


CITY OF DOVER
FY2013 PROPOSED BUDGET

General Government
Executive, Finance, Planning,
Recreation, Public Library, Public Welfare

Presented to the City Council by
on May16, 2012



CITY OF DOVER
FY2013 PROPOSED BUDGET

Office of the City Manager, Function 41320

Presented to the City Council by
Michael Joyal, City Manager
on May16, 2012

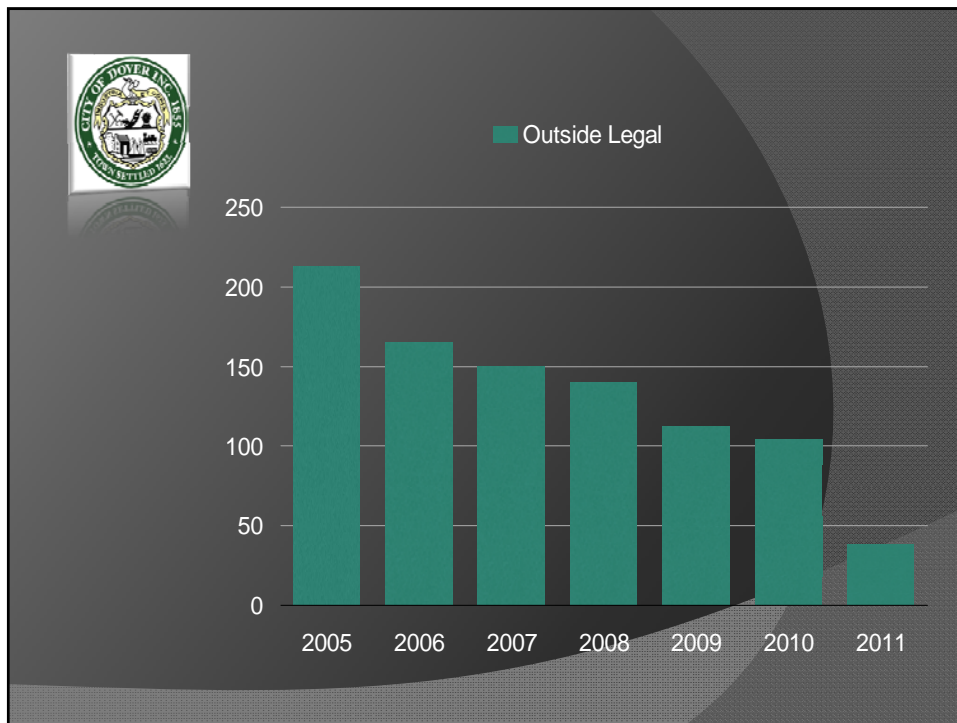
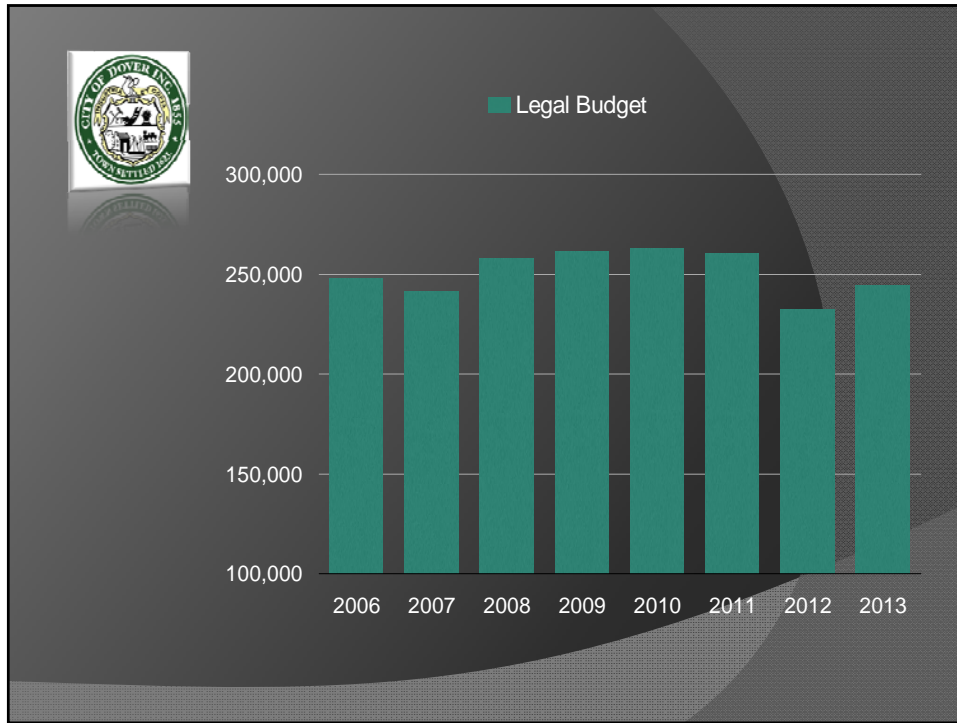


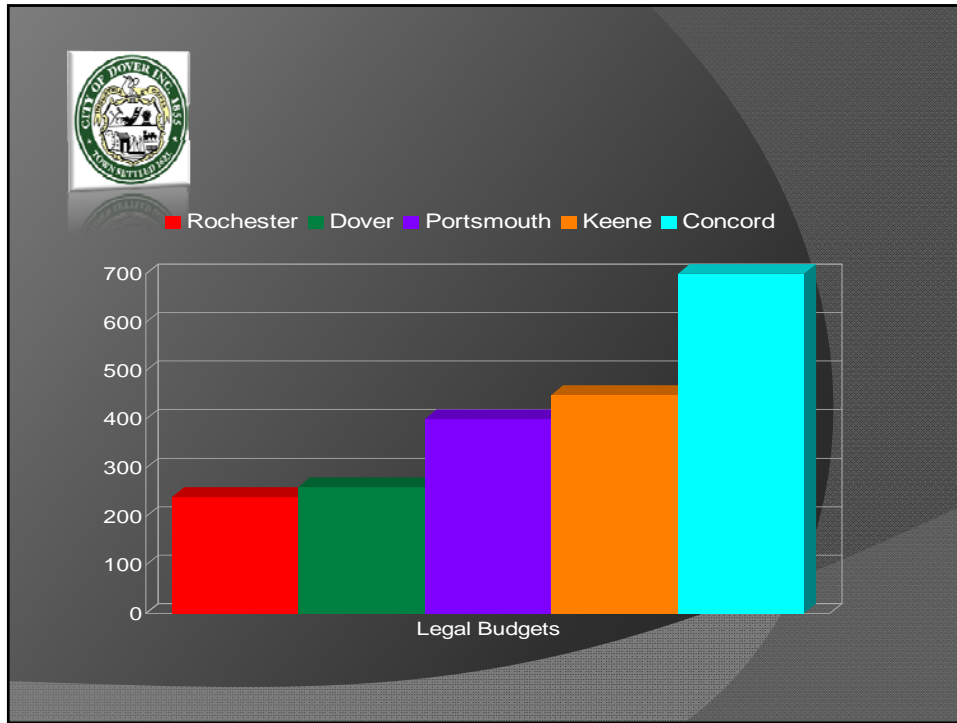
CITY OF DOVER FY2013 PROPOSED BUDGET

Legal Division, Function 41530


Presented to the City Council by
Allan Krans, General Legal Counsel
on May 16, 2012







The graphic features the City of Dover seal in the top left corner. The main text is centered and reads: **\$60/hour**
vs.
\$200/hour



CITY OF DOVER
FY2013 PROPOSED BUDGET

Information Technology /DovernNet, Account 49200

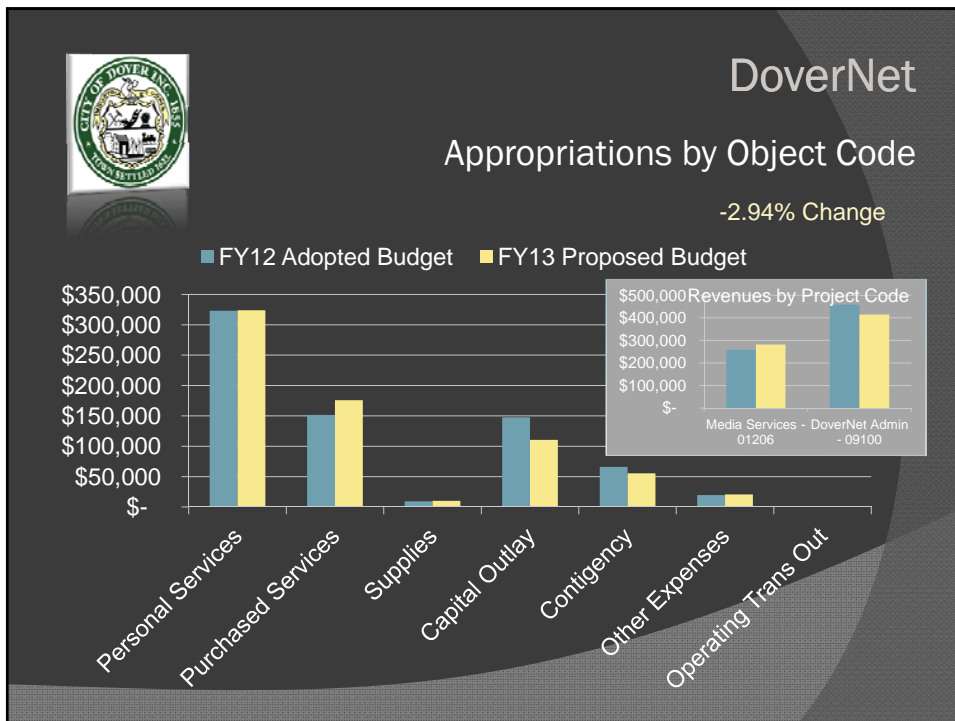
Presented to the City Council by
Annie Dove, IT Director
on May 16, 2012

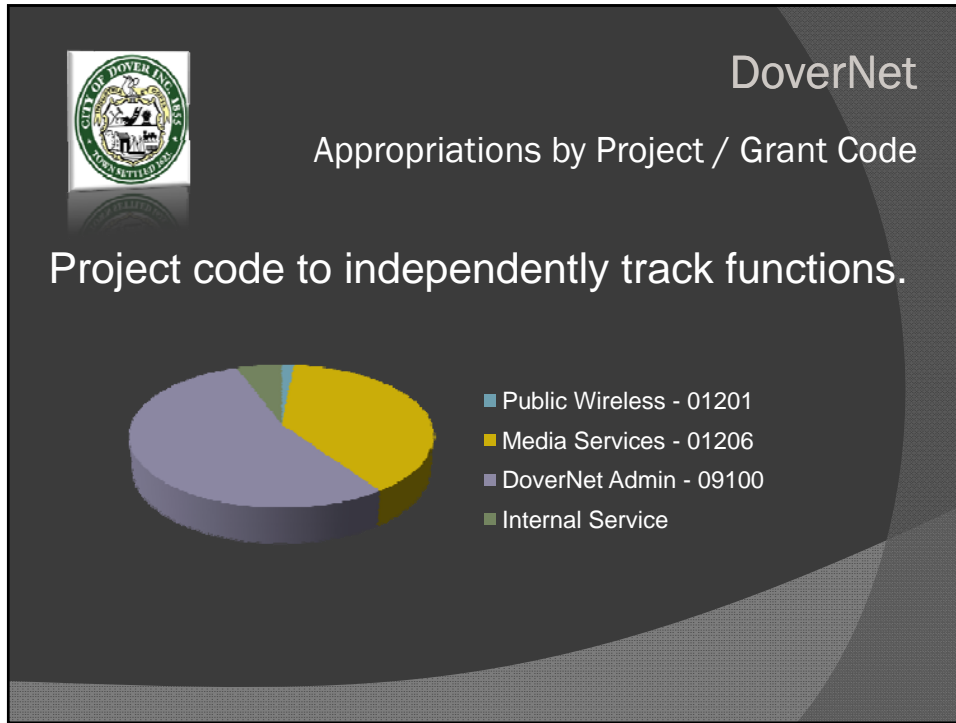


DoverNet

Overview

- DoverNet = Office of Information Technology
- We plan, install, support...
 - Telecommunications (Voice, Data, Cable)
 - Networking Hardware
 - Server Systems and Applications
 - Municipal Client Systems






DoverNet
Project: Public Wireless

Installation by grant funds, August 2008.

DoverNet Public Wireless	FY2010	FY2011	FY2012*
Average Hits Per Day	12	13	24
McConnell Center AP Hits	2199	1866	2817
Cochecho Falls Millworks AP Hits	1172	1373	1819
Transportation Center AP Hits	662	872	1452
Henry Law Park AP Hits	579	746	1215
Total Hits	4612	4857	7303

*July 2011 - April 2012



DoverNet

Project: Media Access Center


DoverNet TV – Video on Demand
<http://www.dover.nh.gov/DNTV>

Completed Projects:

- Spring 2011: Video origination equipment upgraded, Media Access Center completed

Current Projects:

- Spring 2012: Council Chambers retrofit
- Assist SAU with High School Studio creation
- Dover Download
- Adding content to channels 22 & 95




DoverNet

Project Code: DoverNet Overall

- **Cellular Service Migration, August 2011**

	Sprint		Verizon Wireless		
Nov-10	\$	2,061.72	\$	2,067.55	Nov-11
Dec-10	\$	2,055.61	\$	2,177.61	Dec-11
Jan-11	\$	2,069.40	\$	2,195.78	Jan-12
Feb-11	\$	1,995.53	\$	2,130.34	Feb-12
Mar-11	\$	1,979.25	\$	2,278.92	Mar-12
Apr-11	\$	1,940.21	\$	2,210.11	Apr-12
Average	\$	2,016.95	\$	2,176.72	


* Comparison does not include Police devices. Reference bid B11090.



DoverNet

Project Code: DoverNet Overall

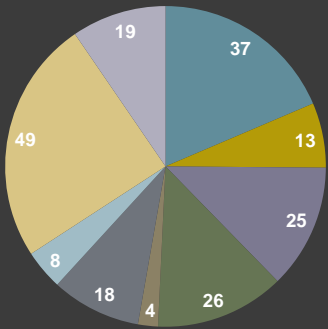
- Financial Management System
 - GL, Purchasing, Payroll – March 2010; Billing System – May 2011
- Enterprise Work Order System
 - Public Works, Facilities, Waste Water Treatment, Inspection Services
- Telecommunications, VoIP Migration
 - In process, reference Bid B11047
- Enterprise Mail Server Replacement



DoverNet

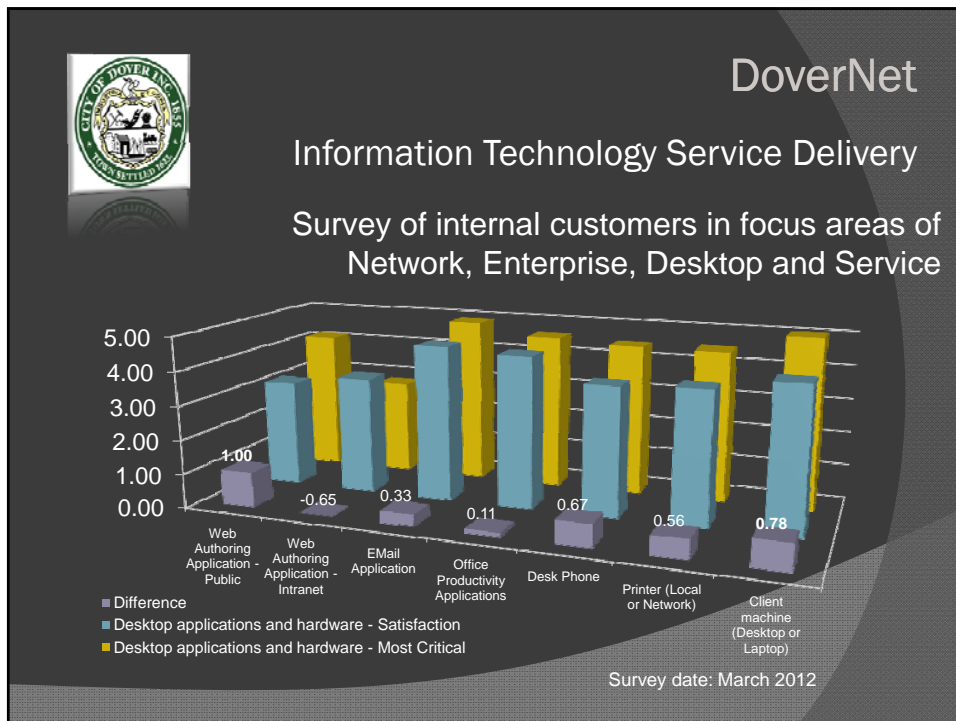
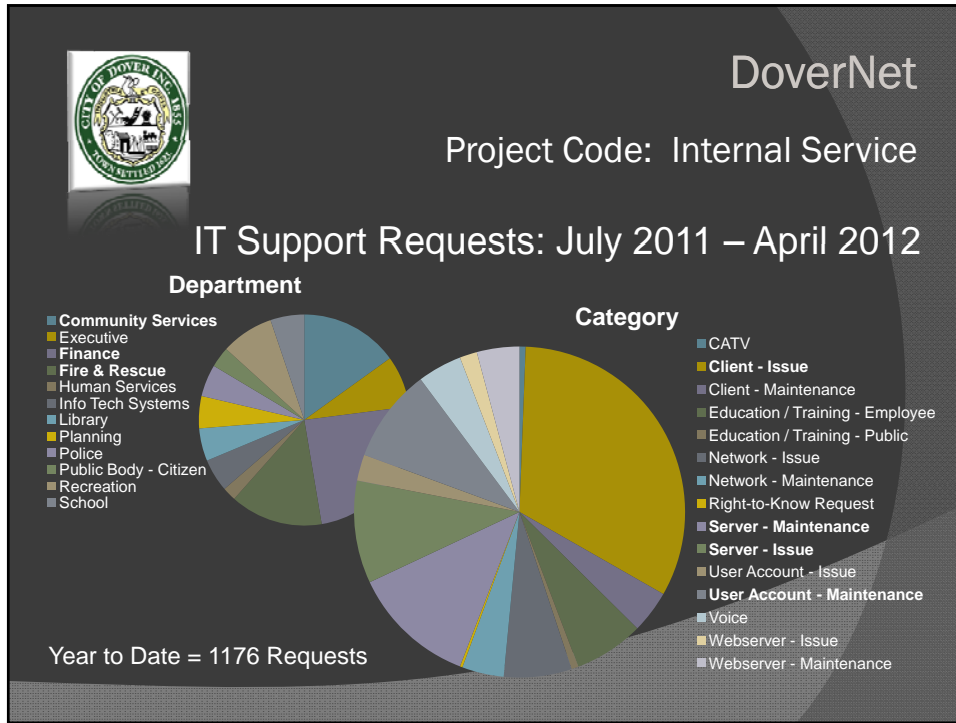
Project Code: Internal Service

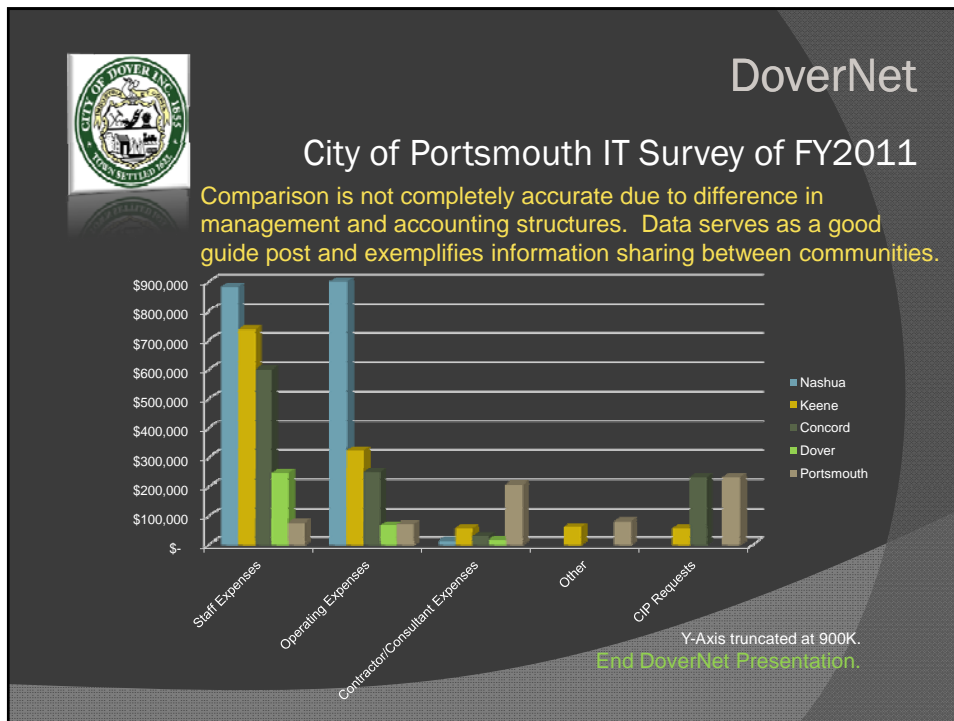
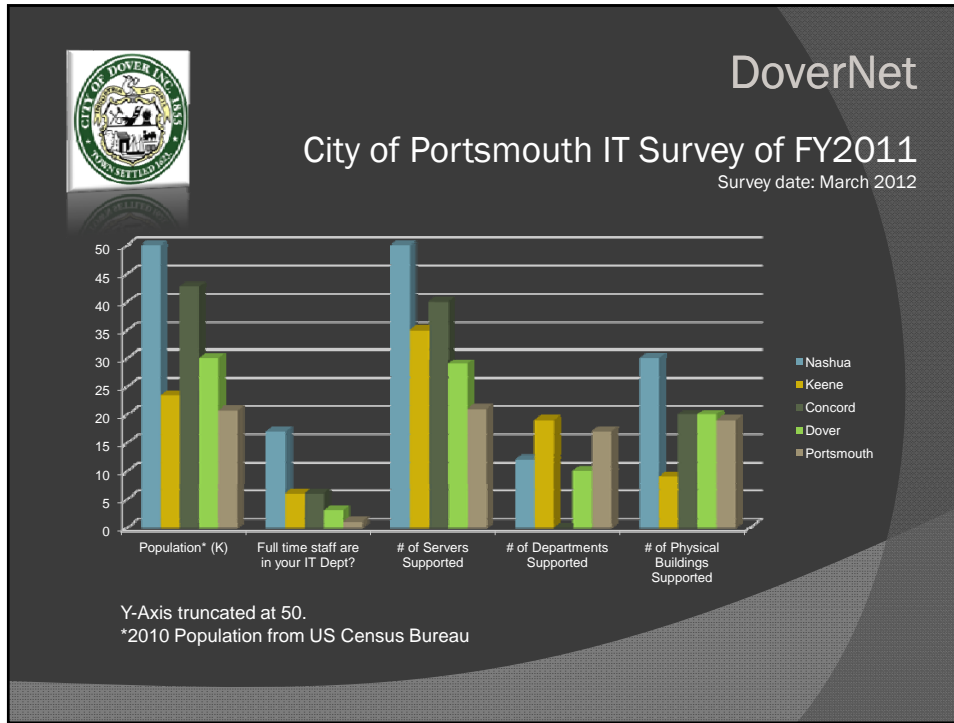
DoverNet PC Replacement Program – FY2103




Department	Count
Community Services	37
Executive	13
Finance	25
Fire and Rescue	26
Human Services	4
Library	18
Planning	8
Police	49
Recreation	19

Total Count = 199; 10% Replacement = 20 Systems



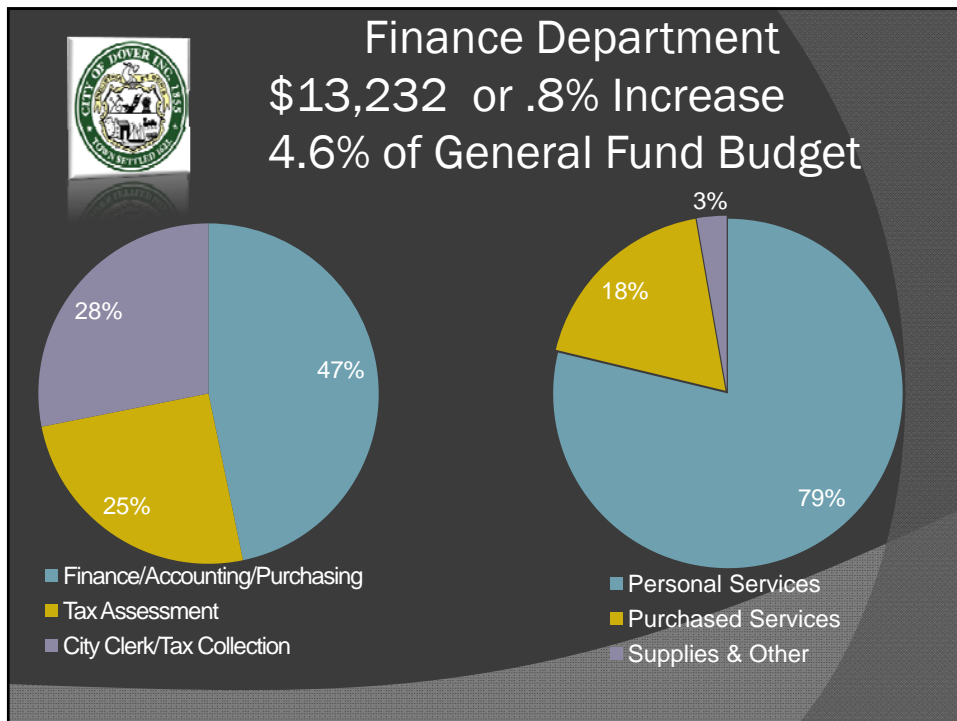


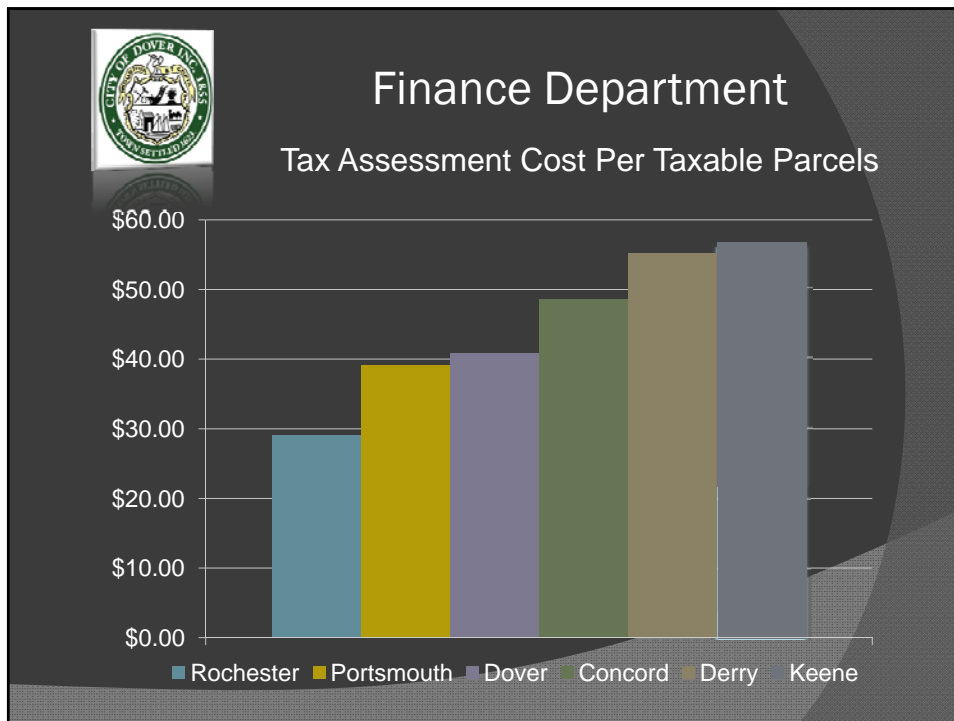
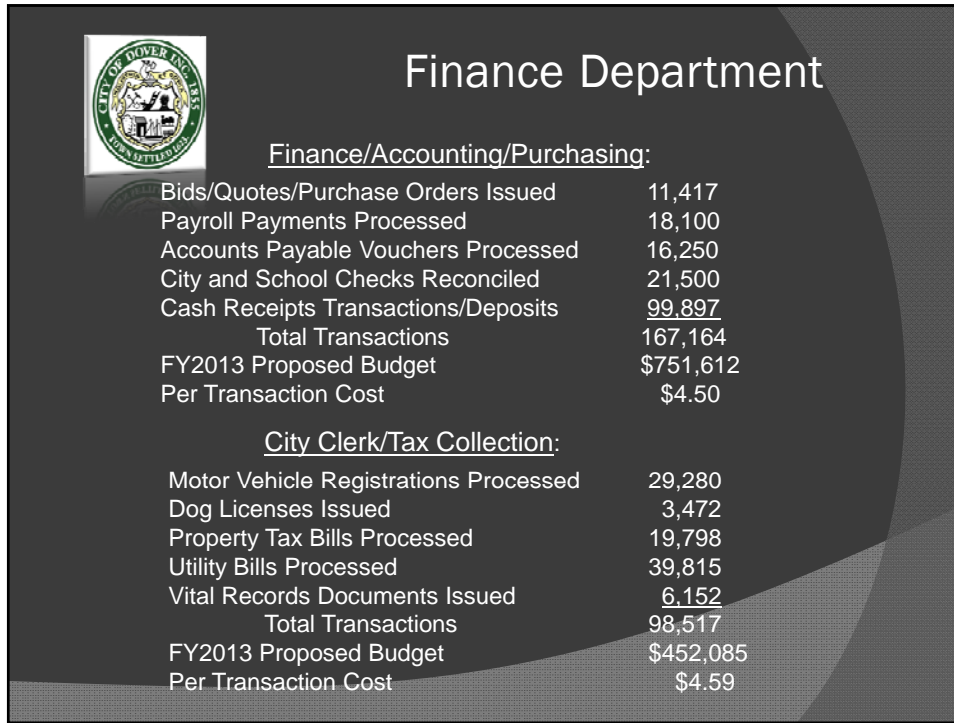


CITY OF DOVER FY2013 PROPOSED BUDGET

Finance Department

Presented to the City Council
on May 16, 2012







Finance Department

FY2013 Key Objectives


- Implement Online Access to GIS/CAMA Property Tax Data
- Implement “Single Check” Motor Vehicle Registration Municipal Agent Status
- Implement Online Motor Vehicle Registration and Payment Processing
- Implement Acceptance of Credit Cards For Online Transactions



CITY OF DOVER FY2013 PROPOSED BUDGET

Planning and Community Development
Function 41910


Presented to the City Council by
Christopher G. Parker, AICP, Director
on May 16, 2012



Planning and Community Development

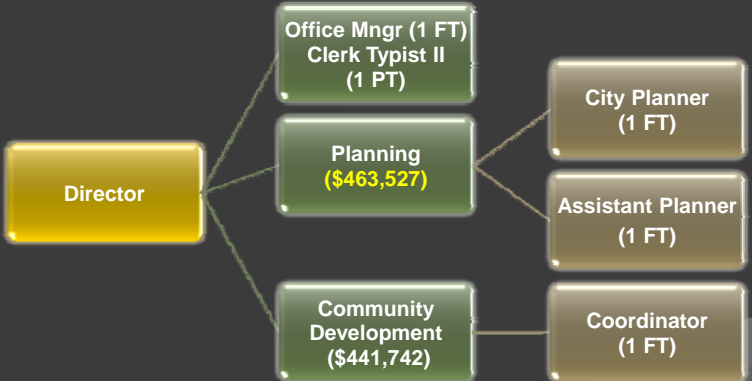
Departmental Philosophy

"Growth is inevitable and desirable, but destruction of community character is not. The question is not whether your part of the world is going to change. The question is how." -- Edward T. McMahon, The Conservation Fund



Planning and Community Development

Organization Chart



```
graph LR; Director[Director] --- OM[Office Mngr (1 FT)  
Clerk Typist II (1 PT)]; Director --- Planning[Planning ($463,527)]; Director --- CD[Community Development ($441,742)]; OM --- CP[City Planner (1 FT)]; OM --- AP[Assistant Planner (1 FT)]; CD --- C[Coordinator (1 FT)];
```

Department total: 4.43 FTE paid by the General Fund



Planning and Comm. Dev.

Innovations

- Reduction from three to two Planners
 - Created “working foreman” management style
 - Further reduction in 2011 created “assistant”
- Placed the cost of development on the developer.
- Made applications and land use information available online for users to download.
- Placed plans online for abutters to review
- Heavy use on social media and electronic communications
- Added part time clerk for minutes, reducing overtime



Planning and Comm. Dev.

Impacts

- Eliminated participation in GIS Program
- Reduction in transportation projects
- Reduction in Planning Board meetings
- Reduction in un-specified projects
- Reduction of dues paid to Strafford Regional Planning
- Reduction in Master Plan activities




Planning and Comm. Dev.

Achievements

1987

- Waterfront
- Transportation improvements
- Pedestrian Facilities
- Main Street Program
- Sixth Street Development
- Enterprise Park
- Weeks Crossing
- Move towards regional fair share of growth
- Courthouse retention
- McConnell Center
- Downeaster
- Rezoning for Non-res.
- Children's Museum
- Form Based Code



Planning and Comm. Dev.

Work Plans

- Reviewed hours in a year (2080)
 - Developed actual work hours (1712)
- Reviewed activities by hour of staff
 - Used calendar to track on 30 minute basis
- Documented tasks
 - One time
 - Ongoing
- No Customer Service task – because everything is a customer service task



Planning and Comm. Dev.

Planning Division Core Services

- Board Support
- CDBG Admin
- (Proactive) Code Amendment
- Community Trail
- NH Rail Transit Authority
- File Conversion/Maintenance
- Waterfront
- CIP Oversight/Coordination
- Grant Admin
- Impact Fees
- Management
- Master Plan
- Conservation
- Plan Review
- Public Relations
- TAC Projects
- TIP Admin
- Transportation Center
- Digital Archives
- Zoning Review
- Special Projects
- Sustainability work



Planning and Comm. Dev.

Myths/Reality

- Myth
 - Less activity
 - Less developable land
 - Online info decreases office visits
 - Passive mood
- Reality
 - Submission uptick
 - Plans requires more review and scrutiny
 - Increased awareness increases activity
 - Zoning enforcement



Planning and Community Development

Community Development Division Core Tasks

- Develop City's 5 year "Consolidated Plan"
- Develop 1 year "Action Plan", use of funds.
- Administer Housing and Economic Loan Programs
- Assure compliance with HUD, regulations including: Federal Statutes, Federal Labor Standards and Davis Bacon Wages, Environmental Review and Request for Release of Funds, Citizen's Participation.
- Act as liaison between the Planning Board and grant applicants.
- File Compliance Reports to HUD and DOL
- Cash management and IDIS drawdown.



Planning and Community Development

Community Development Division Projects

- Administration of DELP program
- Improving downtown pedestrian infrastructure
- Housing Rehabilitation.
- Sub-recipient Monitoring.
- Set up activities and projects in Integrated Disbursement and Information System (IDIS).
- Oversight of Energy Infrastructure Upgrades and Grants



Questions

Christopher G. Parker, AICP, Director
c.parker@dover.nh.gov

- Blog: <http://dovernplanning.blogspot.com/>
- Facebook: www.facebook.com/DoverNHPLanning
- Twitter: @DoverNHPlanning
- WWW: www.dover.nh.gov/planhome.htm



CITY OF DOVER FY2013 PROPOSED BUDGET

Recreation Department

Presented to the City Council by
Gary Bannon, Recreation Director
on May 16, 2012



Overview

- Budget categories
- Budget overview and impact on tax rate
- Impacts on facilities and programs in the community
- Past, Present and Future



Parks and Recreation Service to the Community

What we provide:

- Opportunity for residents to participate in community activities
- Safe, organized programs that all can afford
- Structure for volunteer organizations and sponsors so they can coordinate in supplying needed programs
- Scheduling services to all programs that use city fields and facilities in cooperation with the school department
- Draw people to Dover which benefits the business community



Recreation Funds

- General Fund
- Special Revenue Funds



Recreation General Fund Accounts

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



Recreation Department General Fund Changes

	<u>Budget</u>	<u>Change</u>
FY12	2,191,062	
FY13	2,002,240	
Change:	(188,822)	(9%)



Recreation General Fund Summary 1000-XXXXX

<u>Fund</u>	<u>FY11 Act</u>	<u>FY12</u>	<u>FY13</u>	<u>Chg</u>	<u>%</u>
Administration	\$267,879	\$301,664	\$276,575	(\$25,089)	(8%)
Rec Programs	\$48,912	\$49,788	\$45,210	(\$4,578)	(9%)
McConnell Rec	\$306,361	\$322,011	\$187,898	(\$134,113)	(41%)
Indoor Pool	\$419,104	\$409,256	\$426,414	\$17,158	4%
Thompson Pool	\$99,816	\$123,553	\$125,516	\$1,963	1.5%
Arena	\$894,258	\$984,790	\$940,627	(\$44,163)	(4%)
	\$2,036,330	\$2,191,062	\$2,002,240	(\$188,822)	(9%)



Recreation General Fund Summary FY13

<u>Fund</u>	<u>Expense</u>	<u>Revenue</u>
Administration	\$276,575	\$0
Rec Programs	\$45,210	\$0
McConnell Rec	\$187,898	\$0
Indoor Pool	\$426,414	\$163,020
Thompson Pool	\$125,516	\$82,440
Arena	\$940,627	\$1,307,885
	<u>\$2,002,240</u>	<u>\$1,553,345</u>

NET: (\$448,895)



Recreation Department Impact on General Fund

General Fund Proposed: \$89,274,173
Recreation Operations Net Cost: \$448,895

% of Budget: 0.5%

Average Single Family tax bill:
 $\$6,274 \times 0.5\% = \$31.37/\text{household}$




Recreation Special Revenue

- Recreation Programs
- McConnell Programs
- Indoor Pool Programs
- Jenny Thompson Pool Programs
- McConnell Center Operations
- Senior Programs/Travel




Recreation Special Revenue





Special Revenue Fund Budgets 3410-XXXX

Fund	Org	FY12	FY13	Net	% Chg
Rec Prog.	45120	\$210,619	\$204,230	(\$6,389)	(3)
McC Ctr	45121	\$14,904	\$14,904	\$0	0
Proposed McC Ctr	45121	\$14,904	\$58,345	\$43,144	290
Indoor Pool	45124	\$47,962	\$33,800	(\$14,162)	(29.53)
JT Pool	45125	\$1,424	\$1,415	(\$9)	(0.6)
Senior Ctr.	45126	\$217,178	\$228,467	\$11,289	5.2
Arena	45149	\$47,189	\$52,432	\$5,243	11



McConnell Recreation Fitness Center Operations

Fund	FY12	FY13	Change	
Personnel Services	\$90,868	\$0	(\$90,868)	
Purchased Services	\$223,057	\$187,898	(\$35,159)	
Supplies	\$8,086	\$0	(\$8,086)	
	\$322,011	\$187,898	(\$134,113)	(41%)



McConnell Recreation Fitness Center Operations

Proposed Adjustments to FY13 SRF Expense Budget

<u>Fund</u>	<u>FY12</u>	<u>FY13</u>	<u>Change</u>	
Personnel Services	\$13,811	\$45,849	\$32,038	
Purchased Services	\$96	\$10,496	\$10,400	
Supplies	\$997	\$2,000	\$1,003	
	\$14,904	\$58,345	\$43,441	291%



McConnell Recreation Fitness Center Operations

Adjusted FY13 Revenue Budget

	<u>FY11(act)</u>	<u>FY12</u>	<u>FY13</u>
GF Charge for Services	\$32,855	\$36,805	\$38,380
SRF Charge for Services	\$22,681	\$11,232	\$17,760
GF Misc. Rev.	\$6,715	\$8,000	\$8,000
	\$62,251	\$56,037	\$64,140



McConnell Recreation Fitness Center Operations

Adjusted FY13 Totals

Revenues	\$64,140
Expenses	<u>\$58,345</u>
	\$ 5,795



McConnell Recreation Fitness Center Operations

Keys for Success

- ⦿ Rate Adjustments – Resident/Non-Resident
- ⦿ Payment Options – Monthly/Credit-Debit
- ⦿ Marketing – Increased visibility/specials
- ⦿ Employee – Corporate Packages
- ⦿ Senior Fitness Options



Recreation Special Revenue McConnell Center

<u>FY12</u>	<u>Proposed FY11</u>
\$771,160	\$825,205

Net: \$54,045
% Change: 7%



Economic Impacts of Recreation

Annual Attendance

	<u>FY11</u>	<u>FY12 (thru 4/30)</u>
McConnell Fitness	65,930	56,824
Indoor Pool	64,621	51,442
Jenny Thompson Pool	38,300	29,500
Dover Ice Arena	231,299	211,797
Senior Center	<u>17,926</u>	<u>18,746</u>
	418,076	368,309



Economic Impacts of Recreation

Events and Competitions

Statistically the average family who comes to a community for a weekend spends \$500.

Hockey tournament draws 40 teams with 15 players.

$40 \times 15 = 600$ families \times \$500 = \$300,000 spent



Recreation Master Plan



Maintain - Promote - Enhance



Summary of Recreation Department Budget Changes FY13

- ⦿ Across the board cuts totaling \$188,822 (9%)
- ⦿ McConnell Recreation General Fund cut
- ⦿ Proposed McConnell Recreation operations to Special Revenue Fund



Past, Present, Future





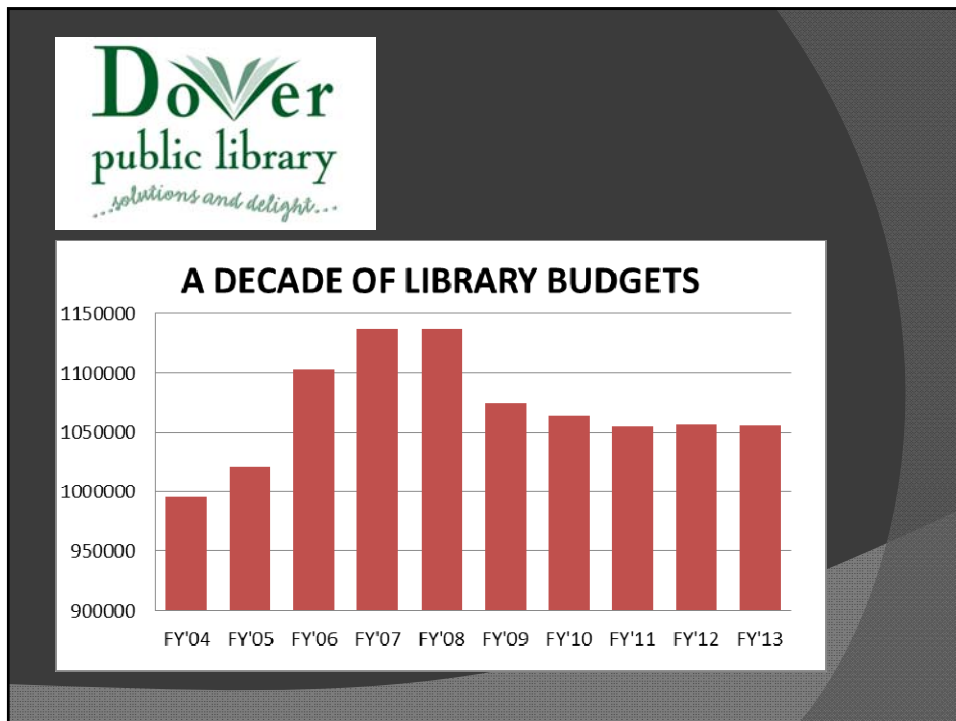
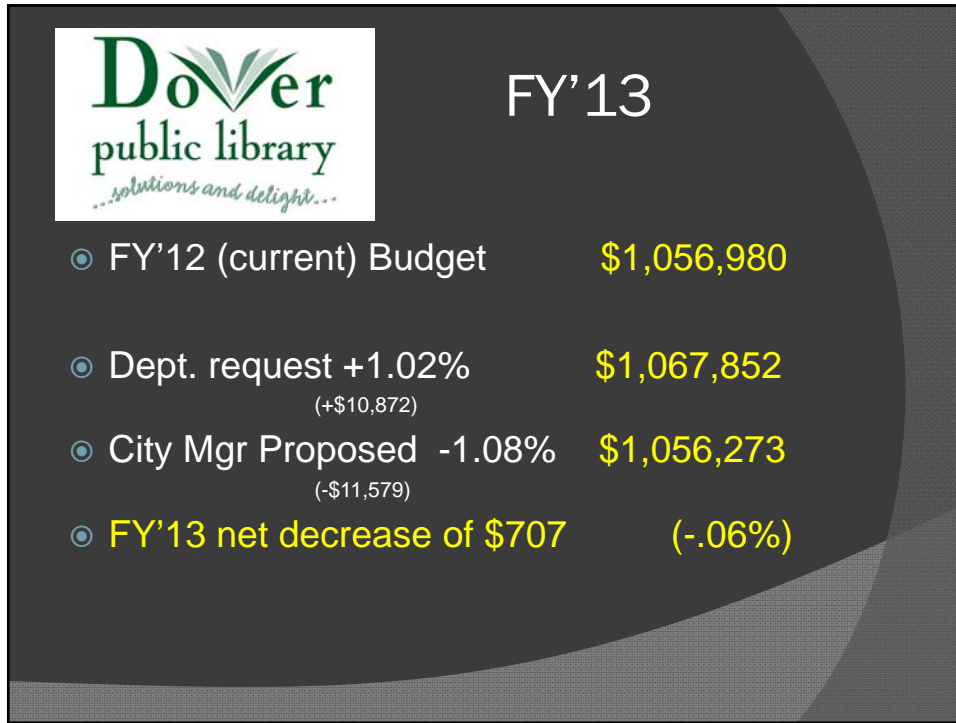
CITY OF DOVER FY2013 PROPOSED BUDGET

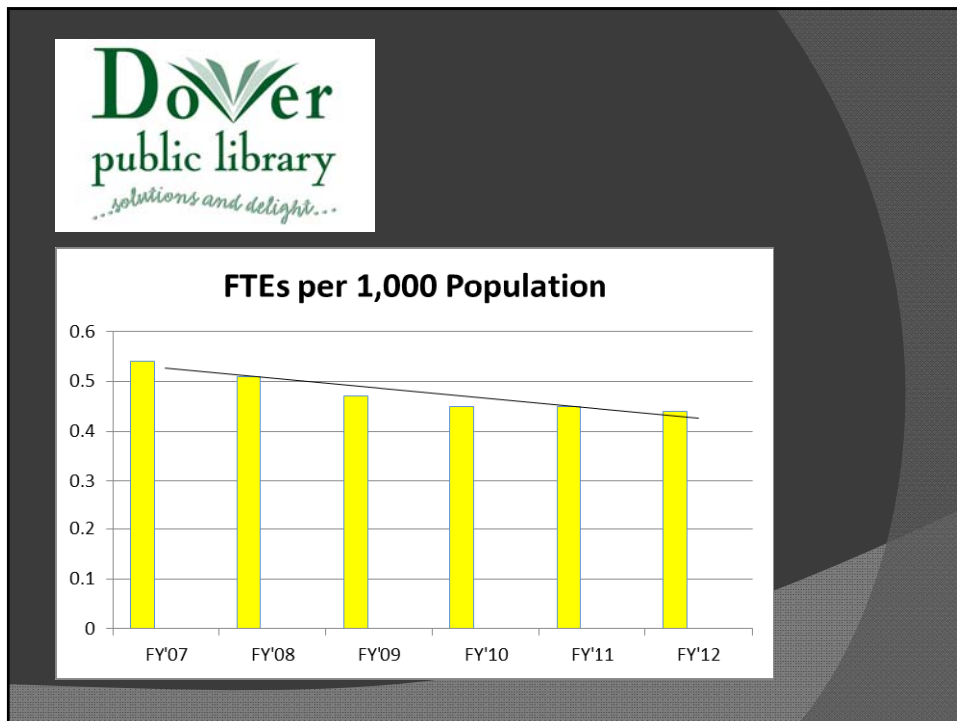
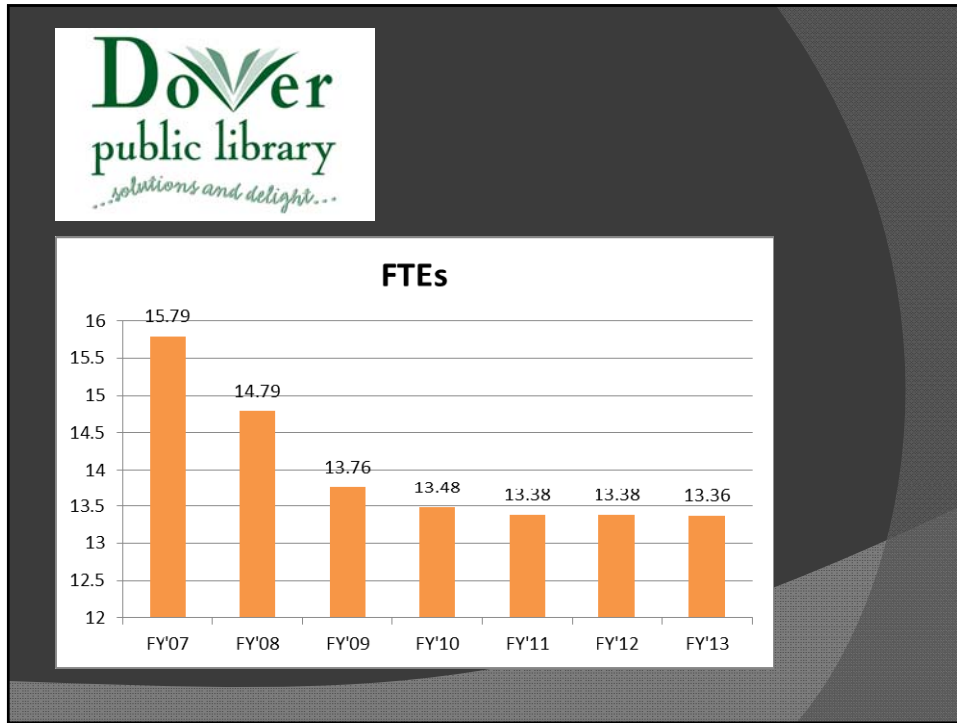
Public Library, Account 45500

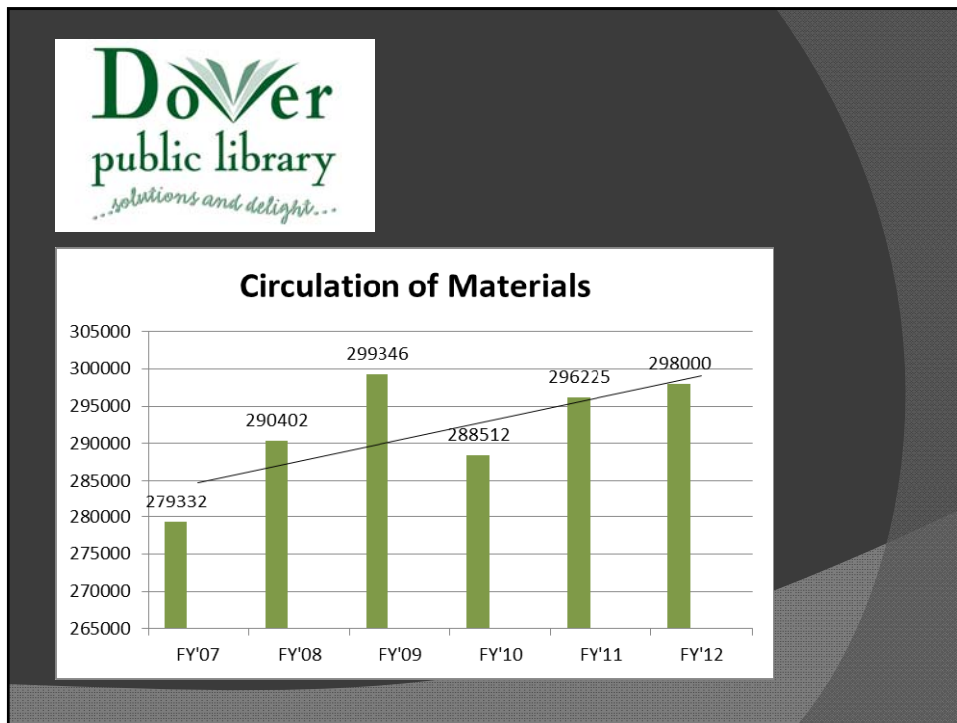
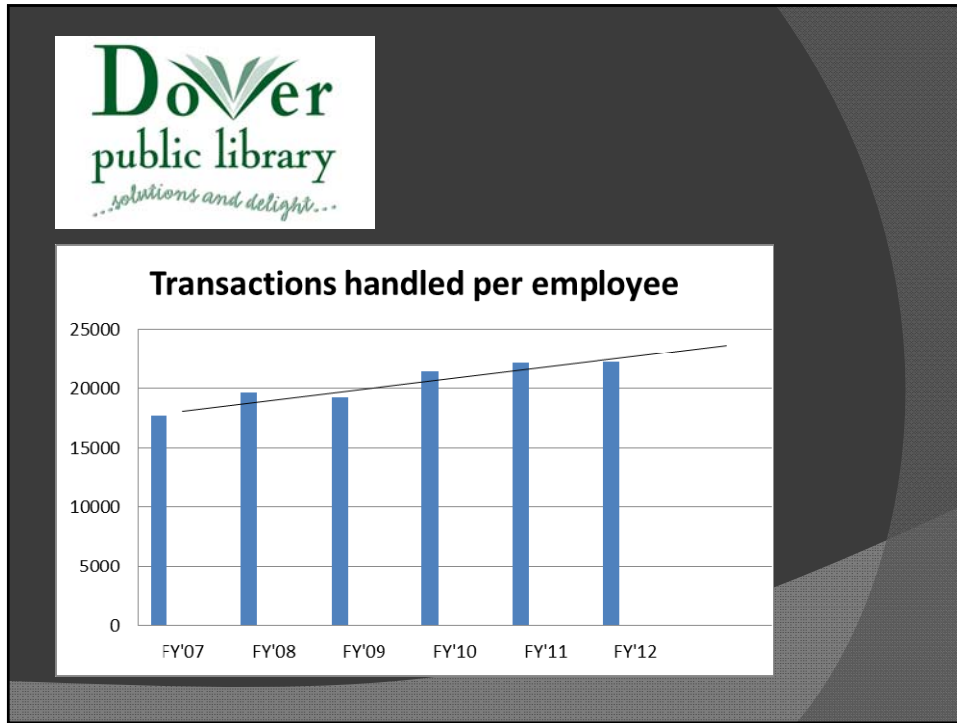
Presented to the City Council by
Cathy Beaudoin, Library Director
on May 16, 2012

Dover
public library
...solutions and delight...



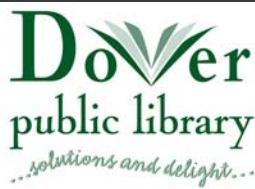
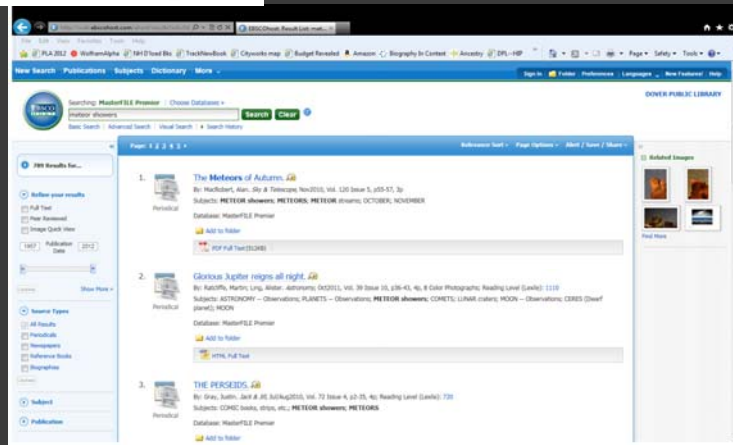








52,582 Online
Database Searches



6,451 eBooks
downloaded



Dover public library
...solutions and delight...

1,067 Museum Passes borrowed



New England Aquarium

mfa BOSTON

STRAWBERRY BANKE
PORTSMOUTH
New Hampshire

Museum of Science

the CHILDREN'S MUSEUM OF NEW HAMPSHIRE

CANTERBURY Shaker Village

ISABELLA SEWART GARDNER MUSEUM

Dover public library
...solutions and delight...

7,968 people of all ages attended free programs



Dover
public library
...solutions and delight...


23,225 hours of
public Internet use





Dover
public library
...solutions and delight...

1,758 New Borrowers
(29,333 cardholders)





184,088 annual visitors
(618 per day)



Website
<http://library.dover.nh.gov>

- 1,924,515 hits by 344,101 visitors
- 13,834 “holds” placed remotely (78%)
- 705 *Facebook* fans
- 428 *Twitter* followers
- Avg. 226 *Pinterest* followers on each of 14 pin boards
- 393,000 historic Dover images viewed



National Citizen Survey 2011

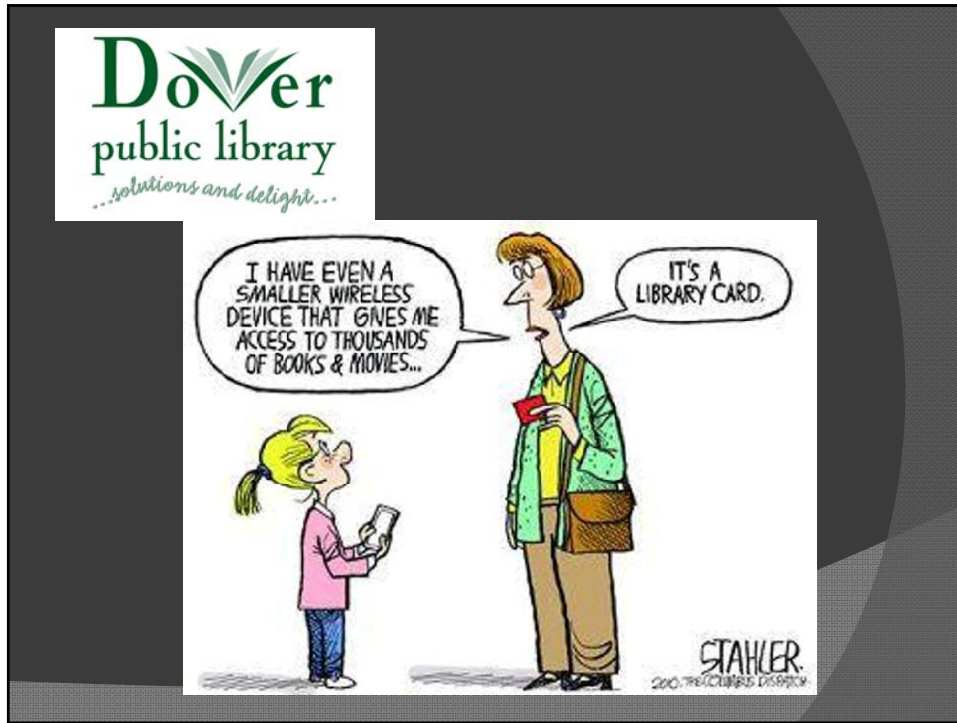
Key Driver Analysis

- “By targeting improvements in key services, the City can focus on **services which have the greatest likelihood of influencing residents’ opinions about overall service quality.**”
- “Services found to be influential in ratings of overall service quality were Police Services and **Public Library Services.**”
- “**Deserving the most attention** may be that which was similar to the benchmark comparisons: **public library services.**”
- “Key drivers are good predictors of overall resident opinion and may be **useful focus areas to consider for enhancement** of overall service ratings.”



Library Advocacy





CITY OF DOVER FY2013 PROPOSED BUDGET

Public Welfare Department, Function 44410

Presented to the City Council by
Lena Nichols, Human Services Director
on May 16, 2012