

RIVERDALE PARK



COME GROW WITH US!

STATE of the TOWN 2021

Forever changed

- COVID-19 Pandemic
- Food Insecurity
- George Floyd
- Flooding / Stormwater Management
- Increased violent crime

Our Foundation

- Diversity and Inclusion
- Vision and Commitment
- E⁵
- Resident Participation
- Mayor and Council actions
- Town Employees

Diversity and Inclusion

Diversity: the quality of being different or unique at the individual or group level. This includes age; ethnicity; gender; gender identity; language differences; nationality; parental status; physical, mental, and developmental abilities; race; religion; sexual orientation; skin color; socio-economic status; work and behavioral styles; the perspectives of each individual shaped by their background, experiences, and culture—and more. Even when people appear the same on the outside, they are different!

Diversity and Inclusion

Inclusion: a strategy to leverage diversity.
Diversity always exists in social systems.
Inclusion, on the other hand, must be created.
In order to leverage diversity, an environment
must be created where people feel supported,
listened to, and able to do their personal best.

Commitment to Racial Justice and Equity

Mayor and Council adopted Resolution
2020-R-18

Commitment to policies, programs, and initiatives that aim to undo the effects of systemic racism and unequivocally support and defend Black People.

Vision and Commitment

- Housing and Neighborhoods
- Sustainability
- Business and Economic Development
- Infrastructure
- Arts and Recreation
- Community Engagement and Transparency
- Professional, Well-trained Employees
- Transportation
- Ethical Governance

E⁵ = Excellence in Service

- Ethics
- Expectations
- Efficiency
- Effectiveness
- Execution

Resident Participation

- Board of Code Appeals
- Ethics Commission
- Sustainability Committee (Green Team)
- Chief's Community Advisory Council
- Individual Volunteers
- Public Comments

Mayor and Council Legislative Actions

Resolutions	29
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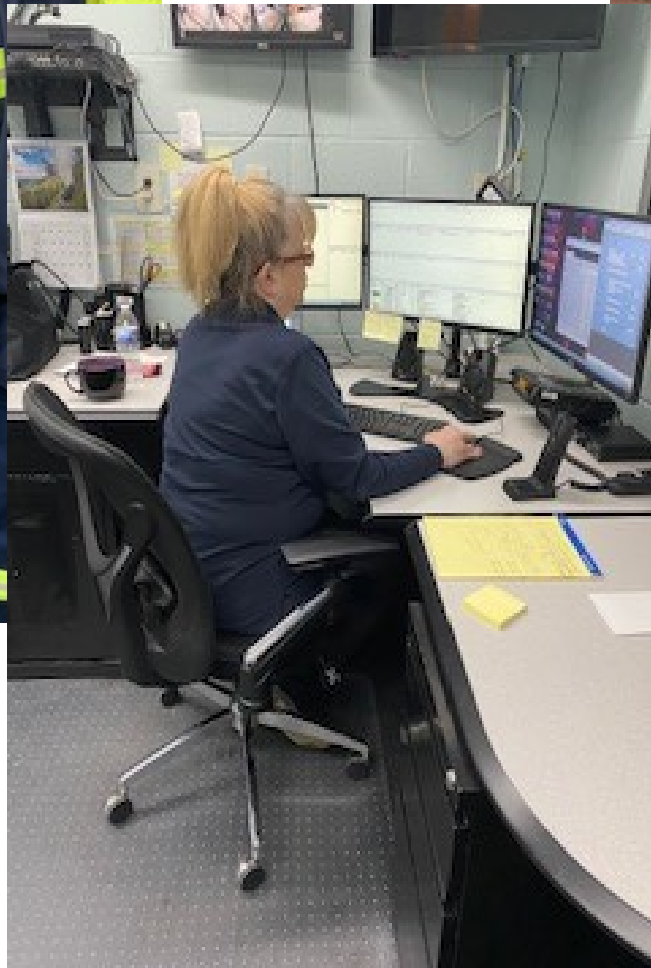
Ordinances	14
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Motions	40
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Charter Amendments	1
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Leadership Team

Employees



Employees



Employees



Employees



COVID Response - within days...

- | | |
|------------------------|---|
| March 13 th | Town Alert: Modified operations |
| March 16 th | Town Alert: Town buildings closed to the public |
| March 23 rd | Closures and cancellations continue until further notice |
| March 25 th | Mayor and Council approve Partners in Economic Recovery Program |

A word cloud on a white background with a blue border. The words are in various shades of blue and purple. The largest word is 'resilience' in the center. Other large words include 'growth' and 'town'. Smaller words include 'good', 'donations', 'curb-service', 'social-distance', 'faith-community', 'caring', 'masks', 'take-out', 'food', 'assistance', 'food-insecurity', 'give', 'trp', 'social-distancing', 'hunger', 'partners', 'neighbors', 'schools', and 'community'.

good
donations
curb-service
social-distance
faith-community
caring
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trp
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neighbors
schools
community
resilience
growth
town

Community Focus

- Legislative Action
- PPE giveaways
- Financial Donations
- CARES Act funding
- Budget Amendments
- New and increased project funding

Partners in Economic Recovery

- Amended Business Growth Grant
- Amended Business Improvement Grant
- Created Farmers Market Dollar program
- Created Restaurant Resident Carry-out Assistance Program
- Created Emergency Repair Grant Program
- Called on landlords to work with residents and businesses
- Extended Go Green initiative
- Waived certain permit fees
- Delayed payment of certain business fees
- Created Small Business Assistance Program

Departments

- Office of Administrative Service
- Office of Employee Services
- Department of Public Works
- Police Department
- Office of Development Services
- Office of Neighborhood Services
- Office of Finance Services

Office of Administrative Services

- **Challenges**

- Compressed timeline for implementing process changes related to COVID-19
- Limitation or cancellation of In-person services and events due to pandemic
- Implementation of new technology

Office of Administrative Services

- **Changes**

- Converted all front facing Town Hall operations to virtual or contactless processes
- Automated and streamlined permit and licensing application process
- Utilized Zoom for internal and external meetings

Office of Administrative Services

- **Accomplishments**

- Transformed Town Hall processes with no interruption to services
- Established Zoom as the Town's virtual meeting platform
- Implemented Farmers Market Dollars Program and other Partners in Economic Recovery initiatives

Office of Employee Services

- **Challenges**

- COVID19 – Employee Safety and Family Needs
- Mental Health and wellbeing
- Managing remote work

Office of Employee Services

- **Accomplishments**

- Defined Benefits Staff Reporting
- Minimize Time on Administrative Task
- Improved the recruitment process
- Implemented Remote Work
- Assisted staff in navigating personal dynamics that impacted work

Department of Public Works

- **Challenges**

- Maintain service levels while keeping employees safe
- Develop a safety program and culture to minimize injuries and accidents
- Allocate time to inventory Town's assets and develop a maintenance strategy
- Make steady progress on overdue, priority capital projects

Department of Public Works

- **Changes**

- One-employee one-vehicle for safety during the pandemic
- Permanent weekend work hours for DPW staff
- Written notification to resident on scheduled tree removal
- Snow removal contract to supplement DPW snow operations

Department of Public Works

- **Accomplishments**

- Effective preparation and response to recent weather events
- Progress on Municipal Center Renovation Project
- New sidewalk and 15 trees planted along frontage of Field of Dream
- State to reimburse Town for mowing and maintaining along 410

Police Department

- **Challenges**

- Operating through COVID
- Process re-engineering
- Acquiring supplies
- Recruiting/retention
- Succession Planning
- Maintaining Quality of Training and Education programs
- Maintaining an aging vehicle fleet

Police Department

- Accomplishments

- Overcame the above listed challenges
- Implementation of virtual and contactless processes
- Updated policies
- Developed and implemented promotional process assessment center
- Expanded focus on training

Police Department

- **Accomplishments continued.**
 - Remained open with no disruption
 - Kept and are keeping morale high
 - Completely staffed
 - Contactless parking permit renewal
 - Assigned a dedicated FT COPS officer

Office of Development Services and Office of Neighborhood Services

- **Challenges**

- Adjusting to a contactless paradigm
- Assisting residents and businesses with problems they have never seen before
- Coordinating with agencies and departments we have never worked with before
- Navigating stressed relationships

Office of Development Services and Office of Neighborhood Services

- **Accomplishments**

- Partners in Economic Recovery Program
- Establishing remote working processes
- CARES Act Implementation - \$441,000
- DSS Emergency Rent Relief
- Purchase of 5000 and 5002 Queensbury
- CENSUS 2020
- Donation Bins licensing implementation
- Virtual Inspection implementation

Office of Finance Services

- **Challenges**

- COVID 19
- Managing the budget entirely remote
- Managing the audit entirely remote
- Coordinating AP Process - with physical checks being printed, signed mailed

Office of Finance Services

- **Accomplishments**

- Electronic Timesheets implemented
- Distinguished Budget Award
- Efficiency in which both the budget and audit processes were handled entirely remote

On FY2022 Budget

- **Challenges**
 - Uncertainty
 - Rising Health-Care Benefit cost - Up 18%
 - Rising Retirement Plan Contribution Up 2.5%
 - Rising Workers Compensation Up 13%

Challenges ahead

- Protecting us from COVID-19 as restrictions are lifted and threats remain
- Enhancing and making permanent the positive steps taken to date
- Aligning the Town's work with community expectations within existing resources
- Finding new funding sources for infrastructure, and right-sizing operations



**We Love
Town Life!**

Town of Riverdale Park (TRP)