

100 call review request trail

Publication candidate for review v2

This packet preserves the complete supplied email chain, followed by a separate February 24, 2026 email showing four written-document attachment titles. It documents requests and replies; it does not establish whether all responsive records were produced.

Four dated points in the request trail

February 25, 2026 - Initial incident-record request and the City Clerk's acknowledgment and forwarding. Requested fields include incident numbers, dates, times, locations, types, units, personnel and volunteer-company involvement. Chain pages 13-16; packet pages 14-17.

March 10, 2026 - Reporting-system records supplied with a warning that the list does not represent every event the Chief attended. The requester asks for the records underlying the approximately 100 incidents, including lists, CAD-equivalent data, notes and analyses. Chain pages 8-13; packet pages 9-14.

March 11, 2026 - At 8:46 AM, the Chief says these are all records kept by the Fire Department as requested. At 9:47 AM, the requester says the request will be filed as completed. At 1:21 PM, the requester raises timestamp questions and seeks underlying unit-level times. Chain pages 5-8; packet pages 6-9.

April 7-8, 2026 - Follow-up asks for a publicly referenced report and related records. The Chief says all requested documentation in his possession was provided; the requester says the request was not limited to that office. A later final request bears an April 13, 2026, 6:36:58 PM header. Chain pages 1-5; packet pages 2-6.

Important context

The separate February 24 email lists Public Safety Review - Public, Public safety Review - Legal Consideration, Public Safety Review - Media Plain Language Fact Sheet, and Norwich_Fire_EMS_Fact_Sheet as DOCX attachments. Their listing is evidence of written materials and must not be represented as an absence of all written reports. This packet does not establish whether those documents are the report referenced later. Context pages 1-2; packet pages 18-19.

Only the requester's name and email address are redacted. Officials' names, business contact details, signatures, dates, wording and contrary context are preserved. Black areas permanently replace source pixels; original email pages are flattened images without hidden source text, links or attachments. The source chain stays in its original reverse-chronological order. No April 14 statement is included.

From: [REDACTED]
Subject: Re: [External]FOI Request ~100 Incident Responses~clarification
request~withheld documents- final courtesy
Date: Apr 13, 2026 at 6:36:58 PM
To: Samuel Wilson swilson@cityofnorwich.org
Cc: John Salomone jsalomone@cityofnorwich.org, Roseanne Muscarella
rmuscarella@cityofnorwich.org

This is a final request for all responsive records pertaining to this matter, if they exist.

On April 7, 2026, I became aware for the first time that a report appears to exist that would have been responsive to my prior FOI request.

At approximately 46:50 in the recorded budget meeting, the City Manager, responding to Alderman Nystrom, stated:

“He spent the first 6 months of his tenure looking at that, going on emergencies”

“Then I asked for a report back, which I received”

I had previously submitted a FOI request seeking the “100 calls” or “100 incidents” referenced publicly on February 10, along with any responsive notes, reports, memoranda, analyses, or other records reflecting that review.

The response I received did not include any such report.

If the City Manager’s statement was accurate, then that report was responsive and should have been produced.

If the statement was not accurate, then that should be stated clearly.

Please treat this as a final demand for:

- the report referenced by the City Manager;
- any draft or final version of that report;
- and any other responsive records not previously produced.

If the City maintains that no such records exist, then I ask the CM office to please state that clearly and unambiguously in writing as the fire chief has already done.

Thank you,

[REDACTED]

Sent from my iPhone

On Apr 8, 2026, at 8:32 AM, [REDACTED] <[REDACTED]> wrote:

Thank you,

I am not interested in who possess this.

My request was never limited to your office and the CM is CCd.

Regards

On Apr 8, 2026, at 7:59 AM, Samuel Wilson <swilson@cityofnorwich.org> wrote:

Mr. [REDACTED],

I have provided you with all requested documentation in my possession.

Thank you,

Samuel Wilson MPA, CFO, CEMSO

Fire Chief, Fire Marshal, Emergency Management Director

Norwich Fire Department

10 North Thames Street

Norwich, CT 06360

Office: 860-892-6080

Cell: 860-608-9665

Email: swilson@cityofnorwich.org

<image001.png>

Loyal to our Duty

From: [REDACTED] <[REDACTED]>

Sent: Tuesday, April 7, 2026 8:09 PM

To: Samuel Wilson <swilson@cityofnorwich.org>; John Salomone

<jsalomone@cityofnorwich.org>; Roseanne Muscarella <rmuscarella@cityofnorwich.org>

Subject: Re: [External]FOI Request ~100 Incident Responses~clarification request~withheld documents

I am writing regarding my prior FOIA request seeking records related to the “100 calls” or “100 incidents” reviewed as part of the department’s response analysis. Specifically :

- **Any internal reports, analysis, presentations, or briefing materials**

During the recent council budget meeting, the City Manager publicly stated that a report was produced by the Chief and presented to himself as part of that analysis.

If such a report exists, it appears to be directly responsive to my prior request. It was not produced with the response I received.

Please treat this as a follow-up demand for any and all records responsive to that request that were not previously provided, including but not limited to:

- the report referenced publicly by the City Manager
- any draft or final version of that report
- any memorandum, summary, presentation, briefing, or written analysis prepared by the Chief relating to the 100-call review

- any transmittal email or communication attaching, discussing, or forwarding that report

If the report was withheld, please identify the specific basis for withholding it.

If the report exists but was omitted unintentionally, please provide it promptly and confirm whether the original response was incomplete.

If the statement made at the budget meeting referred to some other document or record set, please identify that document with specificity so the record is clear.

At this point, I am simply trying to reconcile the city's public statements with the records response I received, because a publicly referenced report created as part of the very analysis I requested would appear to be responsive on its face.

Thank you.

[REDACTED]

On Mar 11, 2026, at 1:21 PM, [REDACTED] <[REDACTED]> wrote:

Mr. Wilson,

My sincere apologies,

While reviewing several of the incident reports provided in response to my FOI request, I noticed some inconsistencies in the timestamps and would appreciate clarification so that I am interpreting the records correctly.

In a number of reports, multiple units appear to be dispatched and arriving at the exact same time, while the narrative descriptions indicate that units arrived sequentially. This makes it difficult to understand the actual response timeline reflected in the reports.

Additionally, I noticed that some entries — specifically Q/134 and Q/136 from the Fire Marshal's Office — appear to include timestamps recorded down to the second, which resemble CAD-level timing.

Because of this difference, I am trying to understand how the timestamps in these reports are generated and recorded.

If the reports reflect incident-level summary times rather than the individual unit timeline, I would appreciate receiving the underlying unit-level

dispatch and arrival timestamps associated with those incidents.

Thank you for your time and assistance.

Regards,

[REDACTED]

Sent from my iPhone

On Mar 11, 2026, at 9:47 AM, [REDACTED] <[REDACTED]> wrote:

Thank you kindly.

I will file request as completed

Regards

[REDACTED]

On Mar 11, 2026, at 8:46 AM, Samuel Wilson <swilson@cityofnorwich.org> wrote:

Good morning, Sir,

These are all of the records kept by the City of Norwich Fire Department, as requested. I will again refer you to my original statement:

It's very important to understand that what is included in this list does not represent in any way the full list of events at which I was present as Chief. My presence is only recorded if I take official action, and it is not uncommon for me to be on site to observe and oversee, without needing to take any action. In other words, it would be inaccurate to say that the incidents listed here represent all of the places I was physically present, and it should not be reported as such. Thank you for your request.

Samuel Wilson MPA, CFO, CEMSO

Fire Chief, Fire Marshal, Emergency Management Director

Norwich Fire Department

10 North Thames Street

Norwich, CT 06360

Office: 860-892-6080

Cell: 860-608-9665

Email: swilson@cityofnorwich.org

<image001.png>

Loyal to our Duty

From: [REDACTED] <[REDACTED]>

Sent: Tuesday, March 10, 2026 3:33 PM

To: Samuel Wilson <swilson@cityofnorwich.org>; Roseanne Muscarella

<rmuscarella@cityofnorwich.org>

Subject: Re: [External]FOI Request – Records Supporting Statement Regarding ~100 Incident Responses

Chief Wilson,

Thank you for the prompt response and for providing the incident reports from the reporting system.

Your message indicates that the incidents provided reflect those where official action was recorded, and that they do not represent all incidents where you may have been present.

To ensure my request is fully addressed, please confirm whether any additional records exist identifying or documenting the incidents referenced publicly 100 responses (for example CAD records, dispatch logs, notes, reports, or any list or compilation used to identify those incidents).

If no additional responsive records exist reflecting those incidents, please confirm that so the request may be considered complete.

Thank you for your assistance.

On Mar 10, 2026, at 2:30 PM, Samuel Wilson <swilson@cityofnorwich.org> wrote:

Samuel Wilson MPA, CFO, CEMSO

Fire Chief, Fire Marshal, Emergency Management Director

Norwich Fire Department

10 North Thames Street

Norwich, CT 06360

Office: 860-892-6080

Cell: 860-608-9665

Email: swilson@cityofnorwich.org

<image001.png>

Loyal to our Duty

From: [REDACTED] <[REDACTED]>

Sent: Tuesday, March 10, 2026 10:13 AM

To: Samuel Wilson <swilson@cityofnorwich.org>; Roseanne Muscarella
<rmuscarella@cityofnorwich.org>

Subject: [External]FOI Request – Records Supporting Statement Regarding ~100 Incident Responses

You don't often get email from [REDACTED]. [Learn why this is important](#)

Dear Chief Wilson,

Thank you for the records previously provided regarding incidents where your presence was recorded in the reporting system.

During the recent press conference, it was stated that “it was 100 incidents” that were reviewed or responded to in order to “get the lay of the land”

regarding current response operations.

To better understand the basis for that statement, I am requesting any records reflecting or documenting the incidents referenced, including but not limited to:

- Any list, dataset, or compilation of the incidents referenced as “100 calls”
- CAD queries, CAD exports, or dispatch records used to identify those incidents (I understand we do not currently have fully operational CAD, currently used equivalent will suffice)
- Incident reports, command reports, or summaries associated with those incidents
- Notes, memoranda, or other contemporaneous records used in reviewing or compiling those incidents
- Any internal reports, analyses, presentations, or briefing materials referencing the “100” incidents

If the referenced number was not derived from a specific documented dataset, list, or analysis, please confirm that no responsive records exist reflecting the compilation or identification of those incidents so this request can be noted as completed.

Please provide an estimated timeline appropriate to gather such information.

Electronic format is preferred where available.

Thank you for your assistance

Regards

[REDACTED]

On Mar 10, 2026, at 9:07 AM, Samuel Wilson <swilson@cityofnorwich.org> wrote:

Good morning, Sir,

Please find the attached records from our reporting system.

It's very important to understand that what is included in this list does not represent in any way the full list of events at which I was present as Chief. My presence is only recorded if I take official action, and it is not uncommon for me to be on site to observe and oversee, without needing to take any action. In other words, it would be inaccurate to say that the incidents listed here represent all of the places I was physically present, and it should not be reported as such. Thank you for your request.

V/R,

Samuel Wilson MPA, CFO, CEMSO

*Fire Chief, Fire Marshal, Emergency Management Director
Norwich Fire Department*

*10 North Thames Street
Norwich, CT 06360
Office: 860-892-6080
Cell: 860-608-9665
Email: swilson@cityofnorwich.org*

<image001.png>

Loyal to our Duty

From: Roseanne Muscarella <rmuscarella@cityofnorwich.org>
Sent: Wednesday, February 25, 2026 8:34 AM
To: Samuel Wilson <swilson@cityofnorwich.org>
Cc: Teena LaRue <TLaRue@cityofnorwich.org>
Subject: FW: [External]FOI Request – Incident Responses by Fire Chief

Hello Chief,

Please respond to the below FOI request directly and or forward to the people who can respond directly. Thank you have a good day.

Thanks!
Roseanne Muscarella, City Clerk
100 Broadway
Norwich, CT 06360
Tel: 860/823-3734
Fax: 860/823-3790

From: Roseanne Muscarella
Sent: Wednesday, February 25, 2026 8:33 AM
To: [REDACTED] <

Subject: RE: [External]FOI Request – Incident Responses by Fire Chief

Hello,

I am in receipt of your FOI request. I will forward to the people who can respond to you directly.

Thanks!

Roseanne Muscarella, City Clerk

100 Broadway

Norwich, CT 06360

Tel: 860/823-3734

Fax: 860/823-3790

From: [REDACTED] <[REDACTED]>

Sent: Wednesday, February 25, 2026 6:44 AM

To: Roseanne Muscarella <rmuscarella@cityofnorwich.org>; Teena LaRue <TLaRue@cityofnorwich.org>

Subject: [External]FOI Request – Incident Responses by Fire Chief

To whom it may concern

Pursuant to the Connecticut Freedom of Information Act (Conn. Gen. Stat. § 1-200 et seq.), I am requesting records related to incidents to which the Fire Chief responded during the timeframe referenced in the recent press conference in which it was stated that the Chief had responded to approximately 100 incidents.

Please provide, in electronic format:

1. Incident numbers
2. Dates and times
3. Locations (address or general area)
4. Incident types (NFIRS code or equivalent classification)
5. Units dispatched
6. Units on scene
7. Total personnel on scene
8. Identification of whether volunteer companies responded

If the referenced ~100 incidents correspond to a specific date range, please use that date range. If clarification is needed regarding the applicable timeframe, please advise.

If any portion of this request is denied, please cite the specific statutory exemption relied upon.

Thank you for your assistance.

Sincerely,

[REDACTED]

Sent from my iPhone
<Incidents Car 1 2-18-25 1-30-2026.pdf>

Thoughts moving forward

From: swilson@cityofnorwich.org

To: jsalomone@cityofnorwich.org

Date: Tuesday, February 24, 2026 at 3:57 PM (UTC+00:00)

Ive create these as a start to working with the PR company. They have a proposal in your email.

Samuel Wilson MPA, CFO, CEMSO

Fire Chief, Fire Marshal, Emergency Management Director

Norwich Fire Department

10 North Thames Street

Norwich, CT 06360

Office: 860-892-6080

Cell: 860-608-9665

Email: swilson@cityofnorwich.org



Loyal to our Duty

Attachments (5)

- image001.png (568.5 KB)
- Public Safety Review - Public.docx (97.7 KB)
- Public safety Review - Legal Consideration.docx (98.4 KB)
- Public Safety Review - Media Plain Language Fact Sheet.docx (99.4 KB)
- Norwich_Fire_EMS_Fact_Sheet.docx (98.4 KB)