

Town of Milton

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TOWN MANAGER REPORT JUNE 2013

Public-Private Partnerships Provide More Services for Less Dollars

Citizens and businesses in the Town of Milton enjoy services far in excess of the cost paid through taxes and fees. This is because of the many volunteers that donate their time and talent to the community – through several organizations.

For example, the State of Delaware Auditor of Accounts estimates that, in 2012, volunteer firefighters saved Delaware taxpayers \$289 million. This translates to \$13.65 for every \$1,000 in assessed property value for each household, if Delaware employed a statewide fire service. The Town of Milton's budgeted contribution to the Milton Fire Department is \$2,500 – or less than \$1 per resident.

Similarly, the Milton Garden Club contributes hundreds of hours in volunteer service and many thousands of dollars per year to the beautification of our downtown area. For this service, the town makes an annual contribution of \$3,000.

Our Summer Concert Series would not be possible without the generous contribution of the following sponsors, too.

County Bank Milton Lions Club Milton Chamber of Commerce
Short Funeral Services LG Burton of Milford and Seaford
M&T Bank Pediatric and Adolescent Center Wyoming Millwork
Bob Willey & Sons Milton Liquors Salon Milton
Irish Eyes Pub & Restaurant Sposato Irrigation Erin Martin of Remax Realty
Delaware Division of the Arts Milton Community Foundation Vintage Café
Jeanine O'Donnell of State Farm Insurance The Ice Cream Man
Dogfish Head Brewery King's Homemade Ice Cream Gordy Insurance
Senator Ernie Lopez Representative Steve Smyk Antiques of Milton E.D.G.E. Academy
Gone to the Dogs Reed Trucking Comcast Cable

And, on July 4th, the Milton Community Foundation is sponsoring a car show and picnic in the park!

Securing Grants for the Town of Milton

Grants from the State of Delaware, federal government or private sources help the Town of Milton to accomplish more than would be possible without such assistance. The number and value of grants that are available has diminished over the past few years. And, more often than not, the grants require some up-front costs to design a project – or a “matching” contribution from the town.

Last month, it was reported that the Town of Milton would be the recipient of a grant that would help to update our documentation of the historic buildings in town. This is a grant from the State of Delaware. The University of Delaware is contributing the matching requirement of this grant. The value of the grant and UD subsidy is over \$13,000.

In June, the Town of Milton was notified that it was awarded more than \$14,000 by the United States Department of Agriculture. The purpose of the grant is to stimulate the economy of rural towns. To achieve this goal, signs that direct travelers to our businesses and other attractions will be placed along roads that pass by Milton.

The USDA grant did not require a matching component. It did require a significant investment of time, though. And, the same will be the case for the security fence project grant that is being developed for the Delaware Emergency Management Agency (DEMA). In this case, it is a federal Department of Homeland Security grant that is being managed by DEMA.

Our state legislators are provided with Community Transportation Funds (CTF) and other discretionary resources. In order to position the Town of Milton as a likely recipient of these funds, there are up-front costs for design. The FY 2013 engineering budget for the Streets Department did not contemplate this. In an effort to plan for a more cost-effective repair to a couple of locations, some engineering work is being done. These locations include the sidewalks on Chestnut Street and the intersection of Chandler and Union Streets.

In the next six weeks, there will be several meetings about budget priorities for the new fiscal year that begins on October 1. An outcome of the meetings will be a budget that provides for both capital improvements and planning costs. The use of grants to subsidize the cost of both improvements and planning will be an integral part of the development of our FY 2014 budget.

Performance Management

Annual reviews of staff performance were conducted in June. These reviews are an important aspect of our operations as we try to continuously improve our service to our citizens and businesses.

Your local government is a service organization. As such, the measurement of outcomes is more difficult than it would be for a manufacturer or a sales organization. Performance management in government services, however, is a well-established discipline. The International City/County Management Association has a Center for Performance Management. Principles of their program will soon be instituted, here.

The Public Works Department has started using a web-based Work Order management program (<http://facilitydude.com/industries/government/>). This program will help to document the time and materials required to accomplish maintenance tasks. The data will serve to justify staffing and to develop more efficient ways to achieve the same results.

Soon, other departments will be using innovative technologies to track our responsiveness to you. Our goal is to provide our citizens and businesses with the best possible service at the lowest practical cost.