

TOWN MANAGER'S WEEKLY REPORT



UPCOMING MEETINGS & EVENTS ...

- ✓ **Planning Commission Workshop:** Monday, March 1, 6:00 PM, Electronic Meeting
- ✓ **Board of Adjustment:** Wednesday, March 3, 5:00 PM, Electronic Meeting
 1. Regular Meeting
 - Sussex Sports Center Foundation – Signage Variance
 2. Public Hearing
 - 20983 Dupont Boulevard – Signage and Set Back variances
 - 302 Kimmey Street – Set Back variances
- ✓ **Sussex County Association of Towns Steering Committee:** Friday, March 5, 9:00 AM, First State Community Action Agency
- ✓ **Planning Commission Workshop:** Monday, March 8, 6:00 PM, Electronic Meeting
- ✓ **Town Council Meeting:** Wednesday, March 10, 6:45 PM – Public Hearing followed by Regular Meeting, Electronic Meeting
- ✓ **Coastal Corridors Public Workshop – Georgetown:** Thursday, March 11, 6:30 PM, Electronic Meeting
- ✓ **Planning Commission Workshop:** Thursday, March 11, 6:00 PM, Electronic Meeting
- ✓ **Sussex County Association of Towns:** Cancelled until further notice
- ✓ **Delaware League of Local Governments:** Cancelled until further notice

UPDATES FROM DEPARTMENTS ...

Finance

- As of February 26, the Town has collected:
 - \$1,666,812 (99%) of the annual property tax billing (\$1,674,899)
 - \$920,166 (94%) of the January quarterly utility billing (\$975,498)
 - ✓ Collections still in alignment with prior quarters
- Assisted utility customers with questions regarding the January utility billing
- Finance provided comments regarding the Draft Comp Plan to the Planning Department
- Discussed/Reviewed the DRBA Report and Water Asset Management Project items with the Water Department (Craig Eaton, Laura Givens, Rick Hudson)
- Processed Payroll, Accounts Payable, Accounts Receivable
- Meeting with Madeleine Driscoll (KCI) regarding Sewer Asset Management Project, Topic Lifecycle Management (Laura Givens, Eric Rust, Kenny Wilson)
- Worked on FY 2022 budget and budget presentation
- Provided Tax and Utility Information for property settlements and stamped deeds

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Public Works

- Cleaned out storm drains along South Railroad Avenue and Waples Drive
- Cleaned out fountain in anticipation of spring opening
- Replaced, with DelDOT assistance, damaged signs on South Bedford Street
- Applied cold patch as needed

Police

- Weekly and Year to Date crime statistics (selected crimes) updated (copy attached)
- Part I, II, and III Offenses Crime Data (week and year to date) (copy attached)
- Departmental Press Releases issued as warranted

Wastewater

- Lagoon depths: Large Lagoon is 18.00 feet and Small Lagoon is 6.00 feet
- Pulled pump 1 at Stevenson Lane pump station – removed debris and reinstalled
- Finished up Annual Spray Irrigation Report and submitted it to DNREC
- Met with Laura Givens, and KCI to work on Asset Management Plan
- Pulled check valve apart at Del-Tech pump station – removed debris, and reassembled

Planning

- Projects:
 - Village of College Park – Proposed changes to Public Works Agreement submitted on February 24
 - 211 West Market Street – Site plan resubmittal received and sent to engineer on February 22
 - 302 North Front Street – Engineer comments received on February 24 – under staff review
 - 327 North Race Street – Category I site plan approved on February 24

Construction Coordinator

- No report this week

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TOWN MANAGER'S UPDATE ...

- Town of Georgetown received recognition as a 2020 Tree City USA
- Contacted Office of Drinking Water inquiring about Innovation and Technology Grant availability for Advanced Metering Infrastructure (water) pilot project (Gene Dvornick, Laura Givens)
- Issues Press Release on Online Fiscal Transparency Center (ClearGov)
- Supplied written comment to Comprehensive Plan consultant on introductory chapter
- Interviewed by local print and TV news media regarding Online Financial Transparency Center
- Drafted Pettyjohn Effluent Disposal Agreement – under staff and counsel review
- Responded to resident questions regarding outside dining and recommendations to improve the aesthetics
- Worked with Planning Staff on requested rapid COVID Testing site ('15 to Know') and considerations for temporary placement (Gene Dvornick, Jocelyn Huff)
- Participated in conference call with the El Mercado Working Group
- Participated in review of Comprehensive Plan (Chapter 1 through 6) (Jamie Cradock, Gene Dvornick, Jocelyn Huff)
- Answered questions from Sussex County Engineering regarding water service responsibility
- Followed up with Severn Companies regarding easement and dedication deed
- Supplied information to local developer regarding potential tenants for building project being contemplated
- Participated in webinar on "15 Must-Have Code Enforcement KPI's" – Focus areas were proactive enforcement, voluntary compliance and reducing effort to compliance (Gene Dvornick, Mike Picarello)
- Started research into Annual Rental Property Inspections
- Comprehensive Plan status:
 - ✓ Remains on track
 - ✓ Planning Commission Workshop held on February 25 – review and comment on Chapter 1 – 6
 - ✓ Planning Commission Workshops scheduled for March 1, March 8 and March 11 to review additional chapters
- Followed up on several code enforcement issues

TOWN MANAGER'S WEEKLY REPORT



**A FREE phone app
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AND your privacy.**

TOWN MANAGER'S
WEEKLY REPORT



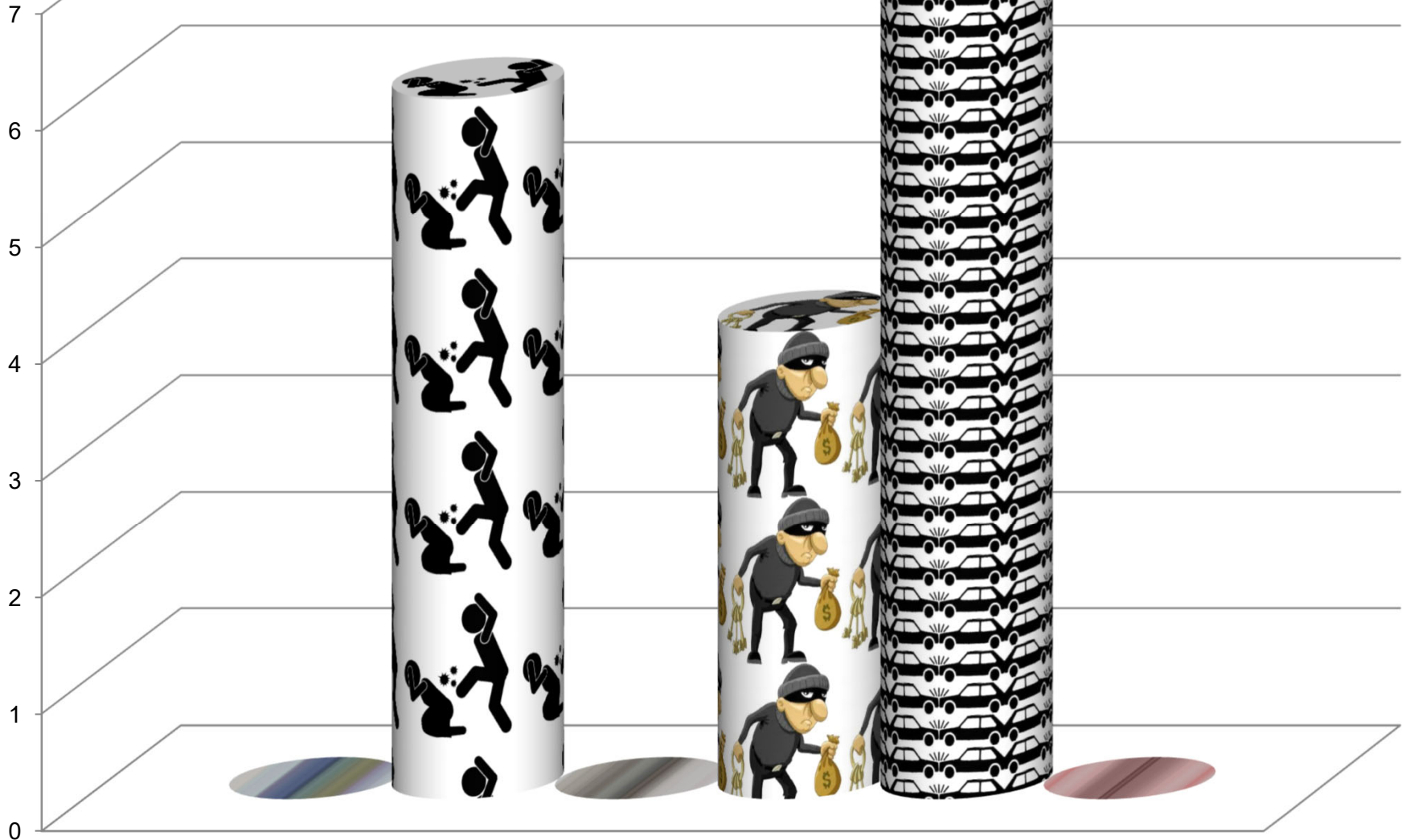
TOWN MANAGER'S WEEKLY REPORT



***THIS REPORT AND ANY ATTACHMENTS ARE ONLY BEING SENT
ELECTRONICALLY UNLESS OTHERWISE REQUESTED***

In an effort to better inform Council, employees and the public about current Town activities and issues, the Town Manager issues the Town Manager's Weekly Report with highlights from department activities for the current week. The report is published online and distributed every Friday. If you have comments, questions or suggestions regarding the Town Manager's Weekly Report, please contact Town Manager.

February 24, 2021

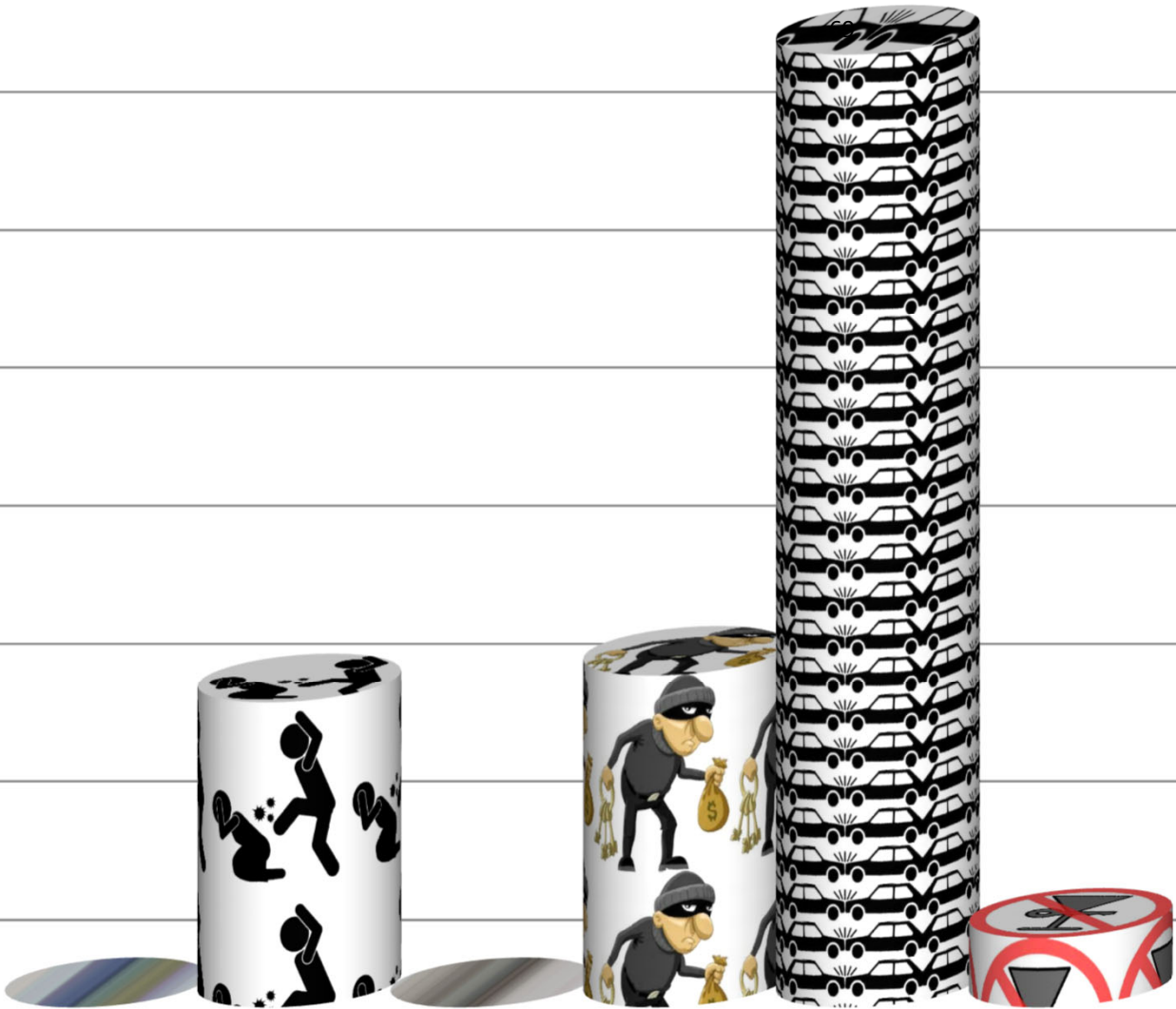


Weekly

*Robbery *Assault *Buglary *Thefts #Collision *DUI

February 24, 2021

70
60
50
40
30
20
10
0



Year to Date

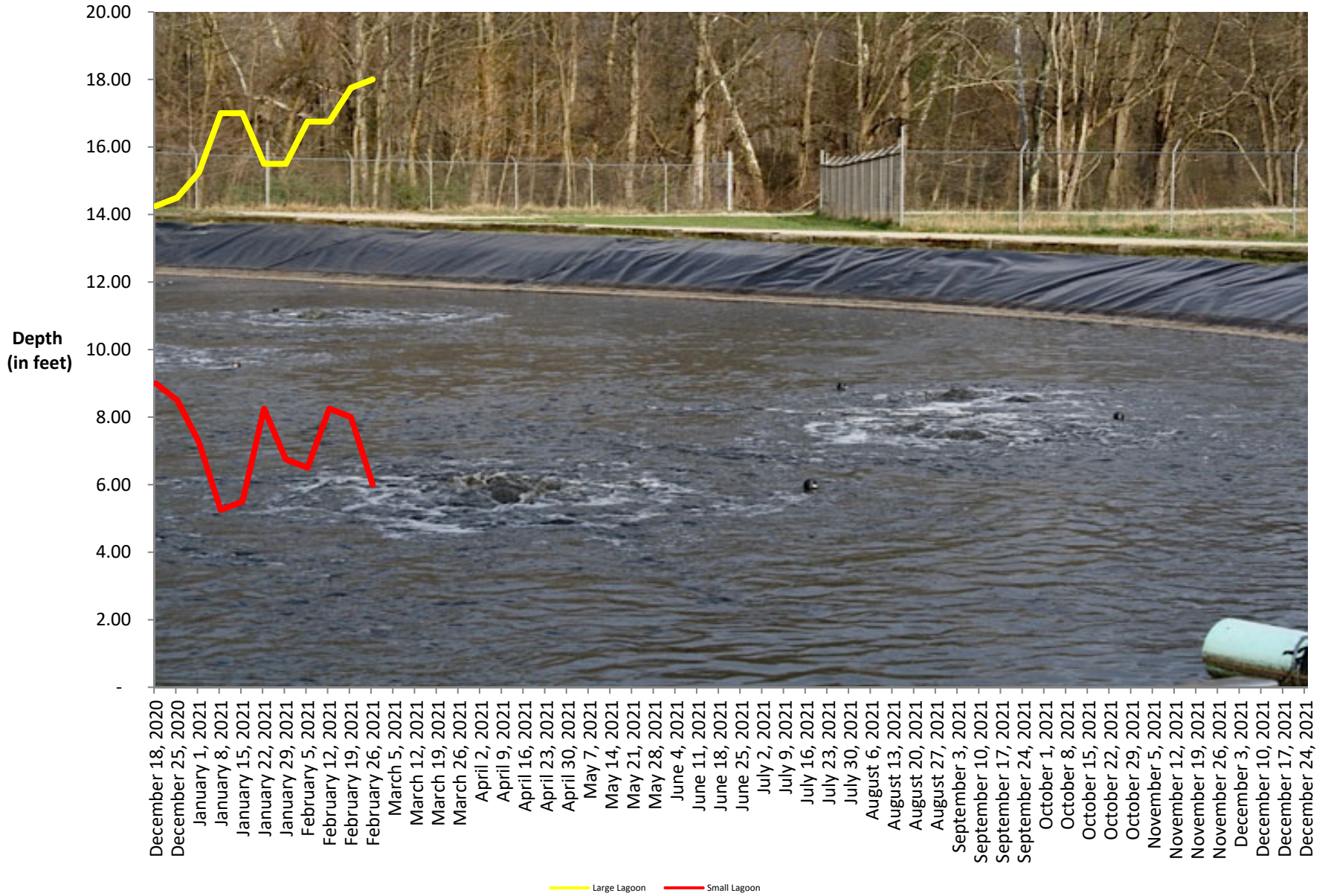
*Robbery *Assault *Buglary *Thefts *Collision *DUI

Georgetown Police Department Crime Data

Feb19 2021 - Feb 25, 2021

| PART I OFFENSES | | Complaints | | Arrest | |
|--------------------------|--------------------------|------------|------------|-----------|------------|
| Offense_Order | Crime_Categ | Weekly | YTD | Weekly | YTD |
| A03 | Kidnap | 0 | 0 | 0 | 0 |
| A04 | Rape | 0 | 0 | 0 | 1 |
| A06 | Robbery | 0 | 0 | 0 | 0 |
| A07 | Assault/Aggravated | 1 | 5 | 1 | 6 |
| A08 | Burglary | 1 | 1 | 1 | 1 |
| A09 | Theft | 3 | 23 | 1 | 14 |
| A10 | Theft/Auto | 0 | 0 | 0 | 0 |
| A12 | All Other | 0 | 3 | 0 | 1 |
| PART I OFFENSES | | 5 | 32 | 3 | 23 |
| PART II OFFENSES | | | | | |
| Offense_Order | Crime_Categ | Weekly | YTD | Weekly | YTD |
| A13 | Other Assaults | 1 | 20 | 1 | 17 |
| A15 | Criminal Mischief | 1 | 6 | 0 | 5 |
| A16 | Weapons | 2 | 6 | 1 | 5 |
| A17 | Other Sex Offenses | 0 | 0 | 0 | 0 |
| A19 | Drugs | 2 | 24 | 1 | 23 |
| A20 | Noise/Disorderly Premise | 2 | 16 | 0 | 3 |
| A21 | Trespass | 0 | 10 | 0 | 10 |
| A22 | Disorderly Conduct | 1 | 20 | 1 | 17 |
| A23 | Other | 16 | 250 | 6 | 105 |
| PART II OFFENSES | | 25 | 352 | 10 | 185 |
| PART III OFFENSES | | | | | |
| Offense_Order | Crime_Categ | Weekly | YTD | Weekly | YTD |
| A24 | Alarm | 5 | 46 | 0 | 0 |
| A25 | Animal Control | 0 | 1 | 0 | 0 |
| A26 | Recovered Property | 2 | 6 | 2 | 6 |
| A27 | Service | 11 | 216 | 0 | 0 |
| A28 | Suspicious Per/Veh | 3 | 57 | 0 | 0 |
| PART III OFFENSES | | 21 | 326 | 2 | 6 |
| Total | | 51 | 710 | 15 | 214 |

WWTF Lagoon Depths





Town of Georgetown Press Release

FOR IMMEDIATE RELEASE

February 22, 2021

Contact: Gene Dvornick

Phone: (302) 856-7391

Georgetown Launches Online Fiscal Transparency Center Powered by ClearGov

*New public-facing profile translates complex government financial data
into easy-to-understand infographics*

Georgetown, DE – Georgetown announced today that it has launched a new online Transparency Center powered by ClearGov, a leading provider of online budgeting and communications software for local governments. This new online profile provides residents with an easy-to-understand, interactive breakdown of the city's finances, as well as insights into demographics and much more. The Transparency Center is also optimized for use by citizens with disabilities who rely on assistive technology, such as screen readers and voice recognition software. This ensures that their financials, demographics, capital projects, department metrics, and other information displayed on their Transparency Center are already optimized for ADA guidelines.

Georgetown believes that financial and operational transparency is the cornerstone of good government and strong, sustainable communities. The new online Transparency Center empowers citizens to see precisely how funds are generated and allocated, and better understand how the annual budget impacts the community programs and services they care about most. Visitors to the Transparency Center can easily drill down to the line item level and even view comparative analyses of similar towns.

In the coming months town officials plan to expand the profile to include details about town departments, ongoing development projects, and more. In time, residents will have a clear window into everything from fiscal health to operational performance and the factors that contribute to economic development. Visitors to the Transparency Center will also be able to subscribe to certain pages to receive automatic email updates as new information becomes available.

“We are proud to have taken this proactive step toward a more open and accessible government and we’re excited to make this Intuitive, user-friendly, and ADA-optimized experience available to our community,” said Mayor Bill West. “These days, not everyone has the time to attend public meetings. The Transparency Center will make it easy and convenient for interested residents to stay informed.”

“ClearGov is pleased to partner with the Town Georgetown to enhance their transparency efforts and drive citizen engagement.” said Chris Bullock, CEO of ClearGov. “Residents should be proud of the leadership the Town of Georgetown has demonstrated by embracing innovation and taking that essential next step toward true clarity and accountability in local government.”

Town Manager Gene Dvornick says the best way to learn more about the Transparency Center and the Town of Georgetown finances is to go online and explore. “We strongly encourage residents to visit <https://www.cleargov.com/delaware/sussex/town/georgetown> today to see their tax dollars at work. You can also visit the town website and click on the Transparency Center button.”

About ClearGov

ClearGov is on a mission to build a community of modern, transparent, data-driven local governments and school districts. ClearGov helps local agencies streamline their operations and catalyze community support by making complex government data easy to understand and easy to use. We provide a full suite of turnkey solutions to help drive financial and operational transparency, modernize budgeting, and better connect agencies with the communities they serve. ClearGov’s award-winning platform is currently used by hundreds of communities across 30+ states. For more information, visit www.cleargov.com.

END

15 MUST-HAVE CODE ENFORCEMENT KPIS

& What They Mean for Your Agency



PROACTIVE ENFORCEMENT

Allow officers to act on issues they observe in the field, versus responding only to complaints.

Officers are more responsive to community needs addressing issues before they escalate.

Quick action is key because the sooner a violation is observed, the more likely it will be brought into compliance.



ACTIVITIES PERFORMED

Shows initiatives are being addressed. Look for an initial increase and then sustained activity over time.

CASES CLOSED

Shows that agency is achieving greater compliance. Look for an increase in closed cases, and a decrease in forced abatements.

PROACTIVE VS. REACTIVE CASES

Shows that code enforcement is active. Look for proactive cases to increase and citizen reported (reactive) cases to decrease.

NOTICES ISSUED

Shows proper documentation of abatement activities. Look for the consistent creation of notices.

VIOLATIONS BY CATEGORY

Show trends to executive team to support county/city wide decision making. Look for new initiatives and programs to reflect trends.

VOLUNTARY COMPLIANCE

When a violator responds positively to an officer's initial actions. Versus forced compliance when authority is exercised e.g. issuing a citation.

Saves local governments time and money while preserving good will.

Moving to forced compliance too quickly leads to negative return on investment but is a valuable tool used correctly.



VOLUNTARY VS. FORCED VIOLATIONS CLOSED

Shows a focus on council led initiatives and informs future programs. Look for voluntary compliance to increase and forced compliance to decrease.

FORCED ABATEMENTS INITIATED

Shows that SOPs are being followed when voluntary compliance is not achievable. Look for the consistent escalation of cases that have been open for a long time.

REDUCING EFFORT TO COMPLIANCE

Reducing time and effort towards compliance increases officers' ability to tackle more quality of life issues.

Work to free officers from outdated policies, procedures, and software that waste time.

Status-quo service delivery in code enforcement leads to stagnant communities.



AVERAGE TIME TO CLOSE

Shows initiatives are being addressed. Look for an initial increase and then sustained activity over time.

AVERAGE RESPONSE TIME

Shows proper documentation of abatement activities. Look for the consistent creation of notices.

AVERAGE CASE AGE

Shows that agency is achieving greater compliance. Look for an increase in closed cases, and a decrease in forced abatements.

EFFORT TRACKING

Shows managers where to focus by benchmarking performance, uncovering time-wasting activities, and assessing individual performance. Look for coaching and streamlining opportunities.

INSPECTIONS COMPLETED

By on-time vs late & initial vs follow-up. Show trends to executive team to support county/city wide decision making. Look for new initiatives and programs to reflect trends.

Hours logged by employee

Cases by employee by assigned, closed, and amount of time to close

Activities by employee by inspections, notices issued, and forced abatements

TO LEARN ABOUT COMCATE'S CODE ENFORCEMENT SOFTWARE

visit www.comcate.com

TO LEARN ABOUT METRIC ONE'S CODE ENFORCEMENT TRAINING

visit www.marcuskellum.com