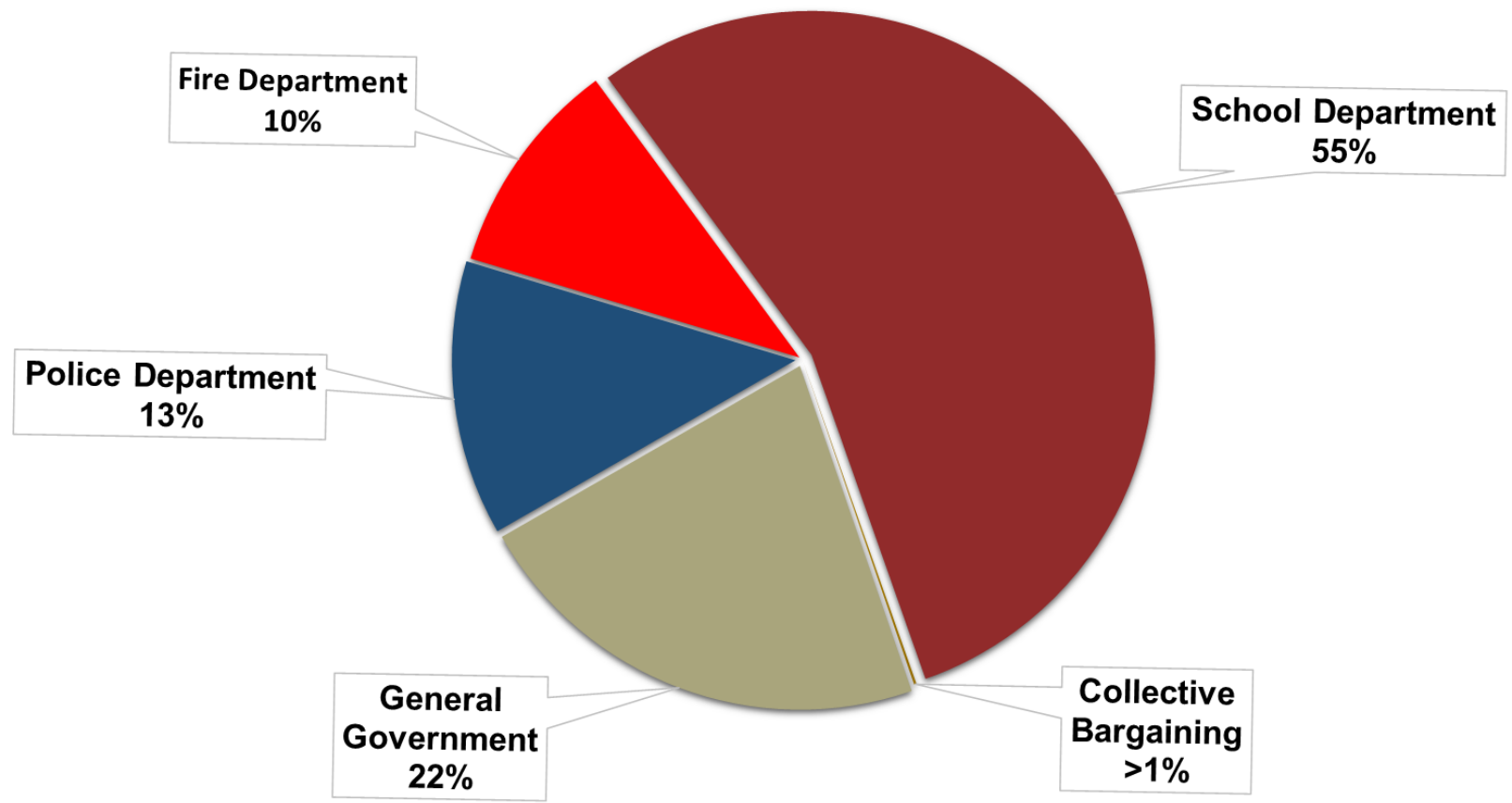


FY22 Proposed Budget General Government Work Session Agenda May 13, 2021

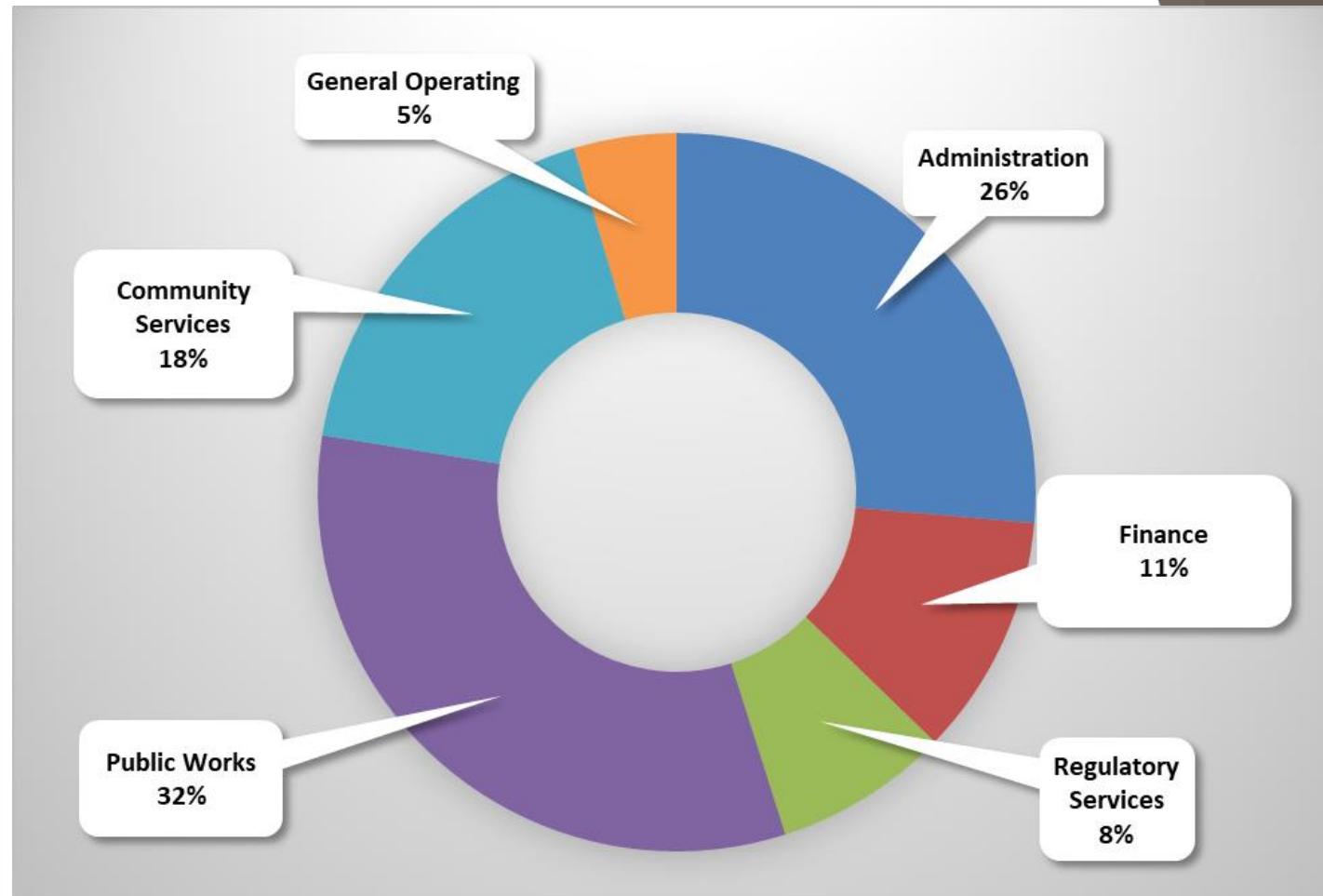
- ▶ General Government Departments
 - ▶ General Government Overview
 - ▶ Human Resources
 - ▶ Finance
 - ▶ City Clerk
 - ▶ Legal Department
 - ▶ Welfare & Outside Social Services
 - ▶ Public Library
 - ▶ Recreation Department
 - ▶ Public Works Department
 - ▶ Regulatory Services
 - ▶ Parking & Transportation
 - ▶ Questions & Answers
 - ▶ Public Listening Session

The Proposed General Government Department Budget is \$21,570,621 or 22% of the Department Proposed Operating Budget of \$98,079,067

Department's Proposed Budget by Department



The Allocation
of the
\$21,570,621
Proposed
Budget for
General
Government
Departments



Administration	General Operating	Finance	Regulatory Services	Public Works	Community Services
City Council	City Hall/ Citywide	Accounting/Finance	Planning	Highway	Public Library
City Manager	Emergency Mgmt	Assessing	Inspection	Equipment Maint	Recreation
Human Resources		Tax Collection	Health	Facilities	Senior Services
City Clerk/Elections		Purchasing		Solid Waste	Welfare
Legal		Water/Sewer Billing		Parks & Cemeteries	Outside Social Services
Information Tech		Trust Funds			

General
Government
Departments

Page 107 of the
Proposed Budget
Document

	FY21 BUDGET	FY22 CITY MANAGER RECOMMENDED	CITY MANAGER \$\$ CHANGE	CITY MANAGER % CHANGE
GENERAL ADMINISTRATION				
City Council	28,755	28,755	0	0.00%
City Manager	425,701	530,271	104,570	24.56%
General Government Benefits	2,614,134	2,630,096	15,962	0.61%
Human Resources	492,189	509,479	17,290	3.51%
City Clerk	279,940	295,078	15,138	5.41%
Elections	121,564	115,554	(6,010)	-4.94%
Legal	831,964	881,392	49,428	5.94%
Information Technology	698,879	698,832	(47)	-0.01%
FINANCE				
Accounting, Assessing, Tax Collection	2,114,926	2,342,775	227,849	10.77%
OTHER GENERAL GOVERNMENT				
General Administration	833,657	980,917	147,260	17.66%
REGULATORY SERVICES				
Planning	822,371	741,573	(80,798)	-9.82%
Inspections	566,495	624,425	57,930	10.23%
Health	267,089	331,020	63,931	23.94%
PUBLIC WORKS	6,996,155	6,996,155	0	0.00%
COMMUNITY SERVICES				
Public Library	1,987,855	1,996,199	8,344	0.42%
Recreation	892,167	935,342	43,175	4.84%
Senior Services	226,963	232,358	5,395	2.38%
Public Welfare	484,597	489,287	4,690	0.97%
Outside Social Services	199,033	199,033	0	0.00%
EMERGENCY MANAGEMENT	12,014	12,080	66	0.55%
TOTAL GENERAL GOVERNMENT	20,896,449	21,570,621	674,171	3.23%

Major Impacts – Net Change

Contractual Obligations

Salaries - 2% COLA	\$405,186		
Retirement Contribution - Includes NHRS Rate Increase of 25.9%	\$285,455		
Leave At Termination	\$100,000		
Health Insurance	\$18,039		
Other Benefits	\$12,654	\$821,334	5.6% Increase

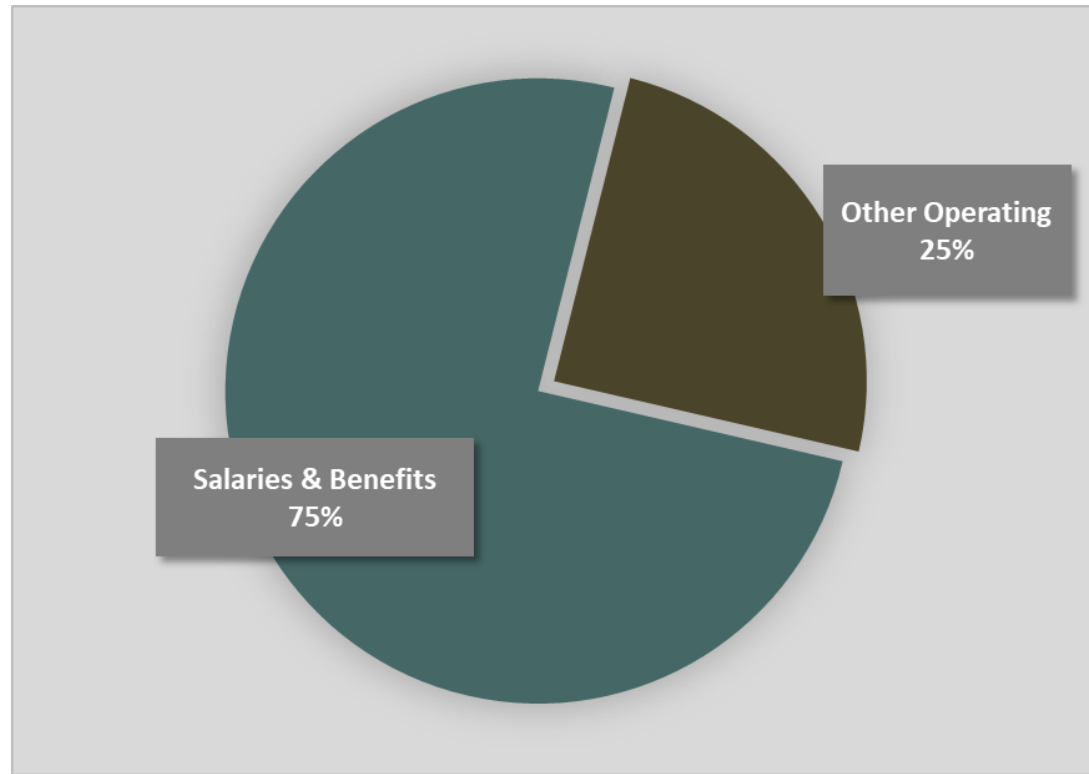
Other Operating

Training/Education/Conferences	(\$10,745)		
Utilities/Gasoline	(\$16,000)		
Contractual Services	\$21,467		
Transfer to Stormwater	\$34,286		
<u>Other Operating</u>	<u>(\$176,171)</u>	<u>(\$147,163)</u>	<u>-2.36% Decrease</u>

Total

\$674,171 3.23% Increase

General Government Departments



	FY21 Budget	FY22 Proposed Budget	\$ Change	% Change
Salaries & Benefits	14,670,789	15,492,124	821,334	5.60%
Other Operating	6,225,660	6,078,497	(147,163)	-2.36%
Total	\$20,896,449	\$21,570,621	\$674,171	3.23%

If NHRS did not increase the contribution rate, General Government would have increased 1.93%

Human Resources FY 22 Services Overview

Negotiations

Employee Issues and Concerns

Legal Compliance

Policies and Procedures

Background Checks

Recruitment and Retention

Safety

Training

Benefit Administration

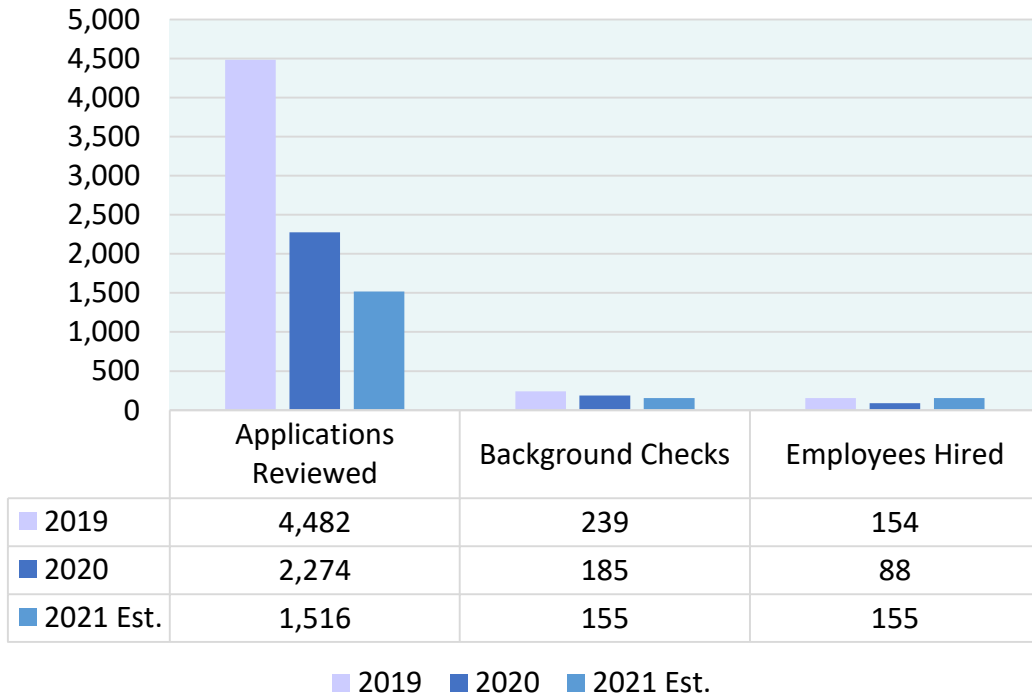
Wellness

Orientations

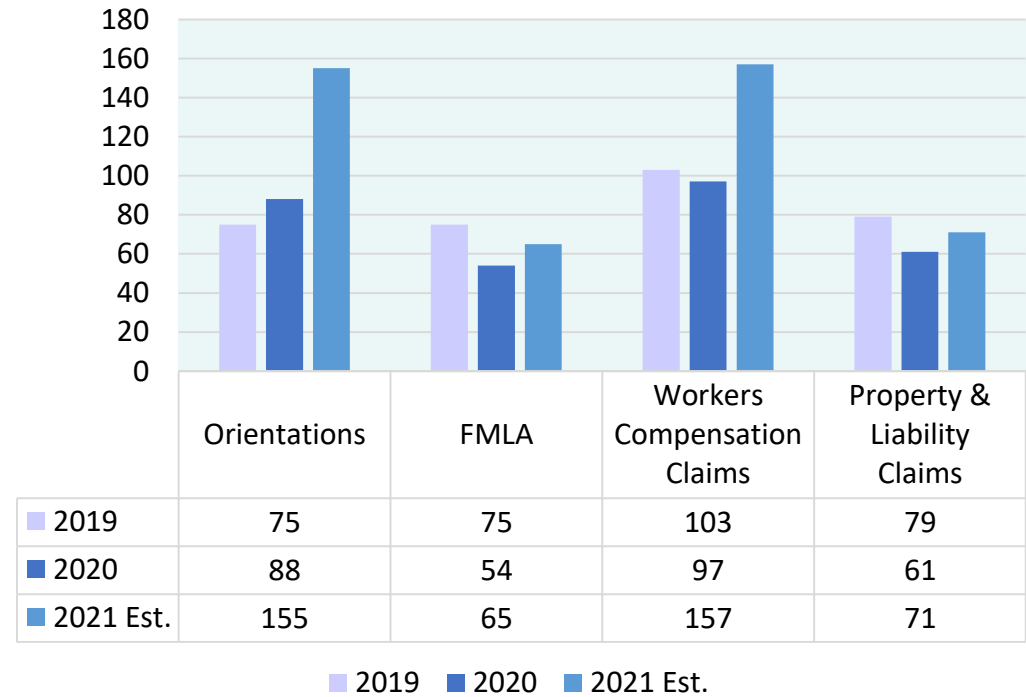
Classification and Compensation

Human Resources FY 22 Performance Highlights

Recruiting



Benefit Administration



Human Resources FY 22 Service Highlights

- Engagement interviews
- Diversity Equity and Inclusion training
- Harassment training
- Updated IT, Harassment and FMLA policies
- Onboarding training plan
- Joined the Diversity Workforce Coalition and participated in the NH Workforce Diversity Group
- Quarterly HR Newsletter and Employee of the Month program
- New badge and door security program for City Hall

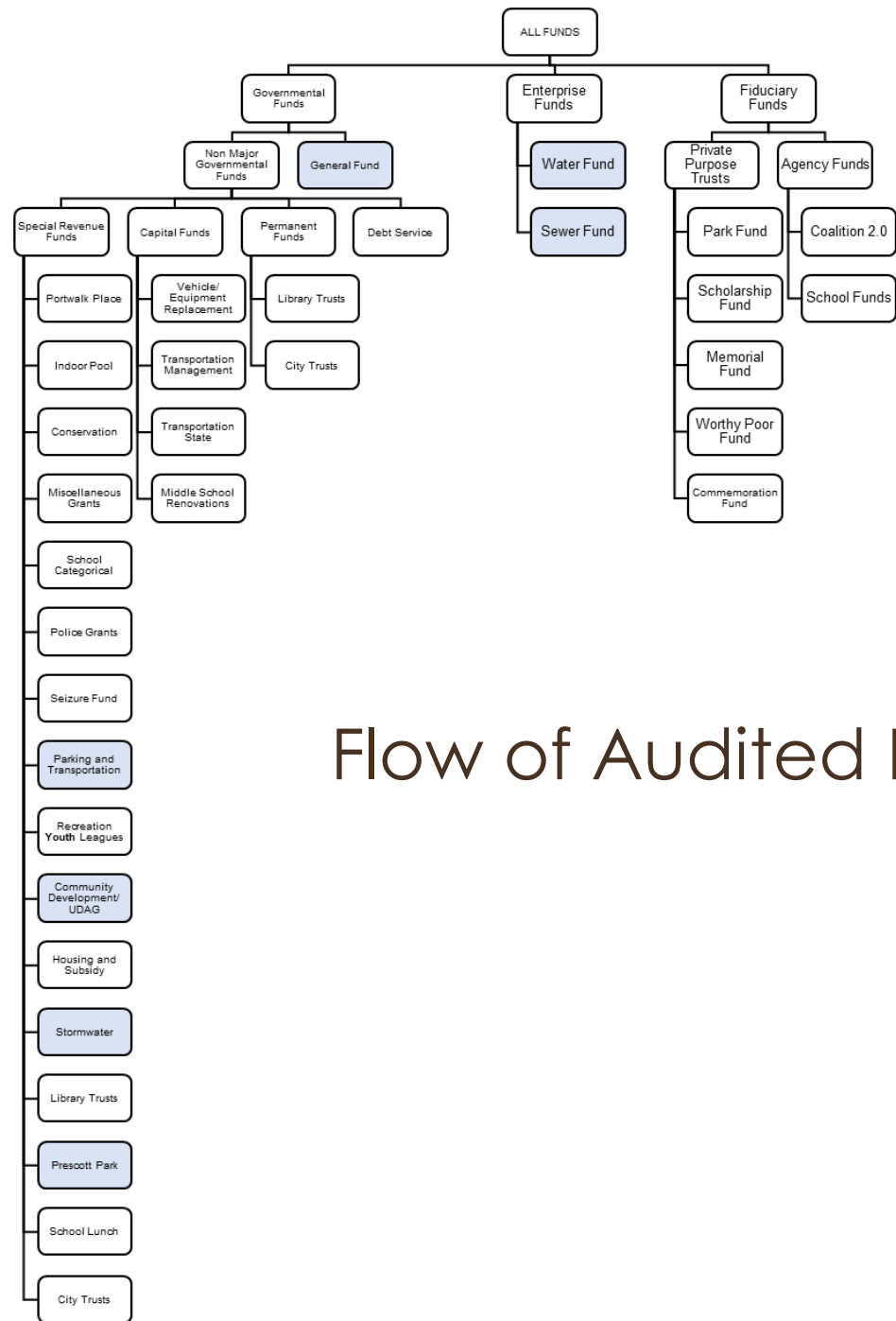
Finance Department

- Finance /Accounting
- Assessing
- Tax & Revenue Collection

Addition of one position for a total of 23.3

Finance & Accounting Core Functions

- Fiduciary Responsibility of the City working with all Department Heads and Charter Departments
- Maintenance of 50+ funds
 - Accounts Payable
 - Payroll
 - Water/Sewer Billing
 - Trustee of Trust Funds
 - Purchasing
 - Record Management



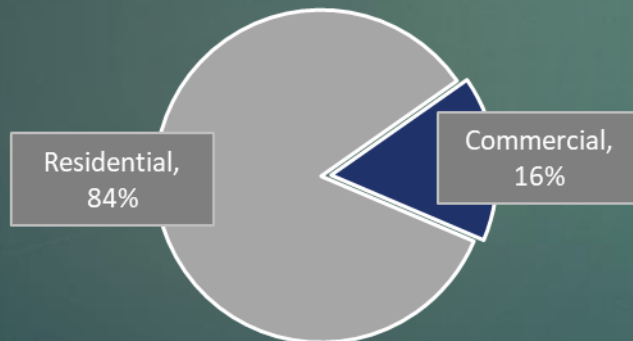
Flow of Audited Funds

Deliverables

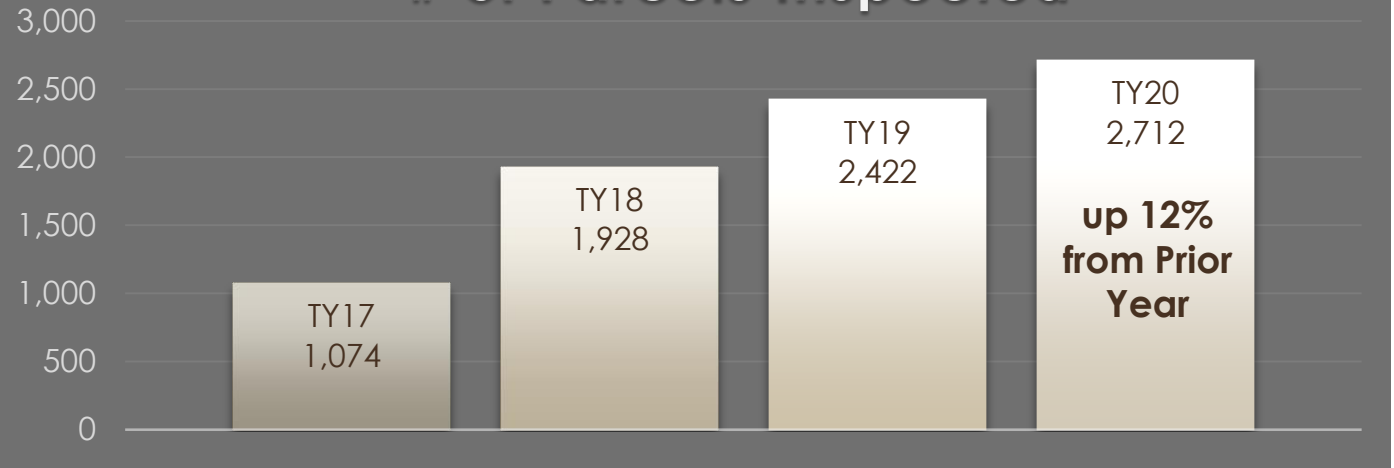
- ✓ **Preparation of the Budget Document**
 - 15 GFOA Budget Awards
 - Two in the State of NH
- ✓ **Annual Audit and the Preparation of the Comprehensive Annual Financial Report (CAFR)**
 - 27 GFOA awards
 - 7 Municipalities in the State of NH
- ✓ **Popular Annual financial Report/Annual Report**
 - 3 GFOA awards
 - 1 In NH
- ✓ **6-year Capital Improvement Plan**
 - In conjunction with the Planning Department
- ✓ **Bond Issues – Annual Disclosure**
- ✓ **Monthly Summary Report**
- ✓ **Setting of City Tax Rate with DRA**
- ✓ **Purchasing – Bids, RFP's, RFQ's**
 - FY18 – 74
 - FY19 – 48
 - FY20 – 32
 - FY21 – YTD 45 complete or in process
- ✓ **Water/Sewer & Misc Billing**
 - 8,200 water/sewer bills monthly

ASSESSING CORE FUNCTIONS

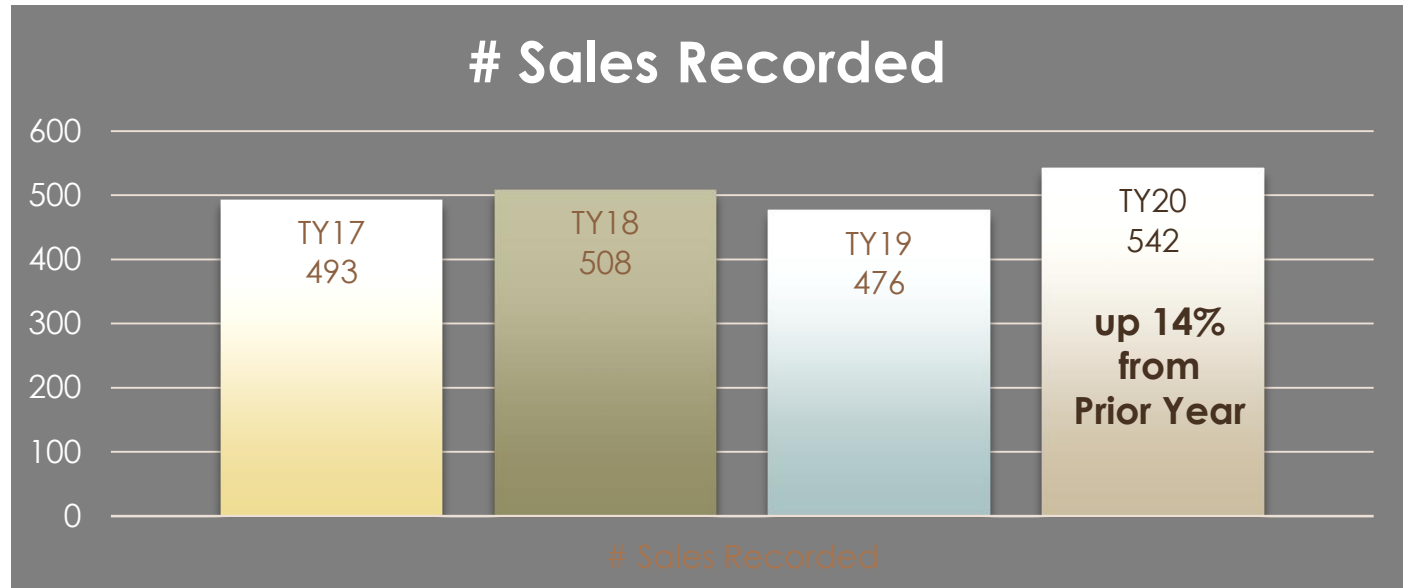
- Annual assessment of all City properties (TY21 8,859)
- Compliance with NH State Statutes, & NH Assessing Standards Boards (ASB)
- Process exemptions and credits



of Parcels Inspected



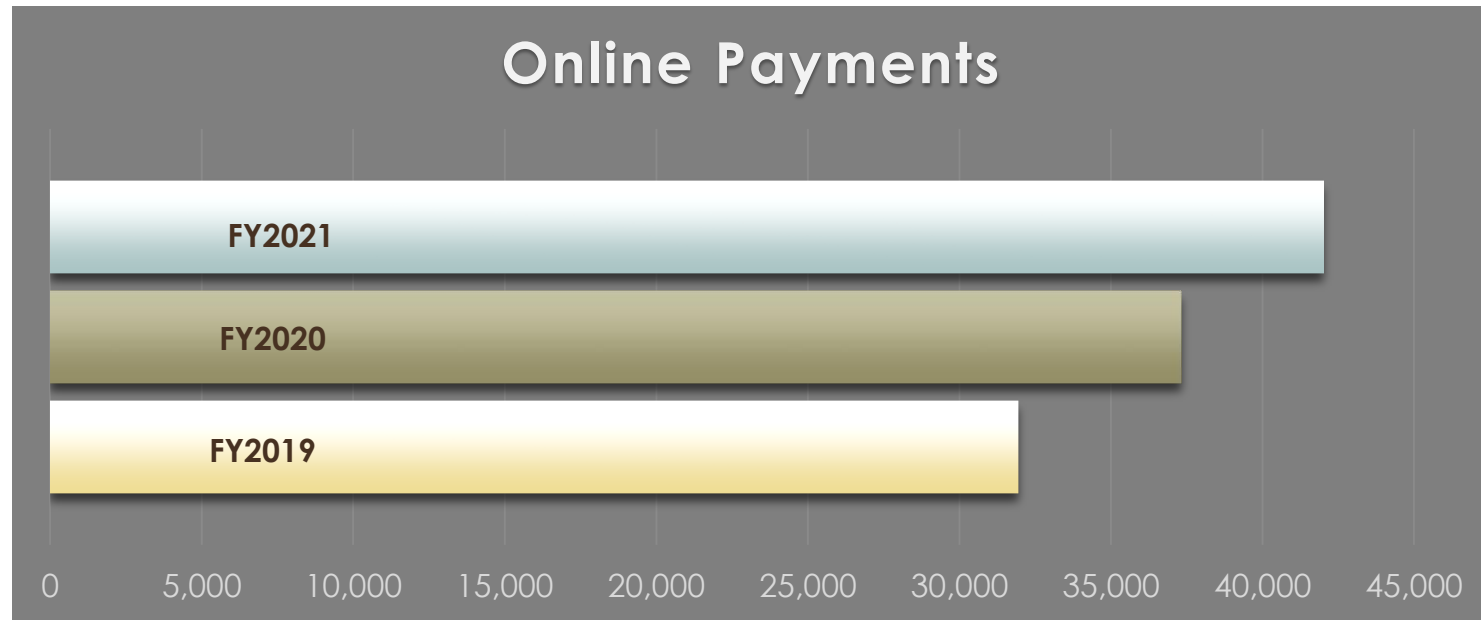
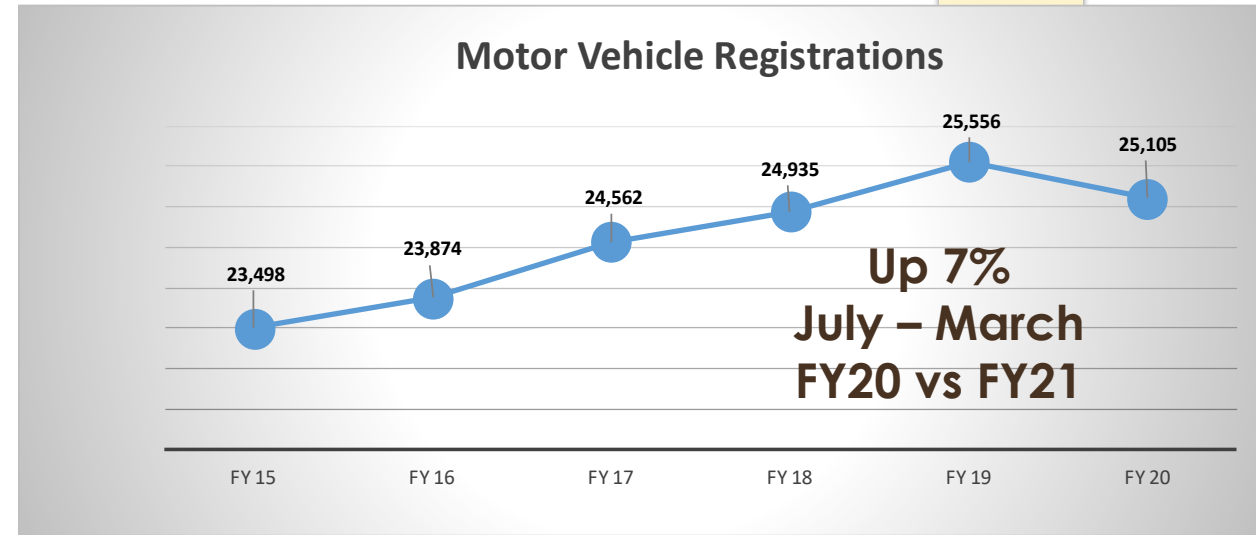
Sales Recorded



Tax Collection/Revenue Collection

- Municipal agent for the State of NH
- Collection of all property taxes
- Collection of water and sewer payments
- Central Collection

	Number of Registrations
FY 2020	25,105
FY 2019	25,556
FY 2018	24,935
FY 2017	24,562
FY 2016	23,874
FY 2015	23,498



Highlights

Uninterrupted Services
During the COVID-19
Pandemic

Continuous service to the taxpayers and residents during closure of City Hall – March – June.

- ✓ Tax Office - Implemented a continuity of service plan during peak COVID-19 by splitting Staff to 2 locations to provide a safe environment for staff and residents.
- ✓ Assessing – All
 - ✓ No delays in building permit inspections for valuation purposes
 - ✓ No delay in Statutory requirements for setting the City's tax rate.
 - ✓ Honored previously qualified Elderly & Disabled tax exempted taxpayers – New applicants were processed via telephone
- ✓ Finance
 - ✓ No delays in processing of A/P, Payroll, Water Sewer billing
 - ✓ Submission and tracking of FEMA & GOFERR

City Clerk/Elections

CORE FUNCTIONS

- Creation and preservation of vital records
 - Issuance of a wide variety of permits and licenses
 - Furnish support services to the City Council
 - Update local Board & Commissions List
 - File and safeguard all City Documents
 - Assist in preparing Bond Packages
 - Voter Registration
 - Maintain Voter History
 - Administer Election as the Chief Election Officer
-

CITY CLERK DATA - CALENDAR YEAR 2020

○ Vital Records Issued	4,910
○ Marriage Licenses Issued	243
○ Ordinances Adopted	15
○ Resolutions Adopted	20
○ Attended City Council Meetings and Work Sessions	43
○ Prepared City Council Binders	31
○ Licenses & Permits	111
○ Dog Licenses Issued	2,416

ELECTION DATA – CALENDAR YEAR 2020

Presidential Primary Election

February 11, 2020

New Registered Voters	811
Total Registered Voters	19,761
Percentage Voted	46.4%

State Primary Election

September 8, 2020

New Registered Voters	201
Total Registered Voters	19,685
Percentage Voted	32%

Presidential/State General Election

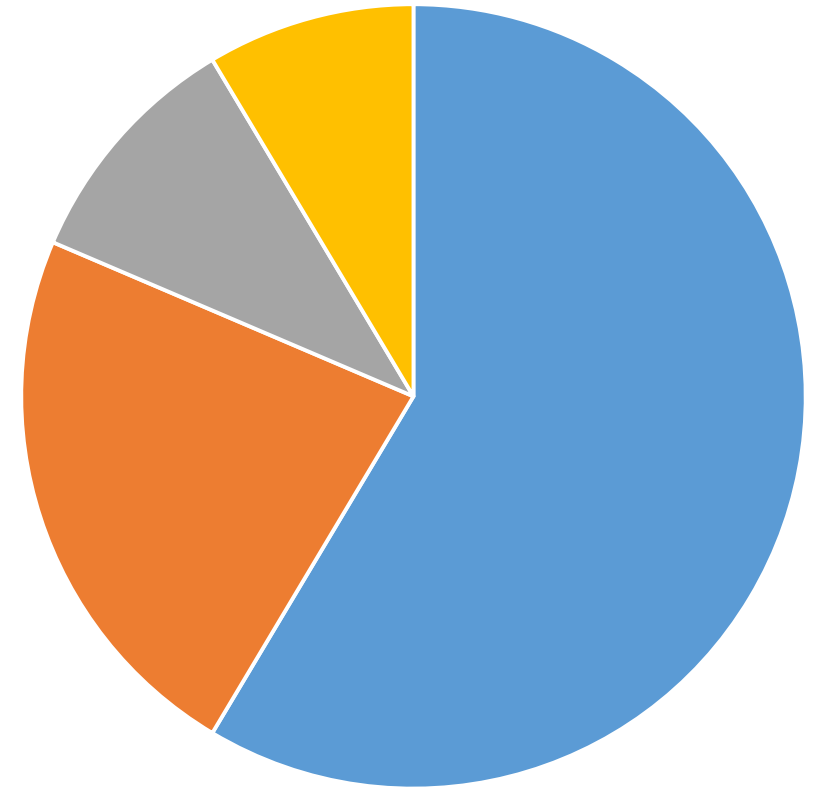
November 3, 2020

New Registered Voters	1,188
Total Registered Voters	21,563
Percentage Voted	69%

PRESENT DAY ELECTION STATISTICS

The City of Portsmouth currently has 20,526 registered voters.

✓ Republican Voters	3,768
✓ Democratic Voters	9,826
✓ Undeclared Voters	6,932



LEGAL Department

Core Functions: Advice and Representation

The City Legal Department provides advice and representation to both legislative and administrative elements of the City government, including:

- The City Council
- The School Board
- The Fire Commission
- The Police Commission
- All municipal departments and agencies



- Legal advice includes the drafting and approval of any necessary documentation.
- Representation includes any appearance required before any level of the court system, state and federal agencies, as well as criminal prosecution in the district courts.

Performance Measures

The Legal Department has concluded that the important measurement of its performance is the level of satisfaction in our work perceived by the City officials for whom the work is performed.

Average Score on annual survey of City department heads

(on a scale from 1 to 5, with 5 being the highest level of satisfaction)

	FY19	FY20	FY21
Knowledge of Legal Staff	4.5	4.9	5.0
Availability of Legal Staff	4.5	4.7	4.8
Response time commensurate with priority of issue	*	*	4.9
Adherence to ethical standards	*	*	5.0
Overall Satisfaction	5	4.7	5.0

**Not measured prior to FY21*

Current Challenges

COVID-19

- (1) Adjustment of all municipal departments to COVID response laws such as:
 - the Governor's emergency orders;
 - the mask mandate; and
 - expansion of restaurants into the outdoors (both on and off City property).
- (2) The court system is generally closed to in person presentations.
- (3) The City's role as regulator has been dramatically affected.





WELFARE DEPARTMENT

FY22 BUDGET PRESENTATION



ELLEN TULLY – WELFARE ADMINISTRATOR

✓ Client Services

- Determine qualified applicants
- Process requests for services
- Make referrals
- Administer emergency assistance funding
- Conduct periodic follow up with clients
- Monitor changing laws
- Facilitate responsiveness of agencies

✓ Community Relations

- Actively participate in local social service networks
- Advise City Manager on appropriate funding levels for social service agencies
- Advocate for the interest of Department recipients and the City

✓ Information and Referral

SERVICES OVERVIEW

CURRENT CHALLENGES & PERFORMANCE MEASURES

- By NH Law the City must assist any eligible applicant (RSA 165).
- Only Department in the City that can over-spend its budget.
- Local residents employed in service and retail struggle to find affordable housing. Historically low vacancy rates result in increased rates of homelessness, especially hard on families.
- Line items are kept as low as possible through referrals to other sources when possible.
- Since April 2020, office visits and expenditures down 45%.
- Enhanced unemployment benefits, stimulus payments, emergency rental assistance programs provide relief.

Percent change over
Prior Year for
Cost per In-Office
Contact

Fy19 +12%

FY20: +22%

FY21 (Est): +1%



OUTSIDE SOCIAL SERVICES



OUTSIDE SOCIAL SERVICES

- Cross Roads House
- Central Veterans Council
- Richie McFarland Children's Center
- Seacoast Mental Health Center
- Area Home Care & Family Services
- Rockingham Nutrition and Meals on Wheels
- Big Brothers/Big Sisters of the Greater Seacoast
- RSVP
- Seacoast Community School
- Rockingham Community Action
- Haven
- Waypoint
- American Red Cross of NH and VT
- Aids Response Seacoast
- Gather
- Greater Seacoast Community Health
- Seacoast Family Promise
- New Generation
- Seacoast Pathways
- CASA
- Cornerstone VNA
- One Sky Community Services

OUTSIDE SOCIAL SERVICES

Total City Grants to Social Service Agencies FY 22 Funded from General Fund and Community Development Block Grant (CDBG) Program*

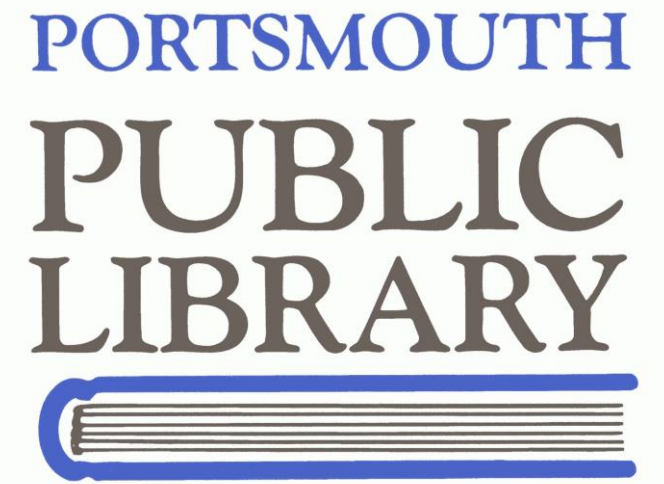
Outside Social Services Agency	FY 2021			FY 2022		
	Welfare	CDBG	Total	Welfare	CDBG	Total
	Welfare Department Budget- City Manager Recommended	CDBG Budget Recommended	Welfare Department and CDBG	Welfare Department Budget- City Manager Recommended	Citizens Advisory Committee CDBG Budget Recommended to City Manager	Welfare Department and CDBG
AIDS Response Seacoast	\$5,000	\$9,925	\$14,925	\$5,000	\$8,700	\$13,700
American Red Cross	\$1,000		\$1,000	\$1,000		\$1,000
Area HomeMaker/Home HLTH CTR (Formerly - Area Homecare & Family Services)	\$11,000		\$11,000	\$11,000		\$11,000
CASA, Child Support/GAL Services	\$1,500		\$1,500	\$1,500		\$1,500
Central Veterans Council	\$750		\$750	\$750		\$750
Chase Home for Children (New Program - 90 Day Reunification Program)		\$4,800	\$4,800		\$5,000	\$5,000
COAST**		\$175,000	\$175,000		n/a	\$0
Cornerstone VNA	\$3,500		\$3,500	\$3,500		\$3,500
Cross Roads House, Inc.	\$60,000	\$17,000	\$77,000	\$60,000	\$15,000	\$75,000
Fair Housing Activities (formerly New Hampshire Legal Assistance)		\$2,000	\$2,000		\$2,300	\$2,300
Friends Program/R S V P	\$4,000		\$4,000	\$4,000		\$4,000
Gather (formerly Seacoast Family Food Pantry)	\$5,000		\$5,000	\$5,000		\$5,000
Greater Seacoast Community Health (formerly Families First Dental Program) - Dental		\$8,400	\$8,400		\$8,000	\$8,000
Greater Seacoast Community Health (formerly Families First) - Behavioral Health		\$5,000	\$5,000		n/a	\$0
Greater Seacoast Community Health-Goodwin Health	\$10,000		\$10,000	\$10,000		\$10,000
HAVEN-Violence Prevention and Support Services	\$12,000	\$13,000	\$25,000	\$12,000	\$11,000	\$23,000
Meals on Wheels	\$10,700		\$10,700	\$10,700		\$10,700
New Generations	\$2,000		\$2,000	\$2,000		\$2,000
One Sky Community Service	\$2,500		\$2,500	\$2,500		\$2,500
Portsmouth Housing Authority LTD, MC3 Program		\$5,725	\$5,725		n/a	\$0
Richie McFarland Children	\$8,000		\$8,000	\$8,000		\$8,000
Rockingham Community Action	\$21,500	\$7,500	\$29,000	\$21,500	\$7,500	\$29,000
Seacoast Big Brothers/Big Sisters	\$3,000		\$3,000	\$3,000		\$3,000
Seacoast Community School	\$21,500	\$8,500	\$30,000	\$21,500	\$8,500	\$30,000
Seacoast Family Promise	\$2,000		\$2,000	\$2,000		\$2,000
Seacoast Mental Health Center	\$10,000		\$10,000	\$10,000		\$10,000
Seacoast Mental Health Center (REAP Program)					\$7,500	\$7,500
Seacoast Pathways	\$2,000		\$2,000	\$2,000		\$2,000
Seacoast Public Health Network, Phone Access Program					\$7,000	\$7,000
Way Point	\$2,083		\$2,083	\$2,083		\$2,083
TOTAL Grants	\$199,033	\$256,850	\$455,883	\$199,033	\$80,500	\$279,533

*May be adjusted after final CDBG allocation, receipt of which is anticipated after the printing of the FY 22 Budget Book.

**Special CDBG waiver to fund only in FY 21; budget line item to return to DPW/Parking in FY22 and beyond

PORTSMOUTH PUBLIC LIBRARY

Fiscal Year 2022 Budget



CORE FUNCTIONS

- Equal Opportunity Education for All
- Popular Materials Library
- Research & Local History Library
- Youth's Door To Learning and Reading
- Excellence in Programming for All Ages
- Creating Community, Building Connections



KEY BUDGET DETAILS


- 8.13% decrease in non Salaries & Benefits lines

EXCELLENCE DURING COVID


- Online Programs Attended by Over 10,000 people
- Seamless Curbside Pickup Service
- Dramatic Increase in Use of Digital Collections

*“The Portsmouth Library staff are amazing...
they get an A+++++ for virtual programming.”*

YOUTH PROGRAMS & OUTREACH

- “Move ‘n Groove” & Pajama Story Times
 - Gosling, Head Start & PEAK Story Times
 - “Take & Make” Craft Activities for all ages
 - Teen “Take Outs”, Teen Advisory Board
 - School Enrichment Programs
- 

ADULT PROGRAMS

- Local History Series & Genealogy Workshops
 - Book Discussion & Weekly Meditation Groups
 - Weekly Language Discussion Groups
 - Standing Up To Racism Course
 - Great Decisions World Affairs Series
 - Organic Gardening Series
- 

Portsmouth Recreation Department



- Connie Bean Recreation Center
- Indoor Pool
- Outdoor Pool
- Peirce Island Boat Launch & Ambassadors
- Prescott Park Marina
- Senior Activity Center
- Special Events
- Spinnaker Point Recreation Center
- Summer Camps/Additional Programming



Core Functions & Services

- Youth, Adult and Senior Programming
- Senior Services and Transportation
- Health & Wellness
- Aquatics
- Childcare
- Community Events
- Fitness & Athletics
- Social Well-being and Enrichment
- Staffed Public Water Access

Continuing to improve the quality of life for citizens of Portsmouth.

Year In Review

Challenges

- Shutdown of all Recreation facilities
- Covid restrictions and uncertainties
- Reduction of budget and services
- Transition of leadership
- Creativity in a pandemic

Highlights

- Completion of Senior Activity Center
- Supporting Health, Fire, VA, SPHN
- Supporting School Department
- Transition of leadership
- Return of programming
- Upgrades to Spinnaker Point



The Year Ahead

- Re-opening of all Recreation Facilities
- Expansion of programs for all ages and abilities
- Continued inclusion of a diverse community
- Opening of new Turf Field and Pickleball Courts
- Outdoor Pool upgrades
- Stump Dump/Skate Park Development
- Independence Day Fireworks
- Holiday Parade
- Introduction of new Special Events
- Return to full programming and staffing levels
- Administrative Clerk brought from half-time to full
- Collaborate with and support other City Departments and Organizations



Portsmouth Recreation Department

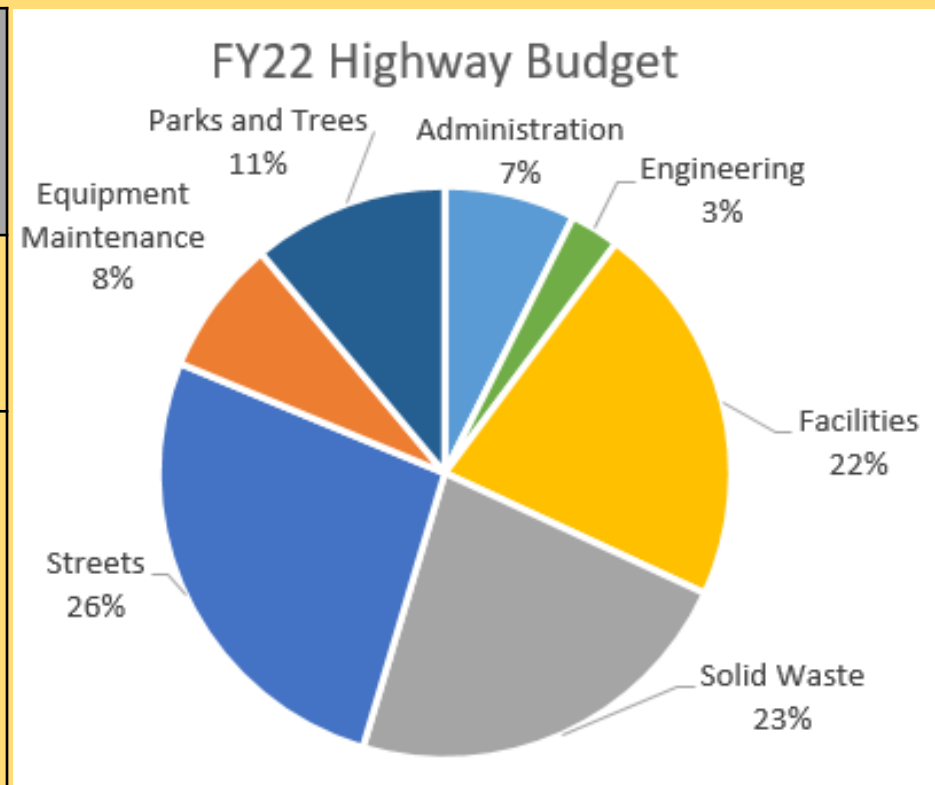


Thank you!

PUBLIC WORKS DEPARTMENT

Highway Division

FY21 BUDGET	FY22 BUDGET	BUDGET INCREASE
\$6,996,155	\$6,996,155	\$0
Salaries/Benefits are 56% of Budget (\$3,915,210)		



Core Functions

STREET AND SIDEWALK MAINTENANCE

Summer Maintenance

Paving

Repairs

Crack Sealing

Winter Maintenance

Street Markings

Traffic Signals



FACILITIES

Maintenance

Cleaning

Capital Upgrades

SOLID WASTE

10,400 Household pickups/week (1/ea trash & recycling)

Bulky pickups

Yard Waste pickups

Recycle Center operations

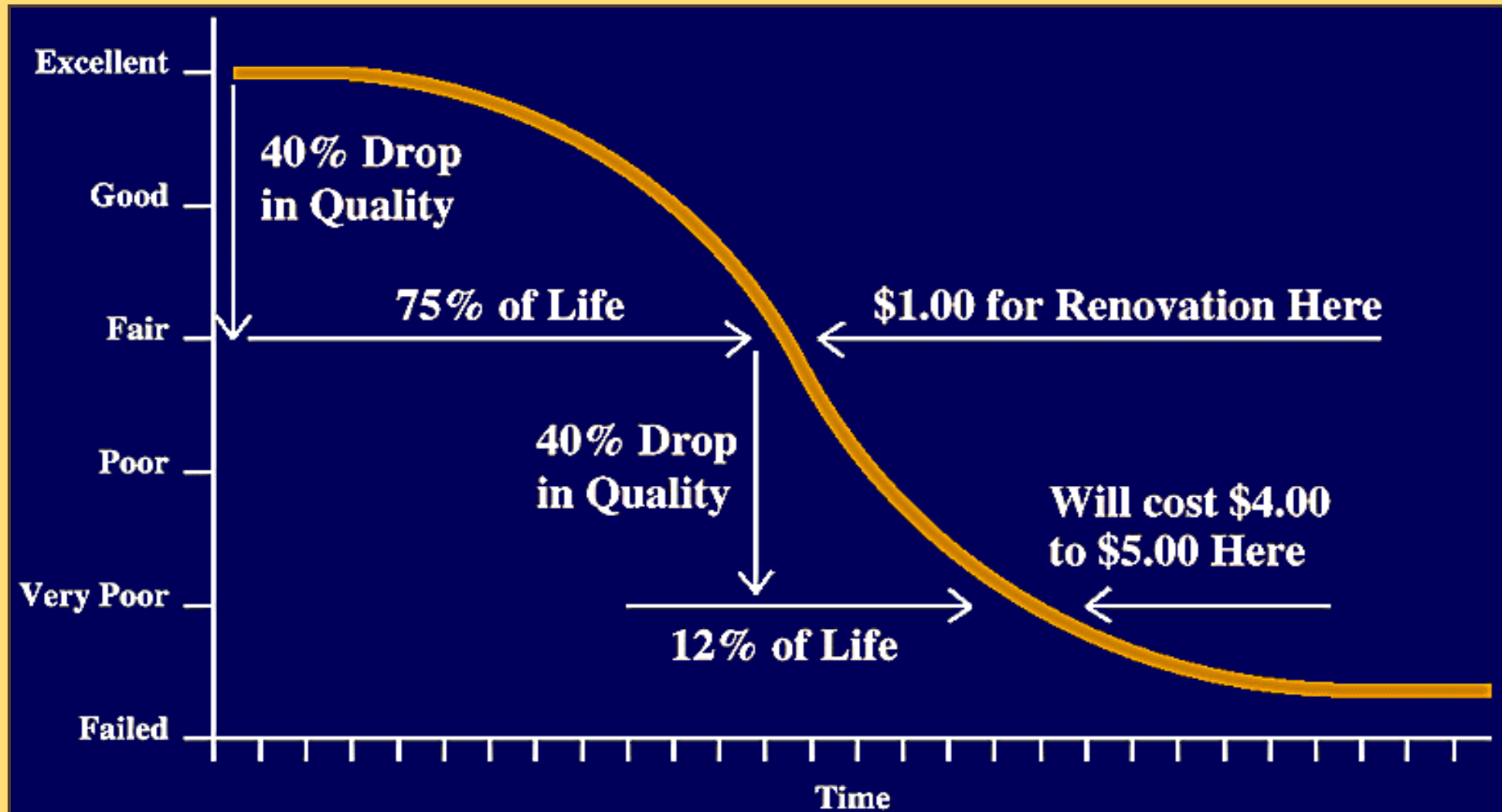
Expanded Level of Service

- Additional Parks and Fields
- Increased Expectations for Snow Removal
- Additional Facilities
- Additional Supports for Engineer Review
- Bicycle Pedestrian Infrastructure
- Public Outreach
- Public Meetings
- Special Events



Why Continue to Invest in Infrastructure

- Less Costly to do Planned Maintenance

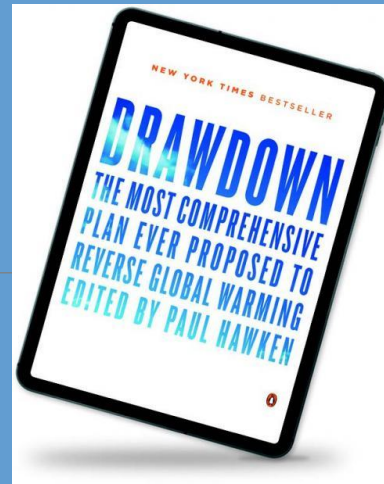


Thank you



PLANNING DEPARTMENT CORE SERVICES

- Community-Wide Planning Initiatives
- Land Use Management and Regulation
- Capital Improvement Plan
- Multi-Modal Transportation Planning and Coordination
- Environmental / Sustainability Initiatives
- Project Management



City of Portsmouth, NH

Planning Department

For land use application instructions, application fees, submission deadlines, and meeting schedules, please check out the Planning Department web page or call (603) 610-7216 for more information.

Apply Online

Land Use Application
This application is used for land use review by the Planning Department staff for projects that involve new construction, an addition or expansion of an existing building, home occupations, or any exterior renovations of properties located in the Historic District as well as for any projects that require approval from the City's land use boards (Planning Board, Historic District Commission, and Zoning Board of Adjustment) including subdivisions, site plan review, conditional use permits, variances, special exceptions, and historic district commission certificates of approval. [Select](#)

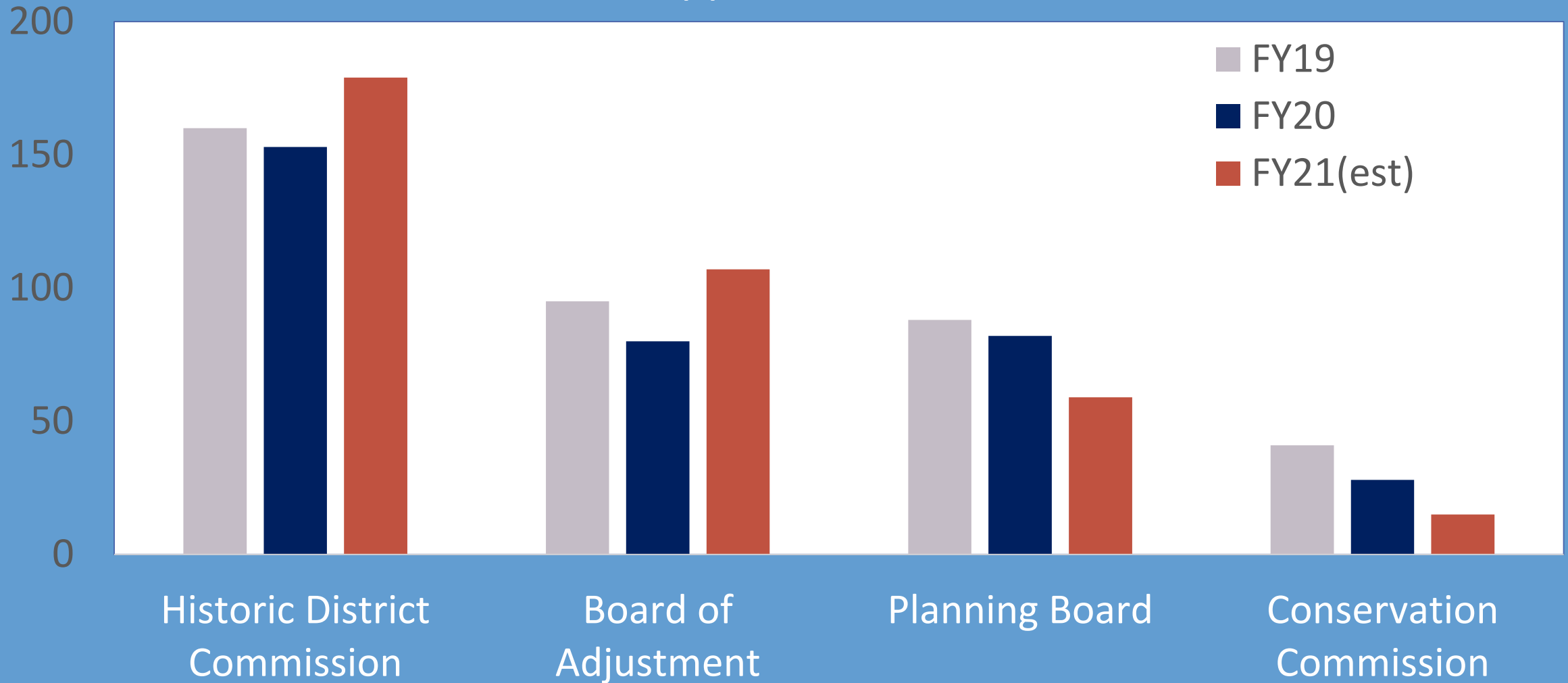
Historic District Commission Work Session or Administrative Approval Application
This application is used for requests for Work Sessions with the Historic District Commission as well as for Administrative Approvals. Prior to applying for an HDC Certificate of Approval, applicants may request a Work Session with the Commission to explore design alternatives. Administrative Approvals may be granted by Planning Department staff for minor modifications on work for which an HDC Certificate of Approval has previously been granted. All Administrative Approvals must be approved by the HDC at the next scheduled meeting. [Select](#)

Technical Advisory Committee Work Session
This application is used for a request for an informal Work Session with the Site Plan Review Technical Advisory Committee only. [Select](#)



Planning – Performance Measures

Land Use Applications Processed

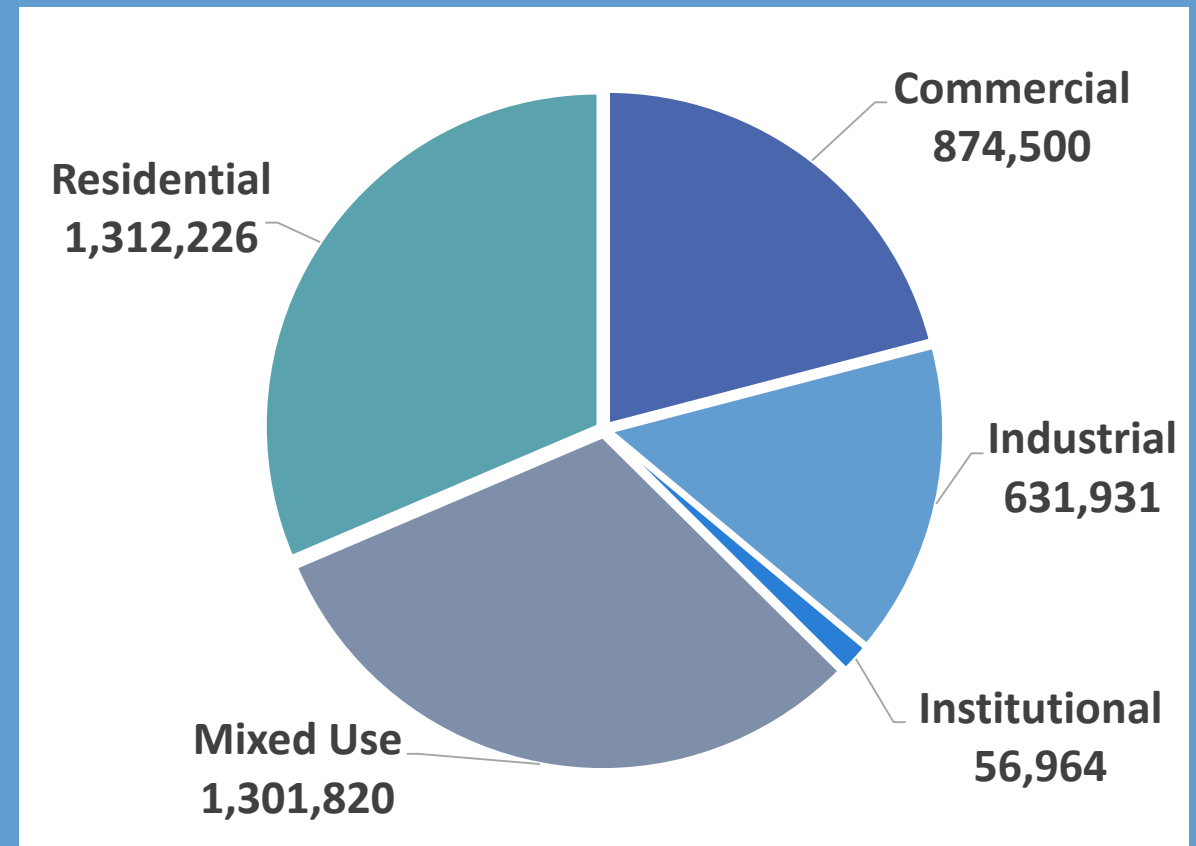


PROJECTED DEVELOPMENT (2021-2023)

Projects Currently Under Construction or Pending Approval Include:

- 2.4M GFA total in anticipated new development over next 3 years
- 500,000+ GFA for *first phase* of Lonza development at Pease
- 1,177 new residential units
- 287 new hotel rooms

Anticipated New Development Activity (GFA)



INSPECTION DEPARTMENT MISSION & CORE FUNCTIONS

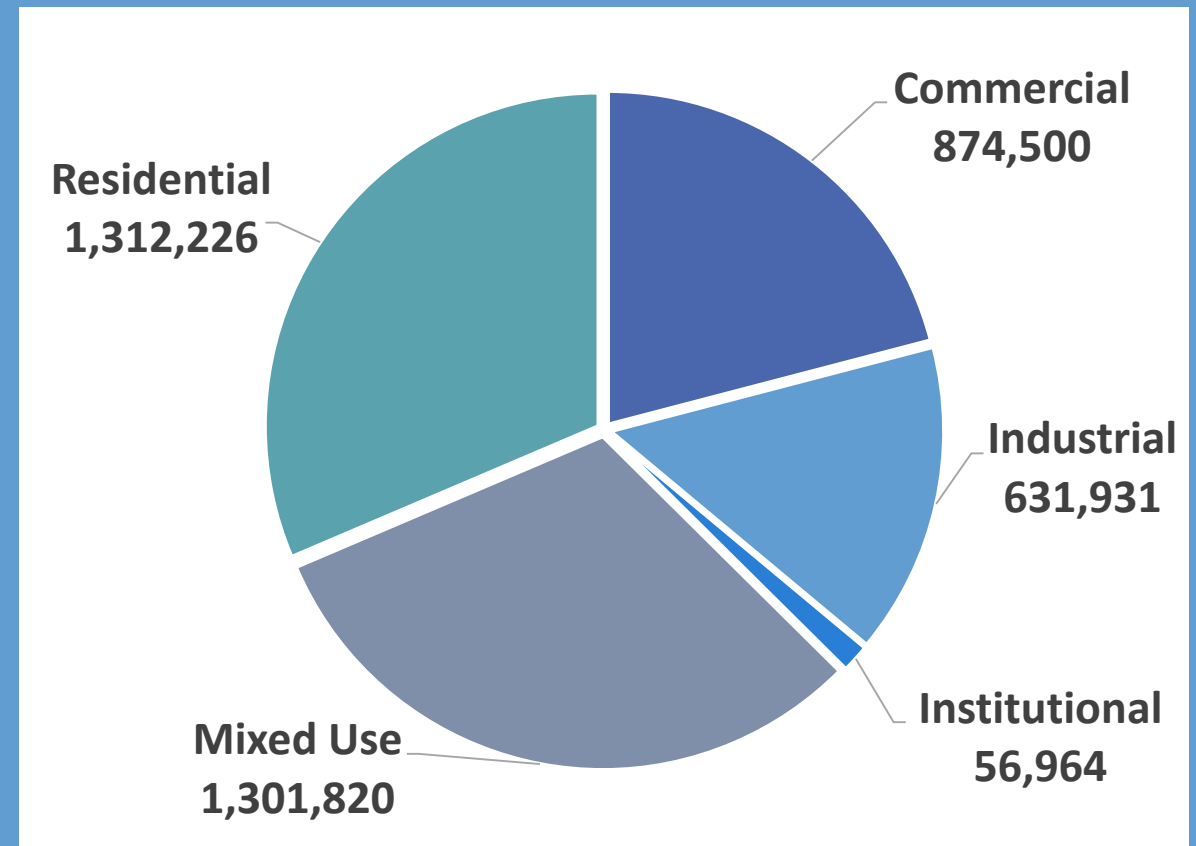
- **Mission** – The Inspection Department seeks to ensure the integrity of the City’s existing and future, built environment through the implementation and enforcement of State and Local Building Codes relating to structural integrity, life safety, safe wiring, plumbing, and mechanical systems.
- **Plan Review and Code Consulting** - Review all documentation associated with each construction project. Discuss technical aspects of projects with clients and inform them of code design deficiencies.
- **Permit Issuance** - Coordinate and process final documentation for building permit issuance. Issue permits to homeowners, contractors and developers, electricians, plumbers, and mechanical contractors. Review applications and issue sign permits.
- **Construction Inspections** - Implement the series of construction inspections in all disciplines to insure code conformance of the various constructed elements. Record inspection findings and notify responsible parties of results.
- **Construction Completion** - Perform final building and safety system inspections for all disciplines (building, electrical, plumbing, mechanical, and fire). Issue Certificates of Occupancy and Certificate of Completion upon successful final inspections.
- **Code Enforcement** - Investigate claims of code violations including building, electrical, plumbing, mechanical and zoning matters.

PROJECTED DEVELOPMENT (2021-2023)

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- 1,177 new residential units
- 287 new hotel rooms

Anticipated New Development Activity (GFA)



Inspections – Performance Measures

	FY2018	FY2019	FY2020	FY2021 (est.)
Total Permits	3,291	2,873	2,779	2,800
Total Declared Construction Value	\$214,023,272	\$157,936,790	\$151,047,073	\$250,000,000
Total Permit Fees	\$1,055,704	\$1,607,252	\$1,114,996	\$1,700,000

Portsmouth Health Department

Public Health focuses on improving and protecting community health and well-being

Environmental Health functions at the intersection of community health and the environment



Core Functions

- Public & Environmental Health
- Emergency Management
- Regulatory Services

- *Seacoast Public Health Network*
- *Agency for Toxic Substances and Diseases (ATSDR) Community Assistant Panel*
- *Air Force Restoration Advisory Board*
- *Commission on the Seacoast Cancer Cluster Investigation*
- *State Health Assessment and State Health Improvement Advisory Council*
- *Safe Water Advisory Group*
- *Association of Food and Drug Officials Foodborne Outbreak & Emergency Response Committee*
- *Partnership for Food Protection Outreach Group*

Emergency Management

Draft & implement public health emergency management plans

- *ESF# 6 - Mass Care, Emergency Assistance, Housing, and Human Services*
- *ESF #8 - Public Health and Medical Services*
- *ESF #11 - Agriculture and Natural Resources*

Regulatory Services

- Food service inspection, permitting & education; food recalls and foodborne illness outbreak investigation
- Inspect childcare centers, foster & adoptive homes, public & private schools
- Investigate environmental risks & complaints
- Infectious and arboviral communicable disease intervention and emergency response
- Investigate insanitary conditions

Challenges

Under Emergency Management staff have multiple additional roles

Public Health serves diverse community creating challenges

Ever-changing situation requiring practical, evolving and scientifically sound response

Accomplishments

Successfully implemented pandemic plans

Provided stockpiled PPE and medical equipment to open up field hospital in Durham

Successful outreach to multicultural residents and vulnerable populations for vaccination

Provided PPE to industries most at risk when commercially and federally unavailable

Local, state and regional vaccination clinics

Regional equity & homebound outreach

FY '22

Promote Health in All Policies

Build public health resources

Address unmet community PH needs

Increase use of available resources

Resume full schedule of regulatory services

Expand food service special processes expertise and sustainable practices

Continue public health improvement through Committees, Boards and Commissions

Pursue revision of seacoast public health region & planning

IT Responsibilities

- **23** Metropolitan Network Drops
- **500** Active Directory (AD) Users
- **48** Line of Business Applications
- **44** Vendors
- City Website
- Government Access TV Station
- YouTube Channel



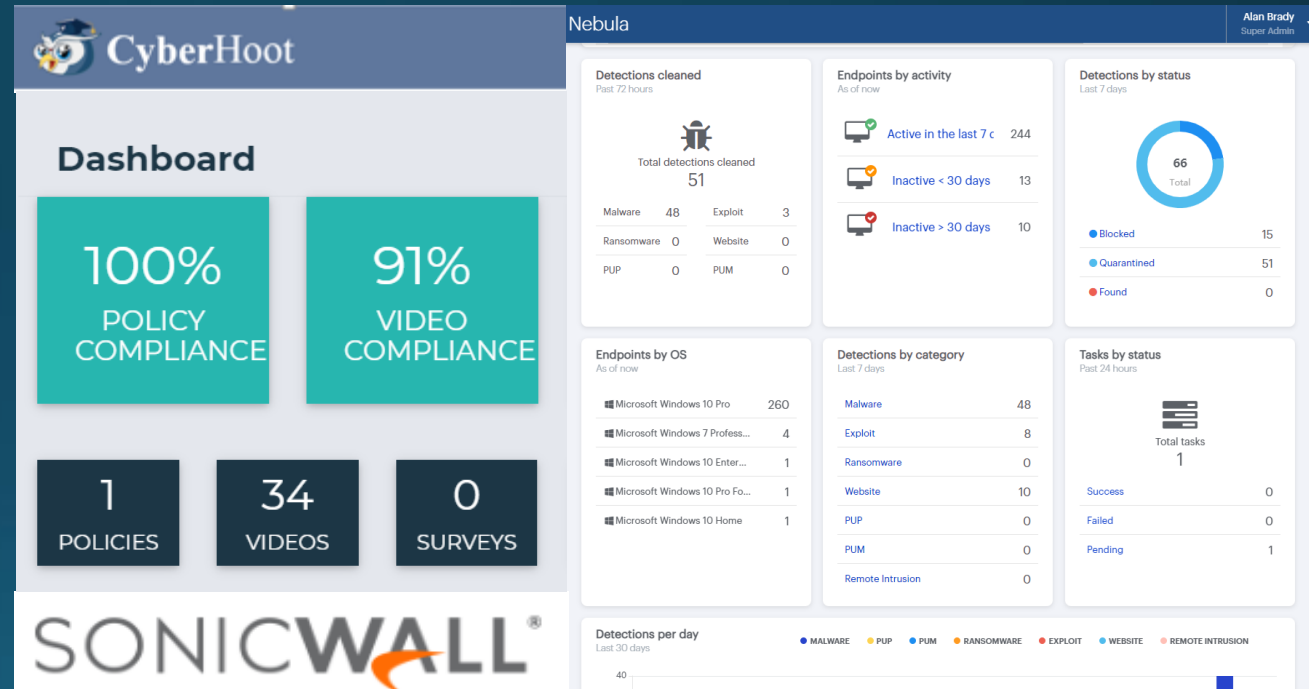
IT Responsibilities

- **237** Workstations
- **71** Laptops
- **44** Tablets
- **Servers**
 - **38** Virtual servers running on 1 cluster
 - **3** Physical servers
 - **70TB** User data backed up
- **80** Network devices
- **200** Phones (Landline)
- **85** Phones (Cell)



IT Responsibilities Cybersecurity

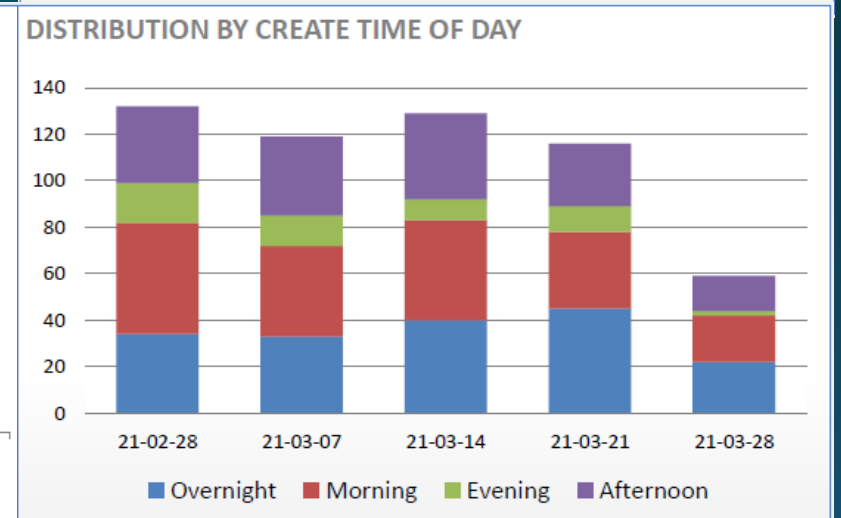
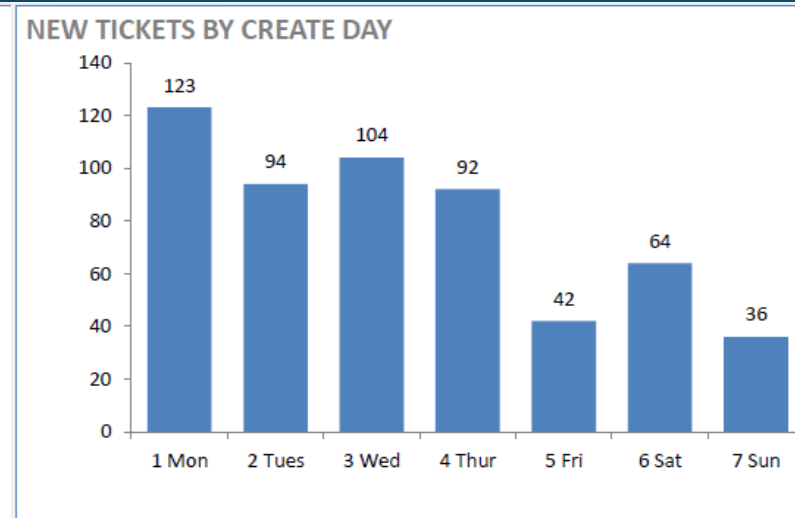
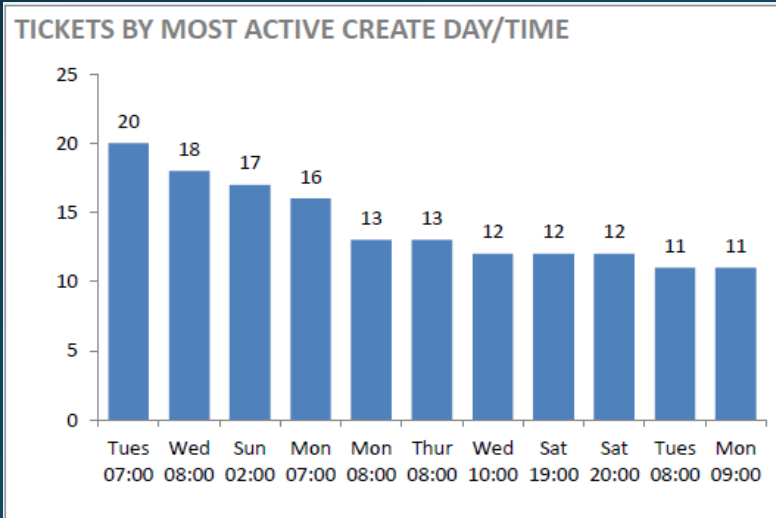
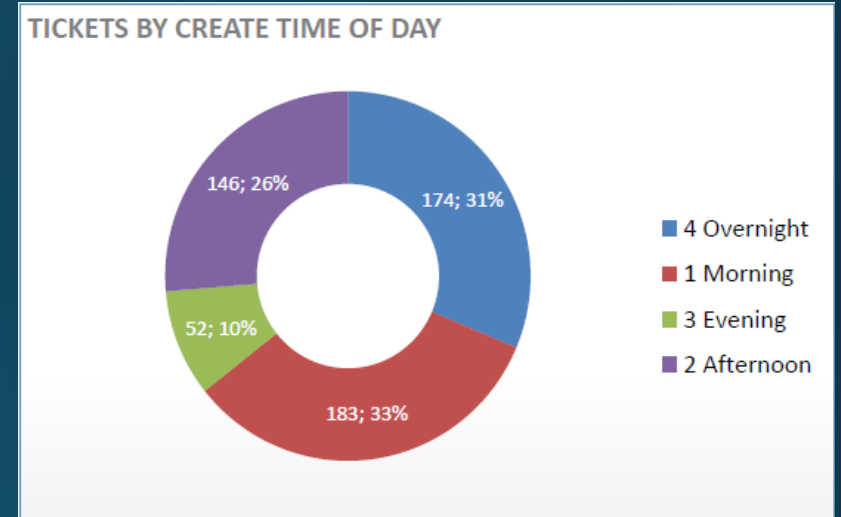
- Employee Cybersecurity Training
- SonicWalls
- VLANs
- Spam Filtering
- DNS Protection
- Server Protection
- Workstation Protection –
Webroot - Malwarebytes
- 2-Factor Authentication
- Password Managers
- Shadow Protect Backup



IT Responsibilities

April 2021 Support Requests

- 555 Support tickets
 - 183 Support tickets
 - 146 Afternoon
 - 52 Evening
 - 174 Overnight (Server/Network)



PUBLIC WORKS DEPARTMENT

Parking & Transportation Division



PARKING AND TRANSPORTATION

BENEFITS PROVIDED

- \$2.4M Offset to General Fund
- Transportation Planning and Engineering Support
- Downtown Snow Removal
- Wayfinding
- School Bus Support
- Senior Transportation
- Downtown Trolley
- Public Transit (Coast)
- Downtown Police Detail
- School Crossing Guards



PARKING AND TRANSPORTATION

CHALLENGES AND ACCOMPLISHMENTS – FY21

- The City's COVID19 Response Presented the Parking Division with a \$1.9M Revenue Shortfall for FY20
 - This Challenge Was Met Through Existing Expense Savings as well as a Reduction/Cancellation of Remaining FY20 Capital Projects
- FY21 Projected Revenues Were Revised Downward from \$9.6M to \$5.7M
 - We are Presently On Target to Achieve Approximately \$7.2M
 - The Stay & Pay Pricing Model Has Achieved a 35% increase in Revenue per Transaction System-Wide
 - FY22 Operations and Maintenance Request is \$14,293 *Lower* Than FY21

PARKING AND TRANSPORTATION

CHALLENGES AND ACCOMPLISHMENTS – FY21

- The Parking Division has allocated 8.2% of its High Occupancy (A-Zone) Inventory to Restaurant Seating and Curbside Pickup
- Hanover Garage Renovation Project
 - The Parking Division Has Relocated Roughly 200 Monthly Users to the Foundry Garage to Reduce the Impact of Lost Space During the 3-year Renovation Period

FY22 PROJECTED REVENUES VS FY21 BUDGETED REVENUES

DESCRIPTION	FY21 Budget	FY22 Proposed
Operating Budget	\$5,963,837	\$6,457,388
General Fund Contribution	\$2,412,305	\$2,412,305
TOTAL BUDGET NEED	\$8,376,142	\$8,869,693
Parking Revenues	\$5,752,004	\$7,970,900
Required Use of Fund Balance to Zero	(\$2,624,137)	(\$898,793)
NET TOTAL	\$0	\$0

Available Parking Fund Balance: Ending FY21 = \$1,063,171 - \$898,793 used to zero
 FY22 Budget = **\$164,378** anticipated balance at close of FY22

PARKING AND TRANSPORTATION

FY22 REVENUE PROJECTIONS

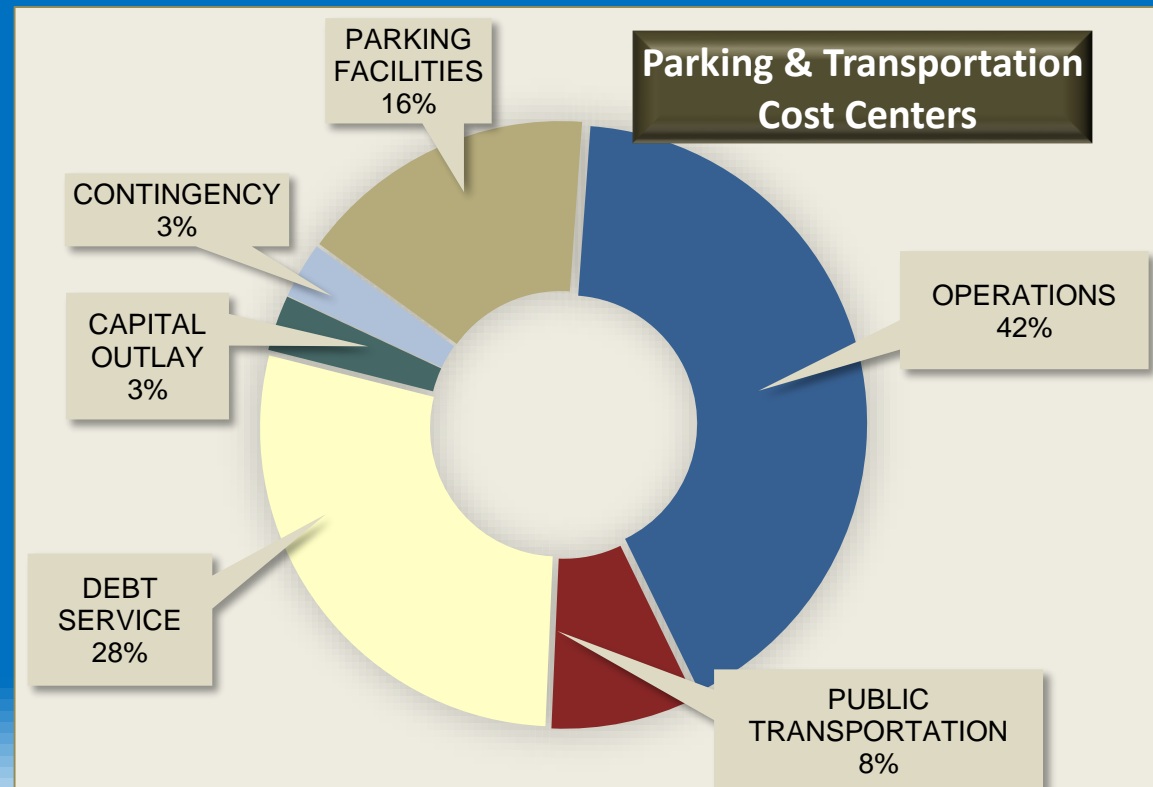
DESCRIPTION	FY21 Budgeted Revenue	FY22 Proposed Revenue	FY22 Change from FY21
Parking Meters	\$2,125,838	\$2,989,250	\$863,412
Hanover Garage	\$2,797,301	\$3,834,900	\$1,037,599
Foundry Garage	\$417,120	\$541,750	\$124,630
Parking Violations	\$411,744	\$605,000	\$193,256
TOTAL REVENUES	\$5,752,004	\$7,970,900	\$2,218,897

38.58% Increase in Projected Revenue over FY21 Budget



PARKING AND TRANSPORTATION

	FY21 Budget	FY22 Budget	FY22 Increase
Total Budget	\$ 5,693,837	\$ 6,457,388	\$493,551



PROPOSED BUDGET ADJUSTMENTS

DESCRIPTION	FY21 Revised Budget	FY22 Proposed	Proposed FY22 vs FY21
Debt Service	\$1,781,313	\$1,823,813	\$42,500
Operations	\$3,745,524	\$3,731,231	\$(14,293)
Public Transportation	\$362,000	\$510,344	\$148,344
Contingency	\$75,000	\$197,000	\$122,000
Capital & Rolling Stock	\$0.00	\$195,000	\$195,000
TOTAL	\$5,963,837	\$6,457,388	\$493,551

\$135,000 Funding for Police, Fire, and Schools is Maintained, and \$100,000 is added to Contingency to Facilitate NPP if So Directed

DISCUSSION

