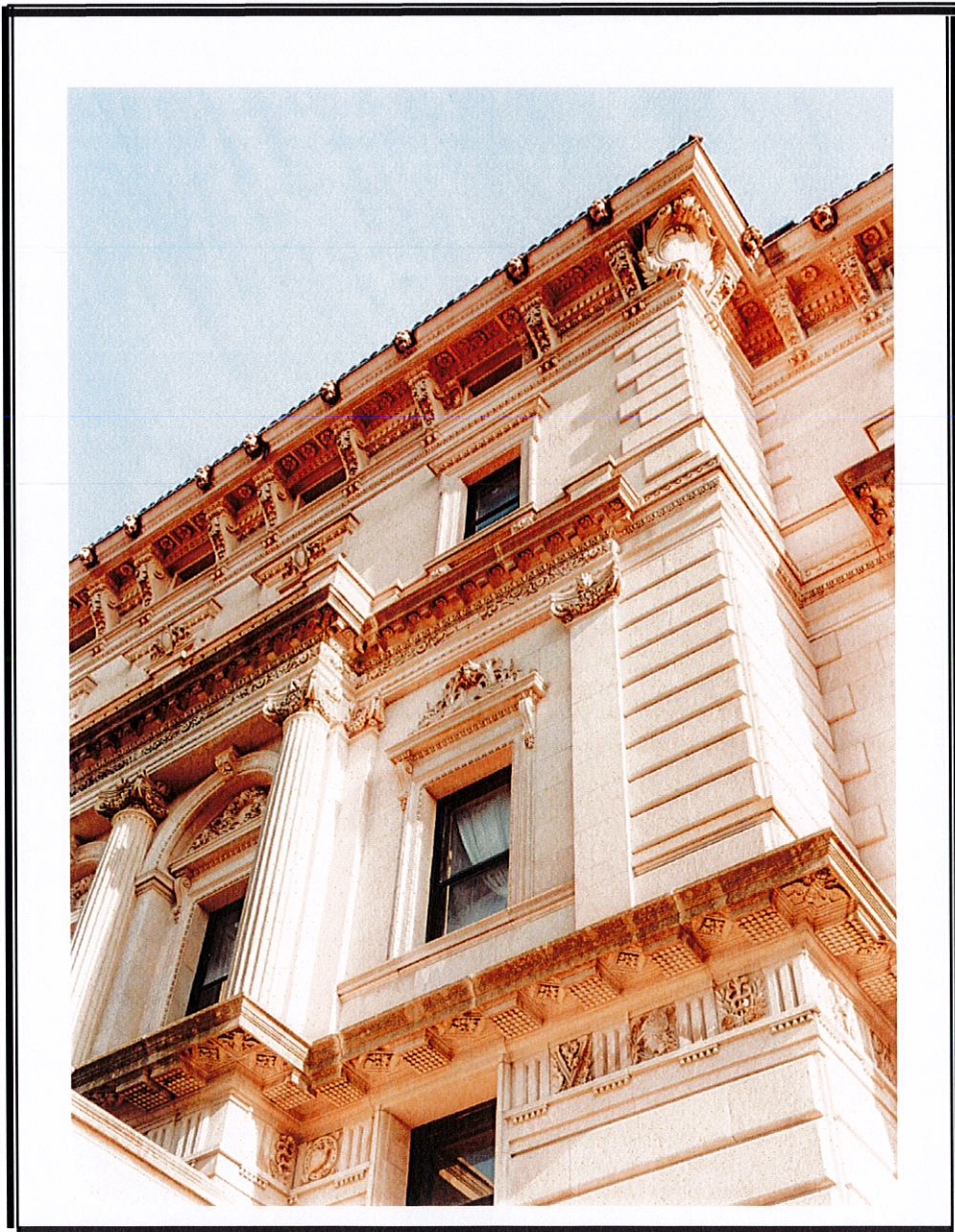


City of Newport Rhode Island

*Sixteenth Annual Performance Report
Delivery of City Services*



Year ending June 30, 2022

CITY OF NEWPORT, RI
Sixteenth Annual Performance Report
Year Ending June 30, 2022

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PURPOSE OF THIS REPORT

This is the City’s sixteenth *Service Efforts and Accomplishments* (SEA) Report. It is published in June 2022 and contains information on the basic scope of operations, the key goals, and the level of accomplishments for a majority of the City’s service delivery departments for the Fiscal Year 2021/22, which covers July 1, 2021 through June 30, 2022. This report also includes the results of the 2015 Citizens Survey.

The purpose of this report is to provide citizens, council members, and city staff with annual information on performance in order to:

- Improve public accountability
“Performance measures document what was done by various departments or units and, ideally, how well it was done and what difference it made. Through such documentation outstanding departments and entire municipalities earn the trust of their clients and citizens as they demonstrate a good return in service provided for tax dollars received.”¹
“Cities with an objective inventory of the condition of public services and facilities, a clear sense of service preferences among their citizens, and knowledge of the cost of providing a unit of service at a given level are better equipped to plan their community’s future and to budget for that future ... A clear indication of program effectiveness and unit costs – in essence, a scorecard on tax dollar investments and returns – can aid decision makers in reallocation deliberations, especially in times of financial duress.”²
- Help improve the delivery of public services:
“Municipalities that measure performance are more likely to detect operational deficiencies at an early stage. Furthermore, performance records enhance their ability to confirm the effectiveness of corrective action ... to provide relevant feedback to employees and work units, and to deploy close supervision where it is needed most.”³
(Ammons, p 11-12)

A copy of this report can be:

- Seen and printed from the City website: www.cityofnewport.com/departments/finance/home.cfm
- Seen at the Newport Public Library
- Mailed to you by phoning Elizabeth Sceppa, Budget & Financial Analyst, at (401) 845-5392

A copy of the citizen survey and its results can be seen and/or printed from the City website:
www.cityofnewport.com/links.cfm

NOTE: Throughout this report, text that is *italicized and underlined* indicates terms defined in the glossary.

¹ David N. Ammons, Municipal Benchmarks: Assessing Local Performance and Establishing Community Standards (Thousand Oaks, CA: Sage Publications, 2001) p. 11.

² Ammons 11-12

³ Ammons 11-12

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SCOPE AND LIMITATIONS OF THIS REPORT

Most of the departments that deliver services directly to Newport’s citizens are considered within the body of this report. These Departments/Divisions include: Human Resources, Canvassing, City Clerk, Finance, Police, Fire, Public Services, Planning & Economic Development, and Zoning & Inspections. These areas of the organization comprise 59.43% of the City’s total *General Fund Actual Expenditures* for the *Fiscal Year 2021-2022* (59.01% of fiscal year 2021 actual expenditures and 57.75% of fiscal year 2020 actual expenditures). Also included are the following Enterprise Funds: Maritime, Parking, Water Pollution Control, and Water.

	2021-22 <u>Actual Expenditures</u>	% of Actual <u>FY 22 Expenditures</u>	Staffing <u>(FTEs)</u>
Human Resources (under City Manager)	\$ 360,398	0.36%	2.5
Canvassing	214,811	0.22%	2
City Clerk	605,408	0.61%	6
Finance	4,621,860	4.66%	24
Police Dept.	19,591,546	19.77%	104.5
Fire Dept	21,164,986	21.36%	99
Public Services	10,989,927	11.09%	52.27
Planning & Economic Development	329,414	0.33%	4
Zoning & Inspections	1,008,287	1.02%	8
Service Delivery Departments Measured	<u>\$ 58,886,637</u>	<u>59.43%</u>	<u>302.27</u>

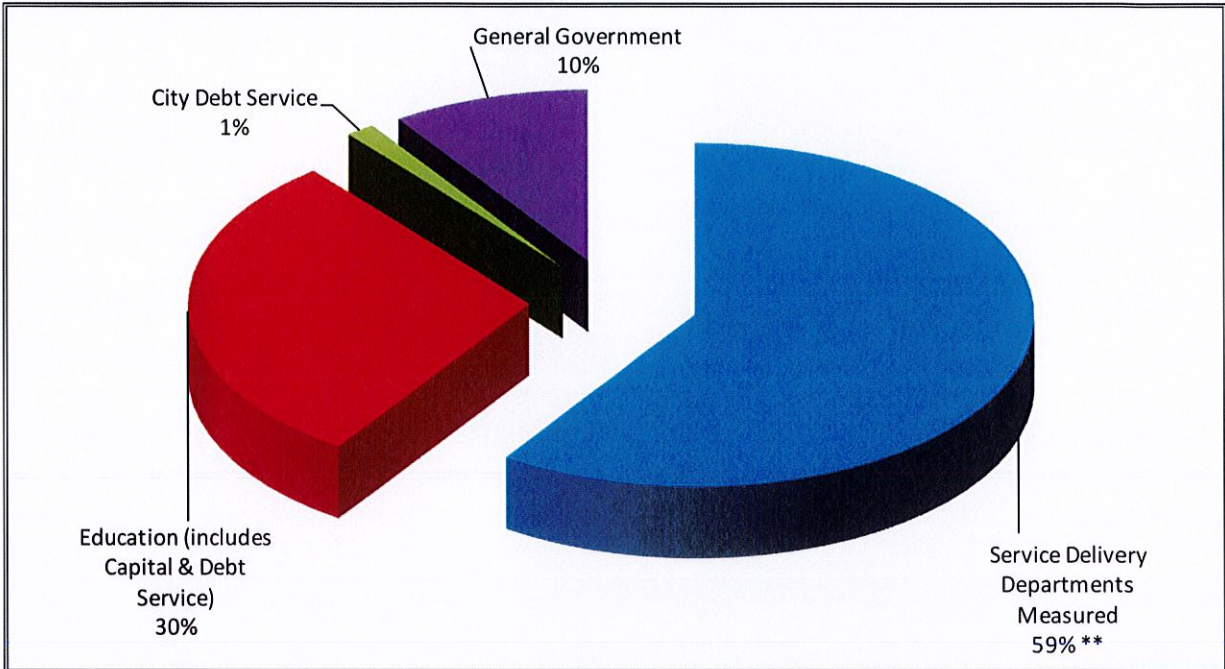
For the departments that are covered in this report, the measures of performance targeted for reporting are those that each department identified as the two to three key measures critical for assessing their area and that directly impact the City’s long-term goals. Whenever possible, comparative data has been provided to give readers of this report some context for better understanding departmental operations, performance and challenges.

This report does not include information on every program or service delivered by the City government. Most importantly, the School Department, while a key component of the City’s overall budget at a total of 29.71% of the total (including Capital and Debt Service), is a separately governed entity and so is not considered in this report.

As well, the City Manager’s office is not included as a distinct department, but instead intends to be assessed for performance by readers of this report by considering the results of all the areas that report back to that office. Finally, the office of the City Solicitor was not included because these services are employed through City Council appointment.

THE CITY OF NEWPORT, RI

General Fund Service Delivery Measured ~ 59.43% of Total Actual Expenditures



**** General Fund ~ Service Delivery Departments Measured: Human Resources, Canvassing, City Clerk, Finance, Police, Fire, Public Services, Planning and Zoning & Inspections.**

In considering the scope and limitations of this report, it is important for readers to understand that this is the sixteenth report of its kind for the City and that measuring performance of City departments is still ongoing in its development. However, the City has been establishing goals since approximately 1996. Prior to this effort, there had not been a consistent methodology used throughout the organization for setting targets for annual performance or tracking data on performance results.

Additionally, software specific to supporting such efforts has not yet been implemented. The data on performance measures that was reported in the fiscal year 2007's report therefore is the baseline of information, but how performance is assessed may change as this measurement effort and its reporting evolve.

RELIABILITY OF DATA

Given the size of Newport and its limited resources, there is no internal audit department, which typically would oversee such an effort. Therefore, much of this information has been gathered from internal department sources, with little outside verification.

Also, due to the size of Newport, it is difficult to disaggregate performance information – both because the population is fairly homogeneous and subsets of the population are often fairly small, and also because most departments often do not yet have the sophistication to consider variances in performance across neighborhoods or other logical sub-groupings of the population.

Overall, the limitations of this report do not reflect unprofessional standards, but more the limited resources of a smaller city in a small state, as well as the newness of the concept of reporting government performance results at all. From these initial reporting processes, standards for data collection for the future are being established.

It is through efforts like this report that the City government continues to challenge itself to improve its operations through increasing its understanding of what it does and how well it does it. Through involving citizens and other stakeholders in reviewing and evaluating this process, our efforts will better reflect their voices.

A copy of the City’s annual budget is available on the City website: www.cityofnewport.com

BACKGROUND INFORMATION ON THE CITY OF NEWPORT, RI

Did you know ...

- ◆ Population was 25,163, representing a 1.99% increase from 2010;
- ◆ Population ranked 14th among Rhode Island’s 39 communities;
- ◆ Median Age was 35.6;
- ◆ Population Density was 3,204 persons per square mile of land area (7.7 square miles).
- ◆ The City is visited by over 3,000,000

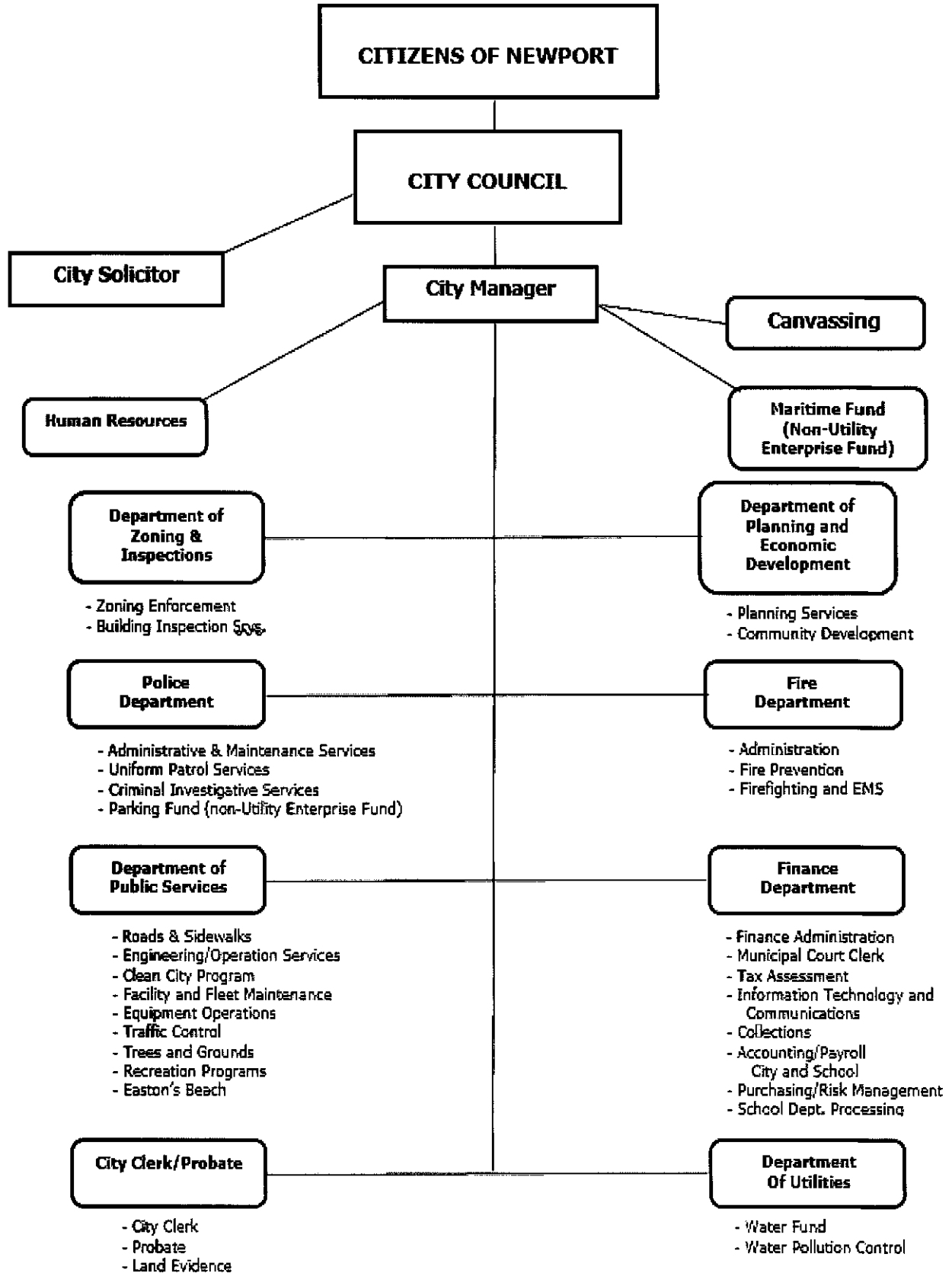
Newport is located at the southern end of Aquidneck Island in Narragansett Bay, about 30 miles southeast of Rhode Island's capital of Providence. The City is bounded by the Atlantic Ocean on the east and the south, Narragansett Bay on the west, and by the Town of Middletown on the northeast. Newport is 11 square miles in size, with 7.7 square miles of land and 3.3 square miles of inland water. Location is readily accessible to the west by Interstate 95 via the Jamestown and Pell Bridges, and to the north by Routes 24 and Interstate 195 via the Mount Hope Bridge and the Sakonnet River Bridge.

Newport operates under a Home Rule Charter, adopted in 1953, providing for a council/city manager form of government. There is a seven-member City Council headed by its Chairperson, who is elected by the Council and also holds the title of Mayor. All legislative powers of the City are vested in the City Council by the Charter, including the ordering of any tax, making appropriations, and transacting any other business pertaining to the financial affairs of the City.

Changes in the City’s departmental configuration during previous fiscal years were designed to increase a focus on the economic and service demands of the City’s efficiency in the expenditure of funds, and to intensify efforts to maximize existing revenue streams. Enterprise funds, in particular, offer the opportunity for growth, searching for new funding sources, and improving and expanding opportunities and attractions to bring visitors to Newport.

The City of Newport employs approximately 389 *Full Time Equivalents (FTEs)*.

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PERFORMANCE MEASUREMENT BACKGROUND

All departments are required to submit performance data information for inclusion in the annual budget. However, budget measures are not identified in the budget document according to measure type and departments are not required to submit measures for each category (*input, output, outcome* and *efficiency*). All departments also provide monthly activity reports to the City Manager. State and local governments have a duty to manage their programs and services as efficiently and effectively as possible and to communicate the results of their efforts to stakeholders.⁴ Internal and external stakeholders should be informed of the results in an understandable format. To that end, you will find Performance Measures throughout this Performance Report. Comparative efficiency measures can also be found on the initial pages of each department's budget section within the FY 2022 Adopted Amended Budget. Effectiveness and output measures follow those pages. Input measures of full time equivalents and total operating and maintenance expenditures are located within the individual divisions of each department's budget.

The City participated in The New England States Performance Measurement Pilot Project (NESPMP), an initiative to integrate performance measurements across the six New England States. As a charter member of this initiative, the City of Newport, representing the State of Rhode Island, had been given a unique opportunity to be on the cutting edge of Performance Measurement benchmarking on a regional basis. As a member of Phase 1 (Feasibility Study), we determined that this vision of regional performance comparisons is not only feasible; it is one that fosters a culture of service excellence in municipal government.

Under the NESPMP we developed universal Cost Measures for valid efficiency comparisons in Firefighting/EMS and Snow/Ice removal. These comparisons allowed us to document the current level of effectiveness and efficiency of the City against other municipalities while creating a database of best practices. These metrics followed a "balanced scorecard" approach, including effectiveness, efficiency and quality.

REPORT INTRODUCTION

By many measures, the City of Newport has met the challenges it faces with relative success. For an overall image, Newport was seen by 84.0% of the 2015 Citizen Survey (85.0% in 2009; 87.3% in 2006) (See Appendix A, ETC Community Survey Results: Newport, RI, page 60) as a "good" or "excellent" place to live. Further measures of citizen satisfaction will be explored within the departmental reports.

Performance reports like this are part of an ongoing trend among governments to measure and report performance results to citizens. Starting in the 1970's, as the idea developed in the private sector, the concept of measuring performance for governments also began to be considered and it has evolved ever since. It wasn't until the 1990's, when the Government Accounting Standards Board (GASB) and associated organizations became more deeply involved in the performance measurement movement for government, that "changes began to occur ... GASB encouraged cities to measure their service efforts and accomplishments and, where possible, to compare their results with other cities."⁵

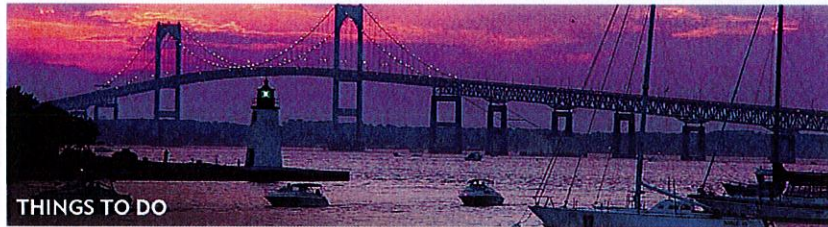
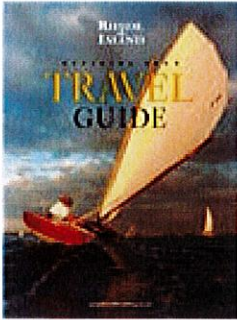
Awarded a grant by the National Center for Civic Innovation to fund the production of our inaugural performance measurement report (FY 2007) using the GASB suggested criteria, Newport continues to

⁴ "Using Performance Measurement for Decision Making," GFOA Recommended Practice on Performance Management 2002

⁵ Ammons 3

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be one of a handful of Northeast municipalities to undertake such an effort. Without this funding, a municipality like Newport would not have had financial resources to undertake an effort of this magnitude. The grant was used primarily to fund citizen focus groups, which were facilitated by a professional research firm in May, 2008. For this report to develop into a truly useful instrument for reporting on performance, ongoing citizen feedback will be key. A form to be completed by readers of this report for comments and feedback, with instructions, can be found on page 68.



RESIDENT SATISFACTION SURVEYS

Citizens were involved in the data collection and reporting via the City’s 2015 Citizen Survey. In this survey, 1,226 residents (369 residents in 2009; 851 residents in 2006) responded to questions about quality of life, City services and demographics. Citizens were also given the opportunity to provide written comments as a part of the resident survey.

Once the survey data was gathered and reviewed, the citizen survey report was compiled and the results were made available to City staff, council, and residents (available on the City Web site at <http://cityofnewport.com/departments/city-manager>). Additional Citizen Surveys are planned for the future input of citizens.

CITY RESOURCES

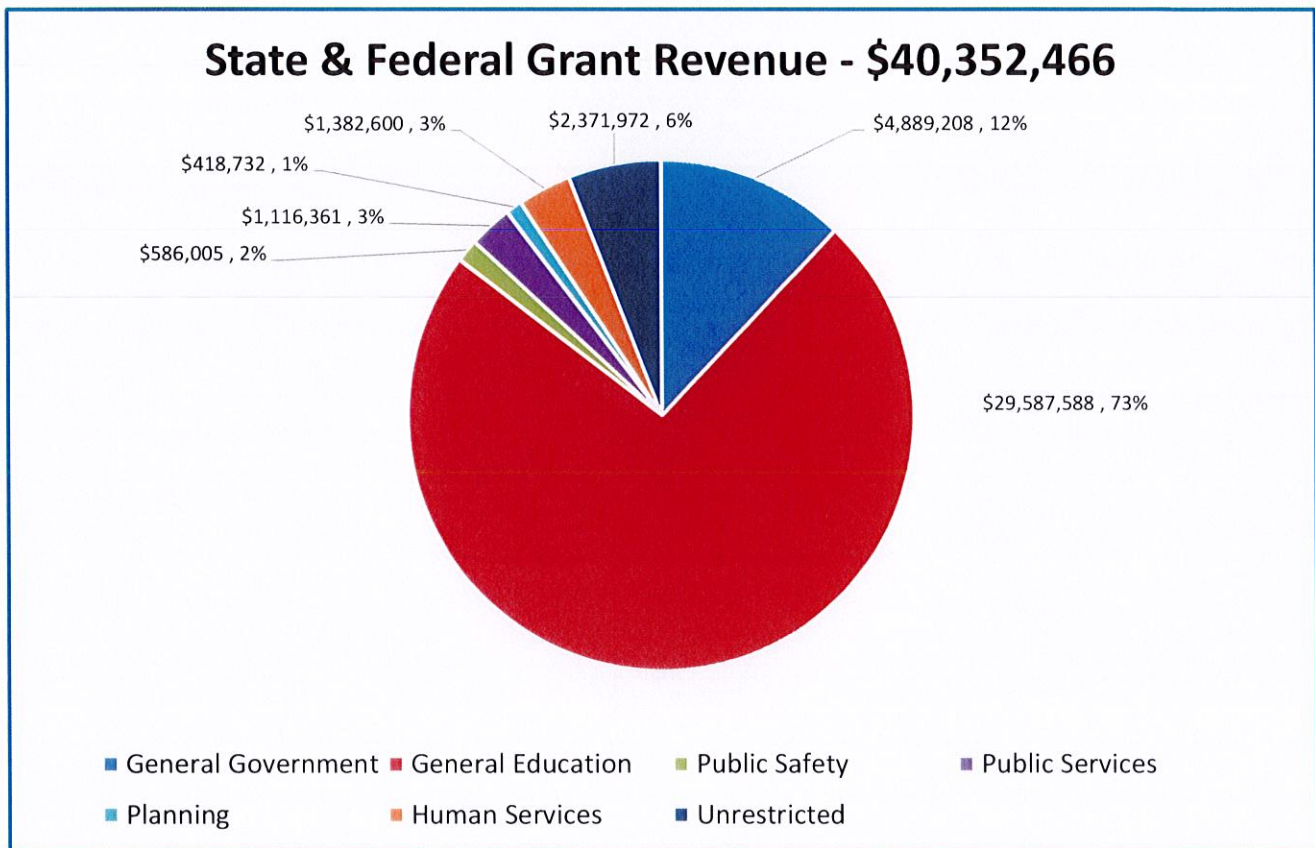
The City’s General Fund is supported by *ad valorem* (property) tax, meals and beverage tax, hotel rooms tax, state aid, zoning and development fees, permit fees, fines and other charges, recreation fees, and other miscellaneous revenue sources. General fund expenditures support the following major functions: police, fire, public services, recreation, planning, zoning, inspections, community development, municipal court, and other general governmental services. The City of Newport serves approximately 25,163 year-round citizens (2020 census).

The City’s tax base is significantly residential in nature. Residential real property (land and buildings) accounts for 80.11% of total values in FY 2022 (78.67% in FY21; 76.12% in FY2020). Commercial real property (land and buildings), accounts for 18.04% of total values in FY 2022 (17.67% in FY2021; 19.82% in FY2020). The remaining 1.86% tax base (3.66% in FY2021; 4.06% in FY2020) is comprised of tangible property. Local taxes generated 85.84% of general fund revenues in FY 2022 (84.48% in FY2021; 83.02% in FY2020).

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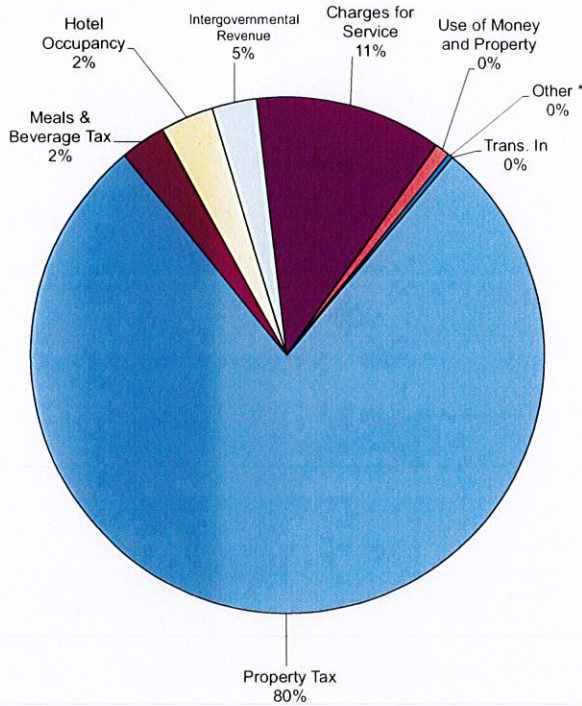
Property taxes of \$82.4 million (\$79.3 million in FY2021; \$78.9 million in FY2020), plus state aid and other revenues total to \$103.7 million in General Fund actual revenues (\$98.6 million in FY2021; \$100.6 million in FY2020). Of those dollars, 71.80% (70.66% in FY2021; 71.24% in FY2020), or just over \$74,487,644 (\$69,690,909 in FY2021; \$71,705,774 in FY2020) is dedicated to City services, for a *Per capita* cost of \$2,960.21 (\$2,769.58 in FY2021; \$2,906.36 in FY2020). The 6.88% increase (over FY2021) reflects recoveries in revenues primarily from the decrease impact of Coronavirus in FY2021. The remaining funding is allocated to Newport Public Schools and the Newport Public Library.

Attracting new revenue sources is a continuing challenge. Through the efforts of many Department Directors the City of Newport received a total of \$40,352,466 in State and Federal grants (excluding Enterprise Funds) during FY 2022 as shown below.

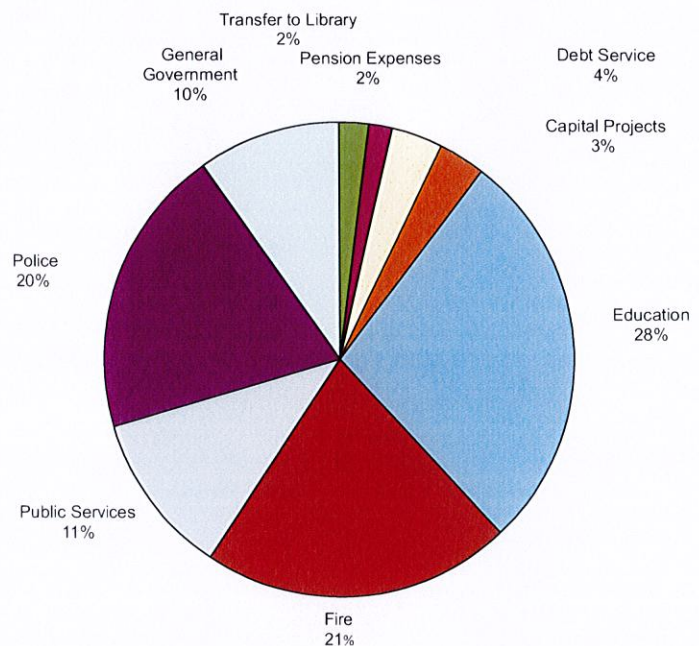


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GENERAL FUND ACTUAL REVENUES FY2022
\$103,737,962 (Budgetary Basis)

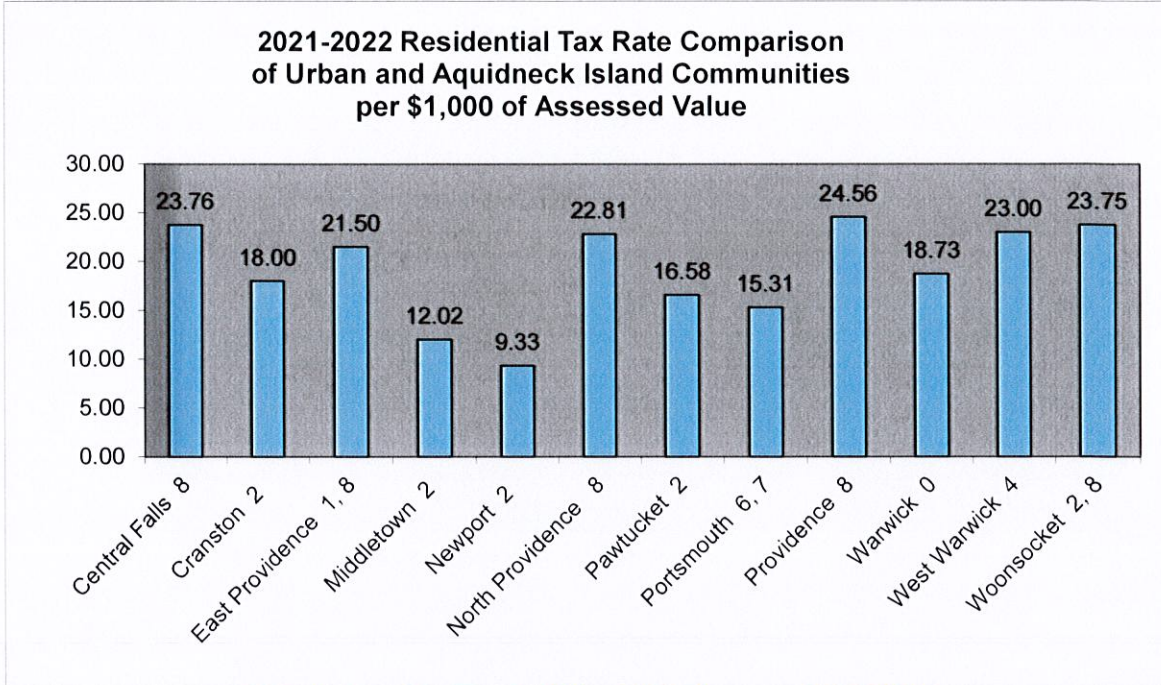


GENERAL FUND ACTUAL EXPENDITURES FY2022
\$99,078,460 (Budgetary Basis)



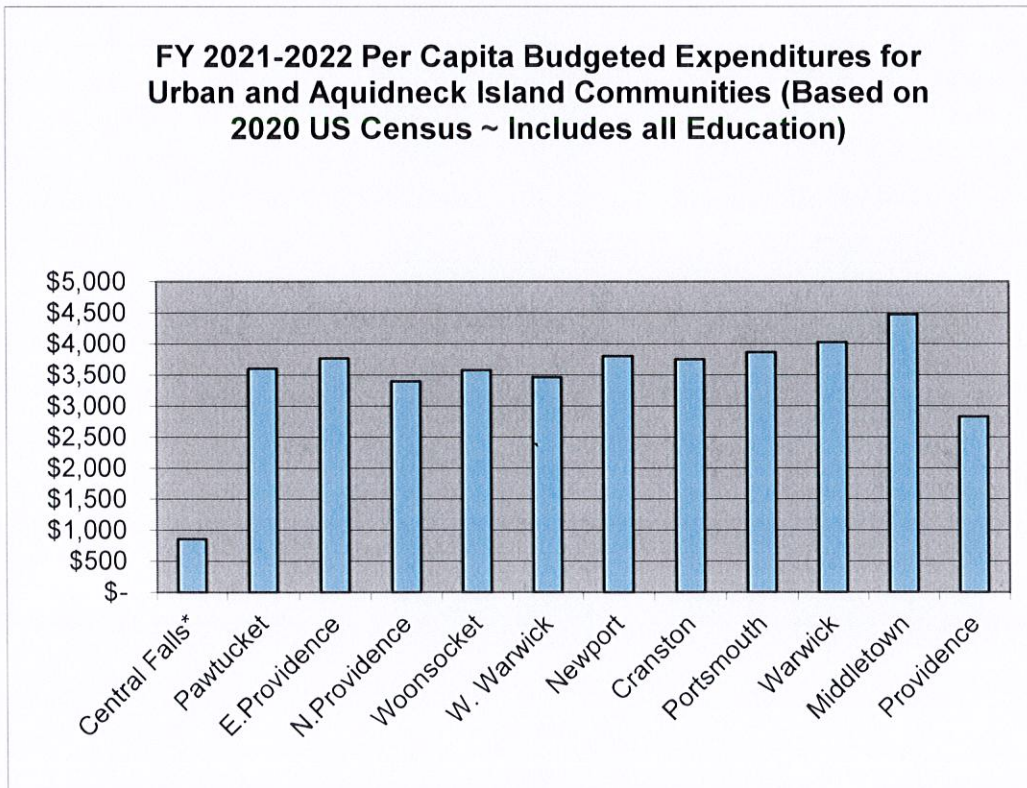
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City of Newport, RI					
Schedule of General Fund Revenues & Expenditures (Budgetary Basis)					
Fiscal Year 2022					
	Original Adopted Budget	Final Amended Budget	Actual Collected	Percent Collected	Prior Year % Collected
General Fund:					
Taxes	85,717,293	85,717,293	89,045,609	103.88%	99.88%
Intergovern Revenue	4,105,806	4,105,806	3,021,488	73.59%	112.58%
Charges for Service	9,979,635	9,979,635	12,346,883	123.72%	118.26%
Use of money and property	427,687	427,687	(986,205)	-230.59%	88.30%
Other	81,500	81,500	310,187	380.60%	235.40%
Transfers In	387,683	387,683	-	100.00%	100.00%
Appropriated Fund Balance	-	-	-	0.00%	0.00%
Total Revenues	100,699,604	100,699,604	103,737,962	103.02%	102.27%
	Original Adopted Budget	Final Amended Budget	Actual Expenditures	Percent Expended	Prior Year Percent Expended
General Fund:					
Mayor & Council	136,803	149,303	120,971	81.02%	98.38%
City Manager	1,065,792	1,065,792	1,009,398	94.71%	86.45%
City Solicitor	546,590	546,590	509,363	93.19%	93.38%
Canvassing	246,476	246,476	214,811	87.15%	93.58%
City Clerk	596,517	596,517	605,408	101.49%	99.50%
Dept. of Finance	4,772,544	4,786,314	4,621,860	96.56%	95.06%
Police	19,530,620	19,530,893	19,591,546	100.31%	99.22%
Fire	21,008,918	21,027,363	21,164,986	100.65%	99.54%
Public Services	11,296,025	11,946,502	10,989,927	91.99%	90.63%
Planning & Eco. Development	497,821	497,821	329,414	66.17%	76.86%
Building, Zoning & Inspections	981,169	981,169	1,008,287	102.76%	102.63%
Civic Support	145,200	145,200	144,200	99.31%	99.31%
Library Operations	2,052,637	2,052,637	2,052,637	100.00%	100.00%
Pension Expenditures	1,680,000	1,680,000	1,584,183	94.30%	118.85%
Debt Service	4,517,855	4,517,855	3,519,323	77.90%	99.56%
School Operations	27,277,681	27,277,681	27,277,681	100.00%	100.00%
Unallocated Expenses	1,132,394	1,119,894	1,119,903	100.00%	112.86%
Transfers to Capital	3,214,562	3,214,562	3,214,562	100.00%	100.00%
Transfer Out	-	-	-	0.00%	100.00%
Total Expenditures	100,699,604	101,382,569	99,078,460	97.73%	98.36%

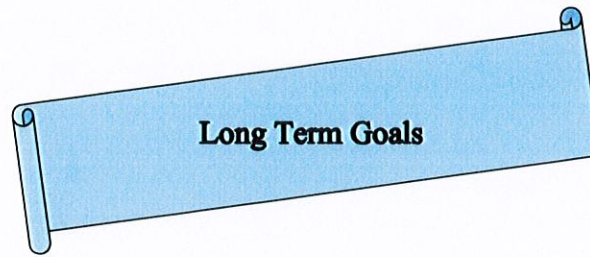


RI Valuation data Tax Roll Year 2021 (Assessed 12/31/20)

- 1) Rates support fiscal year 2021*
- 2) Municipality had a revaluation or statistical update effective 12/31/20*
- 3) Four different tax rates depending on code, lowest residential rate is shown*
- 6) Motor vehicles assessed at 70%*
- 7) Rate rounded to two decimals*
- 8) Denotes homestead exemption available*



**Does not include education*



The City Council adopted long term goals to approach its vision of contemporary, efficient, and productive municipal service. In identifying priorities, the Council has focused on areas related to: direct city services to the public, public safety and health, preservation of assets, recreation, tourism, redevelopment, and education. This broad array of activities parallels the overarching vision of comprehensive municipal service and progressive growth.

Effective performance measures must be tied to the government’s goals and objectives. Otherwise, a government risks falling into the trap of measuring what can be measured rather than what should be measured.⁶ Icons that visually tie back to Council’s Long-Term and Ongoing Goals identified below appear on the pages of each department’s Service Delivery. These icons help to identify specific segments of City Council’s overarching vision of comprehensive municipal service and progressive growth. Their vision includes:

Vision Statement:

Newport is the most livable, diverse, and year-round community in New England; an innovative place to live, work, play, learn, and raise families.

Mission:



Provide leadership, direction and governance that continuously improves our community and to be stewards of our natural resources, while preserving our cultural, historic and maritime heritage;



Ensure Newport is a safe, clean and affordable place to live and work and our residents, young and old, enjoy a high quality of life;



Exercise the prudent financial planning and management needed to achieve our strategic goals;

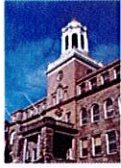


Achieve excellence in everything we do, invest in the future of the community, especially the education of our children, and work closely with our businesses and institutions to sustain a healthy economic and tourism climate for residents and visitors;



Promote and foster outstanding customer service for all who come in contact with the City;

⁶ GFOA Recommended Budget Practice on the Establishment of Strategic Plans (2005)



Deliver quality and cost effective municipal services to residents, businesses, institutions and visitors resulting in the highest achievable levels of customer satisfaction;

Each of the strategic objectives complements the others to fulfill the vision and mission as defined by the City Council. The application of the strategic objectives is defined in the following pages as they pertain to the following four (4) tactical priority areas:

Four (4) Tactical Priority Areas

Infrastructure



Providing a strong, well-managed public infrastructure is key to enhancing quality of life and economic stability to our community.

Communication



Providing effective 2-way communication with the community through a unified council operating as a team and interactions with City staff productively.

Transportation and Mobility



Encourage and promote multi-modal transportation alternatives (bus, trolley, harbor shuttle, light rail, bicycles and walking paths) within the City and improve connections to the region.

Economic Development



Providing an economically thriving and financially sound community for all its citizens and a supportive environment for business and visitors.

**DEPARTMENT OF CITY MANAGER
 DIVISION OF HUMAN RESOURCES**

Contact info:
 Michael Coury, Human Resources Administrator
 Email: mcoury@cityofnewport.com
 Telephone: (401) 845-5443

Scope of Operations: The Division of Human Resources provides personnel and labor relations support as a division of the City Manager’s Office. Responsibilities include employee information; safety and skills training programs; compliance with the provisions of various labor contracts; benefits administration; municipal recruitment and selection; promotional and entry-level civil service testing procedures and implementation; supervisory and union employee counselor on applicable policies and practices; updates and ensures adherence to local, state and federal labor laws; administration of Workers’ Compensation and Return-To-Work programs; certification of employment records and payroll functions.



Use of Resources: The Division of Human Resources employs 2.25 full time employees. Of the City’s total General Fund expenditures, the Division of Human Resources utilizes 0.37% (0.39% in FY2021; 0.37% in FY2020) to perform their duties – or a per capita cost to citizens (per 2020 census) in FY22 of \$14.90 (\$14.34 in FY21; \$14.34 in FY2020). In terms of a median home valued at \$500,000, \$17.19 of the annual property tax bill in 2022 of \$4,665 funded the Division of Human Resources.

FY2022 Goal: To attract and retain qualified employees for the City of Newport, RI

PERFORMANCE MEASURES	FY2019 ACTUAL	FY2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
New Hires	22	19	10	21
Separations	22	18	20	25
Average # of FTEs	387	378	389	389
Annual Turnover %	6%	5%	6.0%	7%

DIVISION OF HUMAN RESOURCES (continued)

Challenges:

- *The selection and hiring of technical City workers as well as Public Safety employees, especially Police Officers*
- *The continuation of a personnel succession plan for the department of HR*

Awards:

- *The HR Assistant, Nicole Paulino, obtained her professional HR certification through the Society of HR Management, designation, SHRM-CP.*

CANVASSING AUTHORITY

Contact info:

Stephen Waluk, Election Administrator
(work during report period done by
Tracy Nelson, Canvassing Clerk)

Email: swaluk@cityofnewport.com

Telephone: (401) 845-5384

Scope of Operations: to conduct all elections in the City of Newport.

The Canvassing Authority is responsible for maintaining an accurate list of registered voters and is responsible for administering elections fairly and efficiently in an open, transparent, and equitable manner. Upon request, the Canvassing Authority also assists with elections for entities such as the Housing Authority and the Newport City Personnel Appeals Board.



Use of Resources: The Canvassing Authority employs 2 full time employees. Of the City's total General Fund expenditures, the Canvassing Authority utilizes 0.24% (0.27 in FY21; 0.23% in FY2020) to perform their duties – or a per capita cost to citizens (per 2020 census) in FY22 of \$9.80 (\$10.50 in FY2021; \$9.28 in FY2020). In terms of a median home valued at \$500,000, \$11.31 of the annual property tax bill in 2022 of \$4,665 funded the Canvassing Authority.

FY 2022 Goal: To continuing working with the Secretary of State Elections Division and the Board of Elections to implement the next phase of the National Change of Address (NCOA) process.

Accomplishment:

This is a continual process and is in compliance with election standards.

Additional Accomplishments:

- *We accomplished the biennial redistricting required after each census (every 10 years)*
- *We accomplished the National Change of Address which is required in odd years*

DEPARTMENT OF PUBLIC RECORDS

Contact info:

Laura Swistak, City Clerk

Email: lswistak@cityofnewport.com

Telephone: (401) 845-5351

Scope of Operations: The Department of Records is responsible for serving as Clerk of the Council, Clerk of the Board of License commissioners, Probate Clerk, Land Evidence Records, Registrar of Vital Statistics, and Clerk for other State-mandated functions.



Use of Resources: The Department of Public Records employs 6 full time employees. Of the City's total General Fund expenditures, the Department of Public Records utilizes .59% (0.61% in FY2021; 0.58% in FY2020) to perform their duties – or a per capita cost to citizens (per 2020 census) in FY22 of \$23.71 (\$23.50 in FY2021; \$23.59 in FY2020). In terms of a median home valued at \$500,000, \$27.36 of the annual property tax bill in 2022 of \$4,665 funded the Department of Public Records.

FY 2022 Goal: To enable the Council to make decisions by delivering complete Council agenda packets at least five days before meeting.

Accomplishments: This goal has consistently been reached over the course of the fiscal year. Current Council dockets are available to the public at:

[https://www.cityofnewport.com/en-us/i-want-to/view/city-council-agendas-\(1\)](https://www.cityofnewport.com/en-us/i-want-to/view/city-council-agendas-(1))

Prior Council dockets, minutes, ordinances and resolutions are available to the public at:

<https://www.cityofnewport.com/en-us/city-hall/city-council/city-council-agendas-minutes>

DEPARTMENT OF PUBLIC RECORDS (continued)

Additional Accomplishment:

- *Successfully transitioned to an 'appointments only' for issuing marriage licenses by implementing an online appointment request form.*
- *Filled the last vacancy in Department of Public Records.*

The Dept. of Public Records collected approximately \$234,139 more in revenue than its cost of operation in FY 2021/22.

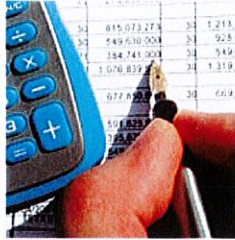
DEPARTMENT OF FINANCE

Contact info:

Laura Sitrin, CPA, Finance Director

Email: lsitrin@cityofnewport.com

Telephone: (401) 845-5394



Scope of Operations: Under the supervision of the Finance Director, the Department of Finance is responsible for the overall administration of its divisions which include Finance Administration, Municipal Court, Assessing, Billing & Collections, Accounting, School Accounting, Payroll and Information Technology.

Use of Resources: The Finance Department employs 23.5 full time employees. Of the City's total General Fund expenditures, the Department of Finance utilized 4.60% (4.48% in FY2021; 4.25% in FY2020) to perform their duties – or a per capita cost to citizens (per 2020 census) in FY2022 of \$186.09 (\$163.25 in FY2021; \$171.58 in FY2020). In terms of a median home valued at \$500,000, \$214.79 of the annual property tax bill in FY2022 of \$4,665 funded the Department of Finance.

FY 2022 Goal: To provide the highest levels of financial communication to our citizenry through timely and accurate financial and operational reporting and disclosure.

Awards: National awards from Government Finance Officers Association (GFOA)

- *Certificate of Achievement for Excellence in Financial Reporting (17th consecutive year)*
- *Certificate of Recognition for Distinguished Budget Presentation (17th consecutive year)*
- *Award for Outstanding Achievement in Popular Annual Financial Reporting (9th consecutive year)*

DEPARTMENT OF FINANCE (continued)

Additional Performance Data:

FY 2022 Goal: Adopted Budget is awarded the Government Finance Officers Association’s (GFOA) Distinguished Budget Presentation Award.

GFOA's Distinguished Budget Presentation			
Fiscal Year	Date Council Approved	Date Submitted	Award Received
2022 & 2023	6/9/2021	9/9/2021	Yes
2020 & 2021	6/12/2019	10/21/2019	Yes
2018 & 2019	6/28/2017	9/22/2017	Yes
2016 & 2017	6/24/2015	9/24/2015	Yes
2015	6/25/2014	9/24/2014	Yes
2014	6/26/2013	9/25/2013	Yes
2013	6/27/2012	9/26/2012	Yes
2012	6/08/2011	9/07/2011	Yes
2011	6/23/2010	9/21/2010	Yes
2010	6/24/2009	8/24/2009	Yes
2009	6/25/2008	9/25/2008	Yes
2008	6/13/2007	9/10/2007	Yes
2007	6/14/2006	9/8/2006	Yes
2006	6/22/2005	9/19/2005	Yes

FY2022 Goal: The City’s *Annual Comprehensive Financial Report* (ACFR) is awarded GFOA’s Certificate of Achievement for Excellence in Financial Reporting.

GFOA's Cert. of Achievement for Excellence in Financial Reporting		
Fiscal Year	Date Submitted	Award Received
2022	12/30/2022	Unknown
2021	12/29/2021	Yes
2020	12/29/2020	Yes
2019	12/31/2019	Yes
2018	12/30/2018	Yes
2017	12/30/2017	Yes
2016	12/30/2016	Yes
2015	12/31/2015	Yes
2014	12/31/2014	Yes
2013	12/30/2013	Yes
2012	12/31/2012	Yes
2011	12/29/2011	Yes
2010	12/28/2010	Yes
2009	12/28/2009	Yes
2008	1/13/2009	Yes
2007	12/27/2007	Yes
2006	12/18/2006	Yes
2005	12/28/2005	Yes

DEPARTMENT OF FINANCE (continued)

FY2022 Goal: The City’s *Popular Annual Finance Report* (PAFR) is awarded GFOA’s Award for Outstanding Achievement in Popular Annual Financial Reporting.

GFOA's Cert. of Achievement for Outstanding Achievement in Popular Financial Reporting		
Fiscal Year	Date Submitted	Award Received
2022	3/31/2023	Unknown
2021	3/29/2022	Yes
2020	1/30/2021	Yes
2019	1/30/2020	Yes
2018	1/28/2019	Yes
2017	2/9/2018	Yes
2016	1/25/2017	Yes
2015	1/29/2016	Yes
2014	1/29/2015	Yes

POLICE DEPARTMENT

Contact info:
 Gary T. Silva, Chief of Police
 Email: gsilva@cityofnewport.com
 Telephone: (401) 845-5776



Scope of Operations: The mission of the Newport Police Department is to provide excellence in police service through aggressive pursuit of violators of the law and the prevention of crime and disorderliness.

Use of Resources: The Police Department employs 104.50 full time employees, including its force of 78 sworn officers. Of the City’s total General Fund expenditures, the Police Department utilizes 19.20% (19.74% in FY2021; 19.14% in FY2020) to perform their duties – or a per capita cost to citizens (per 2020 census) in FY22 of \$776.16 (\$756.69 in FY2021; \$772.40 in FY2020). In terms of a median home valued at \$500,000, \$895.88 of the annual property tax bill in 2022 of \$4,665 funded the Police Department.

70% of citizens responding to our 2015 Citizen Survey (70% in 2006) were satisfied with the overall quality of police services

FY 2022 Goal: Improve traffic safety and enhance traffic flow.

PERFORMANCE MEASURES	FY2018 ACTUAL	FY2019 ACTUAL	FY 2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Number of meetings attended/held by Traffic Unit	104	118	109	47	132

PERFORMANCE MEASURES	FY2018 ACTUAL	FY2019 ACTUAL	FY 2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Number of supplemental enforcement details	413	488	346	73	263

POLICE DEPARTMENT
(continued)

Additional Accomplishments:

- *The Community Policing Unit engaged in activities including and not limited to: 2-week youth summer camp; Operation Juice Box; RAD (women's self-defense); Holiday Toy Drive & Secret Santa for Seniors; Children's Coat Drive; Holiday Train; After School Fishing Event; Aquidneck Night Out; International Overdose Awareness Day; Free Backpack and Haircut Event with Butler Basketball; Bike Safety Course and Child Seat Installation Event; September 11th Remembrance Event; Turkey Giveaway with Butler Basketball Event; DARE Education; Cub Scout tours; Halloween Trunk or Treat with Pell School; Child & Family Services Snow Shoveling Program; Coats 4 Vets; Police Patches for Charity; Newport Police Charity Patches; The Newport Community Security Program; Ice Skating Family Event; Pell School Family Day Scavenger Hunt; Pell School Easter Egg Hunt; DEA National Prescription Drug Takeback; East Bay MET School Senior Project; MOCK DUI crash with Youth Driven Program; Special Olympics games; Liaison to the Pell School, Rogers High School, Good Neighbor Program, Salve Regina University and Thompson Middle School; Newport Police Internship program; Rogers High School Senior Project; Newport Pre-Summer Liquor Establishment meetings; Social media Facebook, Twitter and Instagram; work with CID to post on social media scams or public information; work with Accreditation unit for required compliance initiatives.*

Challenges:

- *Recruitment and retention of sworn officers has been an ongoing challenge. Senior personnel are retiring in close succession to each other, personnel are resigning to seek other forms of employment, or ending employment for other reasons. The departures have placed the agency in a transitioning status given the institutional knowledge and experiences separating from service. Additionally, recruitment efforts for new hires is experiencing significantly lower numbers of applicants. This impacts the number of qualified applicants at the end of the process; during the fall 2021 recruitment 60 applications were received and the final number of qualified applicants was 6.*
- *The Criminal Investigation Division and the Community Policing unit initiated a voluntary community camera registration program for citizens and businesses. The purpose was to provide a database of users for police to contact and request they review their video recordings for legitimate police purposes only. To date, very few users have registered.*
- *All of the information provided for this reporting period may seem disproportionate to previous reporting periods. This is attributed to a necessary differential police response to all operations resulting from the COVID-19 Pandemic which began in early 2019. Police operations became involved with emergency measures beginning in February 2019, and continue to the present. It has been necessary to suspend certain services, increase certain services, and maintain a minimum of certain services. Therefore, some information provided will be abnormally high, some abnormally low, and some relatively similar to previous reporting periods when viewed with a historical perspective.*

POLICE DEPARTMENT
(continued)

Awards:

- *Maintaining the in-state Rhode Island Police Accreditation Commission program, which enhances police operations by compliance to established training and professional standards.*
 - *This is a voluntary multi-year process endorsed by the Rhode Island Inter-local Risk Management Trust, the Rhode Island Police Chiefs' Association, and the Rhode Island League of Cities and Towns. The accreditation process is a continuous effort to minimize police department and municipality liability and enhance risk management. Accreditation is achieved incrementally in 3-year cycles. The agency achieved reaccreditation status in June 2022. The anticipated reaccreditation for the next 3-year cycle is July 2025.*

FIRE DEPARTMENT

Contact info:
 Humphrey Donnelly, Fire Chief
 Email: hdonnelly@cityofnewport.com
 Telephone: (401) 845-5911



Scope of Operations: The mission of the Newport Fire Department is to preserve lives and property within the community by providing services directed at the prevention and control of fires, accidents, and other emergencies, while maintaining the highest standards of professionalism, efficiency, and effectiveness.

Use of Resources: The Fire Department employs 99 full time employees. Of the City’s total General Fund expenditures, the Fire Department utilized 20.66% (21.32% in FY2021; 20.65% in FY2020) to perform their duties – or a per capita cost to citizens (per 2020 census) in FY2022 of \$834.91 (\$804.57 in FY2021; \$833.27 in FY2020). In terms of a median home valued at \$500,000, \$963.69 of the annual property tax bill in 2022 of \$4,665 funded the Fire Department.

86.0% of citizens responding to our 2015 Citizen Survey (85% in 2006) were satisfied with the overall quality of fire services.

FY 2022 Goal: Provide that places of public accommodation and assembly are inherently safe for the citizens of and visitors to the City of Newport, Rhode Island.

Measurement: Through inspection and follow up, bring 500 buildings into compliance with the Rhode Island Fire Safety Code. The inspections will be focused on occupancy types that have historically attributed to large loss of life from fire, buildings of increased risk as determined by the Fire Prevention Division, and complaints from the general public.

PERFORMANCE MEASURES	FY2018 ACTUAL	FY2019 ACTUAL	FY2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Bring 500 buildings into compliance with the Rhode Island Fire Safety Code.	572	501	543	1042	1045

FY 2022 Goal: Streamline and expedite the plan review process, thus reducing the time contractors wait for plan approval making Newport the model community in the State for efficient fire code plan review. State Fire Code and City Ordinance allow 90 days to complete a review of plans for fire code compliance.

Measurement: Increase the percentage of plans reviewed within 15 days to 75%.

FIRE DEPARTMENT
(continued)

PERFORMANCE MEASURES	FY 2018 ACTUAL	FY 2019 ACTUAL	FY2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Percentage of plan reviews completed within 15 days	96%	66%	74%	96%	87%

FY 2022 Goal: Provide fire safety education to juveniles, the elderly, and college students. These groups have shown through statistical data to be at an increased risk from fire.

Measurement: Have at least 1750 educational contacts within these groups, through the use of use of NFD open houses, Salve RA training, Newport Night Out, elderly housing site visits, and Fire Prevention Week school visits in October.

PERFORMANCE MEASURES	FY2018 ACTUAL	FY2019 ACTUAL	FY2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Number of fire prevention educational contacts with at-risk citizen groups	1507	1303	1325	125	1553

Social distancing related to the Covid pandemic had an extremely large impact on public education in FY2021

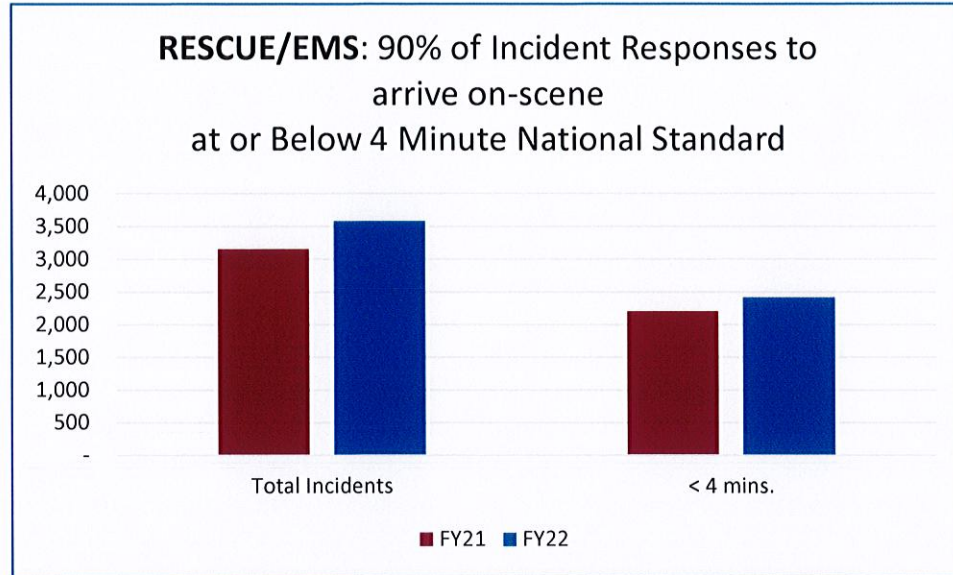
Accomplishments:



Over the past year the city's Fire Department has worked closely with the Rhode Island Department of Health and our medical Director at Newport Hospital to elevate the level of Emergency Medical Services and Treatment provided to our residents and guests.

The state licensed level of Emergency Medical Service provided has raised from an Advanced Emergency Service to a Paramedic level service.

This elevation of services is due to a significant number of the City's Fire Department members being licensed on the national registry as paramedic level practitioners, combined with the investment and acquisition of additional medications and medical supplies.

FIRE DEPARTMENT
(continued)



		FY21	FY22
	Total Incidents	3,151	3,583
	> 4 mins.	2,201	2,418
	% < 4 mins.	69.9%	67.5%

DEPARTMENT OF PUBLIC SERVICES

Contact info:
 William Riccio, Jr., PE, Dir. of Public Services
 Email: WRiccio@cityofnewport.com
 Telephone: (401) 845-5841



Scope of Services: The Department of Public Services is responsible for maintaining the City's infrastructure and providing essential services. Under the City's organization chart, the Department of Public Services is also responsible for urban tree management, grounds maintenance, recreation and beach services.

Use of Resources: The Department of Public Services employs 40 full time employees. Of the City's total General Fund expenditures, the Department of Public Services utilized 11.11% (9.91% in FY2021; 10.74% in FY2020) to perform their duties – or a per capita cost to citizens (per 2020 census) in FY2022 of \$448.91 (\$373.76 in FY2021; \$433.49 in FY2020). In terms of a median home valued at \$500,000, \$518.15 of the annual property tax bill in 2022 of \$4,665 funded the Department of Public Services.

45.0% of citizens responding to our 2015 Citizen Survey (42.5% in 2006 – when they cited maintenance of streets and sidewalks as their biggest concerns) were satisfied with the overall quality of Public Services.

FY 2022 Goal: Provide a paved road system that has a pavement condition that meets municipal objectives.

PERFORMANCE MEASURES	FY 2018 ACTUAL	FY 2019 ACTUAL	FY 2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Percentage of lane-miles having an acceptable PCI (≥ 70)	73.8/96.8 76.2%	74.2/96.8 76.7%	74.3/96.8 76.8%	74.5/96.8 77.0%	74.4/96.8 76.9%

The percentage of lane-miles of roadway in satisfactory condition considers the natural degradation of roadways.

DEPARTMENT OF PUBLIC SERVICES
(continued)

Additional Achievements:

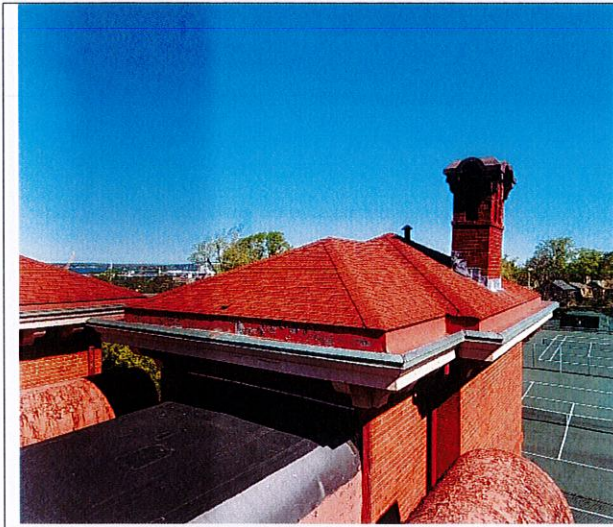
- *Completed sidewalk improvements on Annandale Road.*
- *In September of 2020, staff began keeping records of the ongoing litter problem throughout the city. From July 1, 2021, thru June 30, 2022, city staff collected 7,713 pounds of litter.*
- *The city hosted RIRRC's Fall Eco Depot event on October 16, 2021, at Easton's Beach: 373 vehicles were serviced, collecting 25,511 pounds of household hazardous waste.*
- *As noted in previous years, removal of debris from Ocean Drive (stones, shells and seaweed coming over the concrete wall) onto the roadway continues to be challenging and requires cleaning several times a month. Ocean Drive was cleaned 49 times in FY 21/22.*



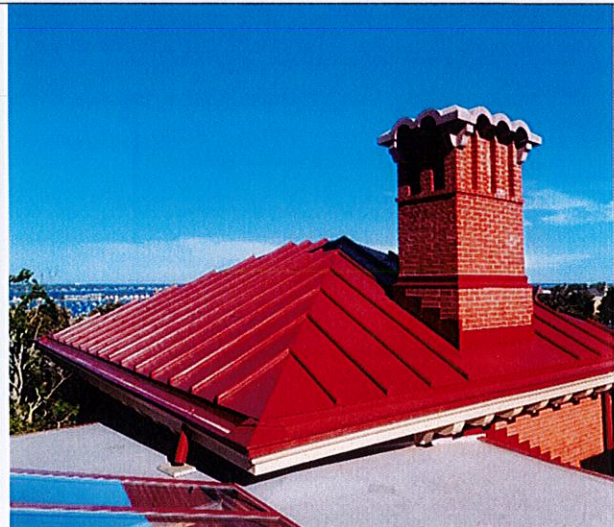
- *A comprehensive cleaning and relocation of materials was completed at the Halsey Street Public Works facility in anticipation of the Pell Bridge Ramp Relocation Project. Staff paved a new area with 29 tons of bituminous concrete, moved 78 precast concrete blocks, and moved several hundred tons of materials out of the new state highway line.*
- *Public Services staff prepared a request for proposals for the "Collection and Transport of Residential Refuse, Recyclables, Yard Waste, and Bulky Wastes." The RFP opened for bid March 1, 2022, and closed April 8, 2022, five addenda were posted and one bid was received. City staff negotiated terms and costs with the sole bidder, resulting in a five-year contract that was awarded by the City Council to take effect July 1, 2022, through June 30, 2027.*
- *A catastrophic collapse of the Cliff Walk on March 3, 2022, between Webster Street and Narragansett Avenue had staff erecting barriers and fencing at both ends for pedestrian safety. These measures are in place long term until a future course of action is developed.*

DEPARTMENT OF PUBLIC SERVICES
(continued)

- *A surplus equipment auction was held from March 15, 2022, through March 31, 2022, for surplus city equipment; 29 items were sold with a net total received of \$54,053.*
- *The city's Spring Recycling Day event was on April 23, 2022, at Easton's Beach: 488 residents were serviced with opportunities to recycle E-waste, textiles, ridged plastic, metal, cooking oil, and Bulky Waste items and as well as an opportunity for paper shredding. In just this one day, 14,850 pounds of E-waste, 1,500 pounds of textiles, 1.17 tons of ridged plastic, 2 tons of metal, 30 gallons of cooking oil, 5,540 pounds of shredded paper and 2.07 tons of Bulky Waste were collected.*
- *With a Community Development Block Grant (CDBG) and ARPA funding along with City Capital Improvement Project (CIP) funds, the Edward King House Roof Replacement and Chimney Repairs project was completed. This project consisted of removing old roofing and gutter materials; adding ice and water shields to all exposed roof sheathing; installation of metal roofing and repair of wood fascia and soffit; painting and replacement of the lower roof; restoration, repair and painting of wood trim and accents below the roof line; and replacement of metal roofing above the back entry door.*



EKH Roof Section Before



EKH Roof Section After

- *With CDBG funding and city operational funds, a project at the Kingston Avenue Playground to purchase and install playground equipment designed for 5- to 12-year-olds and 2 to 5-year-olds was completed. Newport city staff removed the old equipment and fully excavated the site in preparation for the contractual equipment installation. City staff then installed the structural wood fiber safety surface, restored the Kingston Avenue fence, and hung the swings to complete the project.*

DEPARTMENT OF PUBLIC SERVICES
(continued)



Kingston Avenue Playground

Challenges:

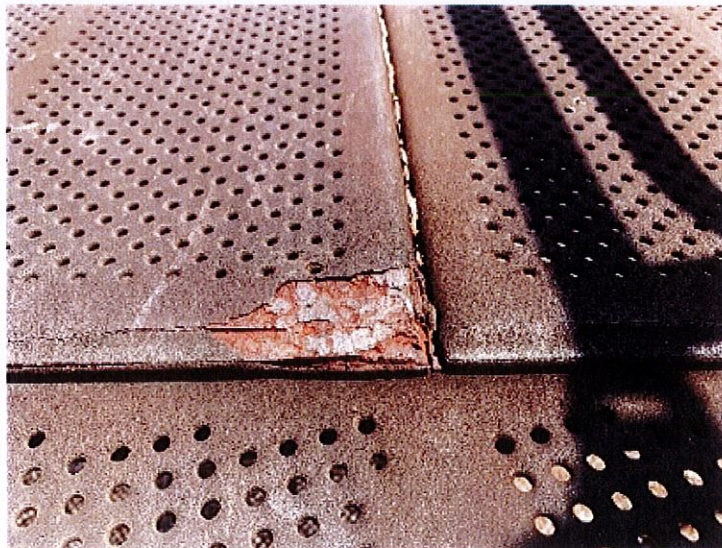
- *A well-traveled section of the Cliff Walk collapsed on March 3, 2022. This landslide was an apparent catastrophic failure (of the earth) due to an external source. City staff has been seeking a disaster declaration from the governor's office to seek emergency relief funding for temporary and permanent solutions and hired a geo-environmental engineering firm to assist in developing repair options. In addition to the temporary detour established by its Public Works division to bypass the area within which the collapse occurred, the department has installed a new sidewalk along Ochre Point Avenue between Webster Street and Narragansett Avenue, an area where no sidewalk existed, to provide added pedestrian safety while repair options and funding sources are explored.*



Collapsed Section of Cliff Walk

DEPARTMENT OF PUBLIC SERVICES (continued)

- *Illegal dumping on city streets and at City Yard of large bulky items (televisions, mattresses and household furniture) along with hazardous waste and contamination of the City Yard self-service cardboard dumpster have increased disposal costs and left the city with limited resources to investigate and prosecute offenders.*
- *Current world events have caused disruptions in the supply chain causing extended lead time in the procurement of vehicles and equipment. Vehicle and equipment lead times range from 6 to 12 months for cars and pickup trucks, up to 18 months on large trucks and heavy equipment and two years for fire apparatus.*
- *Unfilled regular staff vacancies remain challenging across four division for all FY 2022 and into 2023: Engineering; Public Works; Parks, Grounds and Forestry; and Facilities Maintenance.*
- *The current rate of inflation has impacted the department's budgets for fuel, supplies and new vehicles and equipment. Costs for these commodities have risen 8 to 14 percent over the past year, utilizing more funds than previous years.*
- *Age-related deterioration of various types of playground equipment, including corrosion of rubber coated metal decks, has led to removal of some playground equipment to ensure safe play as well as the potential closure of other playgrounds.*



Decking at Cardines Playground

DEPARTMENT OF PUBLIC SERVICES (continued)

Honors and Awards:

- *On February 7, 2022, new Federal Motor Carrier guidelines for commercial drivers took effect, requiring all people seeking a new or upgraded Commercial Driver's License (CDL) to complete Entry-Level Driver Training through a credited school. The Superintendent of Public Works applied for and was granted an exception from the State of Rhode Island and the Federal Motor Carrier Administration to perform all Entry Level Driver Training for city employees who are required to obtain a Commercial Driver's License. Providing the federally mandated training to city employees and not having to send these employees to an outside school has resulted in a \$3,500 to \$7,000 savings per employee to the City of Newport*



Re-designation as Bicycle Friendly City – Bronze Level Award from League of American Bicyclists (8th consecutive year).

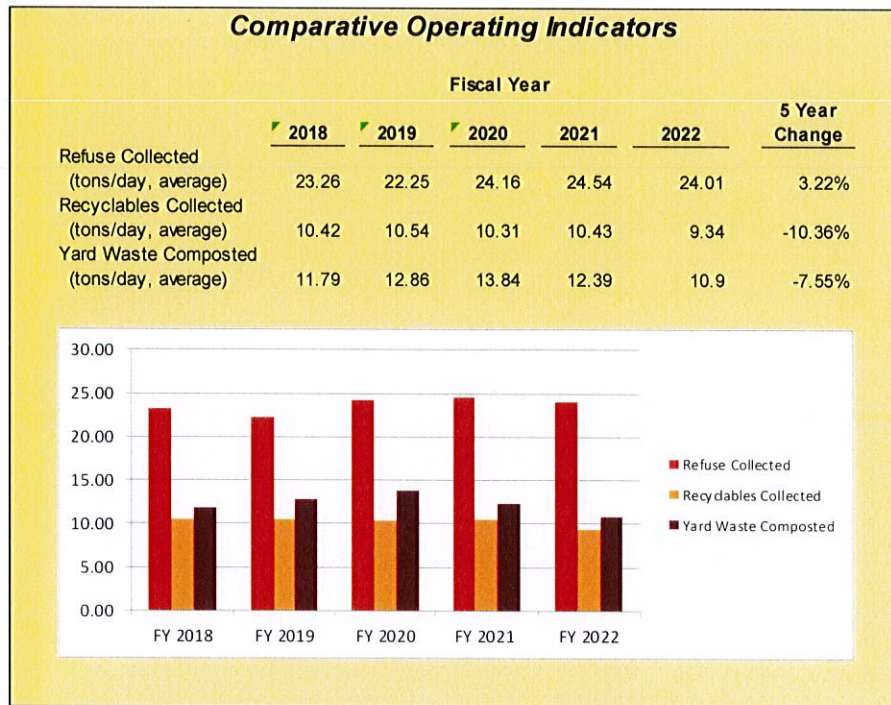


DEPARTMENT OF PUBLIC SERVICES
Division of Solid Waste Collection & Disposal



FY 2022 Goal: To decrease the amount of waste for which the city pays a tipping fee of \$32/ton at Rhode Island Resource Recovery Corporation by researching and implementing programs to increase the amount of yard waste diverted to composting.

Accomplishment:

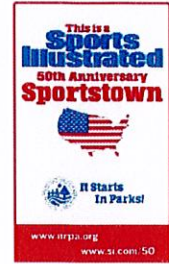


FY 2022 Goal: Increase the amount of leaves and yard waste disposed of through a composting program by 10%, from 1100 tons diverted to composting to 1200 tons composting.

PERFORMANCE MEASURES	FY 2018 ACTUAL	FY 2019 ACTUAL	FY 2020 ACTUAL	FY 2021 ACTUAL	FY 2022 ACTUAL
Tons of leaves and yard waste diverted to composting	1356	1443	1591	1400	1264

DEPARTMENT OF PUBLIC SERVICES
Division of Recreation

Contact info:
 William Riccio, Jr., PE, Dir. of Public
 Services
 Email: WRiccio@cityofnewport.com
 Telephone: (401) 845-5841



Scope of Operations: The Department of Recreation is responsible for all recreation programming and activities management. It actively services the entire community through its various recreation and sports activities, & sports facilities, overseeing Martin Recreation Center, Cardines Baseball Field, Freebody Park sports complex, and an outdoor skatepark.

61% of citizens responding to our 2015 Citizen Survey (63% in 2006) were satisfied with the overall quality of Parks, Recreation & Tourism services, with the biggest concern being the quality of biking routes.

FY 2022 Goal: To provide healthy and positive recreation programs and community events that will meet the leisure needs of the citizens of Newport.

PERFORMANCE MEASURES	FY 2018 ACTUAL	FY 2019 ACTUAL	FY 2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Net increase in new/expanded programs/classes since FY2017	16	25	25	23	45

PERFORMANCE MEASURES	FY 2018 ACTUAL	FY 2019 ACTUAL	FY 2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Number of youth recreation program participants	1,819	1,794	1,757	1,234	1,285

PERFORMANCE MEASURES	FY 2018 ACTUAL	FY 2019 ACTUAL	FY 2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Outreach to Community Agencies ~ Number of programs, including schools	43	38	37	15	13

PERFORMANCE MEASURES	FY 2018 ACTUAL	FY 2019 ACTUAL	FY 2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Number of "free" community special events	44	49	49	7	20

DEPARTMENT OF PUBLIC SERVICES
Division of Recreation (continued)

Accomplishments:

- Halloween Drive-Thru Spooktacular: 97 children pre-registered for the event. Attendance, however, was definitely affected by the number of other Halloween activities happening throughout Aquidneck Island that weekend.
- Installation of gymnasium curtain divider at the Martin Recreation Center Gymnasium has divided the space into two sides, maximizing programmable space allowing two different activities to run at one time without interference.
- Partnered with the Newport Fire Department to offer families the opportunity to take a picture with Santa. There was no fee for the event, but families were asked to bring a non-perishable food donation that was then given to the MLK Center.



Challenges:

- The Recreation Office continues to receive numerous “tourism calls” since the closure of the Discover Newport Gateway Visitor Center.
- Tennis/ Pickleball court issues/complaints continue to be reported by residents and players at both Vernon Park and Hunter Park courts.
- Private instruction taking up court time and play before posted hours are the primary complaints.



DEPARTMENT OF PUBLIC SERVICES
Division of Easton’s Beach



Contact info:
 Erik Reis, Recreation Administrator
 Email: EReis@cityofnewport.com
 Telephone: (401) 845-5813

Scope of Operations: This program provides for the operation and maintenance of the public facilities at Easton’s Beach. It includes safety oversight of swimmers by state certified Lifeguards, beach cleaning and raking, and water quality testing. It also includes the rental administration of the Rotunda ballroom and the operation of the Carousel, seasonal bathhouses, beach store, Beach Bounce and numerous community special events. Other free public amenities such as children’s playground, restrooms and showers, and picnic shelter are the responsibility of this fund as well.

Easton’s Beach Division of the Department of Public Services also includes the oversight of the lease of the snack bar and vending cart concessions.

Beach Operations – responsibilities include operation and security of the City’s public beach facilities at Bailey’s East Beach and the operation and maintenance of the restrooms at King Park.

FY 2022 Goal: To continue to upgrade and improve beach facilities to increase revenue at Easton’s Beach through new and repeated patron visits and to provide safe and clean facilities.

	FY18 Season	FY19 Season	FY20 Season	FY21 Season	FY22 Season
PERFORMANCE MEASURES	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Total number of season parking sticker sales	1180	1407	0	1424	1493
% annual variance-season parking sticker sale	4.80%	19.2%	-100.0%	1424.0%	4.8%

No season parking sticker sales in FY20 due to COVID-19 pandemic

	FY18 Season	FY19 Season	FY20 Season	FY21 Season	FY22 Season
PERFORMANCE MEASURES	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Number of full season bathhouse rentals	202	201	0	223	222
Rate of full season bathhouse rentals	89.80%	89.3%	-100.0%	99.1%	-0.4%

No bathhouse rentals in FY20 due to COVID-19 pandemic

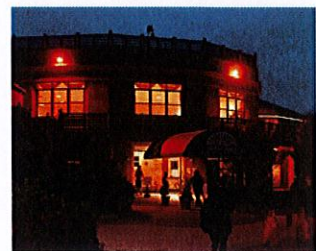
DEPARTMENT OF PUBLIC SERVICES
Division of Easton's Beach
(Continued)

Additional Accomplishments:

- *Eight new parking pay stations installed in previous beach pay station locations. The change has had a better overall experience for the end user as the pay stations are the same citywide, and internally, the maintenance is now conducted by third-party vendor, LAZ Parking.*
- *Easton's Beach daily parking revenue increased 15.3%, collecting \$1,076,070 in 2021, compared to \$933,273 in 2020. Beach Parking revenue during the shoulder seasons experienced a 149.81% increase, collecting \$275,995 before Memorial Day and after Labor Day 2021, compared to \$110,483 in 2020.*
- *222 bath houses sold or renewed to date totaling \$81,530 in revenue.*

Challenges:

- *Air conditioning in Rotunda Ballroom is at the end of its useful life. Future rotunda events bookings were suspended due to lack of heat and/or air conditioning, as well as direction as to the future of the beach complex in regard to structural deficiencies and forthcoming construction timetables.*
- *Lifeguard staffing shortages continue to be an issue – a national issue. A differential pay program was put in place giving lifeguards a \$5 per hour pay differential/increase starting the first week of July through Labor Day 2021*



DEPARTMENT OF PUBLIC SERVICES
Division of Urban Tree Management

Contact Info:
Scott Wheeler, Tree and Parks Supervisor
Email: swheeler@cityofnewport.com
Telephone:



As our response to requests of the Citizen Focus Groups held in May, 2008, and in recognition of Newport's continued recognition as Tree City USA, this is the sixteenth year we are reporting performance on the City's urban tree management.



Beech Leaf disease has been detected citywide

Accomplishments:

- *Newport's spring and fall street-planting programs added 108 new trees in FY2022 including 87 bare root trees and 21 B& B tree plantings. The B&B plantings focused on replacement park trees on replacement memorial park and parkway trees.*
- *The City of Newport celebrated its 32nd year of obtaining the national Tree City USA status from the Arbor Day Foundation.*
- *The city in partnership with the Newport Tree Conservancy and the Newport Health Equity Zone continued the reforestation of Miantonomi Park with a third annual planting of another 100 new native trees in forest floor areas cleared by city staff. The trees were planted with the aid of neighborhood children and their families in coordination with the Newport Health Equity Zone.*

DEPARTMENT OF PUBLIC SERVICES
Division of Urban Tree Management
(continued)

- *The Newport Tree Conservancy (NTC) for the second year administered a volunteer Tree Corp that has taken on the care of young trees planted on city property. The Tree Corp utilized a truck, watering tank and trailer to water, weed, and maintain mulch tree rings around new trees to insure they survive. This allowed city staff to focus on hazard tree mitigation. Volunteers can sign up for a weekly workday to maintain mulched tree wells around young park and school trees. <https://www.newporttreeconservancy.org/volunteer>*
- *The Newport Tree Conservancy received and began implementing a grant from RIDEM to plant 250 new trees in the city's North End neighborhood utilizing the Tree Equity GIS tool developed by the State of RI in partnership with American Forests. The planting included bare root, balled and container trees planted over two fall and one spring planting seasons, which concluded in January 2022.*
- *The annual Arbor Day celebration was held on April 29, 2022, at the Pell Elementary School. The event included the planting of two Red Maple trees by students and family members of Marilyn Donnelly and Maureen Martin.*



Newport Tree Conservancy Staff and Tree Corp volunteers mulching Morton Park Trees

DEPARTMENT OF PUBLIC SERVICES
Division of Urban Tree Management
(continued)

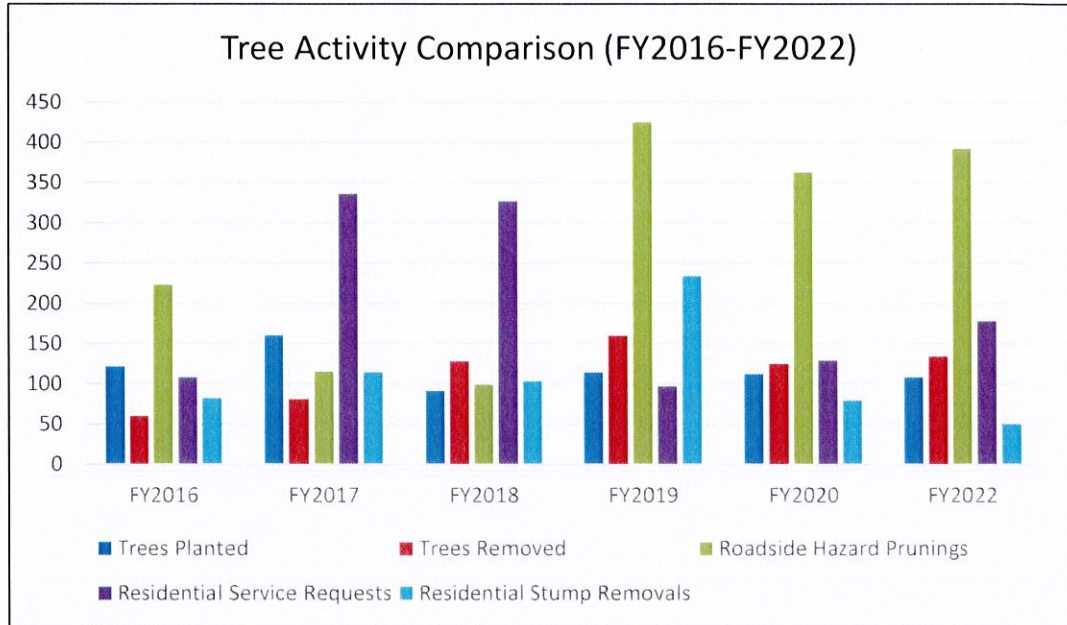
Challenges:

- *A canker disease, identified with the Assistance of RIDEM, USFS and URI Cooperative Extension, continues to kill hundreds of public and private English Oak trees. Emerald Ash Borer has also been found locally and begun to impact the health of city ash trees. Although a large number of young ash trees are being treated by the Newport Tree Conservancy, older ash trees too large to economically treat will need to be removed as the infestation spreads. Most troubling is a new beech leaf disease that has appeared and spread widely across the community. Experimental treatments are being tested on all city beech trees in coordination with the NTC.*
- *During FY 2022 the city continued to experience staff shortages impacting some services that are only at the end of the fiscal year beginning to be fully resolved. Hazard tree mitigation work is being given priority. The non-emergency forestry service request backlog is slowly being reduced with the assistance of new full time and seasonal staff.*



Native tree reforestation planting in Miantonomi Park with volunteers.

DEPARTMENT OF PUBLIC SERVICES
Division of Urban Tree Management
 (continued)



Four Standards of Tree City USA:

1. A Tree Board or Department
 - a. *Newport Tree & Open Space Commission*
 - b. *Parks, Grounds & Forestry Division of Urban Tree Management program*
2. A Tree Care Ordinance
 - a. *Chapter 12.36*
3. A Community Forestry Program with an Annual Budget of at Least \$2 Per Capita
 - a. *In FY 2022 expended per capita of \$4.75*
4. An Arbor Day Observance and Proclamation
 - a. *Held April 29, 2022 at the Pell Elementary School*



DEPT. of PLANNING & ECONOMIC DEVELOPMENT



Contact info:

Patricia Reynolds, Dir. of Planning and
 Economic Development
 Email: PReynolds@cityofnewport.com
 Telephone: (401) 845-5450

Scope of Operations: The mission of the Department of Planning and Economic Development is to plan for orderly growth and development, review and regulate subdivisions, site plans and development plan proposals within the City of Newport.

Use of Resources: The Department of Planning and Economic Development employs 4.0 full time employees. Of the City’s total fund expenditures, the Department utilizes 0.49% (0.44% in FY21; 0.42% in FY20) to perform their duties – or a per capita cost to citizens (per 2020 census) in FY22 of \$19.78 (\$16.62 in FY21; \$17.00 in FY20). In terms of a median home valued at \$500,000, \$22.84 of the annual property tax bill in 2022 of \$4,665 funded the Department.

32% of citizens responding to our 2015 Citizen Survey (31% in 2006) were satisfied with the overall quality of Planning, Zoning, Development & Inspections, with the biggest concerns being enforcing clean-up of derelict houses.

FY 2022 Goal: Continue coordination with Statewide Planning for the successful completion of the City’s Comprehensive Transportation Master Plan.

PERFORMANCE MEASURES	FY2021 ACTUAL	FY2022 ACTUAL
Percent of the Transportation Master Plan completed by end FY2023	25%	45%

Additional Accomplishments:

- *On March 29, 2022, the Rhode Island Infrastructure Bank Board of Directors announced that as a result of a successful Action Grant application, the City of Newport will receive \$58,982 for the Pine Street Community Resiliency Project through Pavement Removal, Stormwater Management and Public Access, which entails pavement and improved stormwater management.*

DEPT. of PLANNING & ECONOMIC DEVELOPMENT
(continued)

- *Work on the Transportation Master Plan was well underway, the consultants had completed an existing conditions report and draft recommendations, and Phase 2 public outreach began in May. Keep Newport Moving is the city's first comprehensive transportation study in over 20 years.*
- *The Department worked cooperatively with Newport Naval Base and the University of Rhode Island to study resiliency issues in and around the installation. The grant was in the final phase and was completed in August of 2022.*
- *A zoning update was completed for the North End Innovation Hub Zoning. This was based on the vision of the City's Comprehensive Plan and provides for mixed use development in the North End Commercial area of the City.*

DEPT. of ZONING and INSPECTIONS

Contact info:

William Moore, Building Official

Email: WMoore@cityofnewport.com

Telephone: (401) 845-5463

Scope of Operations: The mission of the Department of Zoning and Inspections is to ensure compliance with construction, zoning and nuisance codes and to protect public health, safety and welfare within the community. The Department serves as a one-stop shop for land development review and regulations for building, housing, electrical, plumbing, mechanical, zoning (certificates, variances, special uses and historic) within the City of Newport.

Use of Resources: The Department of Zoning and Inspections employs 8 full time employees. Of the City’s total fund expenditures, the Department of Zoning and Inspections utilized 0.96% (0.98 in FY21; 0.96% in FY20) to perform their duties – or a per capita cost to citizens (per 2020 census) in FY22 of \$38.99 (\$39.04 in FY21; \$39.15 in FY20). In terms of a median home valued at \$500,000, \$45.01 of the annual property tax bill in 2022 of \$4,665 funded the Department of Zoning and Inspections.

32% of citizens responding to our 2015 Citizen Survey (31% in 2006) were satisfied with the overall quality of Planning, Zoning, Development & Inspections, with the biggest concerns being enforcing clean-up of derelict houses.

FY 2022 Goal: Increase enforcement of nuisance regulations and code compliance to protect and promote the health, safety and welfare of the community.

	FY2018	FY2019	FY2020	FY2021	FY2022
PERFORMANCE MEASURES	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Percent increase of municipal inspections	-11.00%	3.0%	9.2%	-3.4%	40.5%
Actual # of inspections:	3390	3491	3813	3685	5176

	FY2018	FY2019	FY2020	FY2021	FY2022
PERFORMANCE MEASURES	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Percent increase of housing inspections	-25.40%	-18.5%	-7.4%	-26.1%	-44.6%
Actual # of inspections:	1755	1430	1324	979	542

	FY2018	FY2019	FY2020	FY2021	FY2022
PERFORMANCE MEASURES	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Number of calendar days for initial inspection of code violations.	<3	<3	<3	<3	<3

DEPT. of ZONING and INSPECTIONS
(Continued)

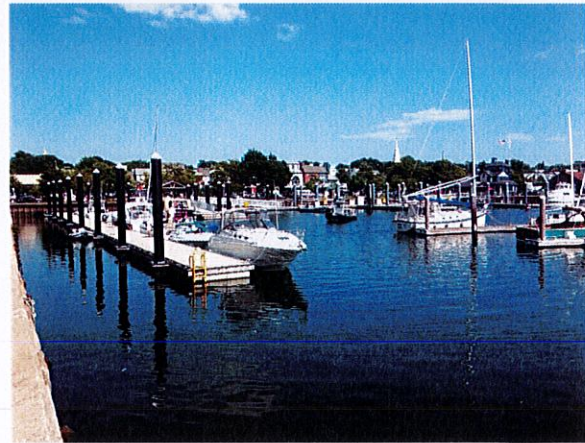
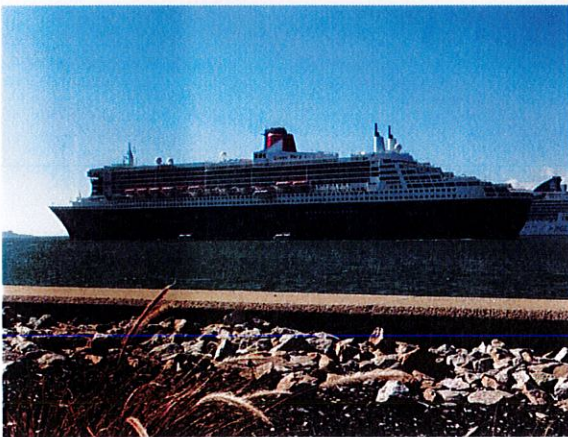
Challenges:

- *Retirement of former Building Official, William Hanley, Dec. 2021*

NON-UTILITY ENTERPRISE FUNDS

Enterprise funds are designed to be fully self-supporting through user fees. The City has two non-utility enterprise funds which are the Maritime/Harbor Fund and the Parking Fund.

- The City's Harbor Facilities;



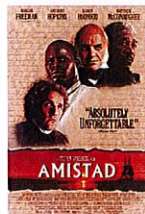
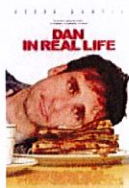
- King Park Auto & Trailer Parking, Boat Launch and Permit Information;



- The Mary Street Parking Lot, Gateway Visitor's Center & Garage



- Permits for Movie, Television and Photography Productions.



MARITIME FUND

Contact info:
 Stephen Land, Harbormaster
 Email: SLand@cityofnewport.com
 Telephone: (401) 845-5818



Scope of Operations: The Maritime Fund provides for the operation of the Newport Harbor. It is responsible for enforcement of ordinances and state and federal boating laws pertaining to the operation of commercial and pleasure craft within the harbor and surrounding public waters. This fund operates the public piers and public dinghy docks throughout the harbor and operates the Perrotti Park ferry, cruise ship docks and the Harbormaster building with public restrooms.

FY 2022 Goal: Continue State mandated inspection system of vessels for discharge related infractions by inspection of 50 vessels annually.

Accomplishments:

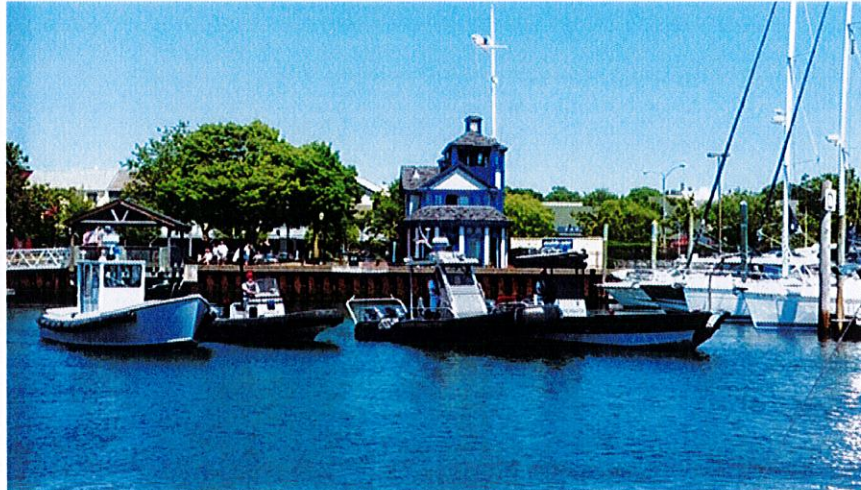
PERFORMANCE MEASURES	FY2018 ACTUAL	FY2019 ACTUAL	FY2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Number of State mandated inspections	53	51	45	0	15

Project will continue. FY21: No data was collected after September, 2019 due to COVID 19.

Additional Achievements:

- *Set up credit card payments for transient moorings*
- *Computerized the transient mooring rental program*
- *Cruise ships returned*

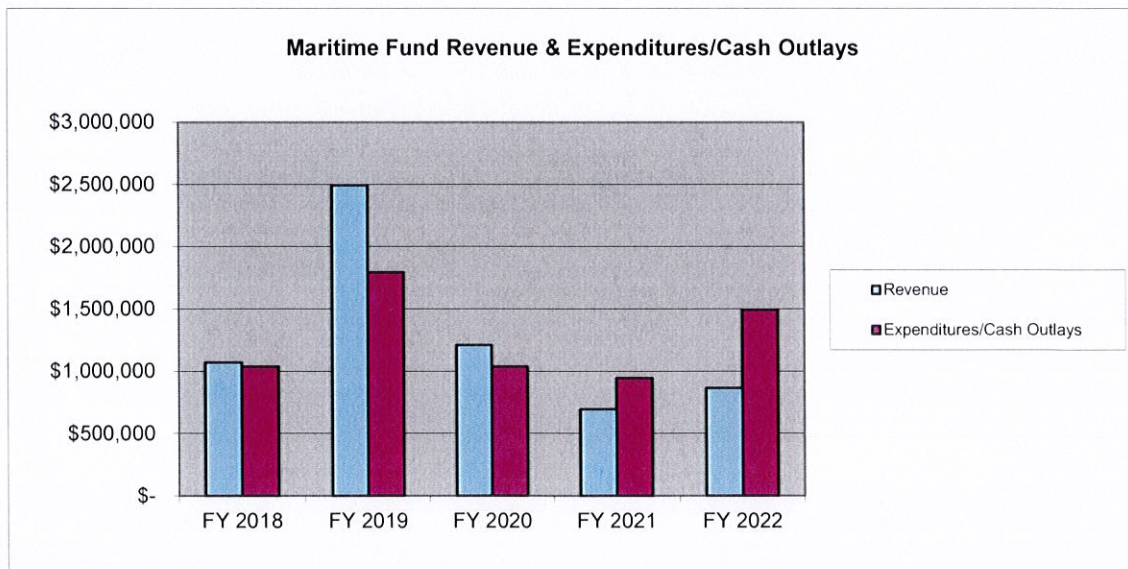
MARITIME FUND (continued)



Newport Harbormaster Fleet in front of the office

Challenges:

- *Recruiting enough staff to cover entire season*
- *Supply chain problems for maintenance and repair projects*



PARKING FUND

Contact info:

Pat Segerson, Transportation Supervisor

Email: PSegerson@cityofnewport.com

Telephone: (401) 845-5712



Scope of Operations: The Parking Fund oversees the parking contracts for Gateway and Mary Street public parking lots, on street meter parking, review of parking violation agreements; assistance to vendors, businesses and other agencies with occasional requests for special parking considerations; maintenance and capital improvements for the lots and associated public restrooms. Functions also include coordination of special event management related to lot and on-street parking.

The Parking Fund provides the public with safe, convenient and appropriate parking within the City of Newport. Further, it maximizes accessibility to each resident, business, and attraction with the increased availability of parking and decreased traffic congestion by controlling parking eligibility and providing public fee parking. Working as a team to ensure the effective management of this resource, efforts for this fund are shared by Police and Economic Development.

It is highly recommended that visitors park at the Gateway Center on America's Cup Boulevard.



The Newport Gateway Center has parking for 480 cars at very reasonable prices and also serves as the City's primary public transportation hub.



PARKING FUND (continued)

FY2022 Goal: Ensure compliance with all ADA standards at City’s parking facilities and improve accessibility to City’s parking facilities

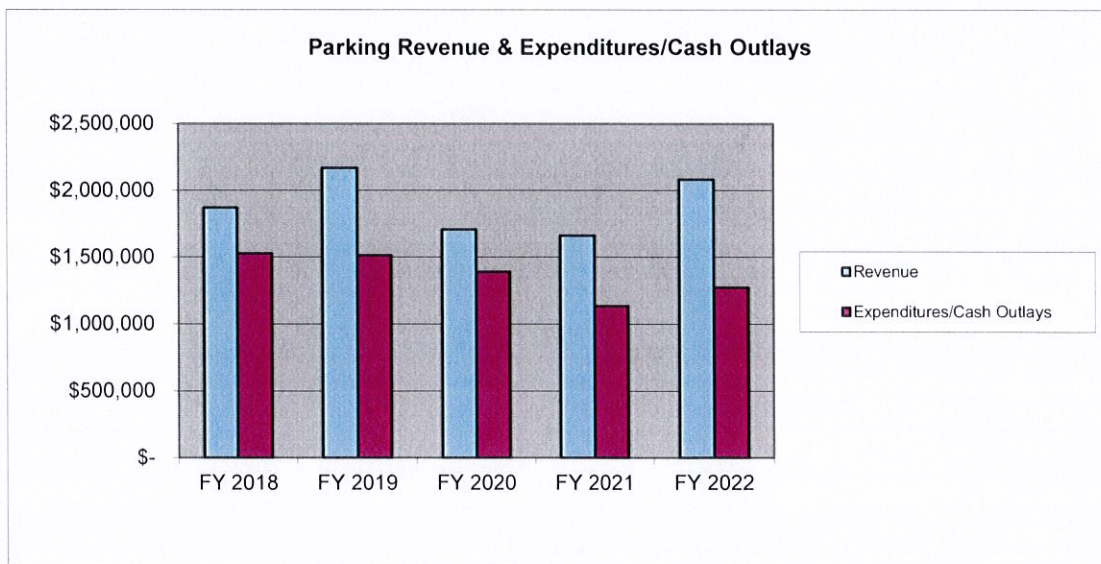
PERFORMANCE MEASURES	FY2018 ACTUAL	FY2019 ACTUAL	FY2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Number of ADA improvements to City’s parking facilities	1	1	2	1	1

Accomplishments:

- *Awarded a new Parking Operations Contract that replaced the outdated single-space parking meters with modern Pay Stations throughout the City, improving reliability and increased revenue.*
- *Replaced the Mary St. Parking Lot Pay Stations with user-friendly Pay Stations under the new Parking Operations Contract that provide uniformity throughout the city, including the Beach, and also simplify the resident free 3-hour parking functionality.*
- *In conjunction with Public Services, effected much needed repairs at the Gateway Parking Lot Garage*

Challenges:

- *Upgrading the Gateway Parking Lot equipment and operation to improve efficiency and increase user-friendly automated payment options.*
- *Accomplishing needed capital improvements at the Mary St. parking lot*



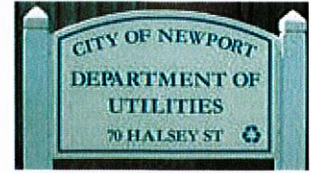
DEPARTMENT OF UTILITIES

Contact info:

Rob Schultz, Jr., Director of Utilities

Email: RSchultz@cityofnewport.com

Telephone: (401) 845-5601



WPC is responsible for wastewater and stormwater system servicing Newport. WPC provides wastewater treatment on a wholesale basis to the Town of Middletown and Naval Station Newport. The City Council establishes the sewer use charge, which funds both wastewater and stormwater. The Town of Middletown and Naval Station Newport pay per their contracts. Middletown is invoiced quarterly based on a fixed percentage of operating costs per 1985 contract and debt service allocation for ICI, LWFM, and DBO Plant Improvements.

The City entered into a service agreement with Veolia to operate and maintain the wastewater treatment facilities, two CSO facilities, several sewer pump stations, and the UV stormwater disinfection system. WPC and Veolia are regulated by a complex regulatory framework established by the US Environmental Protection Agency (EPA) and the Rhode Island Department of Health (RIDOH).

WPC's wastewater collection system consists of approximately 97 miles of gravity sewers and force mains, ranging in diameter from 2 inches to 84 inches, delivering wastewater to the City's Water Pollution Control Plant (WPCP) on JT Connell Highway in the City of Newport. The City also receives wastewater flow via two force mains from Middletown and three force mains from Naval Station Newport. An additional 9 miles of privately owned and operated force mains connect to the City's collection system, primarily located throughout the southwestern part of the City. The system's aboveground assets include the WPCP, 16 pump stations, and 2 CSO treatment facilities. There is also one belowground combined sewage storage conduit, the Narragansett Avenue Storage Conduit.

WPC's stormwater collection system is comprised of 2,378 catch basins and directed through a network of pipes and swales to one of the 50 outfalls. In addition to the City-owned system, there are 456 RIDOT catchbasins and 427 Private catchbasins with an associated network of pipes and swales to noncity outfalls.

WATER POLLUTION CONTROL



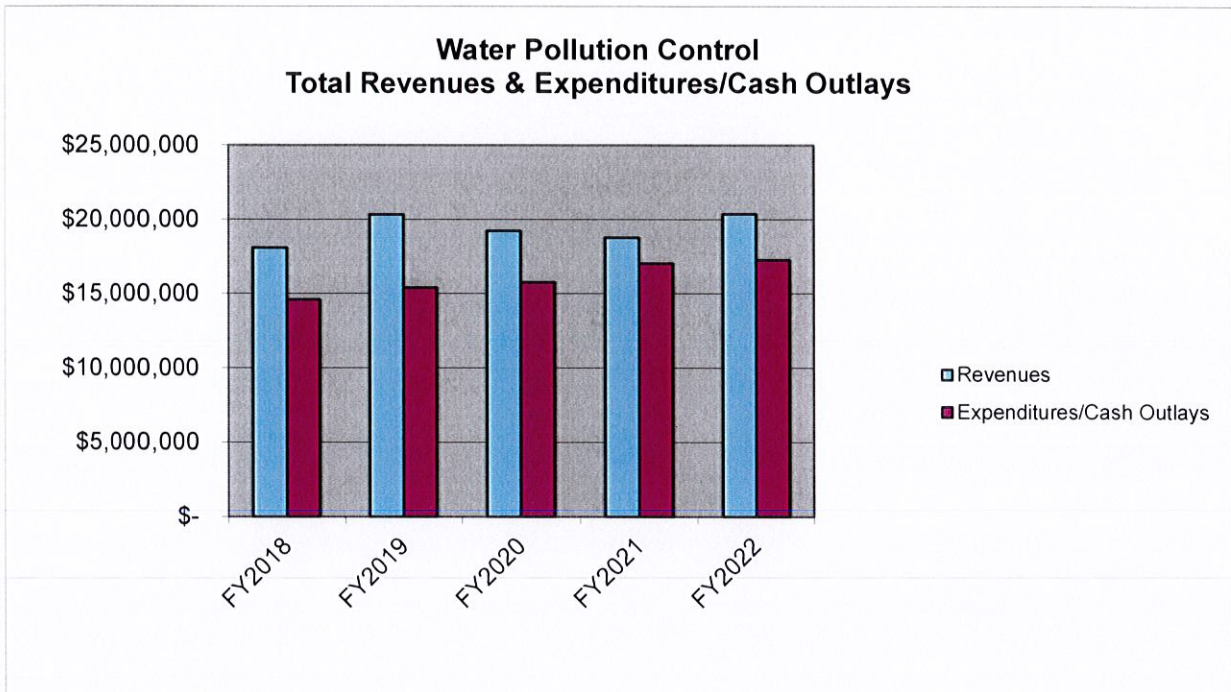
70.0% of citizens responding to our 2015 Citizen Survey (89.6 in 2009) indicated support for the City's Sewer/CSO Infrastructure rebuilding.

FY 2022 Goal: To ensure effective storm water management.

PERFORMANCE MEASURES	FY2018 ACTUAL	FY2019 ACTUAL	FY 2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Number of catch basins cleaned	443	633	666	330	409

PERFORMANCE MEASURES	FY2018 ACTUAL	FY2019 ACTUAL	FY 2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Number of catch basins repaired	1262	705	3856	2082	1538

WATER POLLUTION CONTROL
(Continued)



WATER FUND



The original Newport Waterworks system dates back to 1876. In 1881, the Newport Water Works Company was incorporated and was succeeded by the Newport Water Corporation in 1929. The City of Newport (City) has owned and operated the water system since 1936. The City Charter indicates the City's legal authority to own and operate the water system. The water system is currently known as the Newport Water Division (NWD).

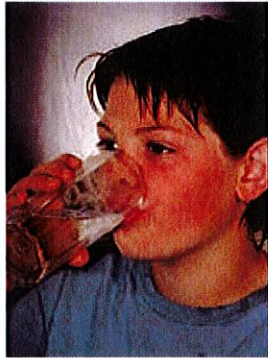
The Water Division system consists of nine (9) surface water reservoirs, two (2) treatment plants, five (5) water storage facilities, raw and treated water booster pump stations, and approximately 200 miles of distribution piping. NWD has about 14,895 retail customers, including ten (10) connections with the Naval Station Newport and wholesales water to Portsmouth Water and Fire District.

NWD has a complex regulatory framework and is responsible for providing drinking water that meets or exceeds standards established by the US Environmental Protection Agency (EPA) and the Rhode Island Department of Health (RIDOH). NWD operates under a Public Water System License No. 1592010 administered by RIDOH. The Rhode Island Public Utilities Commission regulates revenue, rate structure, and other commission directives for the Water Division. Additional regulations govern the raw water supplies and dams governed by the Rhode Island Department of Environmental Management (RIDEM) and Coastal Resources Management Council.

WATER FUND
(Continued)

<https://www.cityofnewport.com/city-hall/departments/utilities/drinking-water/filing-dockets>

<http://www.ripuc.ri.gov/eventsactions/docket/4025page.html>



FY 2022 Goal: Inspect one-hundred percent of our public fire hydrants and make necessary repairs within five days.

Accomplishment:

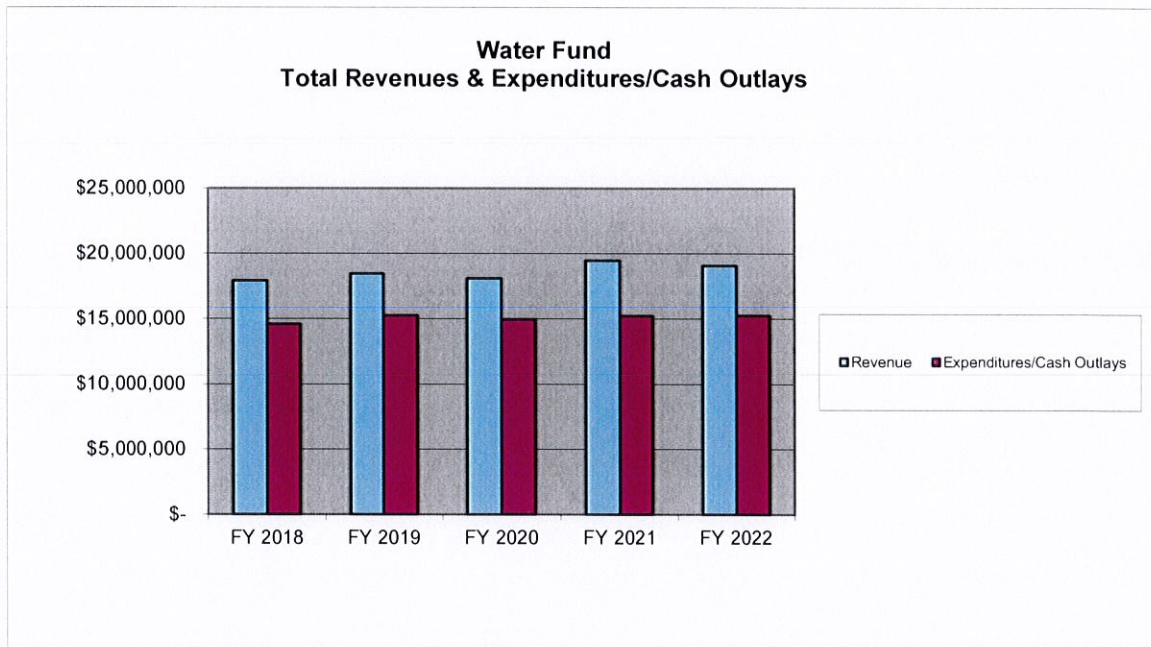
PERFORMANCE MEASURES	FY2018 ACTUAL	FY2019 ACTUAL	FY 2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Percentage of City's public fire hydrants inspected and repaired	100%	100%	100%	100%	100%

FY 2022 Goal: To coordinate all activities of the Water Division to maintain safe and adequate supply reservoirs; to ensure quality drinking water to our customers by complying with the requirements of State and Federal agencies; to invest a prudent budget where system improvements are necessary and toward preventative maintenance; and to communicate effectively with the Public.

Accomplishment:

PERFORMANCE MEASURES	FY2018 ACTUAL	FY2019 ACTUAL	FY 2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL
Number of annual quarters during which the City violated the Safe Drinking Water Act (SDWA)	1	1	1	0	0

WATER FUND (Continued)



GLOSSARY

Ad valorem tax – A tax based on the value of real estate or personal property.

Annual Comprehensive Financial Report (ACFR). Financial report that contains, at a minimum, three sections: 1) Introductory, 2) financial, and 3) statistical, and whose financial section provides information on each individual fund and component unit.

ASP - An application service provider (ASP) is a business that provides computer-based services to customers over a network. The application software resides on the vendor's system and is accessed by users through a web browser using [HTML](#) or by special purpose client software provided by the vendor.

Balanced scorecard – An approach using multiple measures to evaluate managerial performance. These measures may be financial or non-financial, internal or external, and short-term or long-term. The scorecard allows a determination as to whether a manager is achieving certain objectives at the expense of others that may be equally or more important.

Budget – Quantitative plan of activities and programs expressed in terms of assets, liabilities, revenues, expenses (or expenditures), and in some cases, outputs or outcomes. A performance-based budget may express the organizational goals in terms of specific financial and operating objectives.

Consumer Confidence Report (CCR) - In 1996, Congress amended the Safe Drinking Water Act by adding a provision requiring all community water systems to deliver a brief annual water quality report. The annual report is referred to as a Consumer Confidence Report (CCR). Starting in 2000 and the years that follow, Newport Water must deliver its report for the previous calendar year to consumers by July 1.

The CCR includes information on our source water, the levels of any detected contaminants for the calendar year, compliance with drinking water rules, plus some educational material. The content of the CCR is regulated by the Rhode Island Department of Health (RIDOH) and United States Environmental Protection Agency (USEPA).

The CCR is developed in accordance with the EPA guidance document which explains all of the requirements for report content, format and distribution.

CDBG – An acronym for The Community Development Block Grant, one of the longest-running programs of the U.S. Department of Housing and Urban Development, funds local community development activities such as affordable housing, anti-poverty programs, and infrastructure development.

CIP – Capital Improvement Program. The purpose of the CIP is to provide a realistic and predictable projection for the cost of providing facilities maintaining infrastructure, and providing equipment to meet service needs.

CRMC (RI) – Rhode Island Coastal Resources Management Council. The Coastal Resources Management Council is a management agency with regulatory functions. Its primary responsibility is for the preservation, protection, development and where possible the restoration

of the coastal areas of the state via the issuance of permits for work with the coastal zone of the state.

CSO - A combined sewer overflow, or CSO, is the discharge of wastewater and stormwater from a combined sewer system directly into a river, stream, lake or ocean. Combined sewers can cause serious water pollution problems due to combined sewer overflows, which are caused by large variations in flow between dry and wet weather. This type of sewer design is no longer used in building new communities, but many older cities continue to operate combined sewers.

Department – A separate part, division, or branch of an organization, government, business or school.

DUI – Driving under the influence of alcohol is the act of operating a motor vehicle after having consumed alcohol, or other drugs, to the degree that mental and motor skills are impaired.

Effort – The amount of financial and non-financial resources (in terms of money, material, and so forth) that are applied to producing a product or providing a service (output).

Efficiency measure – The relationship between efforts (or inputs) to outputs or outcomes. Measured by indicators of the resources used or cost per unit of output or outcome. A resource-usage concept, also with a least-cost notion, that is concerned with maximizing outputs at minimal cost or using minimum resources.

Enterprise Resources Planning System - is a company-wide computer software system used to manage and coordinate all the resources, information, and functions of a business from shared data stores.

Evaluation – A careful examination, analysis, or appraisal; an examination of the reasons or causes of results.

Expenditures – An outflow of current financial resources for current operations, capital outlays, or long-term debt principal retirement and interest.

Fiscal Year – A 12-month period for which an organization plans the use of its funds. The City of Newport's Fiscal Year begins July 1st and ends June 30th. Abbreviation: FY.

General Fund – City's primary operating fund. It accounts for all resources of the general government, except those that are required legally or by sound financial management to be accounted for in another fund.

GIS - Geographical Information System. A GIS is any system that captures, stores, analyzes, manages, and presents data that are linked to location. In the simplest terms, GIS is the merging of cartography and database technology. GIS systems are used in cartography, remote sensing. Land surveying, utility management, photogrammetry, geography, urban planning, emergency management, navigation, and localized search engines.

Goal – The condition or state that one is striving to achieve. Usually long-term and may be beyond what might reasonable be expected to be achieved within one year.

HVAC – An acronym that stands for “heating, ventilating, and air conditioning”. HVAC is sometimes referred to as *climate control* and is particularly important in the design of medium to large industrial and office buildings.

Input measure – Resources (i.e. expenditures or employee time) used in producing an output or outcome.

NETS Program – Newport Emergency Telecommunications System, funded through various federal and state Law Enforcement and Homeland Security grants. Funding allows for the upgrade of the radio equipment in the Police Department’s Dispatch Center and its Emergency Operations Center.

Outcome measure – Indicators of actual impact or effect upon stated condition or problem. They are tools to assess the effectiveness of a department’s performance and the benefit derived from it. An outcome measure is typically expressed as a percentage, rate or ratio.

Output measure – Completed activities usually referring to internal activity – the amount of work done within the organization. Outputs indicate the workload of the organization. The number of people receiving a service and the number of services being delivered are often used as measures of output.

Part 1 Crimes – Include Murder, Manslaughter, Rape, Robbery, Aggravated Assault, Burglary (both Residential and Commercial), Larceny, Auto Theft and Arson.

Part 2 Crimes – Include Other Assaults, CCW, Family Offenses, Narcotics, Disorderly Conduct, Vandalism, all other crimes.

Payment in lieu of taxes (PILOT) – Payment that a property owner not subject to taxation makes to a government to compensate it for services that the property owner receives from the government that would normally be financed through property taxes.

Performance Report – An internal or external report conveying information about the results of an organization’s services and programs.

Per Capita – Used to indicate the average per person for a given statistic (e.g. income, expenditures, etc.)

PCI – The Pavement Condition Index (PCI) is based on a visual survey of the pavement and a numerical index between 0 and 100 used to indicate the condition of a roadway. The PCI index defines the condition with 100 representing an excellent pavement.

PUC – Rhode Island Public Utilities Commission. The Public Utilities Commission comprises two distinct regulatory bodies: a three-member Commission and the Division of Public Utilities and Carriers. Although two distinct regulatory bodies, the Commission and Division generally operate in concert. This is evidenced by the Division’s status as an indispensable party in all Commission proceedings, and the Division’s statutory charge to enforce all directives of the

SIXTEENTH ANNUAL PERFORMANCE REPORT ON DELIVERY OF CITY SERVICES FOR FY2022
INFORMATION ON HOW TO GET A COPY OF THIS REPORT – SEE PAGE 1

Commission. Both entities may conduct inquiries, investigations and hearings to effectuate their respective duties. Both may issue orders that have the force and effect of law.

RFP – A Request for Proposal (RFP) is an invitation for suppliers, often through a bidding process, to submit a proposal on a specific commodity or service. This bidding process is one of the best methods for leveraging a company’s negotiating ability and purchasing power with suppliers.

RIDEM – Rhode Island Department of Environmental Management. State agency responsible for programs affecting agriculture, air, coastal resources, fish and wildlife, forests, water resources and watersheds.

RIDOH – Rhode Island Department of Health. The Department of Health is a multifaceted state agency with broad-ranging public health responsibilities

RIDOT – Rhode Island Department of Transportation. State agency charged with construction, maintenance and inspection of a wide range of transportation infrastructure.

Scope – The programs or services covered by a report, or the extent of a report’s coverage of an organization.

Service efforts and accomplishments (SEA) – Measures of the resources used, the effect of their use, and the efficiency with which they are used. These measures include measures of service efforts (the amount of financial and non-financial resources used), measures of service accomplishments (outputs and outcomes), and measures that relate efforts to accomplishments (efficiency).

SRF – State Revolving Fund. The Rhode Island Clean Water Finance Agency administers State revolving loan funds created under Title VI of the Federal Clean Water Act and its State counterpart. The Agency also administers the revolving loan fund created under the Federal Safe Drinking Water Act, as amended.

2015 *DirectionFinder*[®] Survey

Executive Summary Report

City of Newport, Rhode Island

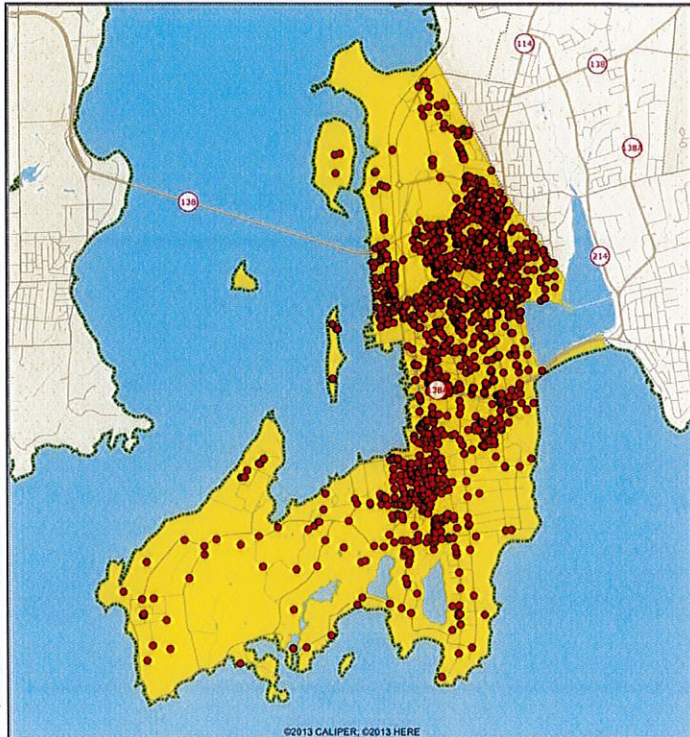
Overview and Methodology

ETC Institute administered the *DirectionFinder*[®] survey for the City of Newport, Rhode Island during June and July of 2015. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services and to help determine priorities for the community as part of the City's ongoing planning process. This is the second time ETC Institute has administered the *DirectionFinder*[®] survey for the City of Newport; the first one was administered in 2006.

The 2015 survey was six (6) pages long and took the average person approximately 15-20 minutes to complete. It was administered by mail, phone and the Internet to a random sample of residents in the City of Newport. Approximately two weeks after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone or online.

Of the 8,000 randomly-selected households that received the survey, 1,226 completed the survey. The overall results of 1,226 households have a precision of at least +/-2.8% at the 95% level of confidence. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. phone vs. Internet).

In order to understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map on the right shows the physical distribution of respondents to the resident survey based on the location of their home.



This report contains:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- benchmarking data that show how the survey results for Newport compare to other communities
- importance-satisfaction analysis to help the City use survey data to set priorities
- tabular data for the overall results to each question of the survey
- a copy of the survey instrument
- GIS maps that show the results of selected questions as maps of the City (published separately as Appendix A)
- Open-ended comments by residents (published separately as Appendix B)

Interpretation of “Don’t Know” Responses: The percentage of persons who gave “don’t know” responses is important because it often reflects the level of utilization of City services. For graphing purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with other communities. The percentage of “don’t know” responses for each question is provided in the Tabular Data Section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

Major Findings

- **Residents were generally satisfied with the overall quality of life in the City of Newport.** Most of the residents surveyed *who had an opinion* were satisfied with Newport as a place to visit (93%) and as a place to live (84%). Residents were least satisfied with Newport as a place to go shopping (45%).
- **The City’s efforts to promote the City were mixed.** The highest levels of satisfaction with promotion of the City, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were: the City’s efforts to manage tourism (55%) and City sponsored special events (54%). Residents were least satisfied with how well the City communicates and shares information (35%.)
- **Road improvements were supported over all other financial initiatives.** The highest levels of satisfaction with various financial initiatives, based upon the combined percentage of “very supportive” and “supportive” responses from residents *who had an opinion*, were: road improvements (90%), economic development (75%), the seawall rebuilding program (70%), and the sewer/CSO infrastructure rebuilding (70%). Residents were least supportive of the Innovation Hub (53%).

- **Public Safety Services**
 - **Police.** The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were: the responsiveness to calls for assistance (73%), the overall quality of police services (70%), and efforts to prevent crime (61%). Residents were least satisfied with vehicle noise enforcement (35%) and congestion management (32%).
 - **Fire.** The highest levels of satisfaction with fire services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were: the responsiveness to fire emergencies (90%) and rescue services (89%). Residents were least satisfied with fire prevention education (58%).
- **Public Services.** The highest levels of satisfaction with public services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were: curbside recycling services (77%), trash removal (76%), and overall quality of public works (45%). Residents were least satisfied with the maintenance of streets (11%).
- **Planning and Zoning.** The highest levels of satisfaction with planning and zoning, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were: enforcement of noise ordinances (38%), retail and commercial property maintenance enforcement (37%), and residential property maintenance enforcement (33%). Residents were least satisfied with the removal of trash cans/bins on non-pickup days (31%).
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were: the quality of City parks (80%), quality of City beaches (69%), and management of the harbor (66%). Residents were least satisfied with the quality of biking routes (33%).
- **Public Education.** The highest levels of satisfaction with public education, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were: the quality of educational facilities (45%) and quality of elementary school education (41%). Residents were least satisfied with the quality of high school education (28%).
- **Administrative Services.** The highest levels of satisfaction with administrative services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were: feeling of safety in the City (67%), the overall quality of life in the City (62%), and the image of the City (59%). Respondents were least satisfied with the effectiveness of the City administration’s communications with the public (25%).

- **Utilities.** The highest levels of satisfaction with utilities, based upon the combined percentage of “very satisfied” and “satisfied” responses from *residents who had an opinion*, were: the city’s efforts to minimize disruptions to water service (73%) and water pressure in homes (64%). Residents were least satisfied with the taste of their tap water (35%).
- **Most emphasis over the next two years.** Residents chose public education as the city service that should receive the most emphasis over the next two years; the second choice was public services and the third choice was utilities.
- **City information is communicated most often through the newspaper, Internet.** Sixty-eight percent (68%) of those surveyed currently receive information about the City from the Newport Daily News. When asked which electronic sources are used to get information, 77% selected the Internet (general use) as their first choice.

TRENDS

The significant increases and decreases among all of the items assessed from 2006 to 2015 are listed below and on the following page. Changes of +/-3% or more are considered statistically significant.

Significant Increases

- Quality of educational facilities (+22%)
- Quality of middle school education (+17%)
- Overall quality of public schools (+15%)
- System leadership and management (+13%)
- Quality of elementary school education (+12%)
- Quality of high school education (+10%)
- How well the City communications and shares information (+8%)
- Level of support for seawall rebuilding program (+7%)
- Quality of City beaches (+6%)
- Vehicle noise enforcement (+6%)
- Ratings of the City as a place to go shopping (+5%)
- Overall quality of public works (+3%)
- Fire inspections (+3%)

Significant Decreases

- Quality of youth recreation programs (-3%)
- Mowing and trimming of grass on private property (-3%)
- Snow plowing (-3%)
- Street sweeping (-3%)
- Maintenance of sidewalks (-3%)
- Parking enforcement (-3%)
- Ratings of the City as a place to live (-3%)
- Residential property maintenance enforcement (-4%)
- Efforts to prevent crime (-4%)
- Quality of city leadership (-4%)
- Water pressure in the home (-4%)
- Ratings of the City as a place to work (-4%)
- Overall quality of life in the City (-5%)
- Removal of trash cans/bins on non-pickup days (-5%)
- Image of the City (-6%)
- Efforts to minimize disruptions to water service (-6%)
- Maintenance of streets (-6%)
- Ratings of the City as a place to retire (-7%)
- Overall appearance of the City (-9%)
- Feeling of safety in the City (-11%)
- City sponsored special events (-12%)
- Overall quality of the City's administrative services (-13%)
- City efforts to manage tourism (-16%)

Opportunities for Improvement

Recommended Priorities for the Next Two Years. In order to help the City of Newport identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each city service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with services over the next two years. If the city wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for City Services:** maintenance of streets and maintenance of sidewalks.
- **Overall Priorities for Promotion Management:** how well the City communicates and shares information, City efforts to manage tourism, and level of civic involvement in municipal affairs.
- **Overall Priorities for Financial Initiatives:** none of the proposed projects were identified as “very high” or “high” priorities.

SIXTEENTH ANNUAL PERFORMANCE REPORT ON DELIVERY OF CITY SERVICES FOR FY2022
INFORMATION ON HOW TO GET A COPY OF THIS REPORT – SEE PAGE 1

Feedback Form

Please take a moment to complete this form and give us your feedback on this report. Please email (esceppa@cityofnewport.com), mail it to Elizabeth Sceppa, Finance Dept., 43 Broadway, Newport, RI 02840, or fax it to: 401 848-5750. Your comments will help us to improve this report in the future. Thank you!

- 1) Was it clear to you from the report why this report is being done? Circle one: YES NO
- 2) Was it clear to you from the report what areas of city government would and would not be reviewed and discussed? Circle one: YES NO
- 3) Were the goals and objectives of the City of Newport departments discussed in the report clearly stated within the report? Circle one: YES NO
- 4) Was there enough information about each City department discussed in the report for you to form a reasonably complete picture of how each department uses resources (people and money)? Circle one: YES NO
- 5) Did the report include enough information on the key measures of performance for each department: Circle one: YES NO
- 6) Was the information from the citizen survey reported on in this report understandable to you as a reader? Circle one: YES NO
- 7) Was the information from the citizen survey reported on in this report useful to you as a reader? Circle one: YES NO
- 8) Was the report overall easy for you as a reader to understand? Circle one: YES NO
- 9) Was the report overall useful to you as a reader? Circle one: YES NO

How did you learn of this report? _____

How much time did you spend reading this report? _____

What part or parts of the report were the most interesting and useful to you? Why _____

What part or parts of the report were the least interesting or useful to you? Why _____

What changes would you suggest be made to this report to improve it in the future?

What areas would you like to see measured or added to this report that were not included?