CITY OF DOVER, NEW HAMPSHIRE

FY2021 PROPOSED BUDGET

BUDGET Revealed

EXECUTIVE DEPARTMENT

Presented to the City Council

On April 1, 2020

By J. Michael Joyal, Jr.
City Manager

CITY OF DOVER, NEW HAMPSHIRE

FY2021 PROPOSED BUDGET

BUDGET Revealed

FINANCE DEPARTMENT

Presented to the City Council

On April 1st, 2020

By Daniel R. Lynch
Finance Director

WHAT YOU SHOULD KNOW ABOUT THE FINANCE DEPARTMENT

1. We are 4 Divisions: Finance, Accounting & Purchasing, Tax Assessment, City Clerk/Tax Collection, and Utility Billing

2. We are Customer focused, innovative, accountable, and stewards of the City's financial resources and public records.

3. What we do is highly regulated by State and Federal regulations and standards.

4. We are award winning – GFOA Certificate of Achievement for Excellence in Financial Reporting for 15 years. 1 of 7 Municipalities in NH.

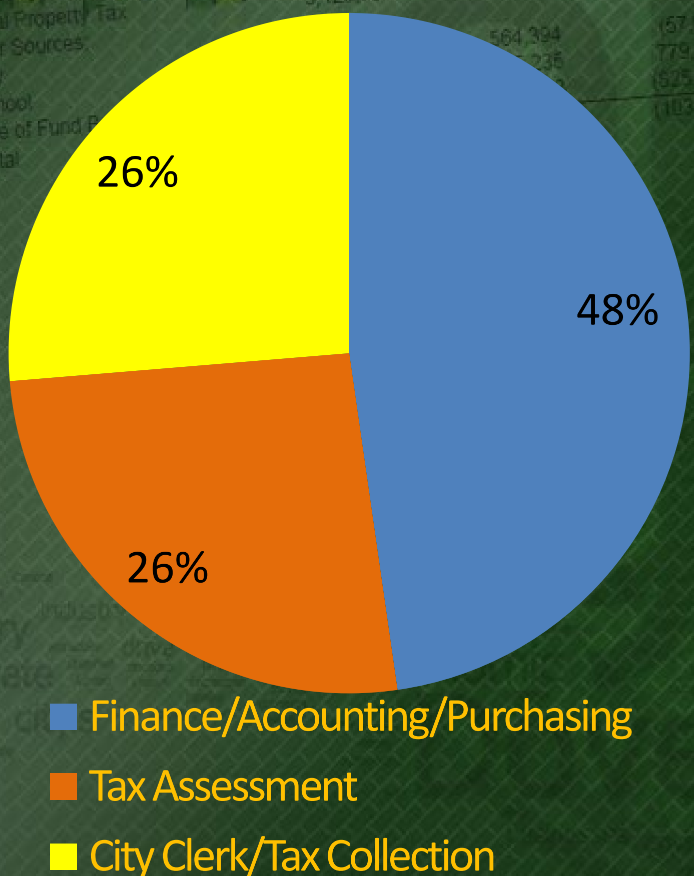
WHAT FINANCE DOES:

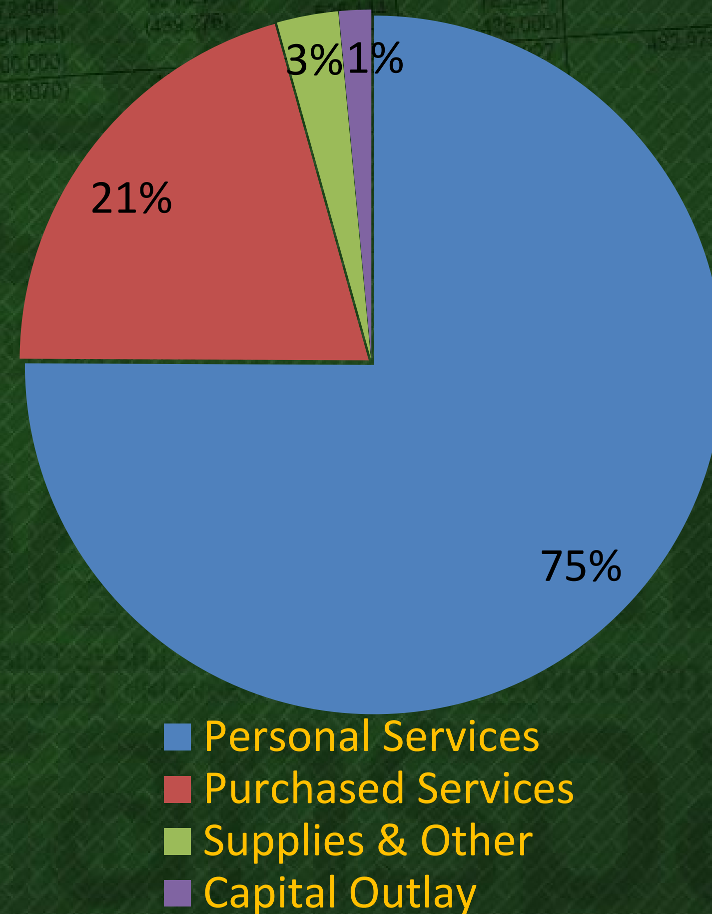
Be a trusted safeguard of the City's financial resources and public records in an equitable, accurate, efficient and professional manner to meet all regulatory and fiduciary responsibilities while timely reporting the financial position and performance to stakeholders

FINANCE DEPARTMENT
OVERVIEW

- Tax Assessment
  - 5 Year Cyclical Inspection of 10,228 taxable parcels
  - Process about 1,000 property transfers per year
  - 5 Year Cyclical update of 1,069 Veterans' Tax Credits
  - 5 Year Cyclical update of 295 Property Value Exemptions
  - Review and inspect about 500 building permits per year
- City Clerk/Tax Collection
  - Process 6,400 Vital Records request per year
  - Process 32,400 Motor Vehicle registrations per year
  - Central collection and Deposit all City cash receipts
- Finance/Accounting & Purchasing
  - Process about 8,000 Purchase Orders per year
  - Process payment of 23,500 invoices per year
  - Account for financial transactions in 423 Funds

FINANCE DEPARTMENT
4.4% of City General Fund Budget





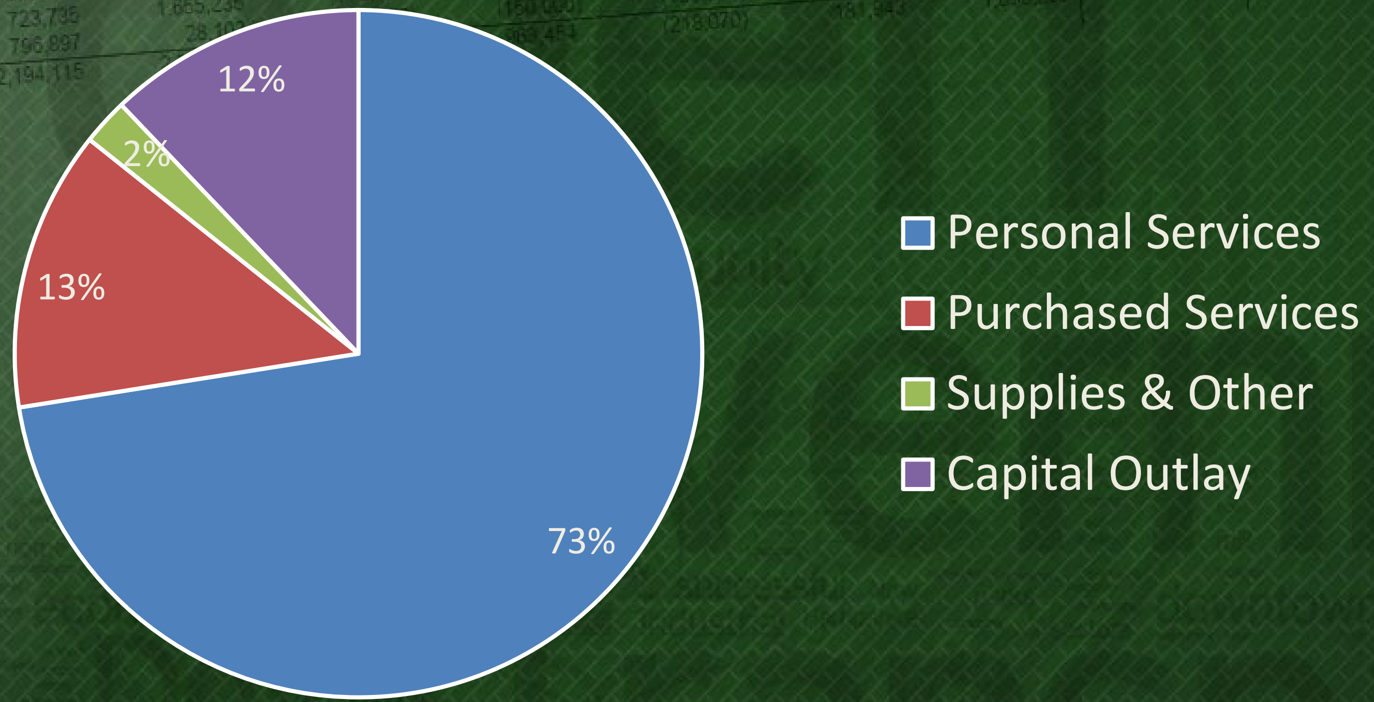
FINANCE DEPARTMENT

FY2021 Proposed Budget

Finance Department	Proposed	$ Change	% Change
Finance/Accounting/Purchasing	$1,053,871	$175,097	19.9%
Tax Assessment	573,078	62,004	12.1%
City Clerk/Tax Collection/Elections	580,907	35,275	6.5%
Total	$2,207,856	$272,376	14.1%

FINANCE DEPARTMENT

FY2021 BUDGET INCREASE



FINANCE DEPARTMENT

FY21 Major Budget Changes

- Personal Services increase $197,462
- Computer & Software Support increase $31,358
- Contracted Assessing Services increase $4,921
- Tax Assessment Legal Services Reduced $3,000
- CAMA Software Replacement $33,000 (Year 1)
- Election Ward Signs & Accessibility Ramps $6,200

CITY OF DOVER, NEW HAMPSHIRE

FY2021 PROPOSED BUDGET

BUDGET Revealed

Planning and Community Development

Presented to the City Council

On April 1, 2020

Christopher G. Parker, AICP, Assistant City Manager

WHAT WE DO

The City of Dover's Planning Department is responsible for assisting the community in reaching its goals through creative problem solving.

FOUR STRAGEGIC THINGS WE PLAN TO DO

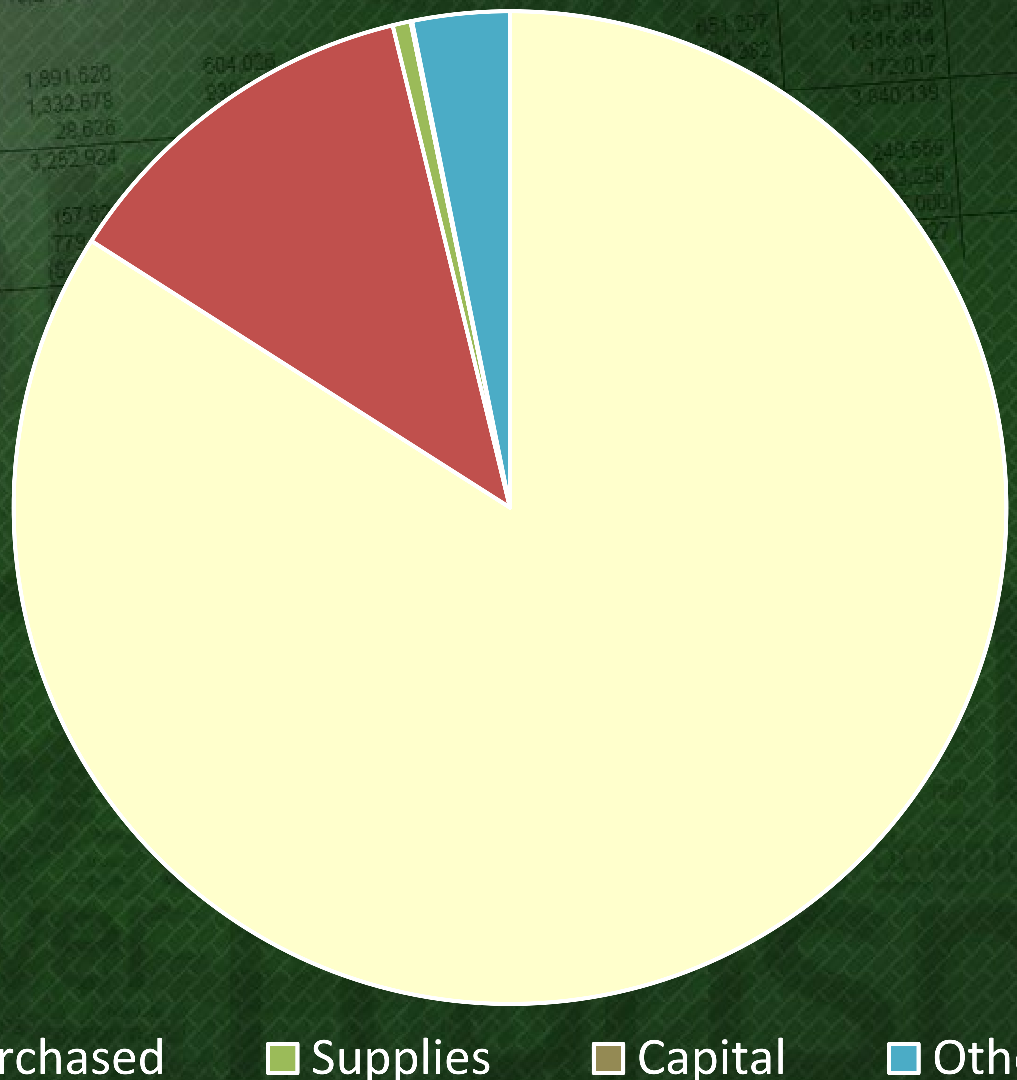
1. Implement Web Customer Portal/Permit Software
2. To roll out Citywide Wayfinding System
3. To construct and design expansion of the Community Trail
4. To assist with updating Dept. Strategic Plans

HOW IT STACKS UP

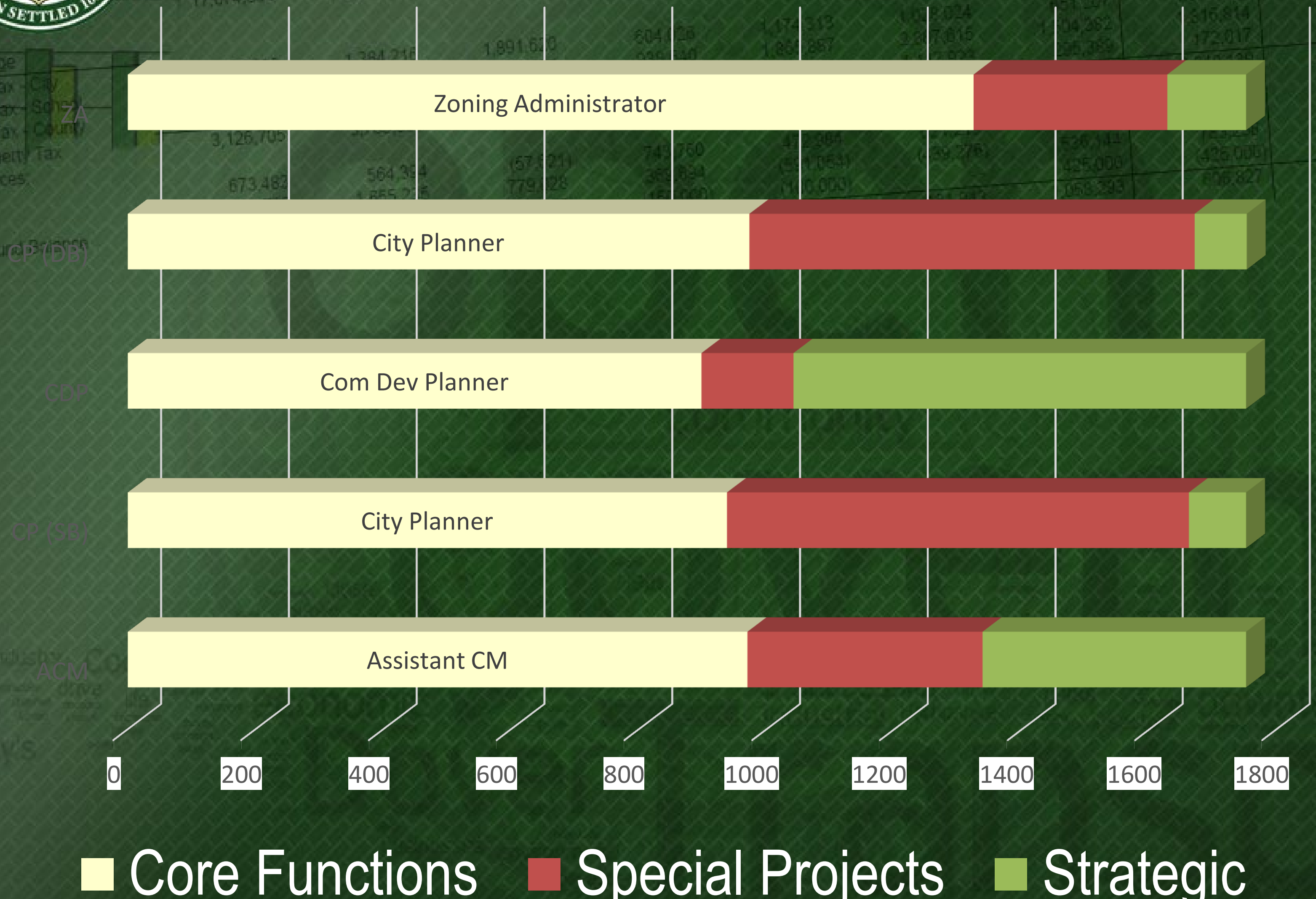
- General Fund Request: $818,773
- Change from FY20: $24,971
- % of total GF Budget: .6
- % of total Municipal: < 2
- Revenue: $240,150

HOW IT BREAKS OUT

The Department budget is allocated into 5 categories.

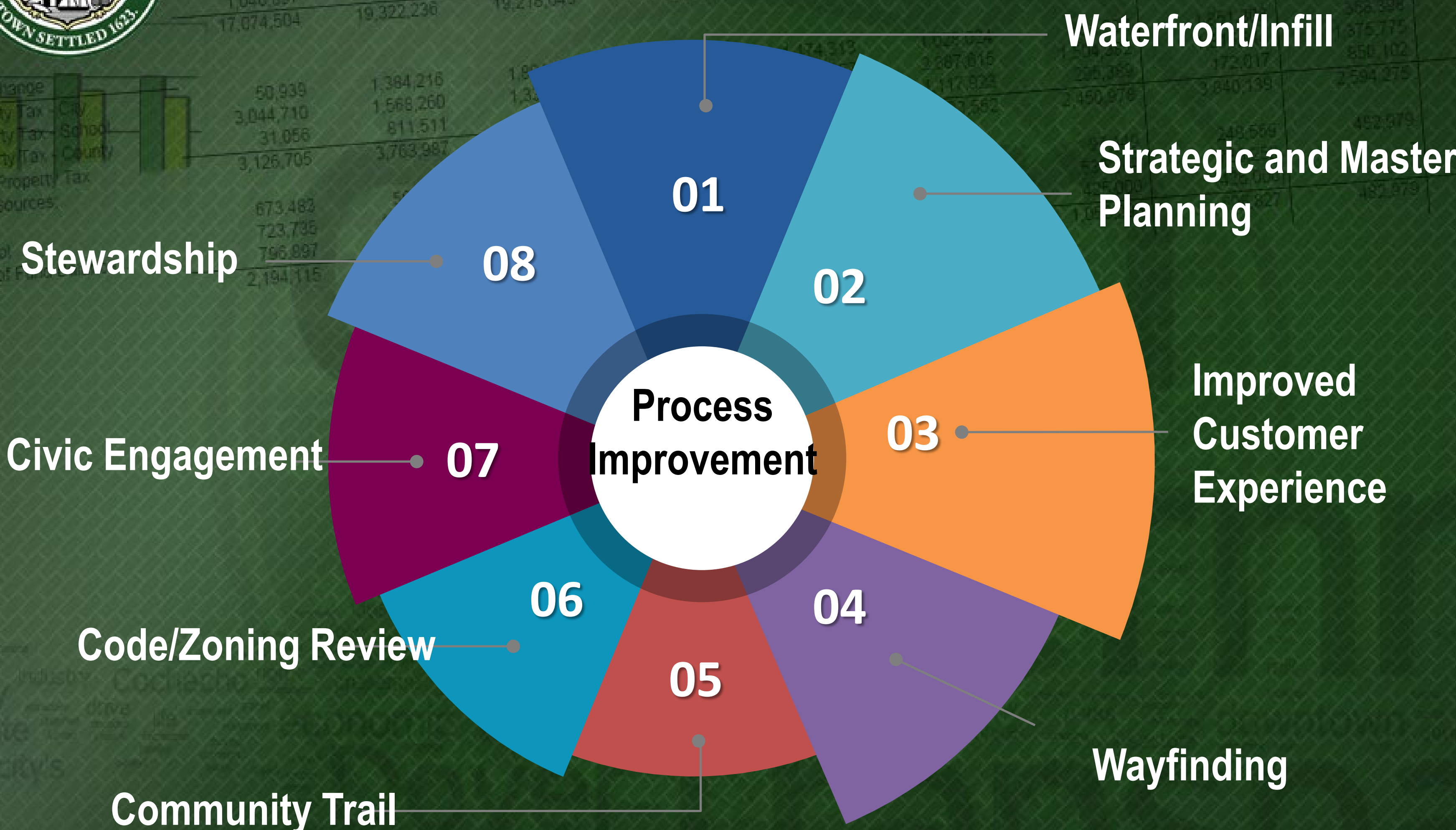


HOW TIME IS SPENT



HOW WE'RE TRENDING

WHAT'S IN STORE



WHAT's NEW

- Revenue: $50,000
  - < contribution from conservation fund, for first time in 10 years.
  - < application fee for first time in 7 years
- Outcomes
  - Permit software online in January 2021
  - Increased monitoring of Cons Lands
  - Increased digital customer engagement
  - Increased stewardship outreach

WHAT COULD HAVE BEEN

- ASSISTANT PLANNER: $98,559
  - Coordinate MP stewardship actions
  - ID/implement facility improvements
  - Public outreach/educate on resiliency
  - Resource consumption data analysis
  - Coordinate the City/SAU energy contract
  - Enhance code enforcement for ZA

CITY OF DOVER, NEW HAMPSHIRE

FY2021 PROPOSED BUDGET

BUDGET Revealed

PUBLIC LIBRARY

Presented to the City Council

On April 1, 2020

Denise LaFrance

Library Director

The Dover Public Library is a community space which fosters reading, discovery, learning, and creating for all.

“Solutions & Delight” is our motto.

GOALS OF THE DOVER PUBLIC LIBRARY

1. To serve as both a physical space and a virtual portal for the curation & discovery of ideas, the convening of community, and the power of information.

2. To promote reading, learning, and creative programming activities for children, teens, and adults.

3. To give access and to instruct patrons in the use of digital content, productivity software, and print & online resources.

4. To serve as a resource for Dover historical information.

5. To provide system administration and collaborative services among the six Dovernet libraries.

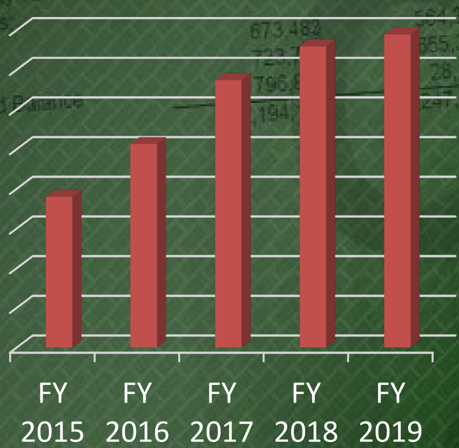
NH Library Comparisons

13 Comparative Cities/towns: Manchester, Nashua, Concord, Derry, **DOVER**, Rochester, Londonderry, Keene, Portsmouth, Laconia, Somersworth, Berlin, Franklin (FY'19 data from NH State Library)

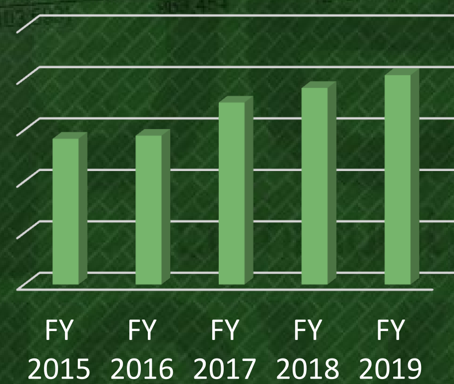
Circulation per capita:	4th		
# databases:	3rd		
Collection expend. budget:	5th		
Electronic item circulation:	5th		
# borrowers	7th		
Hours open:	7th		
Print collection size:	7th		
Visits:	5th		
# programs:	5th		
Program attendance:	3rd		
Operating expend. per cap:	5th		
Physical item circulation:	6th		
Square footage:	7th		
FTE staff:	6th		**DOVER:**
Local government budget:	7th		**HIGHEST RANK IS 3RD;**
Wages & benefits cost:	6th		**LOWEST RANK IS 7TH**

Usage Trends

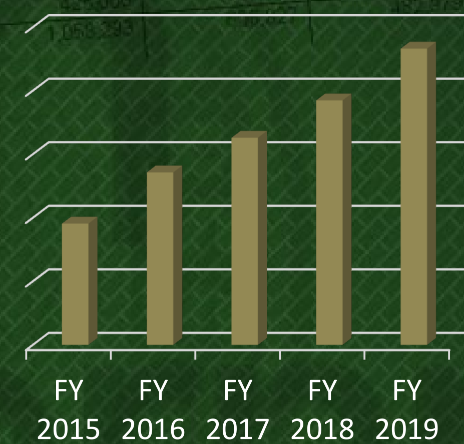
Programs



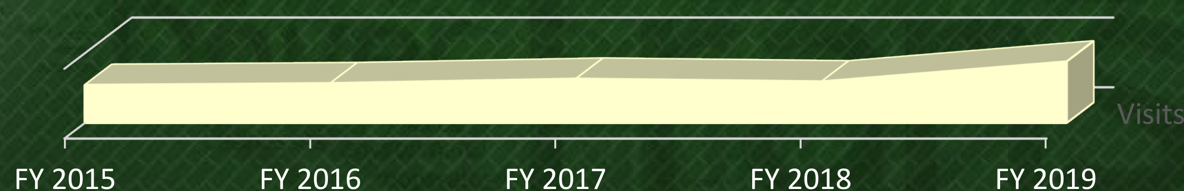
Program Attendance



E-Downloads



Visits



FY'20 Highlights

- 1st time SRP tops 1,000
- Renovation Planning
- Air conditioning
- Rotary donation
- Expanded outreach
- Maker Tools
- Toy Lending Library
- Creativebug database
- Interior painting
- LED lights installed
- Thurs. eve. hours
- Changing Role: Community Place, Shelter, Advocate, & Referral Agency

FY'21 Proposal

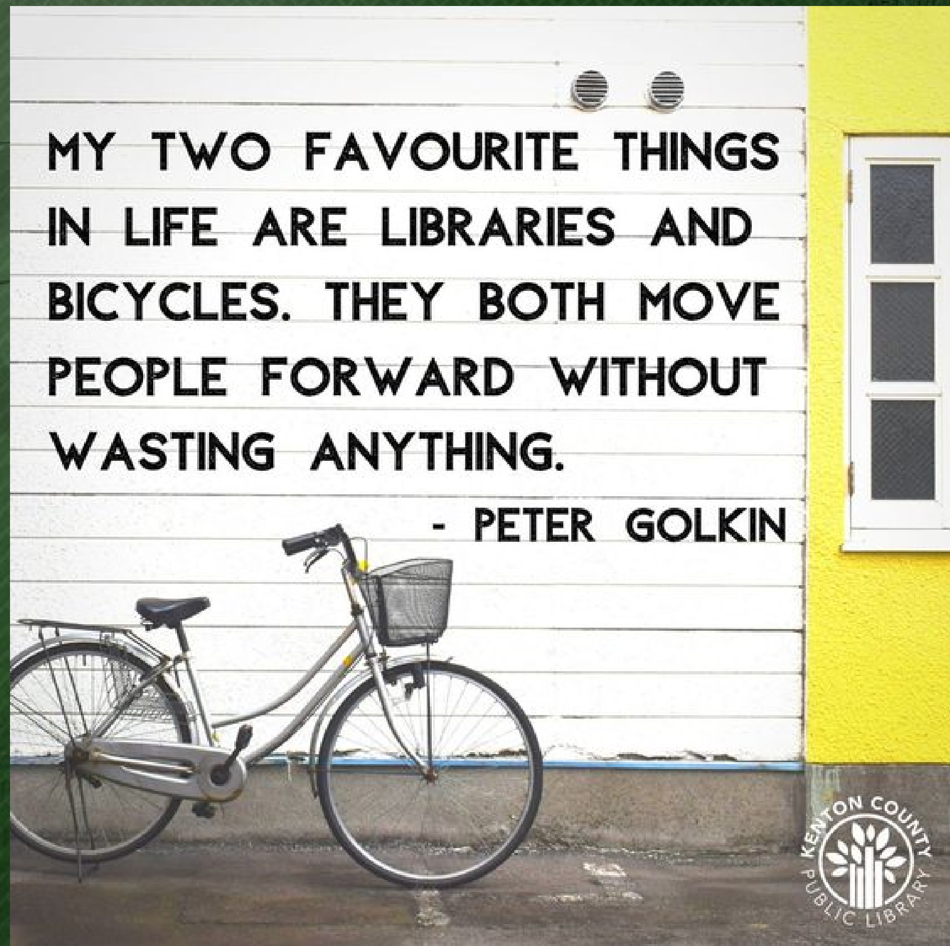
- FY'20 (current) Budget $1,565,776
- FY'21 Proposed Budget $1,566,500

increase of $724 or <u>0.05%</u>

- Personal Services up $27,641 (2.3%)
- Purchased Services down $36,816 (-24.99%)
- Supplies up $24 (0.03%)
- Capital Outlay up $9,795 (up 7.73%)
- Other up $80 (up 5.63%)

FY'21 Proposal

• Library Assistant I @ 20 hrs/wk	$16,273
• Salaried employees	-$21,261
• Computers	+$6,460
• Books	+$3,335
• Electricity	+$1,346
• Special programs	-$49,500
• Dovernet support	+$11,808


MY TWO FAVOURITE THINGS IN LIFE ARE LIBRARIES AND BICYCLES. THEY BOTH MOVE PEOPLE FORWARD WITHOUT WASTING ANYTHING.
- PETER GOLKIN
KENTON COUNTY PUBLIC LIBRARY

CITY OF DOVER, NEW HAMPSHIRE
FY2021 PROPOSED BUDGET

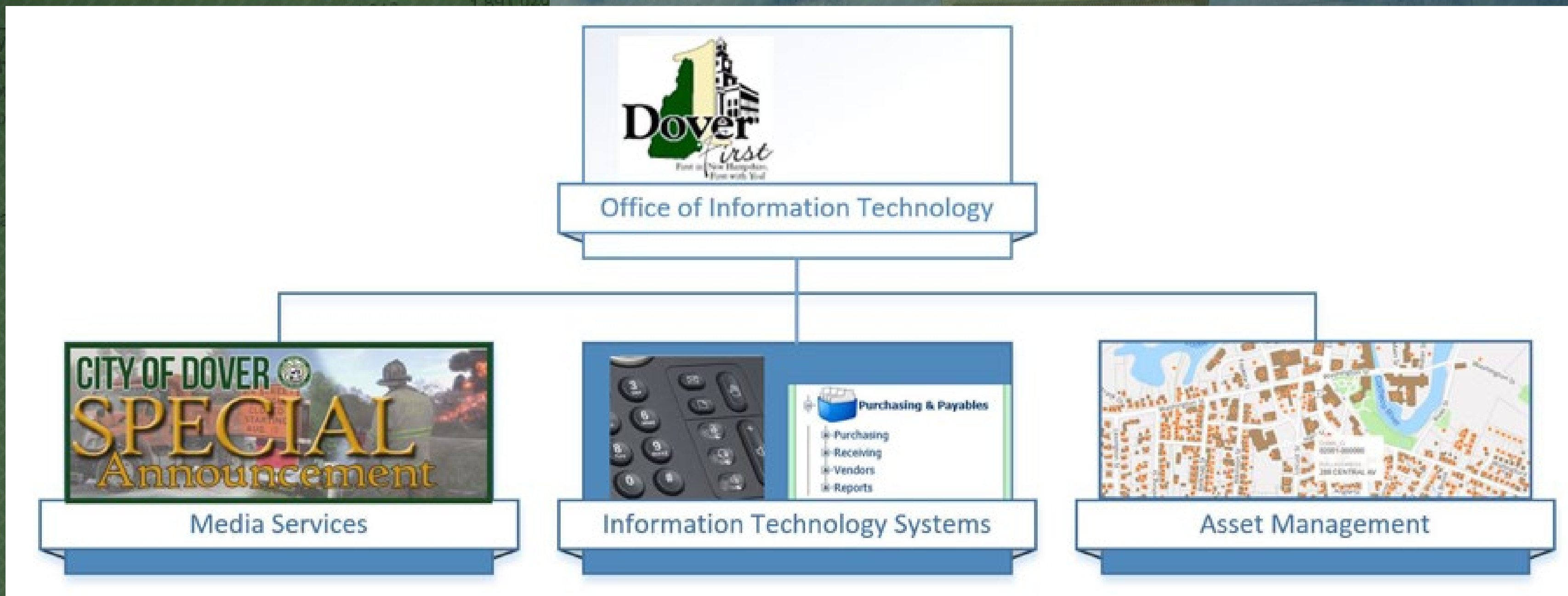
BUDGET Revealed

Office of Information Technology / DoverNet

Presented to the City Council
On April 1st, 2020

By Annie Dove, Director of Information Technology

WHAT WE DO



Telecommunications (radio, voice, data, web, SMS, social, broadcast), servers/clients, applications, security, asset & project management.

IT Strategic Plan Goals Reflected in FY21 Proposed Budget

1 Infrastructure and Technological Assets

Hardware and software inventory management and replacement planning.

Enterprise Software Updates

Voice – Desk phones, voice backbone / fiber

Cybersecurity

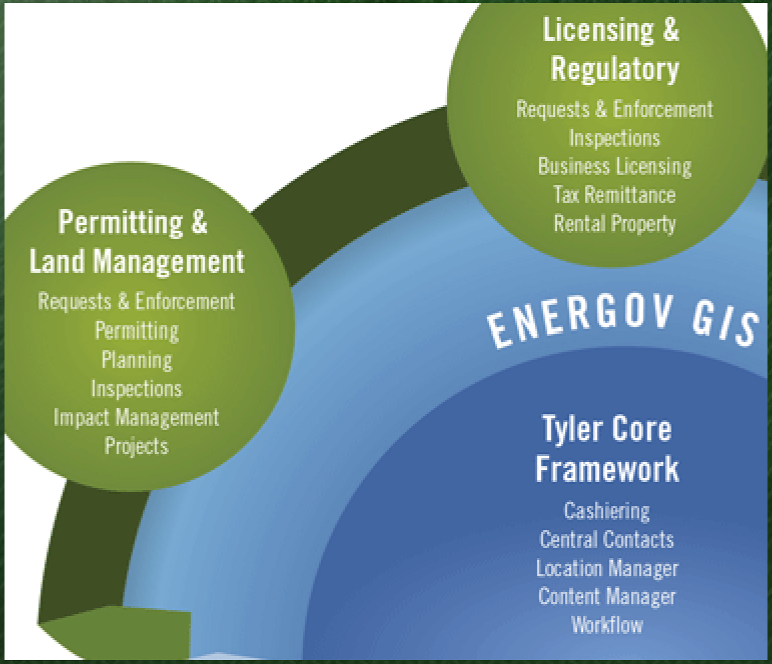
Broadcast system and HD upgrade

CIP – Facility security, cameras & access

IT Strategic Plan Goals Reflected in FY21 Proposed Budget

2 Organizational excellence and customer service.

Managing change, collective decisions, advanced communications.



Online Application, Permitting and Inspections Solution

- DoverNet funds Core Services
- Departments fund User Licenses

IT Strategic Plan Goals Reflected in FY21 Proposed Budget

3 Public Information, Outreach and Engagement

- Improve accessibility and searching of City of Dover public records.
- Create new tools for access to common public information and data.

Update and consolidate current transparency sites.

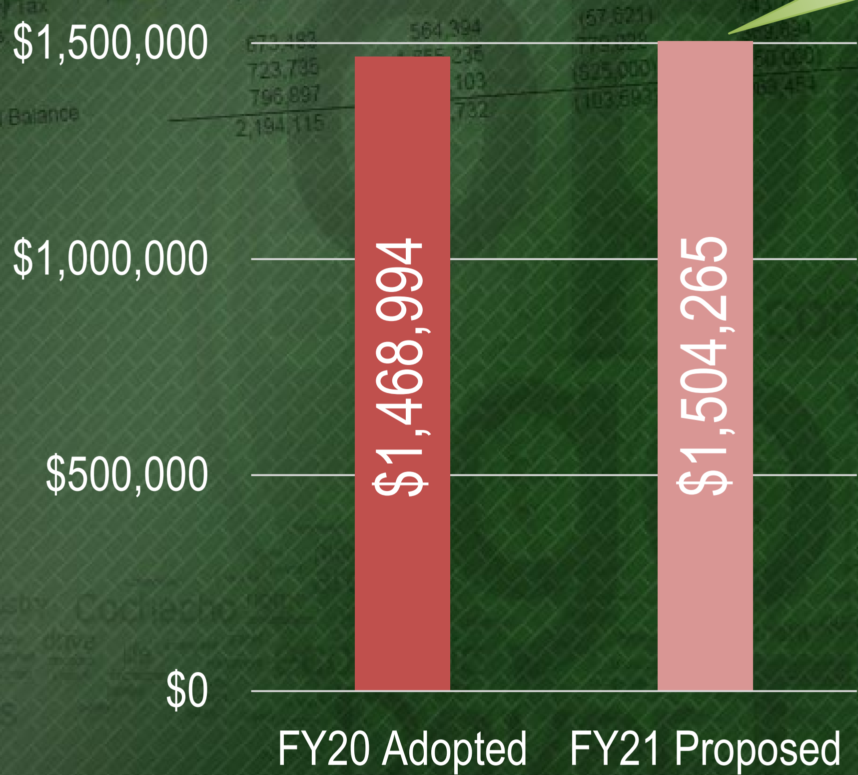
Socrata Open Finance

Take transparency to a new level

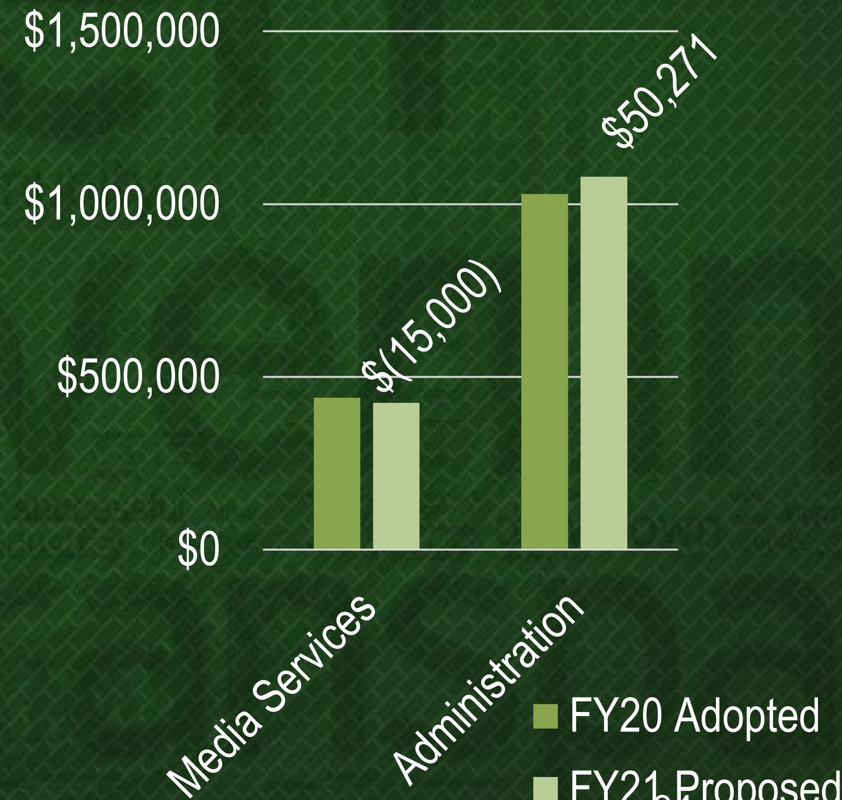
FY21 Proposed Budget Numbers

$35,271. or 2.4% increase overall

DoverNet Expenditures

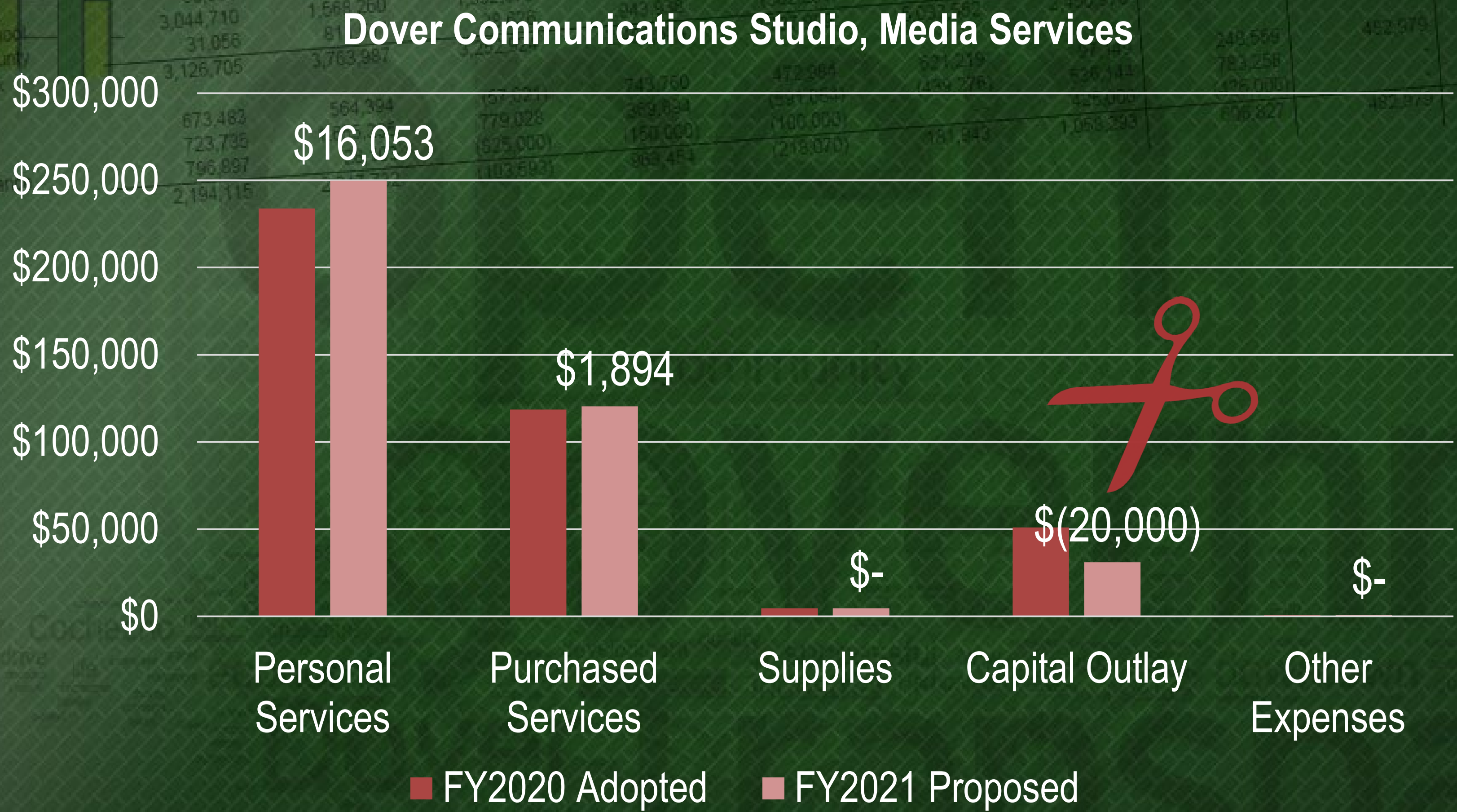


DoverNet Revenue

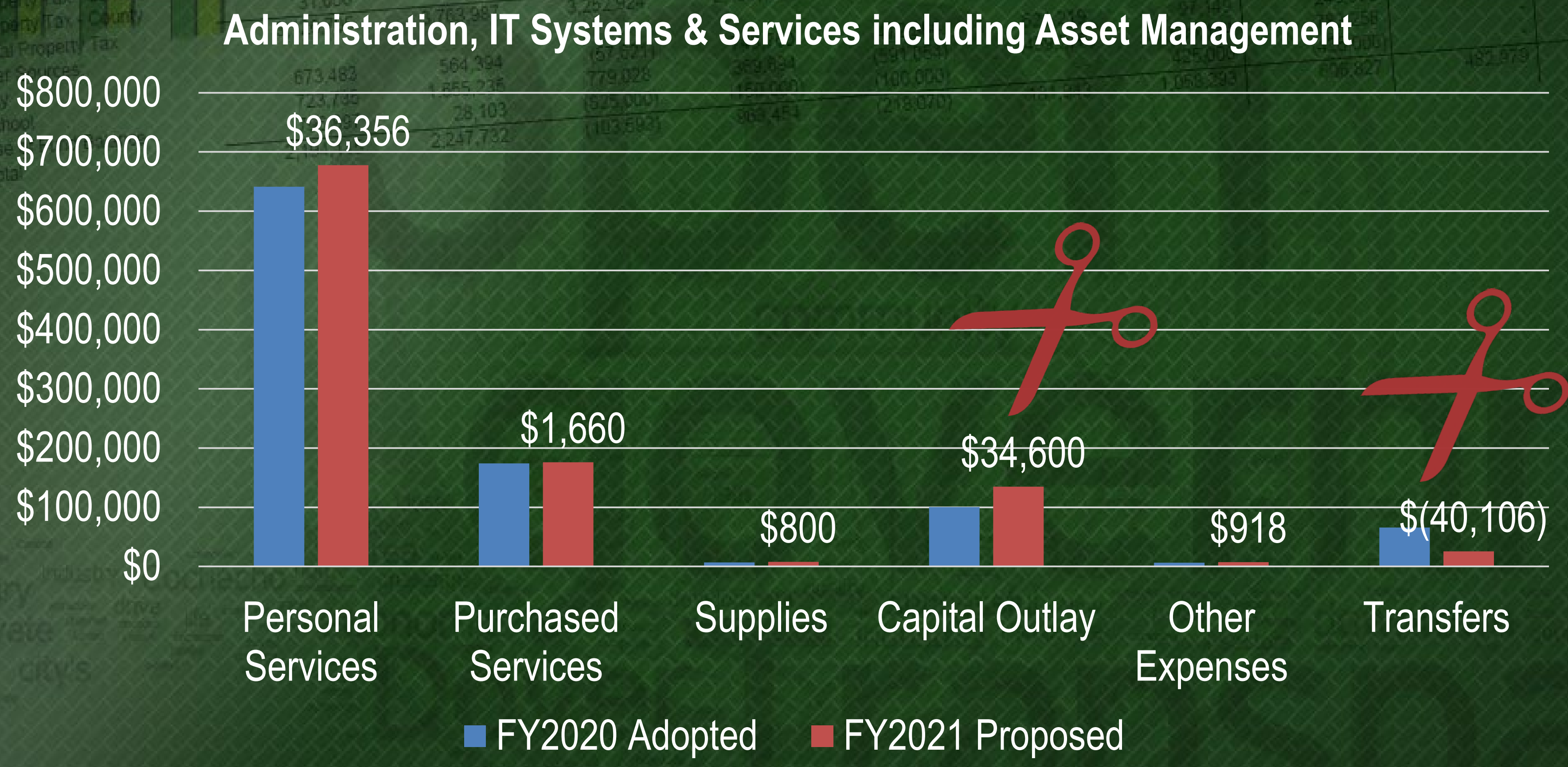


Proposed Budget FY2021 Page Reference
Printed p715 | Online p749

FY21 Proposed Media Services

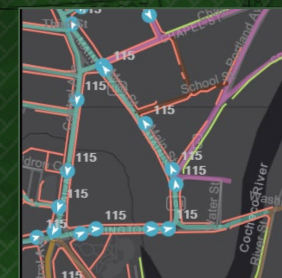


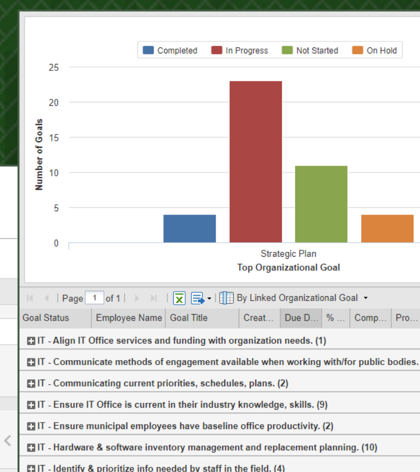
FY21 Proposed Administration



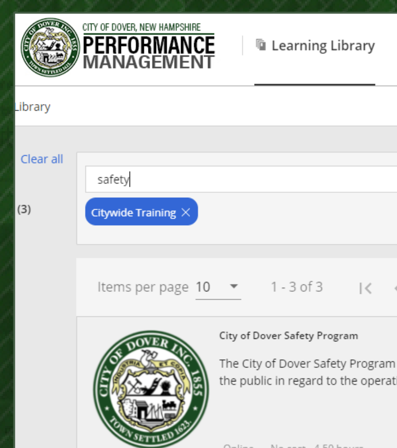
CITY OF DOVER, NEW HAMPSHIRE
FY2021 PROPOSED BUDGET

On behalf of the Office of Information Technology team, thank you for your time and for your support.





Annie Dove, Director of Information Technology
support@dover.nh.gov
603-516-6099



www.dover.nh.gov
Communications Service Guide

CITY OF DOVER, NEW HAMPSHIRE

FY2021 PROPOSED BUDGET

BUDGET Revealed

PUBLIC WELFARE

Presented to the City Council

On April 1st, 2020

By Lena C Nichols
Public Welfare Director

Welfare expenditures

	7/1/19 -3/31/20	FY19	FY18
CREMATIONS	8 - $5,200	7 - $4,550	10 - $6,500
ELECTRIC	21 - $1,987	31 - $2,947	47 - $4,003
MOTEL	151 - $53,222	101 - $34,152	102 - $30,493
RENT	303 - $143,594	413 - $181,380	664 - $256,951
ALL OTHER	18 - $808	11 - $877	9 - $1,561
Total	**$204,811.00**	**$223,906**	***$299,508.00***