CITY OF DOVER INC. 1855

INDUSTRIA ET COPIA

TOWN SETTLED 1623.

CITY OF DOVER, NEW HAMPSHIRE

FY2024 PROPOSED BUDGET

EXECUTIVE DEPARTMENT

Presented to the City Council

On March 1, 2023

By J. Michael Joyal, Jr.

City Manager

CITY OF DOVER, NEW HAMPSHIRE

FY2024 PROPOSED BUDGET

FINANCE DEPARTMENT

Presented to the City Council

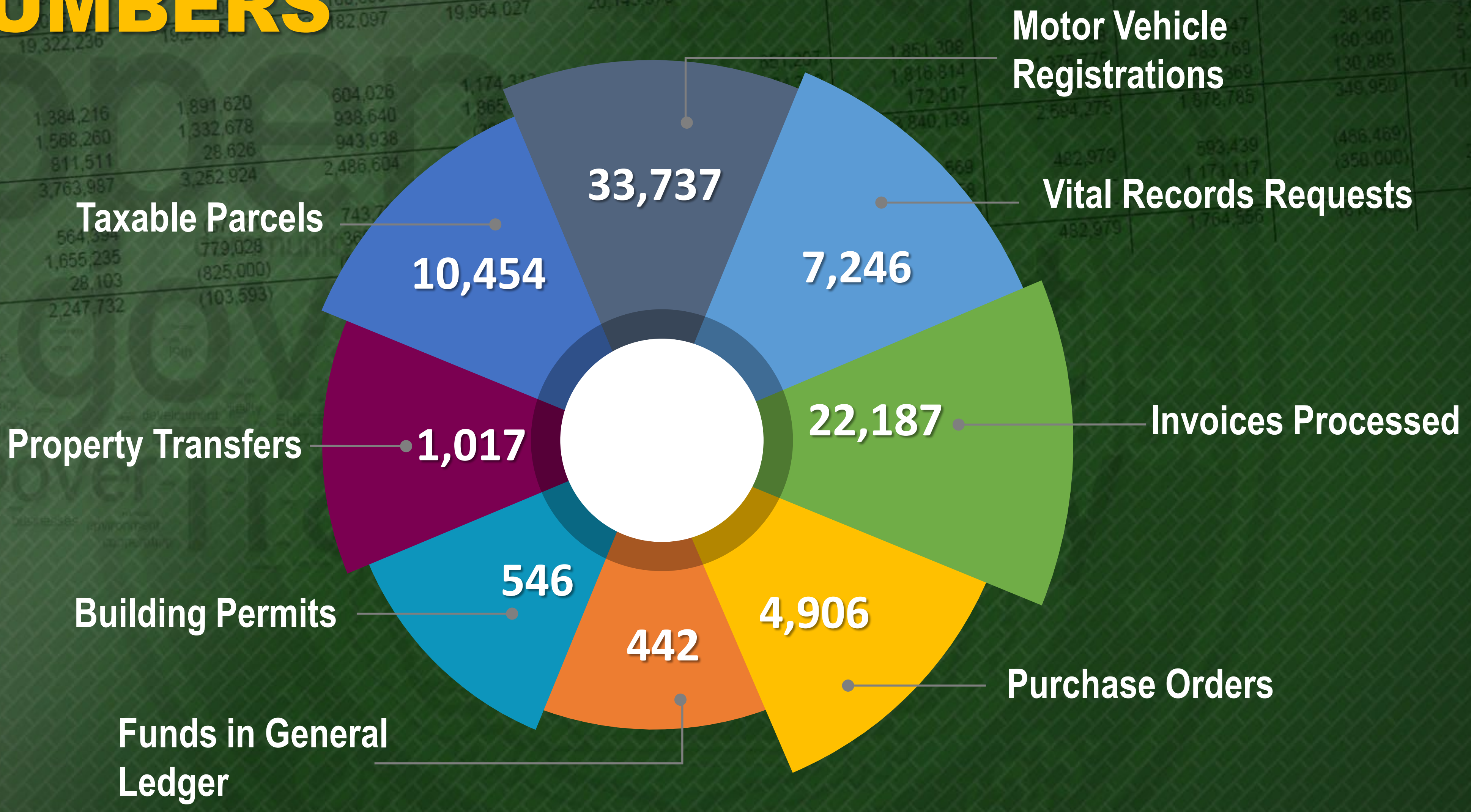
On March 1, 2023

By Daniel R. Lynch
Director of Finance

FINANCE DEPARTMENT MISSION

- Safeguard City's Financial Resources
- Maintain Public Records of the City
- Meet All Regulatory & Fiduciary Responsibilities
- Timely Report Financial Position & Performance of the City

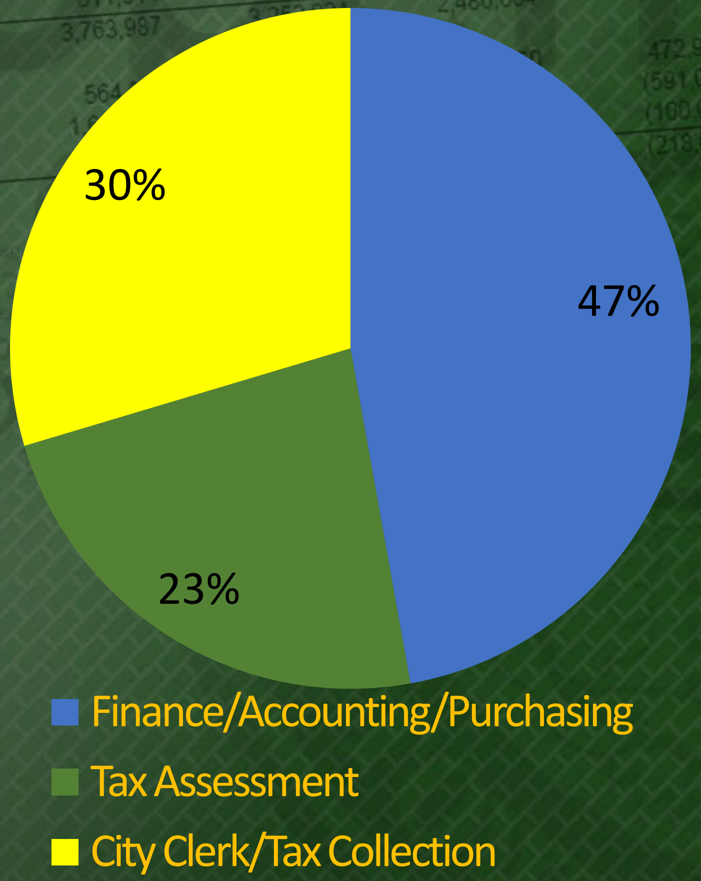
FINANCE DEPARTMENT BY THE NUMBERS

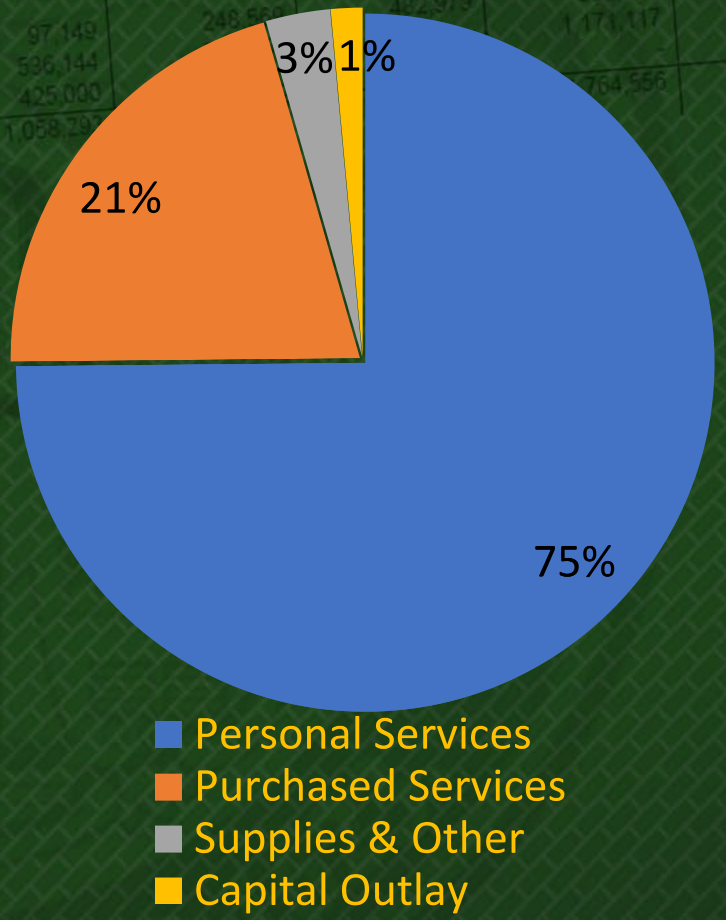


FINANCE DEPARTMENT
FY2024 STRATEGIC GOALS

1. Implement Electronic Public Procurement
2. Implement new CAMA Software
3. Efficiently Conduct November General Election and February Presidential Primary
4. Effectively Implement GASB 96 Subscription-Based Information Technology Arrangements Financial Reporting

FINANCE DEPARTMENT
4.4% of City General Fund Budget

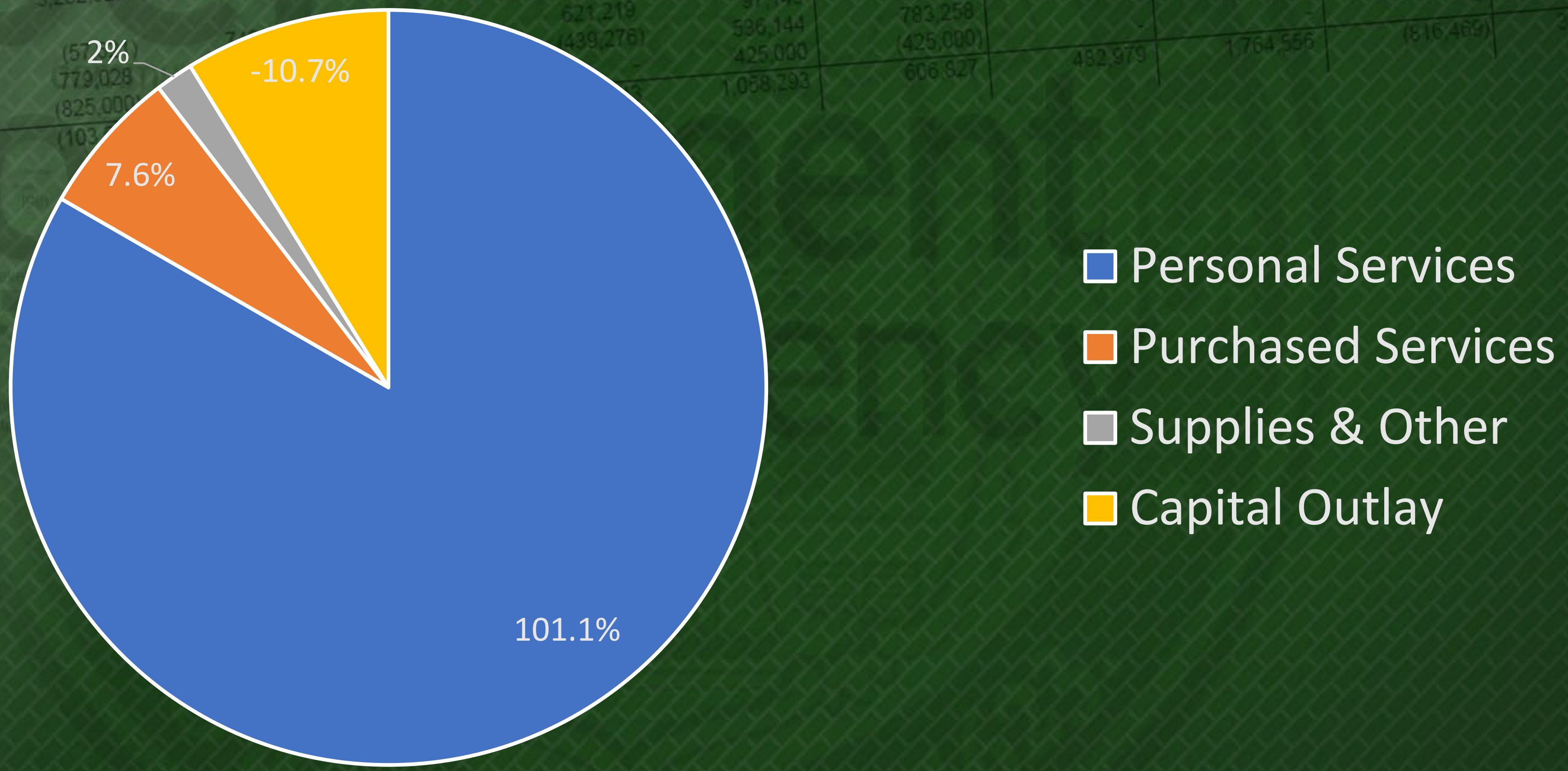




FINANCE DEPARTMENT FY2024 PROPOSED BUDGET

Function	FY2023 Adopted	FY2024 Proposed	$ Change	% Change
Finance/Accounting/ Purchasing	$1,137,145	$1,213,714	$76,569	6.7%
Tax Assessment	$638,374	$596,720	$(41,654)	-6.5%
City Clerk/Tax Collection	$622,975	$681,123	$58,148	9.3%
Elections	$61,477	$80,932	$19,455	31.6%
Total	$2,459,971	$2,572,489	$112,518	4.6%

FINANCE DEPARTMENT
FY2024 PROPOSED BUDGET INCREASE



FINANCE DEPARTMENT
FY2024 PROPOSED BUDGET CHANGES

- Personal Services increase $113,759
- Computer & Software Support increase $28,312
  - Financial System
  - Computer Aided Mass Appraisal (CAMA) system
  - Motor Vehicle/Dogs Registration
  - Mailing Address Verification
  - Permitting Application
- Contracted Assessing Services decrease $4,280
- Assessing Legal Services decrease $15,000
  - Utilizing City Legal Division
- Elections $25,000 for Poll Books for Voter Registration

CITY OF DOVER, NEW HAMPSHIRE

FY2024 PROPOSED BUDGET

Recreation Department

Presented to the City Council

On March 1, 2023

Gary Bannon

Director

Recreation Department Budget Overview

<u>Vision Statement</u>

To provide and expand recreation activities and facilities for participants of all ages to help foster a healthy, vibrant community.

<u>Mission Statement</u>

To provide affordable, high quality recreation facilities and programs in collaboration with other City departments and local organizations, ensuring participants have access to a variety of recreational opportunities, thereby enhancing their quality of life.

Recreation Department Strategic Plan Initiatives

Customer Focused

- Marketing the programs and facilities collectively and individually to make sure every household and property owner is aware of the current offerings.
- Developing tools that can be used to solicit customer questions, ideas and feedback and to be prepared to respond quickly and completely to customer needs.

Product and Process

- Develop a consistent tracking process for internal projects and customer requests for service.
- Create and implement a development timeline for program enhancement and expansion.

Recreation Department Strategic Plan Initiatives

Leadership and Governance

- Create opportunities to integrate Advisory Board members into programming and facility project development.
- Build neighborhood connections in the area of local parks to help facilitate regular communications and best use and care of City parks.

Financial and Benchmark

- Analyze the impact of quality recreation programs and facilities on property values.
- Update data on economic impacts to the local business sector due to recreation events and facility use.

Recreation Department Budget Breakdown

- Budget Categories
- Budget overview and impact on taxes
- Budget Changes and Potential Adjustments

Recreation Funds

- General Fund
- Special Revenue Funds

Recreation
General Fund Accounts

- Administration
- Recreation Programs
- Indoor Pool
- Jenny Thompson Pool
- Ice Arena

Recreation General Fund Expenses

Fund	FY23	FY24 Mgr Proposed	Change	%
Administration	$842,882	$896,793	$53,911	6.4
Rec Programs	$185,862	$80,792	($105,070)	(56.53)
Indoor Pool	$606,907	$645,797	$38,890	6.41
Jenny Thompson Pool	$133,134	$139,897	$6,763	5.08
Ice Arena	$1,150,381	$1,254,891	$104,510	9.08
Total	$2,919,166	$3,018,170	$99,004	3.39

Recreation General Fund Revenue

Fund	FY23	FY24 Mgr Proposed	Change	%
Indoor Pool	$149,549	$149,549	$0	0
Jenny Thompson Pool	$64,480	$64,480	$0	0
Ice Arena	$1,166,630	$1,142,130	($24,500)	(2.0)
Total	$1,380,659	$1,356,159	($24,500)	(2.0)

Recreation Department Impact on General Fund

FY24

Expenses: $3,018,170

Revenue: $1,356,159

$1,662,011

City of Dover General Fund Total: $146,705,670

Recreation General Fund Net Cost: $1,662,011

% of General Fund: 2%

Average Residential Property tax bill:

$8,000 x 2% = $160.00/household

Recreation
Special Revenue

- McConnell Center Operations
- Recreation Programs
- McConnell Programs
- Indoor Pool Programs
- Senior Programs/Travel
- Dover Arena/Camp Kool

Recreation Special Revenue Expenses

Fund	FY23	FY24 Mgr Proposed	Change	%
McConnell Center	$828,972	$860,214	31,242	3.77
Rec Programs	$150,298	$130,122	($20,176)	(13.42)
McConnell Rec	$93,092	$81,916	($11,176)	(12.01)
Indoor Pool	$22,067	$23,006	$939	4.26
Senior Center	$157,541	$158,453	$912	0.58
Ice Arena	$38,922	$40,253	$1,331	3.42
Total	$461,920	$433,750	(28,170)	(6.1)

Recreation Special Revenue Fund Revenues

Fund	FY23	FY24 Mgr Proposed	Change	%
McConnell Center	$828,972	$860,214	$31,242	3.77
Rec Programs	$103,800	$94,420	($9,380)	(9.04)
McConnell Rec	$69,250	$58,440	($10,810)	(15.61)
Indoor Pool	$34,330	$51,350	$17,020	49.58
Senior Center	$175,500	$150,500	($25,000)	(14.25)
Ice Arena	$79,040	$79,040	$0	0
Total	$461,920	$433,750	($28,170)	(6.1)

Recreation Overall Budget Expenses

Fund	FY23	FY24 Mgr Proposed	Change	%
1000 General Fund	$2,919,166	$3,018,170	$99,004	3.39
3381 McConnell Center	$828,972	$860,214	$31,242	3.77
3410 Rec Programs Fund	$461,920	$433,750	($28,170)	(6.1)
Total	$4,210,058	$4,312,134	$102,076	2.43

Recreation Department
FY24 Challenges

- **Hiring and retaining qualified and reliable staff**
- **Adapting operations to address societal pressures on Recreation facilities**
- **Rollout of new Skate park**
- **Waterfront development impacts on river access and coordination of public and program uses while under construction**

- Affordable
- High Quality
- Facilities and Programs
- Collaboration
- City Departments
- Local Organizations
- Participants have access
- Variety
- Enhancing quality of life

Questions?

Gary S. Bannon
Recreation Director
g.bannon@dover.nh.gov

CITY OF DOVER, NEW HAMPSHIRE

FY2024 PROPOSED BUDGET

Dover Public Library

Presented to the City Council

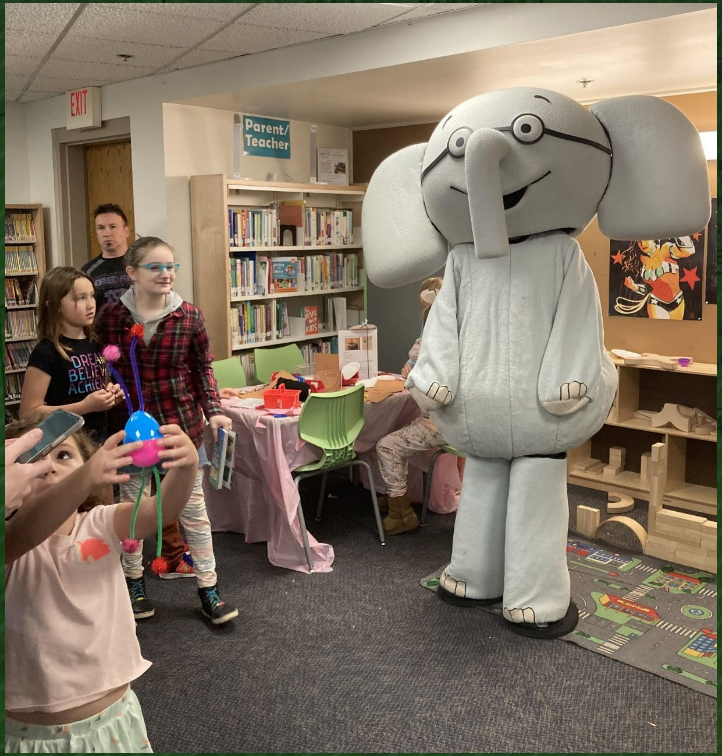
On March 1, 2023

By Denise LaFrance

Dover Public Library Vision:

To be a Library that is the center of the community, fosters innovation, awakens curiosity, inspires learning and provides simple enjoyment for all members—for free.

Our volunteers are engaged!



Our community is engaged!

Our community is engaged!

Library staff are engaged!

Key Strategic Goal Accomplishments FY 2023

1

Customer Focused Service:

Removed barriers to service by eliminating fines and removing time limit on public computers.

2

Product & Process:

- Library website was redesigned to be more mobile friendly and 508/ADA compliant
- Upgraded WIFI to cover the entire Library building
- Digitized 33 years of the Foster's Daily Democrat

Key Strategic Goals FY 2024

1

Product & Process:

Improve our meeting room functionality by expanding technology to make them more effective community spaces.

2

Product & Process:

Work with architects to remove physical barriers to access in our Library building and increase community space for study, collaboration and play.

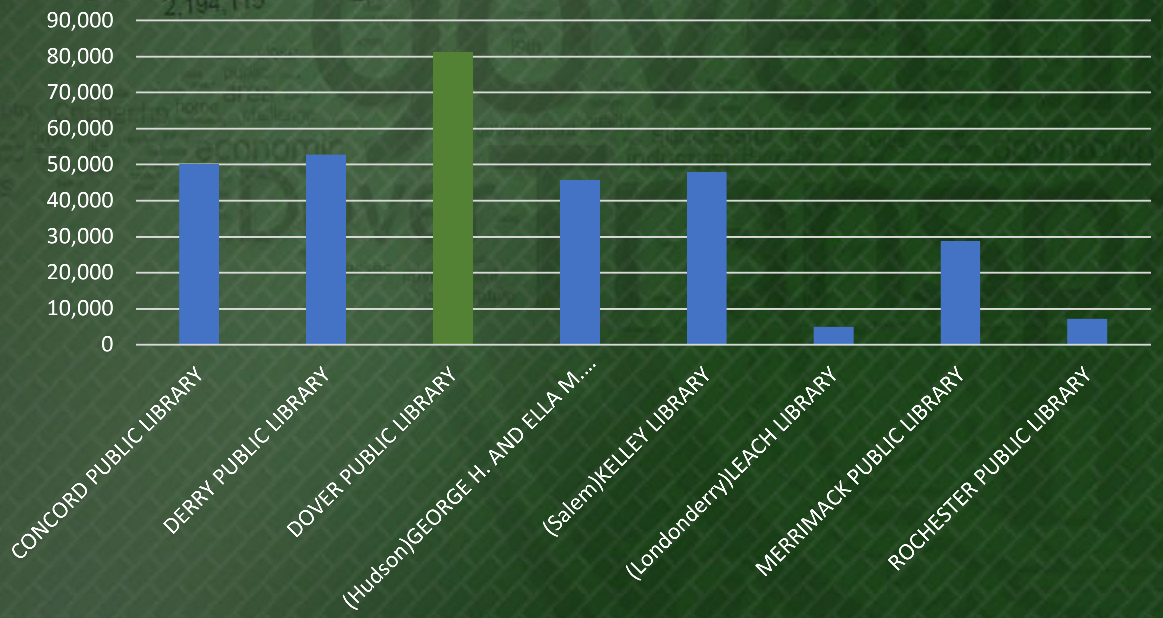
3

Workforce Focus:

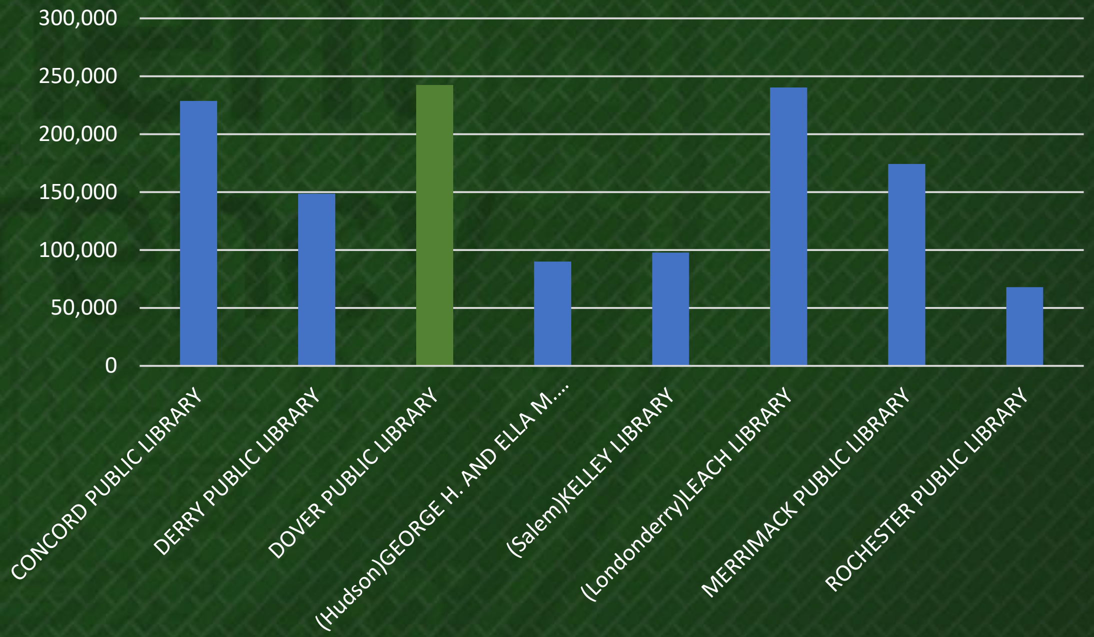
Increase opportunities for staff to attend continuing education and learn about new programs and services to bring to our community.

How we compare:

Library Visits



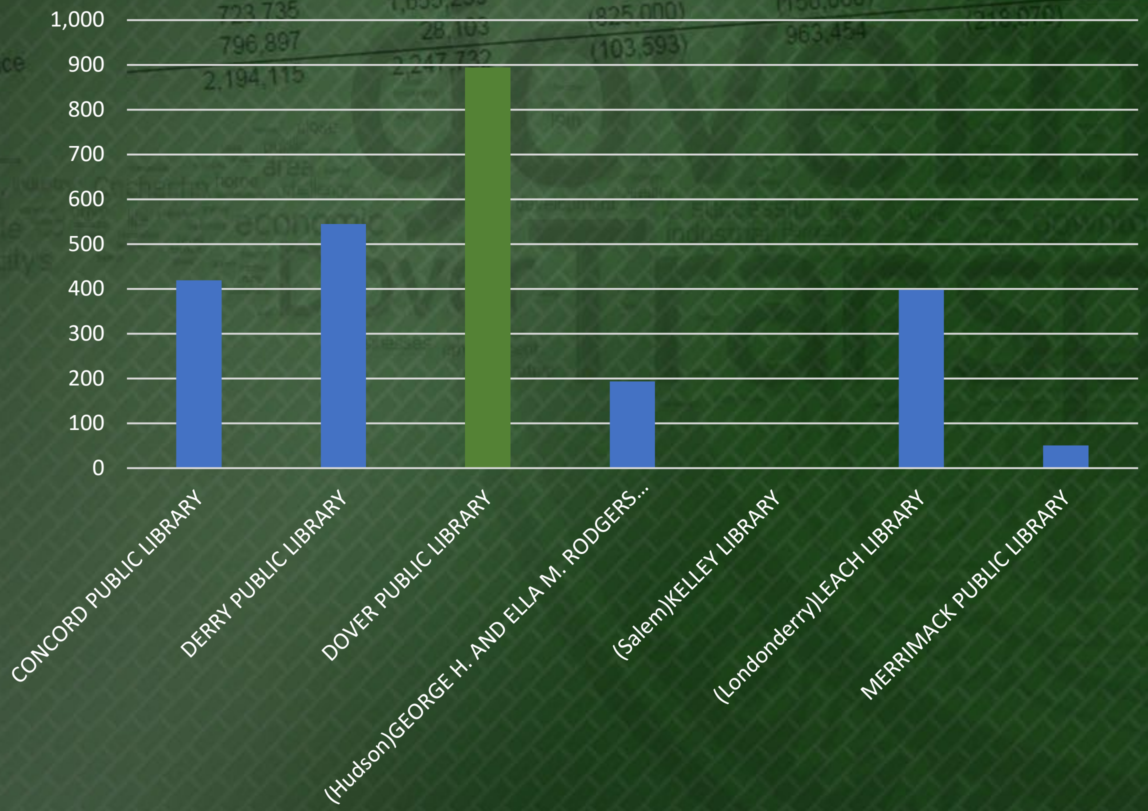
Total Circulation



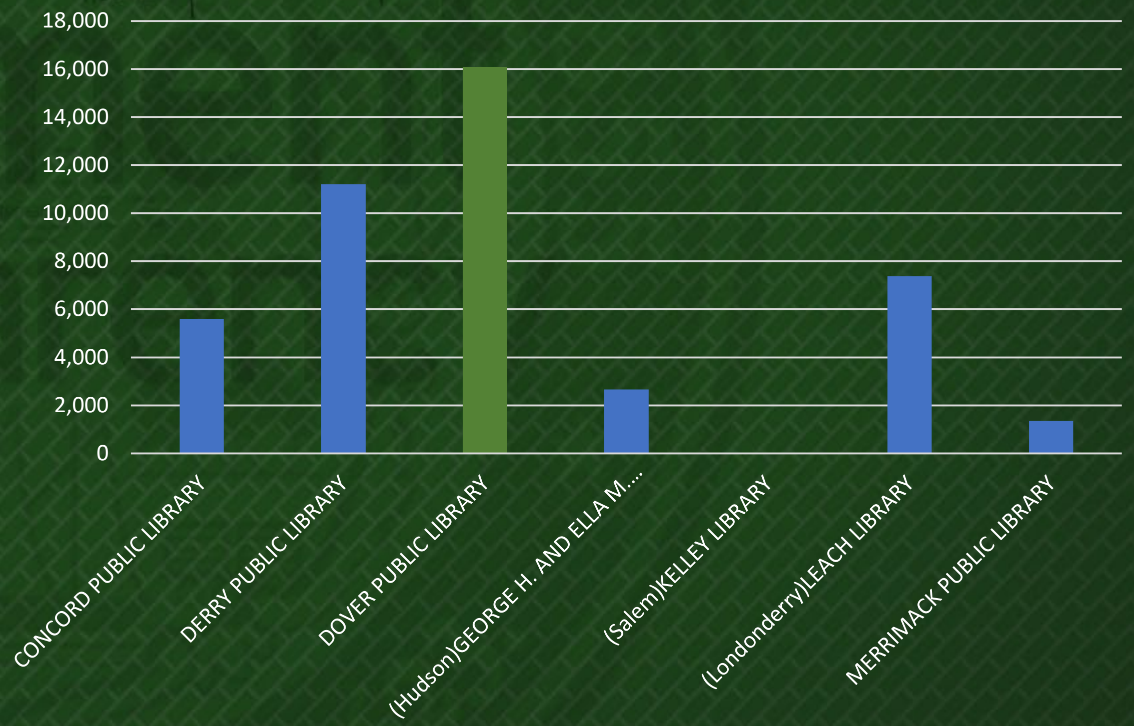
Source: New Hampshire State Library. 2021 Complete Library Statistics.
https://www.nh.gov/nhsl/lds/public_library_stats.html

How we compare:

Number of Programs

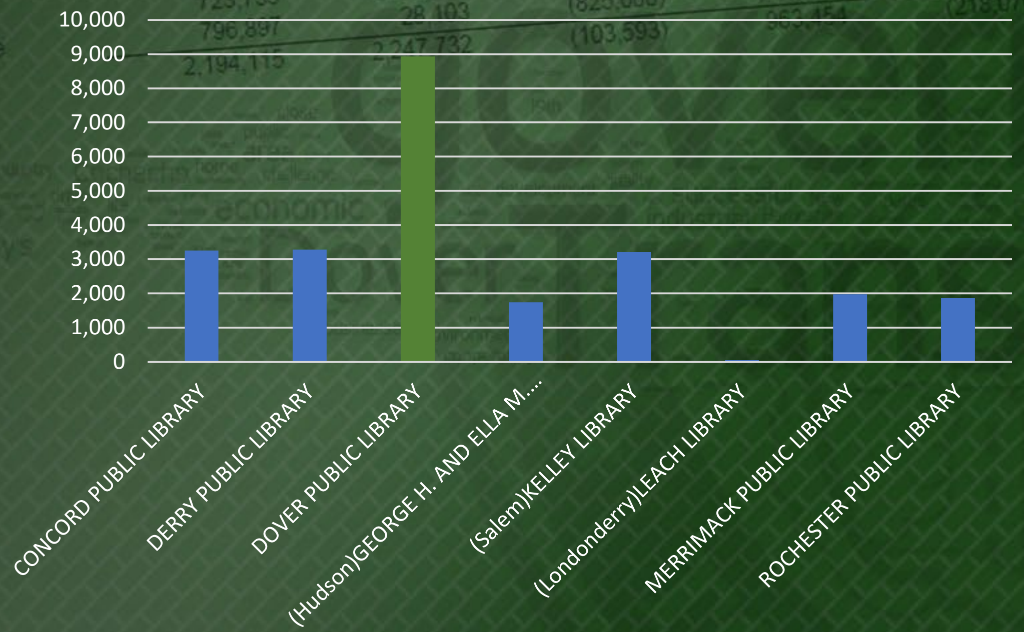


Program Attendance

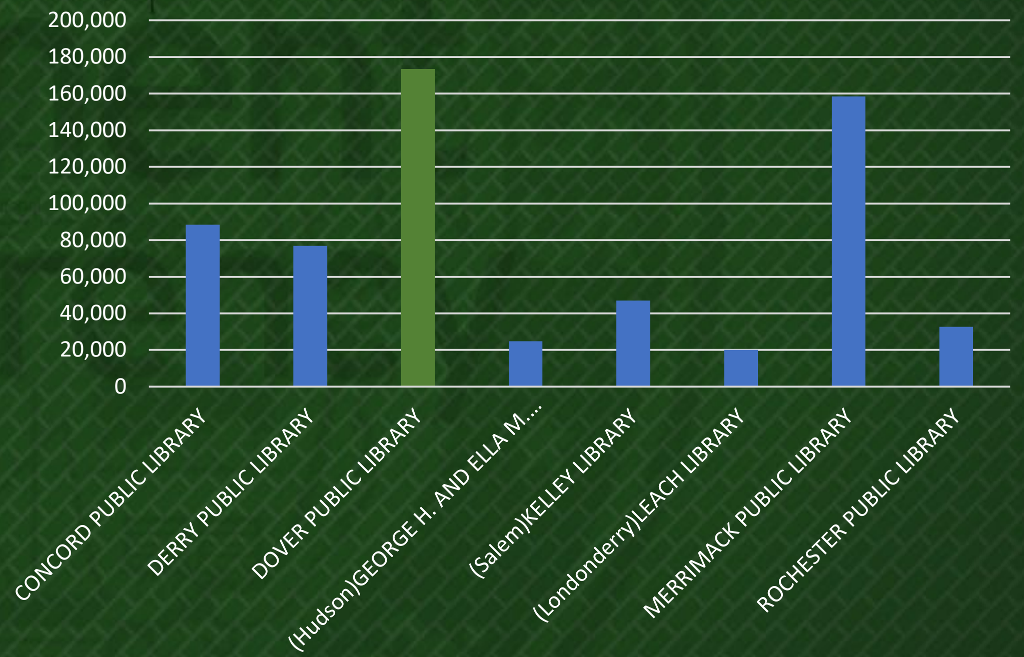


How we compare:

Public Internet Uses



Library Website Visits



"Kudos to the Dover Public Library for its commitment to public education and the life of the mind. Back in the sixties and seventies, my mother would take me to lectures, films and presentations at the Library. They piqued my curiosity and laid the early groundwork for a life of learning. It is admirable that such programs continue at the Library. Keep up your great work."

CITY OF DOVER, NEW HAMPSHIRE

FY2024 PROPOSED BUDGET

Dover Public Welfare

Presented to the City Council

On March 1, 2023

David Balian

WHAT WE DO

The City of Dover's Public Welfare Department is responsible for general assistance to meet the genuine emergency needs of eligible residents of Dover in compliance with RSA 165 and the city guidelines.

Four things you should know about Public Welfare:

1. We are the only city department that is required by state law.

2. We are primarily tasked with helping the residents of Dover.

3. We assist clients by addressing their emergency needs until they receive other services or income.

4. We work with many other agencies and organizations to help residents become self-sufficient.

The Process:

Initial contact with client;

Leads to…

Intake meeting or Referral.

Intake meeting in person or on phone;

leads to …

Client Application and Interview.

Interview leads to…

Information gathering, verification of eligibility, decision.

Ends in;

Notice of Decision, Voucher, payment and recording of data.

DID YOU KNOW?

WE DO THIS, TOO

- Referrals to other services and departments.
- Resource gathering and research.
- Community outreach and education.

WHAT IT LOOKS LIKE Today;

Features	FY2023 Actual YTD	FY 2023 Approved	FY 2024 Proposed	Projected Change
Rent	69,214.88	400,000	350,000	(50,000)
Motel / Shelter	11,741.78	100,000	125,000	25,000
Electric	2,682.35	18,000	18,000	0
Heat	0	13,000	13,000	0
Prescriptions	0	8,000	8,000	0
Burials	3,000	10,000	12,000	2,000
Security Deposit	1,034			
Total	84,67601	549,000	526,000	(23,000)

DID YOU KNOW?

The influx of Federal funding for the Emergency Rental Assistance Program, which paid for rent and utility costs for up to 18 months for anyone effected by Covid 19, and administered by The Community Action Programs, reduced Welfare expenditures for Assistance by almost 90% for the first quarter of FY 2023.
Funding for this program ended October 11, 2022. An increased request for rent and utilities assistance has followed resulting in a return to historical Welfare spending levels.

There are currently 64 households from Dover in hotels, placed there by The Community Action Program, under the Emergency Rental Assistance Plan and being kept there with a special state grant until April 1st for singles (53) and June 15th for families. (11)

CITY OF DOVER, NEW HAMPSHIRE

FY2024 PROPOSED BUDGET

Office of Information Technology

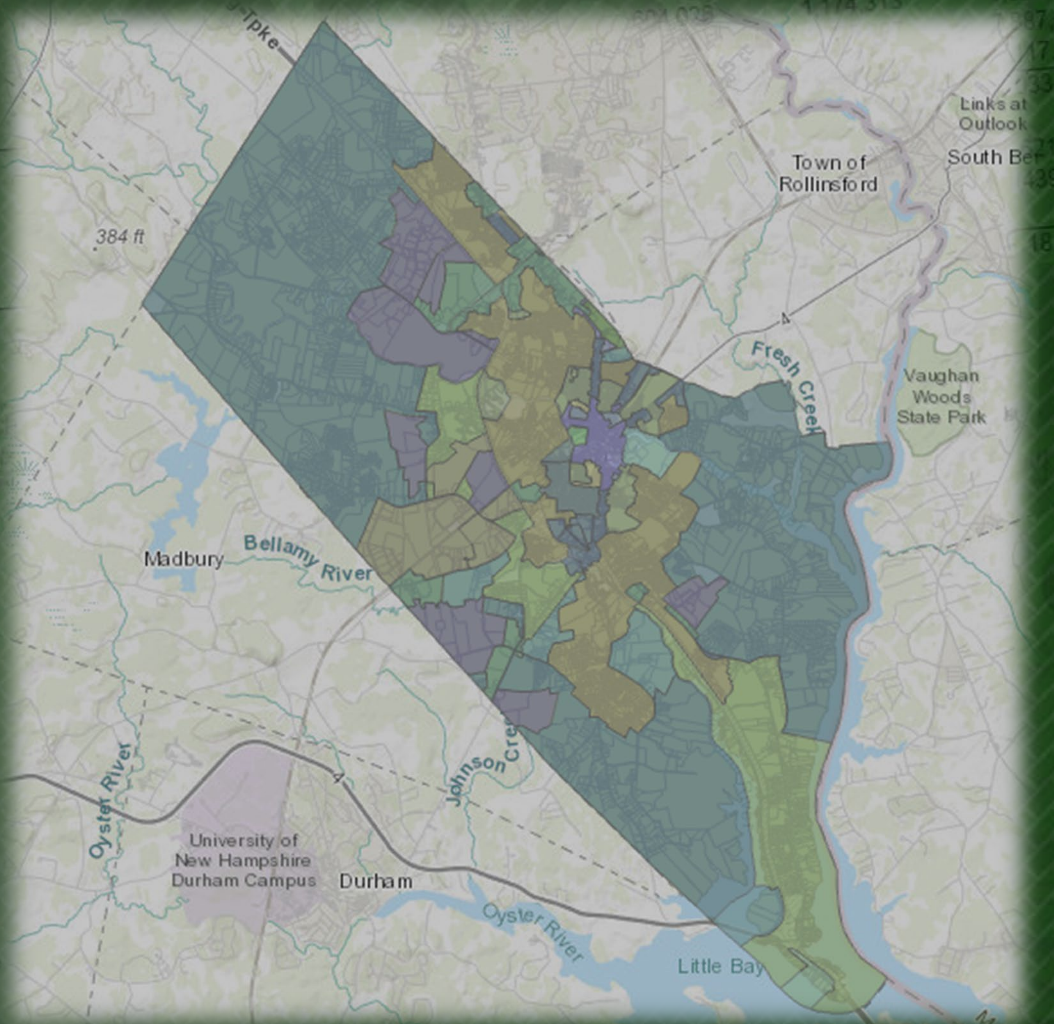
Presented to the City Council

On March 1, 2023

Annie Dove

Director of Information Technology

OFFICE OF INFORMATION TECHNOLOGY

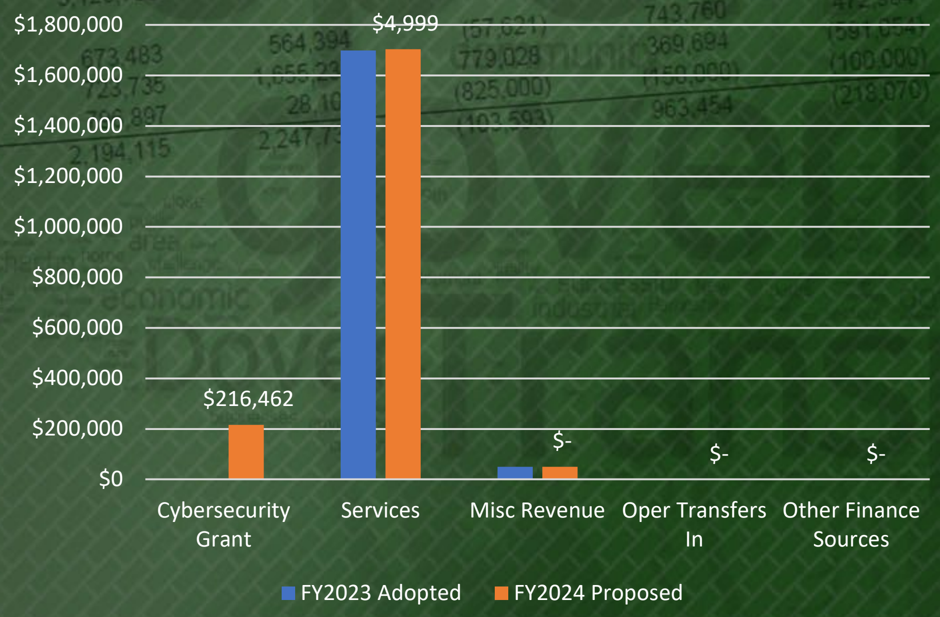


The City of Dover's Office of Information Technology (IT), also known as DoverNet, manages IT systems and services for all departments with the exception of the School Department.

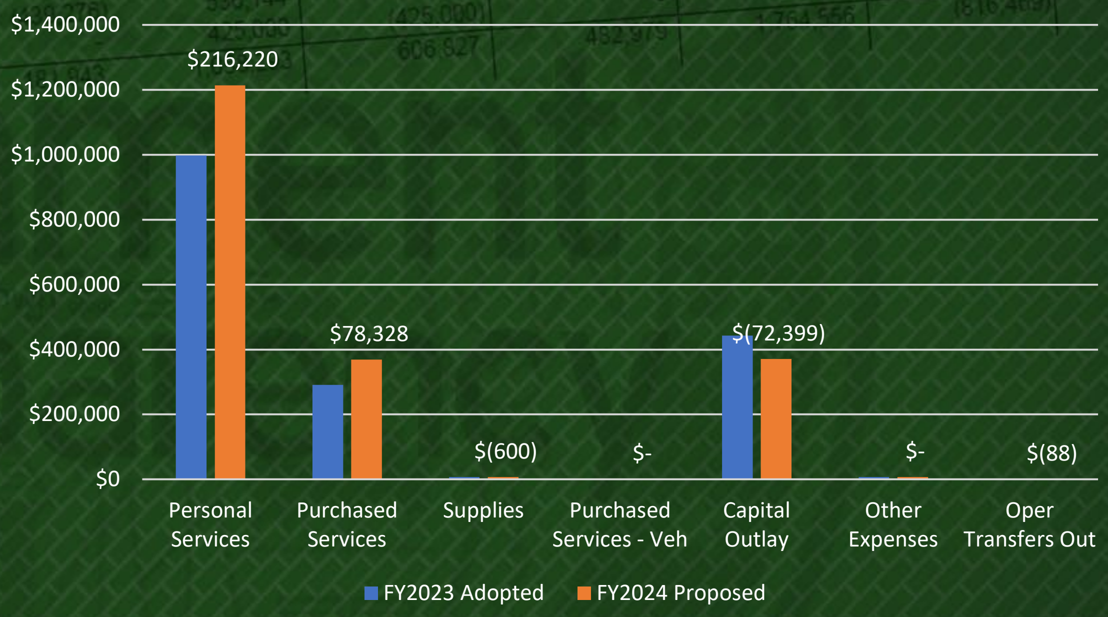
FY2024 Proposed Budget Visual

12.7% Proposed Increase
0.3% without Cybersecurity Grant

DoverNet FY 2024 Proposed Revenue



DoverNet FY204 Proposed Expenditures



For DoverNet Revenue Detail, see FY 2024 Proposed Budget Book page 147 (printed), page 149 (online)

For DoverNet Expenditure Detail, see FY 2024 Proposed Budget Book page 204 (printed), page 207 (online)

https://www.dover.nh.gov/government/open-government/budget-revealed

FY2024 Proposed Budget Goals

1. Personnel
2. Network Project Completion
3. System Lifecycle Management
4. Cybersecurity Grant Management

FY2024 Proposed Budget Goals

1 Personnel

Budget proposes removing one IT Admin role and adding two new IT Technicians to improve operations, increase customer service and add redundancy in skill sets.

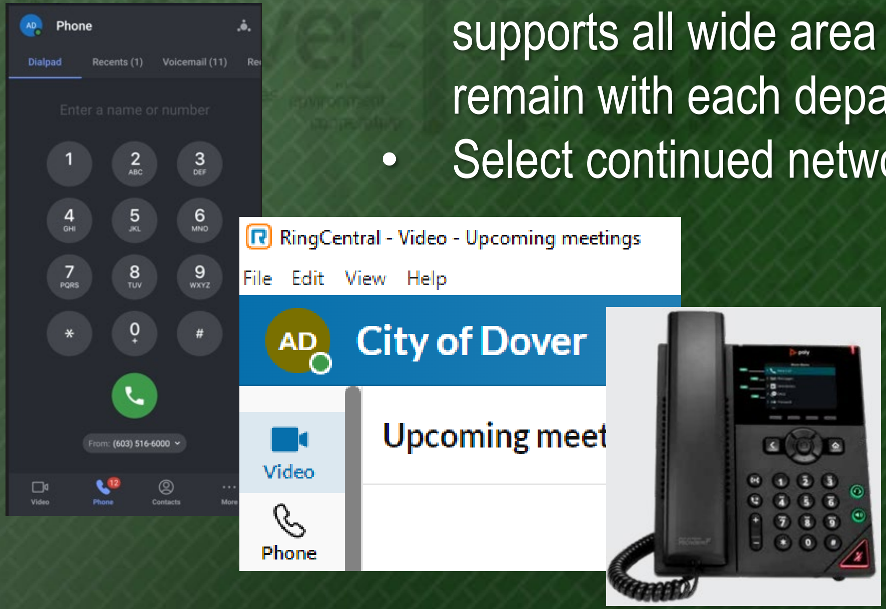
Budget proposes part time assistant to consolidate and scan plans from three separate departments.

FY2024 Proposed Budget Goals

2 Network Project Completion

- Budget proposes switch management technology, security information and event management (SIEM), password and vulnerability management. Grant funded.
- Significant voice and network upgrades completed in the past year. Budget supports all wide area network costs. Individual phone service costs remain with each department.
- Select continued network projects do not impact FY24 proposed budget.

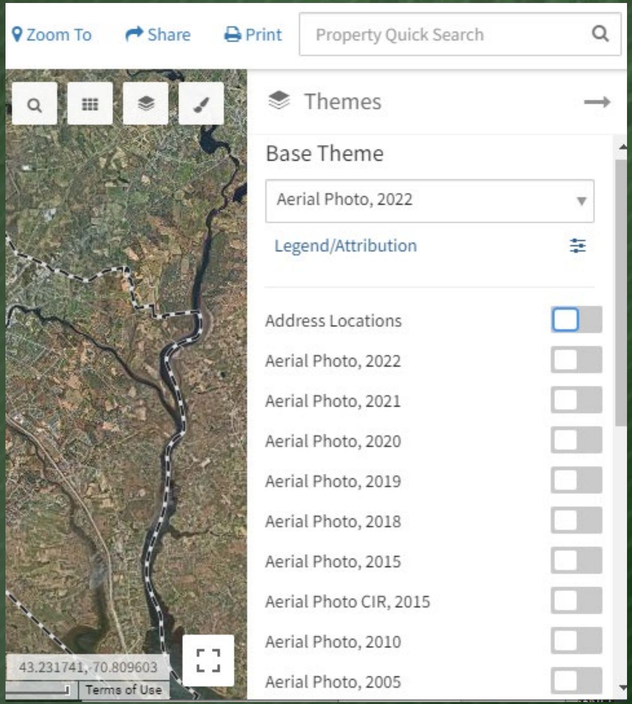
Broadband



Ten (10) facilities with redundant network connections and new firewalls.

FY2024 Proposed Budget Goals

3 System Lifecycle Management



- Returning focus to physical and virtual server systems. Ensuring all servers are on current operating system prior to end-of-life date occurring in FY2024.
- Increasing digital signature services budget due to increased use.
- Supporting all map imagery costs, base plus oblique images.
- Continued PC Replacement Program as outlined in Capital Improvement Plan.

Laptops

FY2024 Proposed Budget Goals

4 Cybersecurity Grant Management

Proposed budget proposes aligns closely with planned grant-funded cybersecurity improvements.

Additional grant funded cybersecurity initiatives included in FY2024 proposed budget.

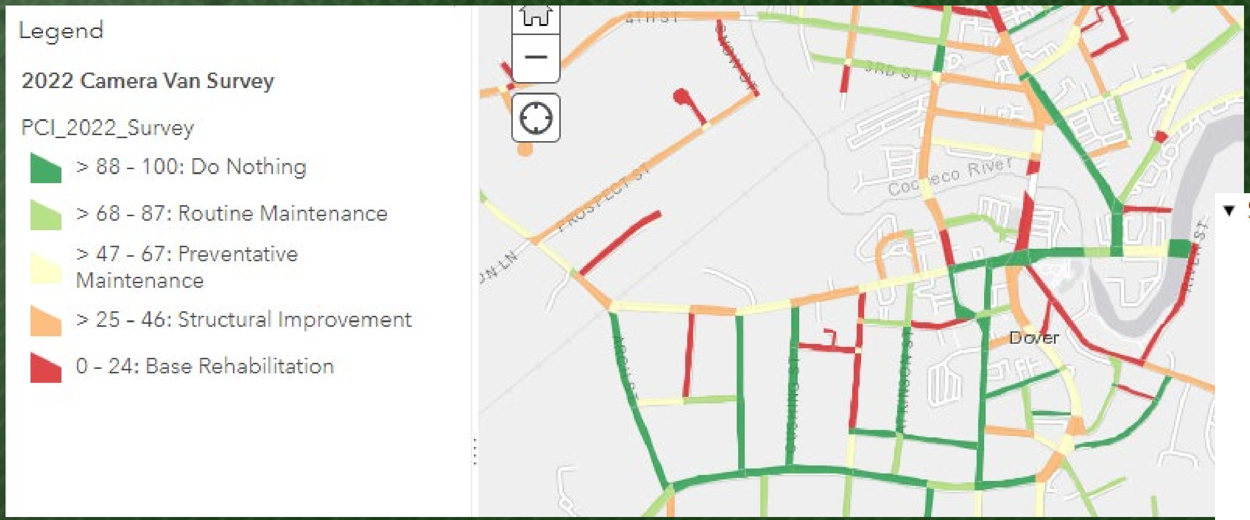
- IT Technician focus on mobile device management.
- Increased funding for Office of IT staff training.
- Support of IT Administrator work on file server administration.
- Continued funding for security camera and access installations as outlined in the Capital Improvement Plan.

200 Mobile Devices

FY2023 Asset Management

- Vehicle Location for Police, Fire & Rescue and Community Services in a single pane of glass for Emergency Operations events.

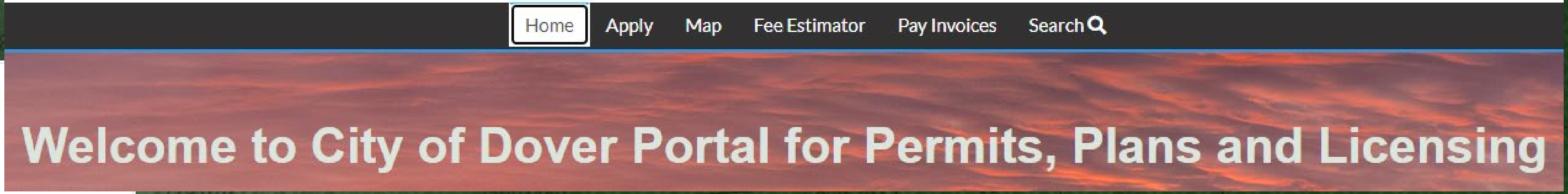
- PCI Values from Assessment completed July / August 2022.

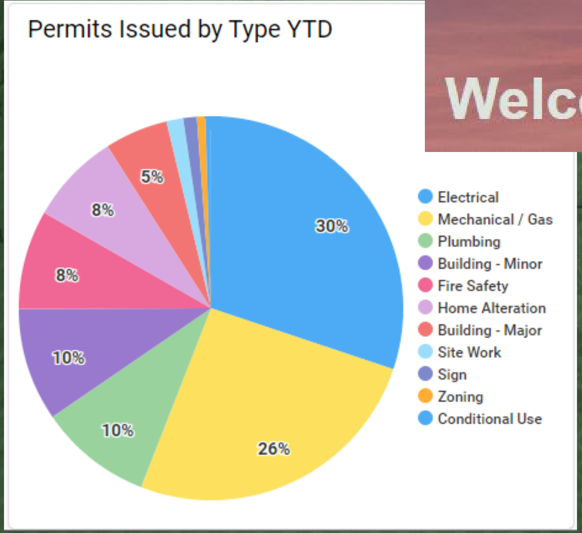


Individual Goal: GIS Data and Service Maintenance

- Strategic Plan
  - Goal A: Public Information, Outreach, & Engagement
  - Goal B: Workforce Development & Management
  - Goal C: Organizational Excellence & Customer Service
  - Goal D: Infrastructure & Technological Assets
    - IT - Align IT Office services and funding with organization needs.
    - IT - Hardware & software inventory management and replacement planning.
    - IT - Identify & prioritize info needed by staff in the field.

FY2023 Permit, Plan, License





January 2023 Payments for Permit, Plans and Licensing, 26% Online

Engineering - Licenses & Per	$460.00
Impact Fee - Fire & Rescue	$583.00
Impact Fee - Police	$357.00
Impact Fee - Recreation	$1,154.00
Impact Fee - School	$4,346.00
Insp Services - Building Lice	$9,830.00
Insp Services - Electrical Lic	$7,623.00
Insp Services - Fire/LifeSafe	$5,707.50
Insp Services - Health Licens	$600.00
Insp Services - Mechanical L	$6,800.00
Insp Services - Plumbing Lice	$1,842.00
Planning - Administrative Ser	$282.00
Planning - Zoning Board	$450.00
Streets & Drains - Licenses	$875.00
Surety Bond	$1,050.00
Total for EGW-000001	$41,959.50

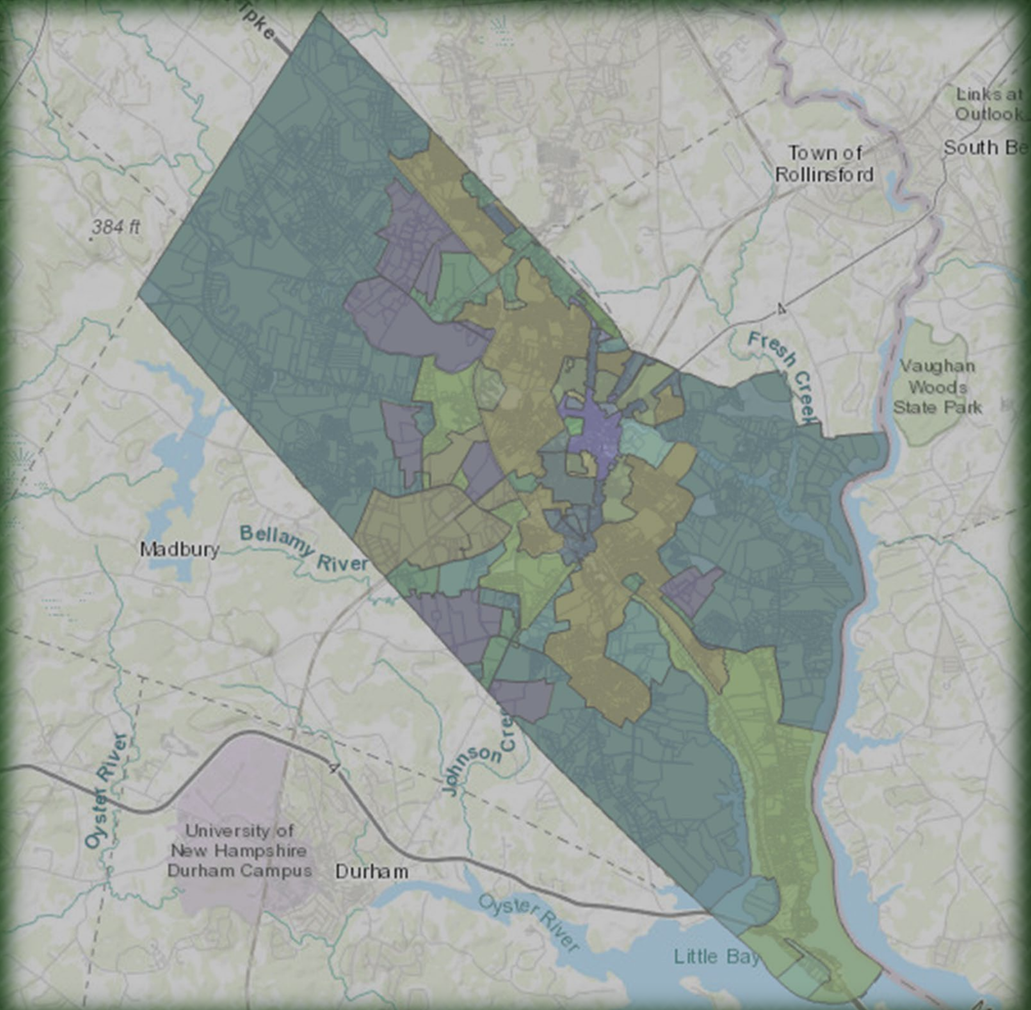
New online permit, plan and business licensing portal, https://permits.dover.nh.gov active July 1, 2023.

- Customers apply, pay, manage case online.
- For select trade permits, application cannot be completed without contractor holding active trade license identified.
- Dover staff utilize electronic plan markup for select applications.
- Public can search permit, plan and licensing information.
- Fees and payments are driven by current fiscal year fee schedule and recorded in accounts receivable system of record daily.
- Custom reports added to facilitate monthly metric reporting, provide impact fee and surety bond insight.

TOTAL CASH:	$335.00
TOTAL CHECK:	$121,449.50
TOTAL CREDIT CARD:	$41,959.50
GRAND TOTAL:	$163,744.00

OFFICE OF INFORMATION TECHNOLOGY

Thank you for your time.
Questions?




CITY OF DOVER INC. 1855
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