



2019 Annual Report



Mayor Stuart K. Patrick
Council President Peter A. Hughes
Councilor Paul A. Lisovicz
Councilor David A. Lefkovits
Councilor Deborah Mans
Councilor Ann Marie Morrow
Councilor Daniel T. Murphy

John Malyska, Esq.
Michael J. Rohal, Borough Administrator, Clerk & Engineer
Michael P. Zichelli, Deputy Administrator



Date: February 20, 2020

To: Mayor Stuart K. Patrick
Council President Daniel T. Murphy
Council President Peter A. Hughes
Councilor Paul A. Lisovicz
Councilor Richard Law
Councilor Deborah Mans
Councilor Ann Marie Morrow
John Malyska, Esq.

In effort to provide useful data to our citizens, elected officials and members of the various boards and commissions, please find our 2019 annual report.

Included are summaries and statistics regarding:

- Finance
- Office of Vital Statistics
- Office of the Municipal Clerk
 - Open Public Records
 - Dog Licenses
 - Film Permits
 - Block Parties
 - Garage Sales
- Recreation
- Department of Public Works
 - Solid Waste
 - Materials Used
 - Water & Sewer Emergencies
- Capital Projects
- Building Department
- Boards and Commissions
 - Historic Preservation Commission
 - Planning Board
 - Board of Adjustment
 - Shade Tree Commission
- Public Outreach
 - Website
 - Online Payment Center
 - Service Request Center
 - Email Broadcasts
 - Social Media

Respectfully submitted,

Michael P. Zichelli, AICP,PP
Borough Administrator

FINANCE

	2018	2019
Net Taxable Value	\$1,388,990,400	\$1,701,070,200
Average Residential Value	\$547,957	\$664,600
Municipal Tax Levy	\$11,671,314	\$11,339,832
Municipal Tax Rate	0.840	0.667
Average Residential Municipal Tax	\$4,604	\$4,430
<i>*Borough wide revaluation took effect in 2019</i>		

	2018		2019	
	Tax Levy	Tax Rate	Tax Levy	Tax Rate
County	\$8,373,032.46	0.603	\$8,374,480	0.492
County Open Space	\$261,586.77	0.019	\$268,819	0.016
Municipal	\$11,103,607.93	0.799	\$11,339,832	0.667
Library Tax	\$567,706.51	0.041	\$588,934	0.035
School	<u>\$30,921,442.00</u>	<u>2.226</u>	<u>\$32,000,530</u>	<u>1.881</u>
	\$51,227,375.67	3.688	\$52,572,595	3.091

	<u>Total Taxes Collected</u>	<u>% of Taxes Collected</u>
2019	\$52,411,797	99.66%
2018	\$51,434,197	99.47%
2017	\$50,022,355	99.49%

OFFICE OF VITAL STATISTICS

Under the direction of the local registrar the Office of Vital Statistics processes and maintains all births, marriages, civil unions, and deaths which take place within the city limits of The Borough of Glen Ridge. This includes all births and deaths which occurred at Hackensack UMC Hospital previously known as Mountainside Hospital. This office also ensures that all vital records are properly filed with the State Office of Vital Statistics in Trenton. Certified copies of these records are available through this office.

In 2019 the Office of Vital Statistics issued 3,246 birth certificates, 187 death certificates, 26 Marriage certificates and prepared 48 amendments to vital records.

2019

	Birth	Death	Marriage	Amendments
Jan	328	15	1	4
Feb	228	23	0	4
March	288	6	2	5
April	255	23	3	8
May	291	41	1	5
June	248	20	1	4
July	302	22	4	5
Aug	341	4	0	2
Sept	233	8	7	3
Oct	304	10	2	2
Nov	207	7	3	5
Dec	221	8	2	1
2019 totals	3,246	187	26	48

2018

	Birth	Death	Marriage	Amendments
Jan	298	25	5	4
Feb	250	2	0	3
March	275	14	2	5
April	321	25	2	2
May	255	9	2	3
June	291	33	1	1
July	254	12	4	1
Aug	309	5	0	0
Sept	207	36	7	2
Oct	281	5	2	3
Nov	180	4	0	3
Dec	154	5	1	2
2018 totals	3,075	175	26	29

OFFICE OF THE MUNICIPAL CLERK

Open Public Records

The Municipal Clerk serves as custodian of records. The Clerk's office is responsible for overseeing requests made under the Open Public Records Act. The Clerk also issues dog licenses and film permits and oversees block party and garage sale applications.

In order to streamline and provide expedited service to our constituents the Borough utilizes an online portal that allows citizens to request public records online. This portal also allows the Borough to fulfill and track all requests online as well. The use of the Open Public Records portal has grown significantly in 2019. The portal now allows electronic requests of public records from all departments throughout the Borough. Use of this portal has expanded from 88 requests in 2018 to 478 in 2019. This portal allows for more efficient and transparent access to public records. Requests for public records are still accepted in person and via email as well. In 2019 the Clerk's office fulfilled approximately 600 additional requests in these formats.

The screenshot shows a web form titled "Open Public Records Act Request" from the Borough of Glen Ridge. The form is divided into two main sections: "Requestor Details" and "Record Request".

Requestor Details:

- Fields for First Name *, Middle Initial, Last Name *, and Business Name.
- Fields for Address, City, State (a dropdown menu with "Select..." visible), and ZIP.
- Fields for Phone # *, Fax #, and Email *.

Record Request:

- A dropdown menu for "Is this a Motor Vehicle Record, Building Permit, or General Request?*" with "Select..." visible.
- Text: "Requests for 'any and all' are generally considered too broad and may be returned for clarification."
- Text: "Timeframe for response is seven (7) business days after custodian's receipt of request. Day one (1) is the day following the custodian's receipt of your request."
- Text: "Please be as specific as possible in describing your request.*"
- A large text area for describing the request.
- Footnote: "A public record under the common law is one required to be kept, or necessary to be kept in discharge of a duty imposed by law, or directed by law to serve as a memorial and evidence of something written, said, or done, or a writing filed in a public office. The elements essential to constitute a public record are that it be a written memorial, that it be made by a public officer, and that the officer be authorized by law to make it."

Dog Licenses

State Law requires the Municipal Clerk to license all dogs over the age of 7 months within the Borough on a yearly basis. The Borough currently utilizes software provided through GovPilot to track and issue dog licenses online. This allows residents to apply for their license online and make payments via credit card. We also accept applications in person and through the mail.

In 2019 385 dog licenses were issued compared to 386 licenses in 2018.



Film Permits



Due to its distinct Historic Designation and beautiful gas lamp and tree lined streets, the Borough of Glen Ridge offers unique opportunities to scouting agents looking to film commercials, TV shows and Major Motion Films as well. By utilizing a streamlined application process the Borough maintains a reputation for being film friendly by offering a quick turnaround time for film permit approvals. We provide a yearly report of film permits to the NJ Motion Picture and Television Commission.

In 2019 the Borough issued 7 film permits which was down from the 12 permits issued in 2018.

Block Parties

Block Party Applications are available online at <http://www.glenridgenj.org/blockparty.htm>. In 2019, 19 block party applications were approved. In 2018, 22 applications were approved.

Garage Sales

The Borough regulates garage sales and requires an application be submitted for each sale that takes place within the Borough with the exception being the Annual Town Wide Yard Sale hosted by the Friends of the Library.

In 2019 the Borough issued 38 block party applications. 47 were issued in 2018.

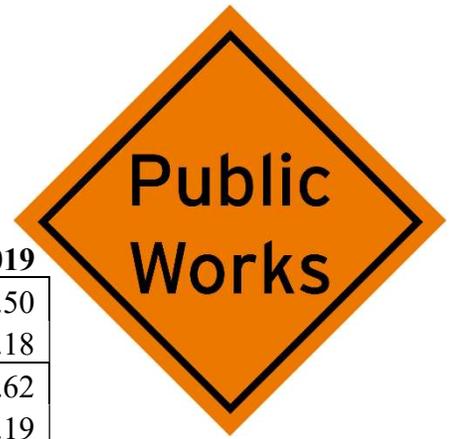


RECREATION

Programs	2018	2019
Senior-Community Center (total number of events including rentals)	308	277
Tennis Permits (total number of permit holders)	137	159
Summer Day Camp (total number of participants)	67	79
Pool Memberships (total number of Family, Couple, Single memberships)	1,326	1,474



PUBLIC WORKS



Solid Waste

	2018	2019
Single Stream Recycling (tons)	1,118.69	1,074.50
\$ per year	\$36,043.51	\$52,219.18
Bulk -Type 13 (tons)	160.71	107.62
\$ per year	\$13,944.81	\$9,338.19
Household Refuse- Type 10 (tons)	3,198.09	3,177.44
\$ per year	\$270,334.55	\$268,589.00
Leaves (cubic yards)	1,300.00	1,660.00
\$ per year	\$13,125.00	\$17,430.00
Plant Material (cubic yards)*	1,130.00	540.00
\$ per year	\$14,775.00	\$6,750.00
E Waste (cubic yards)	17.25	17.10
\$ per year	\$0.00	\$0.00

Materials Use

	2018	2019
Salt (tons)*	459	440
\$ per year	\$17,031.48	\$15,839.05
Brine (gallons)	4,000	4,500
\$ per year	\$2,000	\$2,250
Asphalt		
Winter Mix (tons)	3	2
\$ per year	\$777.00	\$424.35
Hot Mix (tons)	41	40
\$ per year	\$3,427.15	\$3,507.47
Gasoline (gallons)	33,898	32,148
\$ per year	\$66,936.99	\$61,650.14
Diesel (gallons)*	3,430	2,190
\$ per year	\$7,966.71	\$4,461.02

*Notes:

- Plant material was higher in 2018 due to significant tree damage from the March Nor'easter.
- Salt usage - Essex County provides for 175 tons salt per year via shared service agreement.
- Diesel difference from 2018 to 2019 is due to the filling of the generator tank.

Water Emergencies

2019

No main repairs

Eight emergency call outs

- two locate & mark requests
- four leaks, two of which were Borough responsibility
- one dirty water calls

2018

Two main repairs

- January 24, 2018 - 6" cement lined main repair
- November 28, 2019 - 6" cement lined main repair

Twelve emergency call outs

- eight locate & mark requests
- four leaks, one on which was Borough responsibility



Sanitary Sewer Emergencies

2019

Three emergency call outs

- two main clogs
- one emergency locate & mark request to repair homeowner's lateral

2018

Four emergency call outs

- one main clog
- three homeowner laterals

2019 CAPITAL PROJECTS



Phase One Sanitary Sewer Cleaning & Lining Phase Two Sanitary Sewer Cleaning & Lining

Approximately 8,700 linear feet of pipe have been cleaned and lined and over 80 manholes fully rehabilitated. The overall project has dramatically improved the flow of material through our sanitary sewer system, improved the pipes' structural integrity and reduced the infiltration of storm water into our system.

Freeman Tennis Courts Fence Project

1,100 linear feet of exterior chain link fencing surrounding the complex was removed and replaced.

Barrows Field at Carteret Park Field Reconstruction

10,500 square yards of grass was removed. The project area was re-graded and new grass sod was installed.

Freeman Field House at Hurrell Field Interior Improvements

Various bathroom upgrades and new interior finishes were performed at this facility.

BUILDING DEPARTMENT

The Building Department is responsible for ensuring that all construction documents are in compliance with New Jersey State Building Code and all applicable local codes. Additionally, the Department issues permits and has the duty to monitor all projects while under construction, perform final inspections and issue Certificates of Occupancy.



Our revenue and value of construction increased dramatically from 2018. In Glen Ridge, most of the permits generated are for work on single family homes. In 2019, several commercial and institutional projects were underway. The multifamily project on Baldwin Street started work. The Medical Office Building on Bay Street was completed. Additionally, the Board of Education wrapped up several large-scale projects. It should be noted that the Board of Education is not charged a fee for building permits. In 2020 we anticipate the number of permits and value of construction returning to the 2017 range.

Number of Inspections	2015	2016	2017	2018	2019
Building	625	727	698	672	636
Plumbing	609	631	611	629	643
Electrical	653	562	647	720	719
Fire	118	100	109	121	142
Zoning Compliance	182	192	154	165	151
TOTAL	2,187	2,212	2,219	2,307	2,291

Construction Value	2015	2016	2017	2018	2019
	\$8,539,528	\$10,243,441	\$13,693,897	\$16,368.08	\$32,757,739

Permit Fees Collected	2015	2016	2017	2018	2019
Building	\$128,204.00	\$151,658.00	\$141,973.00	\$137,962.00	\$194,049.00
Plumbing	\$47,269.00	\$56,440.00	\$57,442.00	\$58,166.00	\$83,130.00
Electrical	\$45,465.00	\$51,105.00	\$65,060.00	\$50,610.00	\$100,132.00
Fire	\$11,820.00	\$11,435.00	\$10,070.00	\$13,410.00	\$27,555.00
Elevator	\$942.00	\$545.00	\$366.00	\$3,805.00	\$1,268.00
Zoning Compliance	\$12,000.00	\$14,085.00	\$11,130.00	\$16,500.00	\$13,985.00
TOTAL	\$245,700.00	\$285,268.00	\$286,041.00	\$280,453.00	\$420,119.00

BOARDS AND COMMISSIONS

Historic Preservation Commission

The Historic Preservation Commission is charged with conserving, protecting, enhancing and perpetuating the landmarks, properties and improvements within the Glen Ridge Historic District. All exterior changes which can be seen from any street to the house and properties in the Historic District are subject to review by the Historic Preservation Commission before a Building Permit for such change can be issued.

Year	No. of Applications	Average / Month
2012	55	4.5
2013	59	4.9
2014	64	5.3
2015	85	7
2016	101	8.5
2017	90	7.5
2018	64	5.8
2019	73	6.0



In 2019, the Historic Preservation Commission continued to engage the services of a Preservation Consultant to review applications, interface with the public and to consult with the Commissioners. The number of applications the Glen Ridge Historic Preservation Commission heard increased from 2018. The Commission heard 73 cases; 63 cases for rehabilitation were approved, one approval of as-built conditions was approved, and the construction of a new garage was approved. 12 applications were withdrawn. Members participated in a professional training session provided by the Historic Preservation Consultant to review the importance of material choices for siding, roofing and windows in the evaluation of additions and renovations within historic districts, the role of alternative materials, and how changes in material can alter the character of an individual resource. This presentation was given in the context of restoration work that complies with the Standards for Rehabilitation.

Planning Board

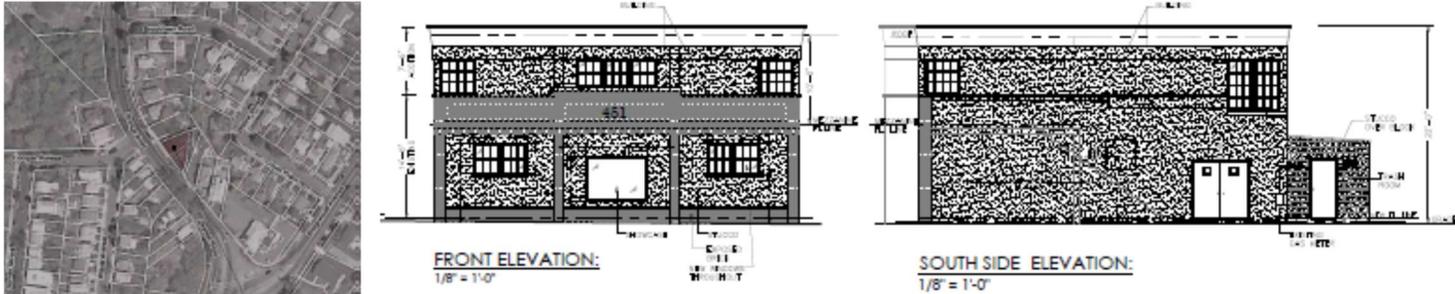
The Planning Board receives and hears applications for major and minor subdivisions, site plan approvals, conditional use applications, and bulk variances in conjunction with subdivision, site plan or conditional use applications, and appeals of Historic Preservation Commission decisions.

The Planning Board held seven meetings in 2019. The Planning Board members began working on Master Plan Re-examination Report. The reexamination report shall state:

- a. The major problems and objectives relating to land development in the municipality at the time of the adoption of the last reexamination report.
- b. The extent to which such problems and objectives have been reduced or have increased subsequent to such date.

Board of Adjustment

In accordance with the State Municipal Land Use Law, the Borough of Glen Ridge has established a Board of Adjustment. Buildings and structures of various types are limited to specific districts and are regulated with respect to type, nature and extent of their use. The Zoning Board of Adjustment is empowered to grant exceptions to the zoning ordinances in cases where the literal and rigid interpretation and enforcement of the zoning laws would impose a hardship.



In 2019, the Board of Adjustment held five meetings and heard three cases. Two applications were for residential bulk variances, and one was for a use variance with some bulk variances associated with the expansion of a preexisting nonconforming sign shop in a residential zone. The applications were all approved subject to conditions.

Shade Tree Commission

The Shade Tree Commission is charged with developing a flexible strategic plan, practical goals and defined steps to ensure that Borough shade trees are planted, maintained and monitored over time. This commitment to healthy trees represents a long-term investment in the beauty, biodiversity and historic character of Glen Ridge.

2019 marked the planting of our 1,000th tree. It must be noted, however, that the number of take-downs each year remains high.

- 92 trees were planted in the spring.
- 96 trees had to be removed, 57 by a contractor and 39 by the GRDPW.



The Commission is endeavoring to preserve the borough's mature trees by means of systematic maintenance pruning. Although emergency and expedient prunings were undertaken throughout the year, 2019 marked the second year of "zone" maintenance pruning. The zone covered this year was from the East Orange border to Maolis Avenue, save Ridgewood Avenue. A total of 219 trees were pruned

The Commission held ten meetings. In 2019, the Commission members attended annual training classes and filed necessary

reports. The 2019 Annual Accomplishments Report was written and submitted along with the 2019 Shade Tree City USA report.

A more detailed annual report was prepared separately by the Shade Tree Commission.

PUBLIC OUTREACH

The use of social media and interacting with our constituents electronically continues to grow. While the dissemination of information is increasing using email broadcasting and social media, we continue to develop the website to improve the convenience for our residents.

Website (www.glenridgenj.org)

We continue to monitor website usage and adjust to address the needs of visitors. Website usage continues to decrease as the use of social media platforms increase.

Year	Average Visits Per Month	Average Visits Per Day
2016	23,659	771
2017	18,660	622
2018	16,269	543
2019	15,083	496

Duration of Visits	Number of visits
0s-30s	154,146
30s-2mn	10,335
2mn-5mn	5,162
5mn-15mn	4,369
15mn-30mn	2,430
30mn-1h	3,041
1h+	1,625
TOTALS	181,108

Most popular entry pages

/	Main page of the site
/request/index.php	Search our Help Desk
/pool.htm	Community Pool
/onlinepaymentcenter/	Online Payment center
/jitney.htm	Jitney
/rfp.htm	Request for Proposals
/fieldschedules.htm	Field Schedules
/hpc.htm	Historic Preservation Commission
/permits.htm	Easy Access Forms
/freecycle.htm	Freecycle
/public.htm	Public Safety

Most Downloaded Documents

/pdfs/Fees Dues%20and%20Registration 2018.pdf	Community Pool Registration
/pdfs/vitalstatsapplication.pdf	Application for Birth Certificate
/pdfs/Pool Rules&Regs 2018.pdf	Pool Rules
/doc/citizenleadership.doc	Application to Volunteer on a Board or Committee
/pdfs/SummerDayCamp2019calendar.pdf	Summer Day Camp calendar
/pdfs/fieldgazebopermit.pdf	Field Permit
/docs/parkperm.doc	Application for Residential Parking Permit
/pdfs/poolemploymentapp01.28.13.pdf	Application for Employment at the Town Pool
/pdfs/2016waterqualityreport.df	2016 Water Quality Report
/pdfs/2018-2019PARKINGPERMITS-SOLD OUT	2018-2019 Notice of Sold Out Parking Permits

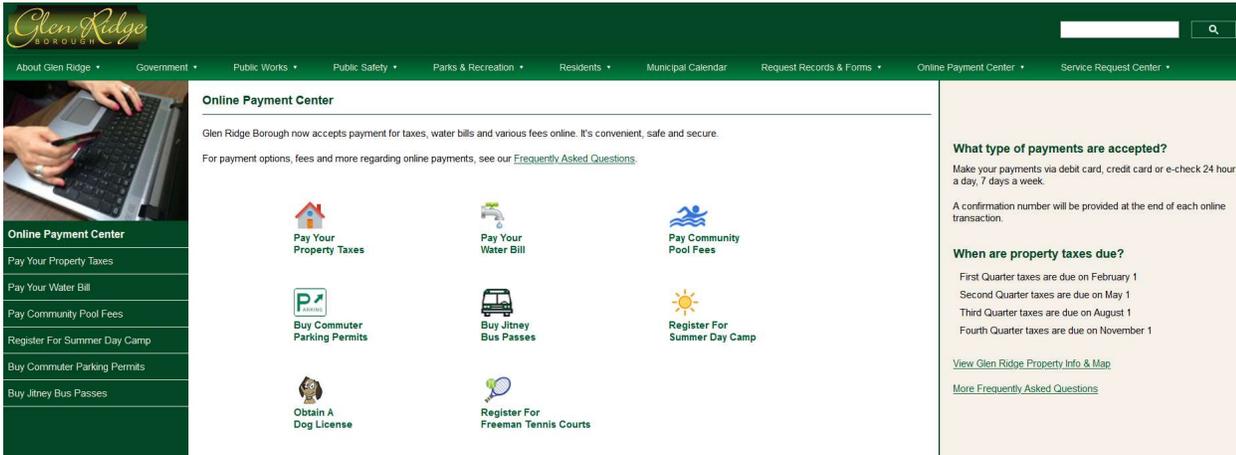
Top 10 Key Phrases Searched

Glen Ridge NJ	109	9.10%
request center	60	5%
Glen Ridge	24	2%
freecycle nj	12	1%
glen ridge community pool	10	0.80%
borough of glen ridge	10	0.80%
glen ridge vital statistics	9	0.70%
site www.glenridgenj.org dog	8	0.60%
glen ridge nj diversity	8	0.60%
other phrases	940	78.90%

Online Payment Center

The Online Payment Center on the Borough website allows residents to complete financial transactions via the web. This webpage provides access to several different portals in one convenient location.

Regarding the Glen Ridge Community Pool, 943 transactions out of a total of 967 were paid via credit card through Community Pass. For recreation, jitney passes, parking permits and miscellaneous payments, 2,293 transactions out of a total of 2,675 were paid via credit card through Community Pass.



Service Request Center (SRC)

The Service Request Center provides us with another way to resolve issues and improve customer service. It also allows us to track the internal performance of our staff. In 2019 we added two additional department categories; Tax Assessment Information and Public Safety Requests.

Department	2018 Tickets	2019 Tickets
General	4	9
Administration	9	2
Building	4	11
Tax & Water	1	5
Vital Statistics	1	1
Tax & Water	18	5
Garbage & Recycling	79	44
Public Works	52	67
Tax Assessment	n/a	0
Public Safety	n/a	5

Email Broadcast (announcement@glenridgenj.org)

The screenshot shows the MailChimp 'Campaigns' page. On the left, there are filters for 'View by Status' (All, Ongoing, Draft, Completed) and 'View by Type' (Emails, Automations, Landing Pages, Ads, Postcards, Social Posts, Create Folder). The main area displays a list of campaigns with columns for subject, status, opens, and clicks. Each campaign has a 'View Report' button.

Subject	Status	Opens	Clicks
Water System Distribution Improvement Fee Reminder	Sent	40.2%	0.0%
5th Annual Family Fun Night with Jay Jay the Bubble Guy	Sent	34.3%	2.7%
Utility Bill & Direct Energy Questions?	Sent	40.2%	0.0%
2020 Film Fund Grant Application (copy 01)	Sent	32.0%	0.9%
SAVE THE DATE: Retirement Party for Michael J. Rohal	Sent	42.7%	0.0%

The General Mailing List currently has 1,726 subscribers, up from 1,642 in 2018. We continue to utilize Mail Chimp software to manage our email broadcasts.

The average open rate of broadcast e-mails is 25.8%

The average click rate (on urls contained in broadcast e-mails) is 3.06%

Announcements with the highest open rate of the 277 total broadcasted emails during 2019 were:

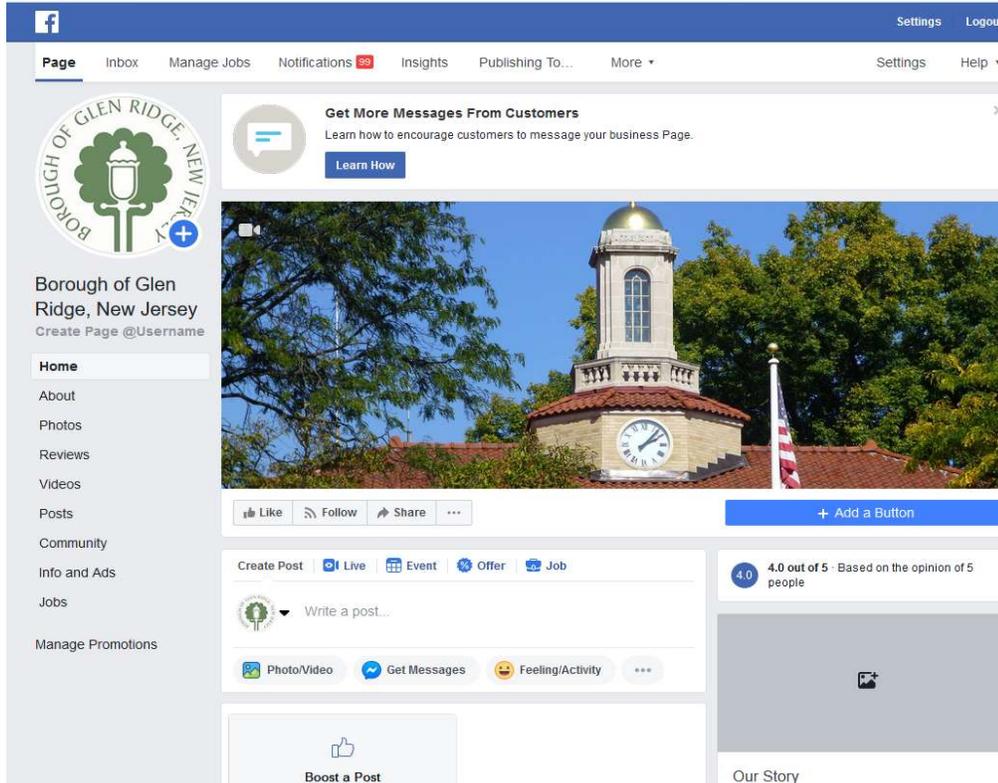
Sign Up for NIXLE	54.71%
Construction Work Reminder	47.96%
Water Fee	47.81%
Save the Date: Retirement Party for Michael J. Rohal	42.72%
Water Line – Glen Ridge Avenue	41.11%
Water System Distribution Improvement Fee Reminder	40.36%
Utility Bill & Direct Energy Questions?	40.28%

Video Broadcasting & Social Media

Glen Ridge TV live streams the Borough's Council meetings on YouTube and Facebook while also broadcasting on Channel 36 on Comcast and Channel 38 on Verizon FIOS. The Glen Ridge TV webpage <http://www.glenridgenj.org/grtv.htm> allows all non-profit organizations to submit announcements and events online to be included on the GRTV bulletin board.

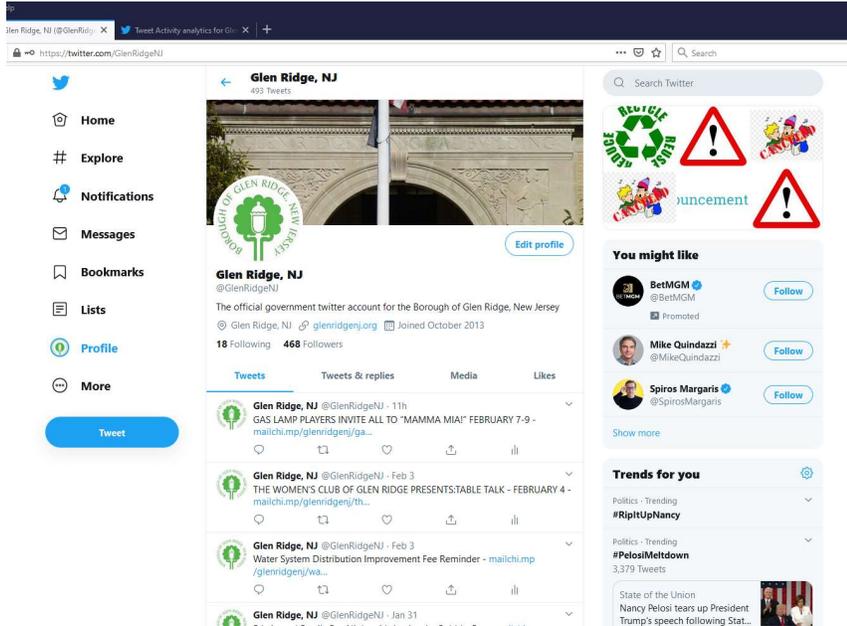
Facebook (Borough of Glen Ridge, New Jersey)

Glen Ridge TV live streams Council meetings on the Borough Facebook page. We ended 2019 with 1,243 followers on our Facebook page. This is an increase of 101 followers from last year.



Twitter (@GlenRidgeNJ)

Our twitter feed has 468 followers up from 440 followers last year.



YouTube (Borough of Glen Ridge)

Glen Ridge TV now live streams on YouTube 24 hours a day. We continue uploading Council meeting videos to YouTube and link to them on both Facebook and Twitter. Our YouTube channel; currently has 34 subscribers increased from 23 subscribers in 2018.

