to lose any ground because of what had happened elsewhere.

August 2016

Note:

- Meeting schedules are subject to change
- Information on additional municipal meetings may be obtained from the City Clerk
- Not all meetings are reflected in this calendar, please check the website for additional meetings, www.norwichct.org

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----------|--|---|-----------|-----------|-----------|-----------|
| | 1 City Council 7:30-Council Chambers | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 City Council 6:30-Council Chambers | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 Harbor Management 5:00—Room 210 City Hall | 24 | 25 | 26 | 27 |
| 28 | 29 Redevelopment Agency 5:00—Room 210 City Hall | 30 | 31 | | | |

Public Utilities

John Bilda, General Manager

887-2555

Norwich Public Utilities (NPU) was established in 1904 and provides gas, water, electric and wastewater services to the City of Norwich. NPU is governed by a five member Board of Commissioners and Sewer Authority, who are appointed by the Mayor and confirmed by the City Council. The mission of NPU is to make Norwich a better place to live, work and do business.

Norwich Public Utilities (NPU) returns 10% of its gross revenues from gas, water and electric service to the General Fund of the City of Norwich. For Fiscal Year 2015-16, NPU will contribute \$7.8 million to the City, an increase of \$337,840 over the previous year.

NPU's natural gas expansion program continues with great success, with more than 1,700 customers converting to natural gas since 2010. These new customers represent more than \$2.5 million in new revenue for NPU. Last November, the voters in Norwich overwhelmingly approved the most recent bond referendum to support continued natural gas expansion in the NPU territory.

In May of 2015, Norwich Public Utilities (NPU) was among a select group of public power utilities to earn the Reliable Public Power Provider (RP3) recognition from the American Public Power Association. The designation, which is for three years, was also awarded to NPU in 2012. This very significant achievement recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement.

In January, 2015 NPU completed a successful fundraising campaign to support the United Way of Southeastern Connecticut. Through the generosity of 108 employees, more than 75% of the NPU workforce, the United Way will receive \$31,786 through payroll deductions and one-time contributions in 2015.

In December, 2014, NPU took an important step toward strengthening its water infrastructure with the completion of a \$1.6 million water tank project in Lebanon. The 1 million gallon tank, which is 36 feet high and 69 feet in diameter, provides NPU with operational flexibility and emergency storage of water for both residential and commercial customers.

In September, 2014, NPU was proud to provide \$125,000 toward the new athletic field lighting at the Norwich Free Academy (NFA). The funds were made available through conservation and economic development funds from NPU and the Connecticut Municipal Electric Energy Cooperative (CMEEC). As a result of installing energy-efficient lighting for the project, NPU projects that NFA will realize approximately \$15,000 in avoided costs for field lighting each year.

In September, 2014 NPU and CMEEC completed a \$9 million micro-grid generation project that brings additional backup power capabilities to the Backus Hospital and will provide electricity to a number of critical facilities adjacent to the site in the event of a large-scale power outage. The micro-grid project includes four 2.5 megawatt electric generators that are tied into the hospital and its campus. Additional facilities in the area, including schools, emergency shelters, fire station, supermarket / pharmacy, public water supply, gas station and shopping center could also be served by the new generators in the event of an emergency.



NPU General Manager John Bilda hosted Governor Dan Malloy for a tour of NPU's offices and facilities in September, 2014.

September 2016

Note:

- Meeting schedules are subject to change
- Information on additional municipal meetings may be obtained from the City Clerk
- Not all meetings are reflected in this calendar, please check the website for additional meetings, www.norwichct.org

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|--|-----------|---|-----------|-----------|
| | | | | 1 | 2 | 3 |
| 4 | 5  Labor Day City Hall Closed | 6 City Council 7:30 Council Chambers | 7 | 8 | 9 | 10 |
| 11 <i>We will never forget</i>  | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 City Council 6:30 Council Chambers | 20 | 21 | 22 Fall Begins  | 23 | 24 |
| 25 | 26 Redevelopment Agency 5:00—Room 210 City Hall | 27 Harbor Management 5:00—Room 210 City Hall | 28 | 29 | 30 | |

During the 2014-15 school year, Norwich Public Schools aligned school improvement strategies with CT Department of Education’s Essential School System Model, including four major priorities: Talent, Academics, Culture/Climate, and Operations.

Talent: Administrative teams ensured calibration of teacher evaluations and subsequent supports for teachers. Professional learning included: teaching academic vocabulary and non-fiction texts; practicing culturally responsive education; and implementing English Language Arts Curriculum, the Literacy Workshop Model, and Math In Focus. Additionally, a new teacher leadership program was offered where 18 teachers received professional development and facilitated meetings for peers throughout the year. The district also invested in software to refine hiring processes.

Academics: Curriculum teams revised materials and units to ensure strong alignment with Common Core State Standards (CCSS) and next-generation assessments. With the support of grant funding, the district continued to offer a full day Kindergarten program, district-wide. Grant funds were used to purchase new materials and staffing for small group instruction and interventions.

Culture/Climate: NPS implemented an online world language program and an advisory program was developed and implemented to encourage the development of positive student-adult relationships and 21st century skills. Events encouraged family involvement and support of academic success through engaging activities. The district ensured a shared definition of chronic absenteeism and supported students and families to overcome barriers to regular attendance.

Operations: Various technology upgrades were made to the district’s network infrastructure including the addition of new cables, switches and wiring.

This year, school improvement strategies have resulted in academic progress toward closing the achievement gap. The district will continue to refine these strategies in 2015-16 to ensure continued progress and positive change.



October 2016

Note:

- Meeting schedules are subject to change
- Information on additional municipal meetings may be obtained from the City Clerk
- Not all meetings are reflected in this calendar, please check the website for additional meetings, www.norwichct.org

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|----------------------------------|--|---|-----------|-----------|-----------|-----------|
| | | | | | | 1 |
| 2 Rosh Hashanah begins | 3 City Council 7:30-Council Chambers | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 Columbus Day City Hall Closed  | 11 Yom Kippur begins | 12 | 13 | 14 | 15 |
| 16 | 17 City Council 6:30-Council Chambers | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 Redevelopment Agency 5:00—Room 210 City Hall | 25 Harbor Management 5:00—Room 210 City Hall | 26 | 27 | 28 | 29 |
| 30 | 31 Halloween  | | | | | |

Public Works Department

Barry Ellison, Director

823-3789

Fiscal year 2014-15 was yet another challenging weather year for the Public Works Department. On January 26, 2015 the Blizzard of 2015, also referred to as Winter Storm Juno, struck Norwich and deposited 27 inches of snow throughout the City. Norwich Public Works exhausted all available staff and equipment to keep roads passable throughout the storm. Most staff worked between 30 and 40 hours before going home to see their families and plow and shovel their own driveways. Fortunately, there was not much snow on the ground when Juno hit and snow removal efforts were initially manageable. However, just one week later another snow storm hit, delivering another 8 inches of snow to the City, and in the ensuing 2 weeks another 16 inches was delivered through numerous smaller storm events. All of this snow, coupled with the coldest temperature month ever recorded (February), wore hard on staff, equipment, and the City snow budget. Subsequent snow removal efforts lasted several weeks and took place throughout all areas of the City. These abnormal weather events appear to be not so abnormal anymore.

The Public Works Department paved 6.2 miles of roads in FY 14-15 and chip sealed another 5.3 miles of roads. The total length of roads treated was 11.5 miles, which meets the stated goal of maintaining roads on an approximate 20-year cycle. Some of the roads paved during 14-15 include Main Street, New London Turnpike (partial), St. Regis Avenue, Stott Avenue, Sandy Lane, and Stony Ridge Road. The Public Works Department worked together with the Town of Montville to start rebuilding the collapsed culvert under Montville Road that forced the closure of this road in 2007. The construction began in June 2015 and is expected to be complete by September 2015. Thanks to both towns' pursuit of available grant sources, only a small portion of the project will be funded by local dollars.



In FY 2014-15 the Public Works Department managed the first phase of a comprehensive rehabilitation project at the Rose City Senior Center. In the Fall of 2014 the roof was replaced with a high quality, 30-year warranty built up roofing system. Prior to the roof replacement the northern parking lot was completely repaved and new drainage installed. Other scheduled improvements include repaving the southern parking lot, HVAC replacement, exterior cleaning and repairs, interior flooring and painting improvements, as well as technology upgrades. This project was funded in whole by a State Bond Commission grant, sponsored by State Senator Catherine Osten, and administered by the State Department of Social Services.

The Public Works Department, working in conjunction with NCDIC and Norwich Public Utilities, managed the demolition of the Nutmeg Companies, Inc. building formerly located at 31 New London Turnpike. The project was funded through a combination of flood mitigation and open space grants applied for and secured by City staff. Nutmeg Companies, Inc. relocated to the Norwich Business Park.

The Public Works Department also managed the replacement of antiquated heating and air conditioning systems at Public Works headquarters and at the Fleet Maintenance garage. The newly installed systems are high efficiency gas heating and high efficiency air conditioning with adaptive air recovery capabilities. The project was funded through the annual capital budget and high efficiency equipment rebates were secured through Norwich Public Utilities. The project is expected to be paid back in 5-7 years through utility cost savings.

Lastly, the Public Works Department initiated and managed the conversion of the City's curbside trash and recycling collection system to an automated system that utilizes specialized waste carts. Public Works engaged in a comprehensive public education and outreach effort leading up to this change. Multiple presentations were made at City Council meetings, twice the Director of Public Works spoke on Stu Bryer's WICH show, several advertisements were placed in The Bulletin and The Day, and information was on display for months at City Hall, the Rose City Senior Center, the Otis Library, and at Public Works headquarters. The conversion to automated trash and recycling collection began on June 29, 2015 and is expected to save approximately \$70,000 per year. The process is also safer for collection personnel, is better for the environment through reduced garbage truck emissions, and will reduce trash related blight throughout the City. Willimantic Waste Paper, Inc. is the contractor hired by the City to collect trash and recyclables through automated collection.

November 2016

Note:

- Meeting schedules are subject to change
- Information on additional municipal meetings may be obtained from the City Clerk
- Not all meetings are reflected in this calendar, please check the website for additional meetings, www.norwichct.org

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|--|-----------|---|---|-----------|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 Daylight Savings Time Ends  | 7 City Council 7:30-Council Chambers | 8 Election Day  | 9 | 10 | 11 Veterans Day City Hall Closed  | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 City Council 6:30-Council Chambers Redevelopment Agency 5:00—Room 210 City Hall | 22 Harbor Management 5:00—Room 210 City Hall | 23 | 24 Thanksgiving Day City Hall Closed  | 25 City Hall Closed City Hall Lighting Ceremony | 26 |
| 27 | 28 | 29 | 30 | | | |

Recreation Department
823-3791

The Recreation Department provides recreational opportunities, through the development of engaging programming and the use of well maintained facilities, that promote health and fitness. The Rec Department enriches the quality of life for all Norwich residents, from childhood through adulthood.

Accomplishments:

- Served children and adults in a wide variety of recreation/ education programming
- New programming included Cooking Camp, nutrition classes & yoga
- Partnered with regional Recreation Departments and 4-H camp to provide activities
- Continued to support the Otis Library, working in partnership with them to increase programs to preschool aged children, including the Borrow a Book program
- Awarded a \$10,000 grant from Eastern Connecticut Foundation to provide 112 slots for our 2014 summer camp program
- Awarded a \$4,000 grant from the National Recreation and Parks Association and National Arthritis Foundation to offer arthritis exercise programs and exercise equipment
- Relocated the 8 week Summer Camp Program to Recreation Department Complex
- Renovated the Recreation Department building including painting interior/exterior, replacing floor tiles/ carpeting, counters in office, kitchenette and replaced cabinetry, sink in kitchenette. Replaced electrical panel and service
- Completed RecTrac Software training as well as Excel and Word training
- Made numerous improvements to various fields, tennis courts, parks, etc.

Uncas Health District

Patrick McCormack

823-1189

The Uncas Health District's mission is that it "exists to promote and protect the public's health in order to prevent illness, death and disability among its residents."

The Uncas Health District is proud to be the local health department for the City of Norwich and eight other municipalities in the Northern Tier of New London County. The Director of Health for the Uncas Health District, Patrick McCormack has been in his position for eleven years.

The District is overseen by a 14 member Board of Directors appointed by the member municipalities and has 12 employees that provide environmental health inspections, public health nursing, health outreach and education, and public health preparedness planning and response. The City of Norwich has four representatives on the Board.

Some highlights of the FY 2014-2015 fiscal year included:

- Continued expansion of the District to provide consistent and sustainable public health services throughout the region.
- Review and approval of Health and Safety Plans for every school department within the District.
- Health education efforts that reached hundreds of residents through tobacco cessation, health insurance assistance, and cardiovascular disease prevention.
- Community health screenings and vaccinations.
- Ebola-related response activities.
- Infectious disease report review and follow-up.
- Inspections of food services establishments, septic/well locations, public swimming areas, group homes and daycares, lead-based paint, and various complaints.



December 2016

Note:

- Meeting schedules are subject to change
- Information on municipal meetings may be obtained from the City Clerk
- Not all meetings are reflected in this calendar, please check the website for additional meetings, www.norwichct.org

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|--|---|---|-----------|-----------|---|
| | | | | 1 | 2 | 3 |
| 4 | 5 City Council 7:30-Council Chambers | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 Harbor Management 5:00—Room 210 City Hall | 14 | 15 | 16 | 17 |
| 18 | 19 City Council 6:30-Council Chambers | 20 | 21 Winter Begins  | 22 | 23 | 24 Hanukkah Begins  |
| 25 Christmas Day  | 26 City Hall Closed Kwanzaa Begins | 27 | 28 | 29 | 30 | 31 New Year's Eve  |

City of Norwich Profile



Demographics

| | | |
|------------------------|----------|-----------|
| Land Area (sq. miles) | 27.1 | 5,009 |
| Pop./Sq. Miles (2012) | 1,500 | 718 |
| Per Capita Inc. (2012) | \$27,903 | \$37,807 |
| Households (2012) | 16,645 | 1,360,184 |

| <i>Population</i> | Town | State |
|-------------------|-------------|--------------|
| 2010 | 40,493 | 3,577,845 |
| 2011 | 40,085 | 3,580,709 |
| 2012 | 40,502 | 3,590,347 |

Age Distribution (2011)

| | 0-18 | 18-24 | 25-49 |
|---------|---------------|---------------|-----------------|
| Norwich | 9,309-23.2% | 3,469-8.7% | 13,982-34.9% |
| State | 829,573-23% | 343,959-9.5% | 1,213,300-33.6% |
| | 50-64 | 65+ | Total |
| Norwich | 7,889-19.7% | 5,436-13.6% | 40,085 |
| State | 711,463-19.7% | 511,778-14.2% | 3,610,073 |

CITY OF NORWICH APROPRIATIONS SUMMARY

| APPROPRIATIONS | 2013-14 | 2014-15 |
|-----------------------|----------------|----------------|
| General Operations | \$38,160,230 | 39,768,021 |
| Debt Service | 5,455,558 | 5,436,313 |
| Education | 70,535,212 | 71,593,240 |
| Capital Improvements | 2,320,691 | 1,715,718 |
| CCD Fire District | 7,052,701 | 7,304,791 |
| TCD Fire District | 552,396 | 583,203 |
| | | |
| Total | 124,076,788 | 126,401,286 |

City of Norwich Boards, Commissions and Committees

Board of Appeals (Building Code)

Scott Barbarossa
 Frank W. Blanchard
 Peter Procko
 Charles Scott Learned
 Thomas Cummings

Board of Assessment Appeals

Dennis Riley
 Demo Angelopolous
 Les King

**Board of Public Utilities Commissioners
 (Sewer Authority)**

Robert Groner
 James Sullivan , Chairman
 Larry Goldman
 Diana Boisclair
 Grace Jones

**Board of Review
 (Dangerous Buildings)**

Sofee Noblick
 Richard A. Caron, Sr.
 James M. Quarto
 Gary Schnip, Chairman
 Andrew Zeeman
 Joe East

City Harbormaster

Michael Valentine

Commission on the City Plan

Frank Manfredi
 Arthur Sharron, Vice-Chair
 Les King
 P. Michael Lahan
 Ralph Page, Chairman

Community Development Advisory Committee

Angela Duhaime
 Edward Derr
 Kylene Thompson
 Democles Angelopoulos
 Les King
 Brian Eckenrode

Ethics Commission

Ira Misenheimer
 Joseph Sastre, Chairman
 Tamara Lanier
 Kathryn Lord
 Patrick McMahan

Harbor Management Commission

Alan H. Bergren, City Manager
 J.P. Mereen, Chairman
 Alderman Pete Desaulniers
 Alderman William Eyberse
 Gerald Martin
 Richard C. Benoit
 H. Tucker Braddock

Historic District Commission

Pam Muccilli
 Gideon Loewenstein, Chairman
 Nancy O'Neil
 Judith Harding Hamblen
 Charles Scott Learned

Housing Authority

Paul Gauthier
 Marion Rucker
 Alice Cunningham
 Hector Baillargeon, Chairman
 Wilma Sullivan

**Inland Wetlands, Water Courses and
 Conservation Commission**

Richard Morrell, Vice-Chair
 Ralph Page (COCP)
 Dr. Jeremiah Lowney
 Barbara Rothstein
 Douglas Lee
 Philip Kiley
 Raymond Baribeault, Chairman

**Mohegan Park Improvement and
 Development Advisory Committee**

Barry Ellison (PW Dir. Ex-officio)
 Kerry Bilda
 Brandon Hyde, Chairman
 Mikel Middleton
 Tinothy Smith
 Mark Bettencourt (Ald.)

Norwich Baseball Stadium Authority

Gary Carignan
 Thomas Cummings
 Robert Demars
 Matthew Fortin
 Michael Jewell
 Robert Reed
 Sean Ryan
 Gary Schnip
 Peter Slocum

City of Norwich Boards, Commissions and Committees, Cont.

Norwich Golf Course Authority

Bernard Caulfield
David DiBattista
Michael Driscoll
John Paul Mereen
Richard Podurgiel
Richard Strouse
Charles Whitty

Norwich Housing Authority

Alice Cunningham
Marion Rucker
Wilma Sullivan
Hector Baillargeon, Chairman
Paul Gauthier

Norwich Ice Arena Authority

Joann Beguhl
Mark Bettencourt (Ald.)
Pete Desaulniers (Ald.)
Angela Duhaime
Michael Goldblatt
Gary Makowicki
Cheryl Ritaccoo

Personnel and Pension Board

John John
Paul Schroder, Chairman
Andre Rosedale
Scott Suplita, Vice-Chair
Shiela Hayes

Public Parking Commission

Alan Bergren (City Manager)
Pete Desaulniers (Ald.)
William Nash (Ald.)
Terell Wilson (Ald.)
Olive Buddington, Chairwoman
Jeffrey Lord
Sean Ryan

Recreation Advisory Board

John Iovino
Robert Spayne
Raymond Stewart
Mark Bettencourt (Ald.)
William Nash (Ald.)

Redevelopment Agency

Anthony Jacobs
James Quarto, Chairman
Thomas Sullivan
Marjorie Blizard
Robert Buckley, Vice-Chair
Leland Loose
Sofee Noblick
H. Tucker Braddock Jr.
Mark Kulos

Rehabilitation Review Committee

Rodney Bowie
Joe East
Gary Evans
James Roberts
James Troeger
Terell Wilson

Senior Affairs Commission

Margaret Aldrich
Genevieve Bergendahl
Olive Buddington
Michael Lahan
Jacquelyn Randall

**Thames Valley for Community Action
Board of Trustees**

Deb Monahan

Volunteer Fire Relief Fund Committee

Richard Benoit, Chairman
Alan Bergren
Joseph Kochanski
John John
Karen Mankowski
Brigid Marks, Vice-Chair
Joshua Pothier
Thomas Quinley
Robert Aldi
Donald Leary

Uncas Health District

Patrick McCormack (Director of Uncas Health)
Frank J. Jacaruso, Jr.
William Warzecha
JoAnn Merolla-Martin
Jane O’Friel

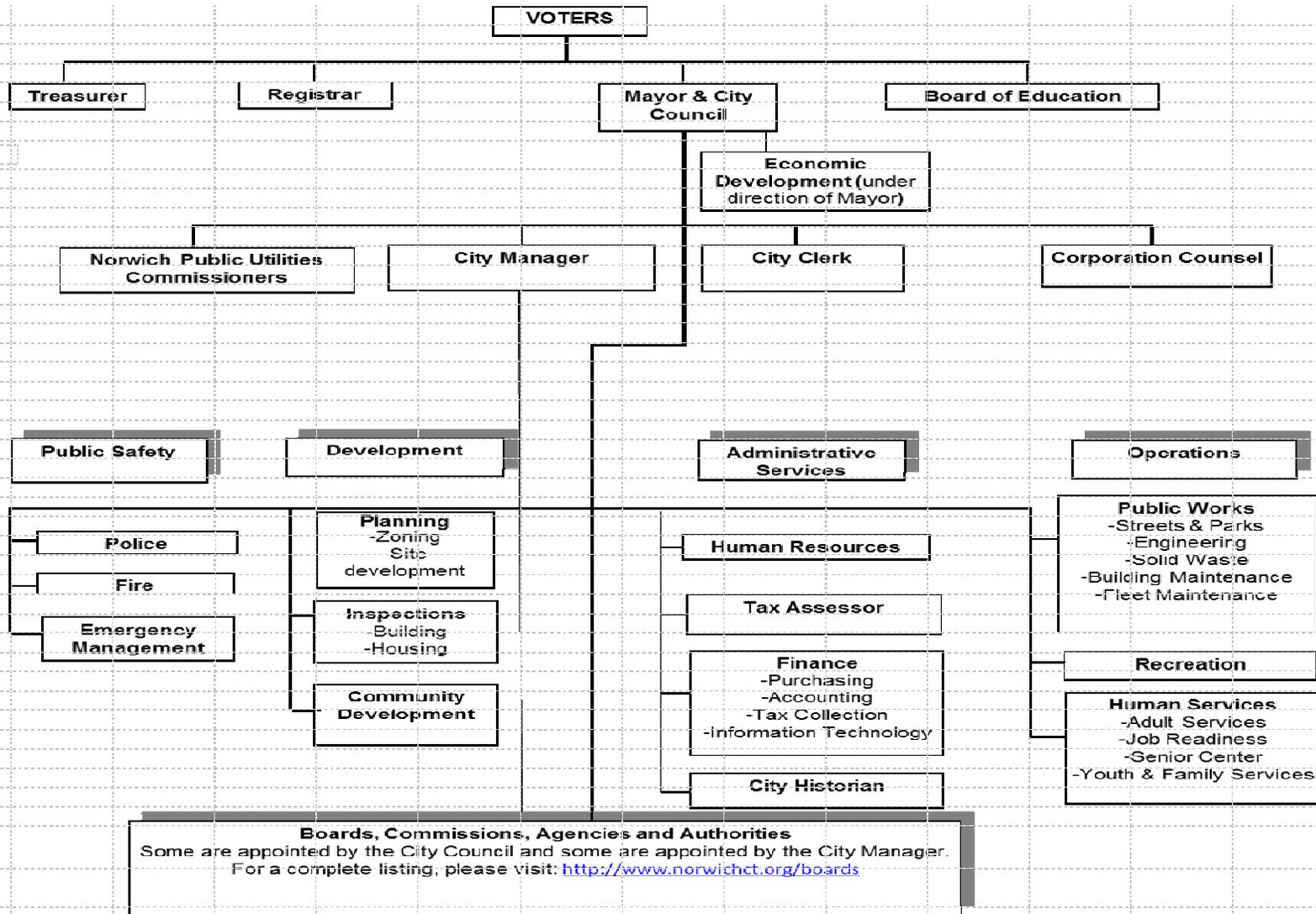
Youth Service Advisory Board

Erin Wood
Angela Duhaime
Duncan Profit
Kay Eyberse
Michael McKinney
Jodi Vara
Kevin Saythany
Laura Konieko
Vouise Fonville
Soledad Metcalf
Calla Tetreault

Zoning Board of Appeals

Henry R. Olender, Jr.
Joseph J. Jacaruso, Vice-Chair(Chairman)
Raymond Dussault
Dorothy Travers
Marc Benjamin, Chairman

City of Norwich Organizational Chart



This report was prepared entirely by the Office of the City Manager:

Alan H. Bergren, City Manager (until February 2015)

John Bilda, Acting City Manager (February 2015-present)

Jill Brennan, Executive Assistant