



TOWN MANAGER

Memo

To: The Select Board
From: David Gardner, Acting Town Manager
Date: July 17, 2019
Re: Town Manager's Report

This report is for the period July 17th through August 8th

1. Meetings and/or Conferences
 - July 22nd – Joint Meeting Select Board and Town Manager Search Committee
 - July 22nd – Select Board Meeting
 - July 26th – Army Core of Engineers Regulations Presentation
2. Personnel Matters
 - Open Positions:
 - Zoning Enforcement and Code Compliance Officer
 - Town Engineer
 - Seasonal Parking Department Positions
 - On-Call Telecommunicators
3. Department Update

This bi-weekly update provides an update of recent town department activity.

Meetings and Items of Note

Stop the Bleed Training: In an effort to further empower Town staff and the citizenry, additional Stop the Bleed trainings were scheduled for August 8th and September 5th. Key staff were identified and encouraged to attend, with trainings free and open to the public. Outreach was done via social media and the Town of Provincetown website. If asked, please see the Town of Provincetown Webpage, as well as the advertisements on the Town's social media account, Town of Provincetown, for additional details (*Emergency Management and Transportation Coordinator*).

Human Resources Manager: The Finance Department will be welcoming Elise Zarcaro as the Town's new Human Resources Manager. She will also perform all payroll functions for the Town. She is scheduled to begin on August 26, 2019 (*Finance Director*).

Economic Development

Objective: Support and increase the year round population

On-going construction: Several major construction projects continue to remain active throughout Town. All of these projects being highly active at this time of year have come with various concerns. As a reminder, pursuant to General Bylaw 13-2-21, Construction time: Exterior repairs and construction shall not take place until after 7 AM and closing time at 9 PM. If asked, please direct any questions to the Community Development office (*Community Development-Building Division*).

Hoarding Task Force: On August 1st, the Health Department staff and the new Community Support Liaison for Provincetown attended the Hoarding Task Force meeting to learn about the Massachusetts Tenancy Preservation Program (TPP): a state homelessness prevention program. TPP works with tenants, including families with children with disabilities, facing eviction as a result of behavior related to a disability (e.g. mental illness, intellectual disability, substance abuse, aging related impairments). TPP functions as a neutral party to the landlord and tenant. In consultation with the Housing Court Department, TPP works with the property owner and tenant to determine whether the disability can be reasonably accommodated and the tenancy preserved. At the meeting, staff learned that there is only one TPP case worker assigned to the Cape. This caseworker is only allowed to have two active hoarding cases at a time, resulting in this necessary program providing a limited service to the complex issue of hoarding (*Community Development-Health Department*).

Presidential Primary Election: March 3, 2020 is the Presidential Primary. Bills have been filed by the House and Senate regarding Early Voting. If passed, early voting would be from February 24th-28th. Additional information will be provided as updates are received (*Town Clerk*).

Voter Registration Information System (VRIS): The Town Clerk has made arrangements with the State for the VRIS to install a work station for the Assistant Town Clerk in order to help with registering voters and the census. This station will be essential for this work to be completed in a timely and efficient manner (*Town Clerk*).

Maps MIS has been busy coordinating structure and parcel updates to the Town's maps. This involves collaboration between the Assessor's office, the Finance office, and PeopleGIS, where the Town's maps are hosted online. This process is repeated several times a year to keep up with the many changes that take place in the community (*Management Information Systems Department*).

Objective: Support efforts of Provincetown 2020 Celebration

Bas Relief: Phase I, the restoration of the granite structure surrounding the Cyrus Dallin bronze tablet, is nearing completion, and expected to be complete the week of August 5th. Phase II will begin after Labor Day on Sept. 3rd, and will include the realigning the sidewalks due to encroachment concerns, landscaping, and additional site improvements such as new benches, trash cans, and bike racks. The Town website has included progress photos under the Highlights section of the webpage. Additional information will be provided as the timeline is finalized (*Housing and Economic Development Division*).

Objective: Support public transportation planning to provide more public transit options and mobility for visitors, workers, and residents

Cape Cod Regional Transit Authority (CCRTA): The Emergency Management and Transportation Coordinator (EMTC) met with the CCRTA at the Operations Center in south Dennis to discuss existing public transit options for year-round and seasonal residents. The EMTC hopes to collaborate with the CCRTA on policy issues, green transit alternatives, and programming to adjust existing services and meet the Town's need (*Emergency Management and Transportation Coordinator*).

New Vehicle: As part of our ongoing partnership with the CCRTA, the COA will receive a new 12-passenger, wheelchair lift bus to replace the current 2009 vehicle at the end of August. CCRTA maintains the title on the bus and leases it to the Town for \$1; the Town covers insurance, gas and maintenance. The bus is used to provide rides to residents 60 years of age and older to medical appointments, errands, Senior Center events, and social, recreational, and cultural outings Cape-wide (*Council on Aging*).

Parking Lot Upgrades: In regards the Parking Lot and Revenue Control System (PARCS) Replacement project starting in October, planning and installation meetings have begun between all relevant departments and Wescor, the company awarded the bid for this work. Updates will be provided as more information is available (*Emergency Management and Transportation Coordinator*).

Housing

Objective: Increase Community Housing availability

Harbor Hill: On July 29th, construction began on Buildings 4, 6, and 7. A 6-month construction timeline is anticipated, with some units coming online in November/December. Of the six units in Building #5 that are ready for tenancy, four are occupied, with two units available. For those interested in more information about renting, the rent-up process has transitioned over to the Community Development Partnership (Cape CDP) (*Housing and Economic Development Division*).

VFW & 26 Shank Painter Road: The online survey, hard copy survey presented at Firehouse 3 and various Board meetings, and participation in the June 19th public forum,

yielded 197 responses. The survey was based on the initial public forum which attempted to gauge initial reactions to the concepts presented for both sites. The outreach through the online survey, attendance to Board meetings, and presence at Firehouse 3 was to gather a broader range of community input on the concepts presented at both sites due to low attendance at the June 19th forum. This information has been passed on to the consultant team in preparation for the next forum. The second Forum is scheduled for September 17th, with the third Forum scheduled for November 13th. Both upcoming forums will be held in the auditorium of the Provincetown Town Hall, starting at 5:30pm (*Housing and Economic Development Division*).

Community Connectivity and Communications

Objective: Develop and sustain existing programs and community forums that foster education on issues of public concern

Support Groups: One of the Health Department-supported program options include those which provide support for people with a substance use disorder. The Crystal Free group is offered weekly at the ASGCC Drop-In Center at 148A Commercial Street on Wednesdays at 5:30 pm. Yoga for Recovery, a partner project of the Health and Recreation Departments, runs weekly on Tuesdays at 6:45 pm at the VMCC (*Community Development-Health Division*).

Objective: Use the Town Library as a resource, continue to invite and encourage community engagement through outreach and programing

Family Week at the Library: The Library hosted nine programs during Family Week. A number of them were collaborative events with Family Equality Council and Massachusetts Adoption Resource Exchange. During that time, the Library welcomed over 882 people to our Family Week programs (*Library*).

Book Festival: The fourth annual Provincetown Book Festival is scheduled for September 13-15th. This year Mark Doty will be the Rose Dorothea recipient. A reading and reception in his honor will be held Friday, September 13 at 7pm (*Library*).

Objective: Adopt means of creating public engagement with seniors, young adults, youths, people of color, and immigrants

Police Luncheon: The Provincetown Police Department hosted their 6th annual cookout at the Senior Center in July. Attendance increased by 20% over last year with 80 people attending. This event is especially meaningful as it enables residents to personally meet Police officers and staff, which encourages them to call when help is needed, as well as provides an opportunity for social connection (*Council on Aging*).

Built and Natural Environment

Objective: Promote Policies and programs that protect and sustain the natural environment, and our community's way of life

Water Department: Field staff will be performing grounds maintenance at their well and tank sites, as well as maintaining grass areas and painting hydrants. One of the filtration racks at the plant is undergoing maintenance and second round of EPA required Unregulated Contaminant Monitoring sampling will be done next week (*Department of Public Works*).

Water Bottle Filling Station: It is with gratitude to the Recycling and Renewable Energy Committee and the DPW that the Library is thrilled to now be home to a water bottle-filling station. Over 235 plastic bottles uses have been reduced since installation (*Library*).

Objective: Promote efforts to improve our streetscapes and intersections for safety and convenience of pedestrians, bicycles, and vehicles

Town Wide Maintenance: The Highway Department will be conducting their scheduled maintenance activities of mowing, street sweeping, and roadside beautification in preparation for the additional duties associated with Carnival Week and the parade. The Building and Grounds Department, in addition to their daily work, will concentrate on bench repair and painting (*Department of Public Works*).

Objective: Support efforts to bring forward a local comprehensive plan for the use of all Town owned land

Hall Property: On August 7th, the Recreation Commission will be determining the interim use of the park while the design and construction is completed. The Commission has estimated that construction will take a minimum of two years to finish, creating a void on what to do with the park in the interim. There have been multiple requests to use the park for events, and the Commission has denied request because there has not been ample public process on the policy of use for the park. If the commission decides to allow events at that site, they will create a timeline on the public process of such policy, which will include public outreach and meetings with other relevant boards (*Recreation Department*).

Emergency Planning and Management

Objective: Implement a structure of command; retain staff for further development and implementation of the plan Develop and approve an Emergency Management Plan

Hurricane Training: The department participated in a Hurrevac training session, hosted by MEMA and the National Hurricane Center at the Plymouth County Emergency Operations Center. The Hurrevac platform allows municipalities to forecast necessary evacuation time windows based on weather severity, population level, and response time capabilities (*Emergency Management and Transportation Coordinator*).

Storm Reassurance Program: In addition to emergency management planning, the COA offers a pre-storm reassurance check where COA staff contact older adults prior to a predicted weather event to ensure they have adequate medication, water, food, batteries, etc. If not, staff will pick up and deliver needed supplies. This program has been implemented this summer during heat wave events (*Council on Aging*).

Objective: Propose zoning and other regulatory bylaws to improve public safety and emergency preparedness

Tornado and Storm update: The Town was fortunate not to endure major storm damage from the severe weather and tornado events on July 23rd. However, per the county-wide request of MEMA, the Town sends crew and equipment to Dennis to assist in debris removal and clean-up. Cape towns are working together to assess total damages to best report data at the State and Federal level for cost reimbursements (*Emergency Management and Transportation Coordinator*).

Government, Operations, and Finance

Government and Operations

Objective: Provide training and educational opportunities for staff and Board to improve operational effectiveness:

- **Create strategies to retain staff**
- **Pursue and promote 3rd Party accolades**

Local Building Inspector Jim Nickerson: Mr. Nickerson has successfully completed the first of the three required examinations for Certification by the State as a Local Inspector. He remains a conditional appointee in the eyes of the Board of Building Regulations and Standards until all three exams are successfully passed. He remains on schedule to complete those required exams within the time period prescribed by the State (*Community Development-Building Division*).

Objective: Implement policies and programs that support year-round culture and economy

Recreation Summer Program: The Recreation Summer Program is in its seventh week, with three weeks remaining in the program. Due to the early dismissal of school this year, the Department began their program ahead of the other towns on the Cape. Participation numbers have ranged from the high fifty's to lower sixty's every day. As we have in the past three summers, the emphasis is on building trusts and teamwork. All children are broken into 5 equal teams, and assigned challenges that only can be completed when the entire team participates. This builds great relationships and communication skills between children of all ages, both visiting children and residents, as each team attempts to win the challenges (*Recreation Department*).

Finance

Objective: Pursue initiatives that properly allocate revenues and expenses to support and increase the year-round population

FY2020 Tax Rate Hearing: The Assessor, Treasurer, and Finance Director have been completing necessary state reports to prepare for the August 26, 2019 FY2020 Property Tax Rate Classification Hearing (*Finance Director*).

Objective: Enforce strong financial policies and internal controls to improve transparency and to continue Provincetown on a secure and stable financial path

Parking lot review: The department has performed a town-wide audit on all street parking spaces governed by kiosks and meters in effort to re-align collections operations with enforcement protocols and area signage. By reprogramming of all kiosks, the department hopes to relieve congestion, ameliorate enforcement issues, and increase revenue on Ryder Street, the Ryder Street lot, and the VMCC during business/programming hours (*Emergency Management and Transportation Coordinator*).

Objective: Provide budgetary and financial information that reflect the financial activity of each department including promoting the use of "Open Gov" as a tool for Financial Transparency-Accomplishment and develop or refine performance measure for each department.

OpenGov: MIS recently created a new budget comparison for department heads. This allows a quick-glance view of the previous fiscal year's actual values versus the current year's budgeted values. This is particularly useful when preparing for the following fiscal year's budget process (*Management Information Systems Department*).