

**TOWN MANAGER'S REPORT**  
**October 9, 2013 – November 5, 2013**

➤ **Financial Report YTD 2013**

- Unrestricted General Funds Balance \$1,938,033; Restricted Funds Balance \$3,431,648
- General Revenue \$734,616; Budget \$626,063; 117.34% of budget
- General Expenses \$206,289; Budget \$626,063; 32.95% of budget
- Restricted Revenue \$280,282; Budget \$319,437; 87.74% of budget
- Restricted Expenses \$1,195; Budget \$252,713; 0.47% of budget
- Grants/Other Expenses \$24,513; Budget \$38,136; 64.28% of budget
- Total Assets \$5,380,886; Total Liabilities \$24,523

**Notes:**

- Transfer tax received in October (gross) \$50,365 – 5 Windhurst Manor; 4 Coventry; 2 MBTS; 1 Bishop's Landing
- Eric issued 17 building permits in October \$41,340.90 report attached
- Millville Great Pumpkin Festival Revenue & Expense report attached
- Town Manager's Boston ICMA Conference expense report attached

➤ **Administration**

1. The Planning & Zoning Commission (P&Z) met on October 21st to review a site plans submitted by Millville Town Center, LLC for:

- Millville by the Sea (MBTS) Model Homes, sub-phase 2C-3, located at map parcel 134-12.00-380.00 (Part Of), and;
- MBTS Summerwind Village, sub-phase 2C-4, located at 134-12.00-380.00 (Part Of).
- A site plan to revise sub-phase 2C-2 in Millville by the Sea (MBTS), submitted by Millville Town Center, LLC, located at map parcel 134-12.00-380.00 (Part Of). Millville Town Center is asking to construct a secondary access road in accordance with the revised plans by CEA, dated September 30, 2013, for MBTS, sub-phase 2C-2.

Recommendation coming to Council in the near future.

2. I'm in full swing organizing the "Holiday Market". Vendor forms were sent out the end of October and the response to date has been good.

3. ICMA 99<sup>th</sup> Conference Boston:

This is just an overview of my time spent at the conference. There were over 3,000 attendees and over 300 exhibitors.

Sessions:

"Gun Violence: It can happen anywhere on any given day"

We heard from 5 City Managers who experienced mass shootings in their cities. They spoke on the incident, response times, roles and responsibilities, successes and recommendations as well as lessons learned. Basically all 5 managers' information mirrored one another.

- ✓ Be prepared;
- ✓ Attend Active Shooter Training

- ✓ Keep citizens informed; manage media; appoint PIO
- ✓ Designate a safe staging area for the media;
- ✓ Prepare for diversity
- ✓ Provide support for victims and their families;
- ✓ Roles of elected officials and staff;

The handout is filled with useful information on working with the police departments, first responders, and inter-jurisdictional cooperation; however, Millville does not have most of the resources as these cities do. I did speak with Major Charles Simpson inquiring if the Delaware State Police would work with Millville to get as much training as we could should an incident occur within our area and he stated yes. As we are already aware, the DSP, FBI or other agency would be the main players should we have an incident; however, we need to learn the “roles and responsibilities of Council and staff.”

### “Finding Savings without Sacrificing Quality or Service”

This was a very intense workshop to say the least, which was led by a Managing Director for Expense Reduction Analysts.

Topics discussed:

- ✓ Cost control;
- ✓ Perspectives on spending;
- ✓ Common perceptions and misconceptions about procurement;
- ✓ Opportunities and strategies for savings;
- ✓ Cost reduction can generate cash;
- ✓ Expense Reduction Planning.

Even though Millville is on a much smaller scale than the Towns and Cities that make up the ICMA, I feel we are on target with the information provided in the handout regarding the above topics. It has been a common objective among the staff to research any purchase with multiple suppliers to get the best bang for the buck. However, when the Town residents start multiplying into the thousands, I have several suggestions by way of this company, Expense Reduction Analysts, and contact information.

### “Civility in City Hall”

If only I could get copies of the videos that were shown by some of the presenters! Due today’s challenges, more municipalities are experiencing budget cuts, staff shortages, technology growth which brings higher demands for services, population growth bringing in new customers and increased accountability. Our residents and property owners are seeking instant gratification, have higher expectations, short in patience, feel entitled due to paying for services and expect technology to solve all problems.

It was brought to our attention that more and more municipalities have drafted polices such as “Council Code of Conduct” and “Visitors Code of Conduct”. The videos that were shared with us were actual Town Council meetings where Council members were rude to each other as well as the individuals that were speaking with the Council. We also reviewed videos of actual visitors in the Town Hall who were extremely out of control with the Town Hall staff. One exchange was a resident screaming “I pay your salary” and the staffer replied “Here’s a quarter, now we’re even”.

The panelists for this session did share several documents and examples on promoting civility at public meetings as well as at the Town Hall. Fortunately, Millville has not really experienced these types of unruly meetings and customers. I feel however, I have the tools to put together a training policy for Council and staff so we would be prepared for a situation.

### “Building Municipal Volunteerism 101”

Millville has been fortunate enough to have an established volunteer group. Apparently, most municipalities have been less fortunate in establishing such a group, or maintaining the group. The speaker was a Volunteer Resources Administrator from the City of Dublin, OH. The city put together a volunteer program that would enhance service delivery, have connection with citizens and would have effective and efficient fiscal outcomes.

Like most large cities, Dublin had many programs. The cities administration created volunteer jobs that were specific to that particular program. Most of which was community outreach and to develop inclusive, learn and serve community engagement. The services that caught my eye were the City of Dublin Certified Shoppers and Green Team. Volunteers were trained to work the citizens and actually do shopping from groceries to birthday and holidays. Of course the citizen had to qualify for that service. The Green Team were trained to work with citizens to update their homes so they could live more cost efficient by going green.

The city found by having these types of volunteer programs (which were many), they increased the cities services without increasing costs.

Other sessions I attended: Civic Engagement: One Size Doesn't Fit All; Sustainability Lessons from Small Towns to Rural Communities; State-level and National Strategies: Career Development for Women in Local Government; Got Guilt?

Keynote Speakers I heard:

1. Amy Cuddy - Body Language Shapes Who You Are
2. Daniel Pink - Leadership and the New Principles of Influence
3. Beth Simone Noveck - Smart Communities and the Opportunities of “Big Data”
4. John Jacobs, owner of “Life is Good”

I whole heartedly thank the Mayor and Town Council for this opportunity to attend the 99<sup>th</sup> ICMA Conference and hope I will be able to attend the 100<sup>th</sup> in Charlotte, NC in September of 2014.

4. Town Clerk Matt Amerling has completed his first year of Municipal Clerk Training. (report attached)

Respectfully submitted,  
Deborah Botchie  
Town Manager