

Council Year 2023-2024 Update

Priority

Housing	
<u>Completed</u>	<u>Completed</u>
Implemented short-term rental Ordinance	\$ 400,000 MSHA Grant - Assist People Experiencing Homelessness
Hired Housing Officer	\$ 500,000 HUD Grant - Eviction Protection
Emphasized Enforcement of Vacant Property Registry	\$ 2,000,000 HUD - Health Homes Production
Incentivized housing development on Grandview Avenue	\$ 7,000,000 HUD - Pathways to Removing Obstacles Housing Program
Completed Draft of Bangor Housing Study	\$ 1,827,469 CDBG funding Expended for Housing Projects
Reviewed Draft Pre-approved Building Plans	\$ 3,351,851 ARPA Funds Allocated to Support Housing
Adopted Rental Registry Quality Housing Program	6 Residential Zone Changes - Increase Density
Reduced ADU Restrictions	321 Approved Housing Units Pending Completion
Created Co-Living Dormitory Housing Allowance	178 Units Approved by Planning Board This Year
Reduced Residential Off-Street Parking Minimums	72 Units of Housing Completed (FY 24)
Increased Height Allowances to Facilitate Housing	76 Placarded Properties (down from 92)
Expanded Allowances for Manufactured Homes	60 Vacant Properties (down from 68)
Expanded Permanent Supportive Housing Zoning	48 (of 60) Current on Registration
Reduced Restrictions for Land Development Permit Process	
Made Allowance for Residential Legal Non-Conformity	
<u>In Progress</u>	
Finalize Bangor Housing Plan	
Enforcement Action for Non Compliant Vacant Registry	
Enhance Compliance with Short Term Rental Requirements	
Complete Grandview Avenue Housing Project	
Finalize Pre- Approved Building Plans	

Services Provided and Initiatives

Community & Economic Development		Homelessness	
<u>Completed</u>	<u>Completed</u>	<u>Completed</u>	<u>Completed</u>
Hired BED Officer & Analyst, Planner		Homeless Response Manager Position Filled	
Adopted TIF/CEA guidelines		Funded Daytime Program Options (Library, HEART)	
Draft of Commercial Kitchen Design and Operations Plan		Enacted Emergency Shelter Zoning Ordinance	
Inventoried Development Parcel Available		Continued Participation in Statewide Work to Retool System	
Designated Development Site for New VA		Invested in Community Support - Park Ranger, BCAT, Outreach	
Revitalized Foreign Trade Zone		Established Encampment Enclosure as Community Priority	
Commenced Downtown Parking Study		1,200 Diversion (i.e. GA, Reunification, Vouchers, Abate)	
Enhanced Downtown Collaboration		250 Estimated Unsheltered individuals Housed (i.e. SPC, Outreach)	
		300 Outreach Contacts	
<u>In Process</u>		<u>In Process</u>	
2024 Finalize Residential & Commercial RFP		2024 Complete Encampment Closure Work	
2024 Finalize & Submit Downtown TIF Amendment		2025 Formulate Local Homeless Response Plan	
Winter 24/25 Finalize Commercial Kitchen Design and Ops Plan		2025 Develop Comprehensive Statistical Data	
2024/2025 Support RERC - Rebranding & Marketing Work		Ongoing Participation in Statewide Work to Retool System	
Ongoing Reinvigorate BanAir and Related Property Opportunities		Ongoing Align and Support Community Resources	
Ongoing Cultivate Commercial Development Opportunities		Ongoing Continue to Develop Best Practices	
Ongoing Implement Comprehensive Plan			

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Services Provided and Initiatives

Public Health	Public Transportation
<p>4,453 WIC Participants Assisted (Penobscot/Piscataquis) 3,465 Youth Received SNAP (Nutrition Assistance) Training 24,853 Narcan Doses Distributed (Penob/Piscat/Han/Wash/Aroos) 1,075 Public Health Nurse Visits</p> <p><u>Completed</u></p> <ul style="list-style-type: none"> Hired Public Health Director Partner for Vaccination Clinics for Vulnerable People CDC Incident Command Participant Began Opioid Settlement Funding Plan Coordinated Case Management for HIV Cluster <p><u>In Process</u></p> <ul style="list-style-type: none"> 2024 Support Encampment Closure Winter 24/25 Finalize Opioid Settlement Funding Strategy Winter 24/25 Assess and Address Syringe Waste Efforts 2024/2025 Coordinate HIV Response Efforts with Partners 2025 Develop Plan for Mosquito Borne Disease Response Ongoing Input from Impacted Populace to Influence Infra (MEHAF) Ongoing Public Health Accreditation Process 	<p>542,703 Public Transit Rides - FY 2024 12,021 ADA Rides Provided - FY 2024</p> <p><u>Completed</u></p> <ul style="list-style-type: none"> Completed Triennial Review Began Implementation of Fixed Stop Policy Design Contract Awarded for Bus Storage Facility Emphasized Training Opportunities <p><u>In Process</u></p> <ul style="list-style-type: none"> 2024 Seek CDL Training Funding & Partners 2024 Update Advertising Policy 2025 Implement Fixed Stop System 2025 Implement Technology Upgrades 2025 Update Bus Shelter Ordinance 2025/2026 Bus Storage Facility Ongoing Assess Administrative and Regulatory Compliance
Public Safety	Public Services
<p>35,503 Police Responses 4,681 Welfare Checks 1,658 Fire Responses 8,526 EMT Responses 1,235 BCAT Responses 85 Overdoes Response Team Engagements</p> <p><u>Completed</u></p> <ul style="list-style-type: none"> Staffing Improvements Within Police Negotiated Staff Recruitment and Retention Plan Within Fire Police & Fire Facilities Improvements Awarded \$200,00 in EMS Blue Ribbon Funding Restored Police Community Enforcement Team Finalized Mandatory Medicare Reporting Partnered with EMCC to Provide EMS Training Amended Loitering Ordinance for Safety Concerns <p><u>In Process</u></p> <ul style="list-style-type: none"> 2024 Finalize Reunification Plan 2024/2025 Work with Insurance Service Office to Lower City Rating 2024/2025 Upgrade Radio Infrastructure 2025 Plan for Training Center Upgrade (Pending 11/5 Election) Ongoing Creative Solutions to Critical Staffing Needs 	<p>17.86 Street/Sidewalk Repair in Miles 2,759 Service Requests Fulfilled 169 Tree Service Requests Fulfilled 1,480 Fleet Vehicle Service Orders 38 Acquisition of Vehicles</p> <p><u>Completed</u></p> <ul style="list-style-type: none"> With Parks - Treated 31 Trees for Brown Tail Moth Completed Tree Inventory (2,500 Trees) In-house CDL Classes Resulting in 16 New Employees Implemented Internship - Partner with UTC and BHS Partner with uMaine - Develop Emerald Ash Bore Response Initiated Compost Giveaway Program Continued Implementation of Asset Management Program Finalized Penobscot Corridor Signal Improvement Project Began Development of Citywide Lighting Plan Active Engagement Regarding Village Partnership Initiative <p><u>In Process</u></p> <ul style="list-style-type: none"> 2024/2025 Implement Trial Winter Staffing Schedule 2024/2025 Educational Program Snow on Sidewalk 2025 Develop Urban Forest Management Plan 2025 Fully Implement Asset Management Software 2025 Complete Pickering Square Phase 3 Improvements 2025 Broad Street Park Improvement Design 2025 Ohio Street Bridge Replacement Ongoing Support MRC Efforts for Trash Facility Ongoing Continued Stormwater Monitoring

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Services Provided and Initiatives

Recreation	Water Quality
<p>6,346 Program Registrations 37,435 Rounds of Golf 191,388 Waterfront Concert Attendees 2,172 American Cruise Line Passengers 271 Community Garden beds 321 Event Permits 45 Harbor Reservations</p> <p><u>Completed</u></p> <p>Completed Facility Feasibility Study School Committee Approval of Use of Griffin Rd Property Launched Mooring Dock in Penobscot River Completed Cascade Park Management Plan Completed Waterfront Walking Trail Revised Event Permt & Policy</p> <p><u>In Process</u></p> <p>Spring 2025 Install Two Additional Public Restrooms 2025 KD Trail Improvements 2025 Advance RERC Work - Branding/Marketing 2025 Mansfield Transition Plan Ongoing Identify Next Steps for Facility Replacement</p>	<p>3.3 Billions of Gallons of Water Treated 30 Miles of Sewer Lines Cleaned 28.4 Miles of Sewer Lines Inspected 447 Sewer Manholes Inspected</p> <p><u>Completed</u></p> <p>Completed SCADA Phase B Project Participated in Phase III PFAS Study Meet with Hermon/Hampden in Advance of Interlocal Agree Completed \$1.3 Million in Small Project Work Evaluation of Kmart & Perry Road Pump Stations Participate in Nationwide Study of Community Pathogens Renewed Discharge Permit with MeDEP Finished Plant Concrete Repair Project</p> <p><u>In Process</u></p> <p>2024-2025 Finalize Pump Station Upgrade Scope and Timeline 2024-2025 SCADA Phase C Project 2024-2025 Biosolids Drying & Disposal Study 2024-2025 Plant and Sewer Capacity Study 2024-2025 Barkersville, Meadowbrook, Randolph Street Projects</p>
Airport	Cross Insurance Center
<p>707,828 BIA Passengers - 8 Record Breaking Months 13,300,000 Gallons of fuel sold 24,815 Operations</p> <p><u>Completed</u></p> <p>Began Multi Year Runway Reconstruction Project Began Terminal Connector Project Maine Instrument Flight School Began Operations 800 Space Surface Lot Expansion Underway Welcomed Breeze Airways - 3 New Destinations</p> <p><u>In Process</u></p> <p>Fall/Winter Implement Common Use Technology (Airline Counters) Fall/Winter Engineering Services RFQ 2025 Complete Runway Reconstruction 2025-2026 Complete Terminal Connector Project 2025 Identify Funding for TSA Checkpoint Redesign 2025 Removal of WWII Alert Building</p>	<p>190,390 CIC Patrons 86 Arena Events 141 Convention Center Events</p> <p><u>Completed</u></p> <p>Basketball Court Redesign and Refinish Growth in Corporate Partnerships Continued Improvements to Bangor State Fair Continued Investment in Facility Maintenance</p> <p><u>In Process</u></p> <p>2024-2025 Continue to refine convention booking process 2024-2025 Return of Broadway Series 2024-2025 Introduction of Sponsored Ballroom Series 2024-2025 Continue Reinvestment in Building Ongoing Opportunities to expand event offerings of all types</p>

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Citywide Initiatives

Policy and Operations	Public Engagement
<p><u>Completed</u></p> <ul style="list-style-type: none"> Relocated City Hall functions Launched 2 Year Citywide Revaluation Process Finalized Regional Climate Action Plan Finalized ARPA Allocation Appointed ADA Coordinator <p><u>In Progress</u></p> <ul style="list-style-type: none"> Fall 2024 Follow up with ARPA Beneficiaries Winter 2024 Council Operating Policy/Guidelines Spring 2025 ARPA Recipient Reporting Calendar Year 2024 Ongoing School Committee Relationship Ongoing County, State, Federal Elected Officials Relationships 	<ul style="list-style-type: none"> 1,506 City Council General Public Comments/Emails Rec'd 281 Public Meetings 258 Orders, Ordinances, Resolves <p><u>Completed</u></p> <ul style="list-style-type: none"> Increased Social Media Engagement Revived Linked In Presence Transitioned to YouTube for Livestreaming Ongoing Improvement of Communication Strategy Considerable Public Outreach - VPI, Grandview, CDBG, etc <p><u>Next Steps</u></p> <ul style="list-style-type: none"> 2024 Launch of New Website Ongoing Continue to improve our communication strategy Ongoing Continued Digitization of Documents for Online Access

Personnel

Department	# of Positions	Vacant Positions	Vacancy Rate	Separations by Fiscal Year							
				FY 19	FY 20	FY 21	FY 22	FY 23	FY 24	FY 25	
Airport	123	7	5.69%	15	22	14	28	19	30	10	
Police	107	2	1.87%	21	9	10	12	10	12	0	
Fire	94	8	8.51%	8	12	9	7	10	15	5	
Community Connector	56	9	16.07%	10	4	11	13	10	10	5	
Public Works	79	4	5.06%	13	12	7	18	18	14	2	
Public Health	51	2	3.92%	2	3	4	6	9	7	1	
Water Quality	23	0	0.00%	3	6	7	8	3	4	0	
Parks & Rec	17	1	5.88%	3	3	8	0	3	3	1	
Comm Econ Develop	16	0	0.00%	5	1	1	0	4	3	0	
Engineering	9	1	11.11%	0	1	0	0	1	1	2	
Finance	16	3	18.75%	0	0	1	3	1	3	1	
Clerk	12	1	8.33%	2	0	8	4	5	4	1	
Assessing	4	0	0.00%	1	1	0	1	0	0	0	
City Manager	10	1	10.00%	1	1	1	1	0	2	1	
Legal	3	0	0.00%	1	1	2	0	2	0	0	
	620	39	6.29%	85	76	83	101	95	108	29	

Existing * - 7/1/2024 - 10/25/2024

Access to multiple health plans that include access to telehealth, counseling, emotional health & well-being, mental health, substance use, coaching and support services, and lifestyle management

Employee assistance program to all employees and family members

On-site counselors in response to tragic events

Paid time off, for full time employees sick and vacation leave and part time employees earned time off

Departments offer additional supports as necessary such as peer to peer or clinical supervision/support

Some unions offer additional services independent from the City.

Completed

- 4 Collective Bargaining Agreements
- Vacancy rate decreased from 10.23% last year to 6.29% this year
- In-House CDL and EMS Training & Licensing

Next Steps

- Fall 2024 Implement Intranet for Employee Access
- Winter 24/25 Revise Personnel Rules & Regulations to be more reflective of the current employment environment.
- Winter 24/25 Paid Family Medical Leave Planning
- Ongoing Explore opportunities to provide more flexibility to support work/life balance