



CITY OF
**SOUTH
PORTLAND**

2023
Annual Report

Front cover image: 2023 Art in the Park at Mill Creek Park. Photo by Jenna Martyn-Fisher.
Back cover image: Mill Creek Park, 2023. Photo by Brendan K. Williams.

City of South Portland
Annual Report
2023

January 1-December 31



The City of South Portland celebrated our quasiquicentennial (125th anniversary) in 2023. Thank you to all of the residents, businesses and visitors who have made our City such a vibrant and diverse community for so many years, and to all those who celebrated with us during our 125th Anniversary Events.

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CITY COUNCIL



City Council

Mayor Katherine Lewis, District 2
Jocelyn Leighton, District 1
Misha Pride, District 3
Linda Cohen, District 4
Deqa Dhalac, District 5
Richard T. Matthews, At-Large
Natalie West, At-Large

Appointed Officials

Scott Morelli, City Manager
Emily Scully, City Clerk
Sally Daggett, Jensen Baird,
Corporation Council

Photo top left to right: Scott Morelli, Natalie West, Misha Pride, Richard T. Matthews, Jocelyn Leighton, Sally Daggett, Emily Scully
Photo bottom left to right: Linda Cohen, Katherine Lewis, Deqa Dhalac

Dear Community,

As Mayor of South Portland from December 2022 to December 2023, I am pleased to present you with the City's most recent Annual Report for calendar year 2023.

Within these pages you will find highlights of the excellent work accomplished this year by City of South Portland municipal staff and volunteer leaders on committees. Our community has made several accomplishments because of the input and diligence of hundreds of people who care about our prosperity. Thank you!

Each year, the City Council sets priorities to guide our work on behalf of the residents we serve. Our priorities for 2023 included both externally-faced goals, and internal goals, as follows:

External Goals

- **Increase housing**, in balance with

CITY COUNCIL

other city priorities.

- **Improve social services**, particularly through efficiencies in service delivery, and by embracing partnerships that reduce municipal burden.
- **Stay fiscally responsible**, by increasing the tax base, considering tax burden of policy decisions, and finding innovative ways to fund the city's projects.
- **Advocate for South Portland priorities** at the regional, state, and national levels.
- **Complete existing plans and initiatives** before launching new efforts
- **Focus on the environment/sustainability**

Internal Goals

These goals are designed to improve the way we conduct Council work and to

improve impacts on those who conduct all work on behalf of the City:

- Prioritize and strengthen workshops
- Improve communication with residents
- Support City staff
- Support strong and functional committees

These priorities are reflected in the work you see detailed in this annual report. To share just a few examples, the City Council:

- Supported specific zoning that allows for temporary shelters for people in need
- Partnered with the State of Maine and two other non-government entities to bring intensive direct resources to unhoused populations within South Portland
- Participated in regional, state, and national advocacy for South Portland

“ These priorities are reflected in the work you see detailed in this annual report. ”

policy priorities related to workforce development, solid waste management, and transportation

- Implemented human resource recommendations designed to retain our excellent City staff in a historically competitive employment market

And there is much more. Thank you to each person who joined Council and public meetings, online and in person, served on boards and committees, voiced different

CITY COUNCIL

perspectives, and contributed in so many ways to our robust community.

It has been my great privilege to serve as Mayor of this wonderful city over the past year. I look forward to continuing to see the positive results of our work this past year on the future of South Portland.

Respectfully submitted,



Katherine Lewis
Mayor, 2022-2023
City Councilor, District 2, 2017-2023



Engage with Council

Make your voice heard with your City leaders! You are invited to join for City Council meetings and workshops. Time for public comment is reserved during every meeting. These meetings are typically held Tuesdays at 6:30 PM in Council Chambers at City Hall. Visit southportland.gov for the meeting calendar, and click the “Agendas & Minutes” icon to see meeting agendas and minutes.

City Councilors also welcome your feedback by email or phone. Councilors’ contact information is posted at: southportland.gov/citycouncil

BOARDS & COMMITTEES

2023 Boards & Committees

- Affordable Housing Committee
- Age Friendly South Portland (Ad-hoc)
- Bike-Pedestrian Committee
- Board of Appeals
- Board of Assessment Review
- Board of Health
- Cable TV Regulatory Board
- City Facilities Planning Committee (Ad-hoc)
- Civil Service Commission
- Clean Air Advisory Committee (Ad-hoc)*
- Community Development Advisory Committee
- Comprehensive Plan Committee
- Conservation Commission
- Economic Development Committee
- General Assistance Fair Hearing Board
- Historic Preservation Committee
- Human Rights Commission
- Landcare Management Advisory Committee
- Library Advisory Board
- Open Space Acquisition Committee
- Planning Board
- Public Arts Committee
- Skatepark Committee (Ad-hoc)*
- Transit Advisory Committee
- Voter Registration Appeals Board
- Waste Reduction Committee
- Willard Beach Master Plan Committee*

**dissolved in 2023*

The City's volunteer boards and committees make vital contributions to our community.

Board and Committee members spent countless hours in 2023 working for the betterment of South Portland.

Boards and Committees were responsible for the completion of the Willard Beach Master Plan, the finalization and acceptance of the Comprehensive Plan Goals & Vision, the celebration of our Business Community at the South Portland Business Awards, many important community events, and so much more.

You can read boards' and committees' annual reports detailing their 2023 work at: southportland.gov/annualreports

Would you like to contribute to your community in a meaningful way, where you can use your skills and experience to create positive change where you live? Join a committee! Learn more at: southportland.gov/committees



CITY MANAGER

The revamped annual report for calendar year 2023 contains a lot of useful information about the operations of your City government. As you will see, elected officials, volunteer committee members, and staff were hard at work to help make South Portland a highly desirable place to live and work.

Annual reports give us an opportunity to pause briefly to recognize all of the accomplishments over the past year. They also serve as a time capsule of sorts that future residents and City leaders will look back on for statistical comparisons and pure nostalgia. I want to thank all the volunteers, officials, and staff for their numerous accomplishments in 2023 – it continues to be a pleasure to work with you all.

Some of the many highlights from 2023 include:

- 100% increase in voter turnout for

- the School Budget Referendum
- Bus Service took delivery of two new 30' buses
- Secured funding for a \$31 million dredge project in Portland Harbor
- A new City logo and branding effort
- Took possession of the former Mahoney School and continued with plans on whether to repurpose it as a consolidated City Hall
- Real estate values continue to skyrocket, with a half billion in new value gained
- \$6.7 million in new one- and two-family construction
- Phil Selberg was promoted to Fire Chief
- Fire handled 5,459 emergency calls
- Our grant-funded Electric Tool Library opened with 324 checkouts of 18 pieces of electric lawn equipment during a 24- week period
- Distributed \$262,000 in rebates to 317 low- to moderate-income



- residents for electric vehicles, electric lawn care equipment, e-bikes, home heating and cooling systems, and home weatherization
- Piloted a four-day work week program for many City departments to help improve recruitment and retention, along with providing staff with a better work/life balance
- Library launched cloudLibrary, an online service providing access to eBooks, digital audiobooks, digital

CITY MANAGER

magazines, and streaming video. This service saw 2,140 active users who borrowed 8,629 items from our digital collection

- New skatepark was completed in May 2023 and averaged 20-30 skaters per day in the summer and fall months
- Maintained certification as a Tree City USA for the 43rd straight year
- Continued work on the update to the City's Comprehensive Plan
- Hired a second Behavioral Health Liaison within the Police Department
- Police responded to 28,375 calls for service, up from 26,291 in 2022
- In addition to other projects, Public Works paved 11 roads in 2023, and also continued with the Broadway pedestrian improvement projects
- Social Services handled 2,386 applications for General Assistance
- In addition to other programming, SPCTV covered 82 public meetings

- Our Water Resource Protection (WRP) department treated over 2.2 billion gallons of wastewater, removing 92% of biological oxygen demand and 95% of total suspended solids before being discharged into Casco Bay
- Our WRP department achieved 99.8% compliance with Maine DEP with our 1,542 in-house monitoring points

This is just a glimpse into the many achievements of South Portland's local government last year.

In closing, my thanks also to Shara Dee and Draven Walker for their work in assembling this important document.

Sincerely,



Scott Morelli
City Manager

“Elected officials, volunteer committee members, and staff were hard at work to help make South Portland a highly desirable place to live and work.”

Contact the City Manager

Email City Manager Scott Morelli at smorelli@southportland.gov, call (207) 767-7606 or stop by our office on the top floor of City Hall (25 Cottage Rd.)

ASSESSING

The Assessor's Office is responsible for the valuation of all property in South Portland, including real estate. The City hired a new Assessor, Brent Martin, in early 2023 and a new Assistant to the Assessor, Tracy London, in late 2023. After over a decade of shared operations with Westbrook, the Assessing Office completed all fieldwork for and a software transfer to Westbrook before reducing staff and separating operations to focus on South Portland. Staff has been diligently conducting fieldwork and analyzing market changes for South Portland as permit activity and market values for many property types are at historical highs.

2023 Overview

- Real estate valuations increased to \$5 billion from \$4.5 billion – up from \$3.6 billion in 2019.
- One and two-family new construction totaled \$6.7 million.
- Land values increased in most neighborhoods by an estimated 25%, as minimal adjustments were made in the past five years to land values.

What is valuation?

“Assessors are required to value all property within their municipalities. The goal of any valuation procedure is to establish just value. Just value means market value. Market value is the price a willing buyer will pay for a property offered by a willing seller. Assessed value, or the value of property according to the local assessor, must be based on just value, but doesn’t have to equal just value. Assessed value can be equal to, greater than, or less than market value, as long as all other properties in the municipality are valued at the same relation to market value.” *Source: maine.gov/revenue/taxes/property-tax/state-valuation*

\$5b

Total real estate valuations
in 2023

\$6.7m

One- and two-family new
construction in 2023

25%

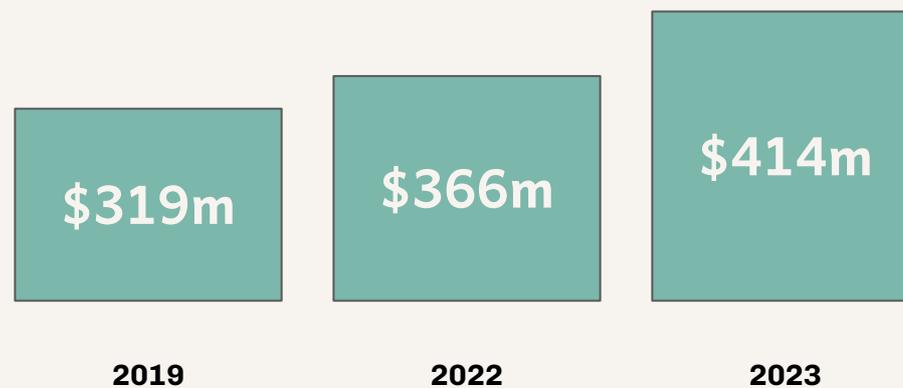
Percent land value increased in
most neighborhoods in 2023

ASSESSING

- Cost tables for single-family residential properties increased by 10-15% to improve data integrity.
- Many of the adverse economic impacts of COVID to commercial properties were also reduced. Though construction may be slowing as interest rates rise, the permit activity continues overall.
- Due to inflation outpacing depreciation, personal property increased to \$414 million from \$366 million in 2022 and \$319 million in 2019. This increased State Business Equipment Tax Exemption (BETE) reimbursement, despite the lower mill rate.
- Single-family, condo, multi-family and certain commercial real estate markets have continued to increase versus assessed valuations, so our work moderating adjustments remains steady.

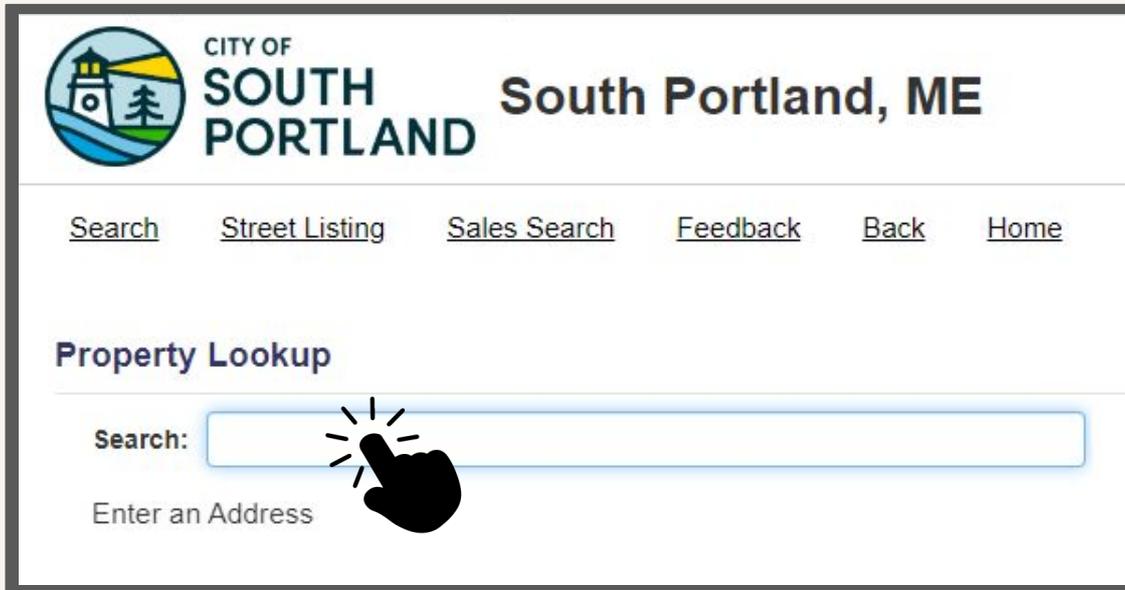
For 2023-24, the mill rate fell sharply from 15.56 (or projected 16.34) to 14.14. However, the rate should have been set at 14.69. The primary cause of this error is that the Homestead and BETE reimbursement revenues from the State of Maine were double counted in the tax rate calculation form that all municipalities use to determine their tax rates. Since these other revenues were overstated by \$4 million, the form assumed that much less in property taxes needed to be collected, resulting in an artificially low tax rate. The City has since developed a reconciliation process between Finance and Assessing to confirm the breakdown of City revenues to preclude this from occurring again.

Personal Property Valuation



ASSESSING

It is important to note that since 2019, the mill rate has dropped from 19.1 to 14.14 which results from both a stable budget and the Assessing Office maintaining data integrity. The Assessing Office looks forward to continuing the decades-long trend of in-house equalization of valuations to keep assessed values closer to market value and to help maintain an efficient budgetary process. As always, the Assessing office welcomes the public to reach out to us about any specific and overall valuation questions they may have.



Assessor's Online Database

Look up an address and get property information online at:

southportand.gov/assessing



South Portland Bus Service is the City's public transportation system. The Bus Service works in collaboration with Portland Metro and Biddeford Saco Old Orchard Beach Transit to provide service to riders in the Greater Portland area.

2023 Department Highlights

1. Federal Transit Administration Review

The Director of the Bus Service successfully completed the FTA's Triennial Review process, which is a comprehensive federal review conducted every three years covering up to 23 topic areas. This review ensures Federal Grant recipients are adhering to current FTA requirements and policies. For more information, visit: bit.ly/FTA-triennial-review

BUS SERVICE

2. Ridership Increases

In 2023 the bus service came within 5% (+/-) of pre-pandemic ridership levels. Post-pandemic ridership was down by as much as 44% in FY21.

3. New Bus Purchase

The Bus Service took delivery of two new 30' Gillig Transit Buses in June 2023.

4. New Transit Planning, Scheduling and Real-time Tracking Hardware and Software

The Bus Service signed contracts with two technology vendors to upgrade the systems used to manage the bus service operation and provide tools for riders such as trip planning, real-time bus tracking, and service alerts.

The technology vendors are Remix, Inc. (for route planning, route optimization, schedule

BUS SERVICE

creation and data exports to 3rd party rider information services such as Google Transit, Transit App, UMO and other apps) and Swiftly, Inc. (to update the onboard hardware and software that enables riders to see where the bus is in real-time, as well as provide bus staff with operations info).

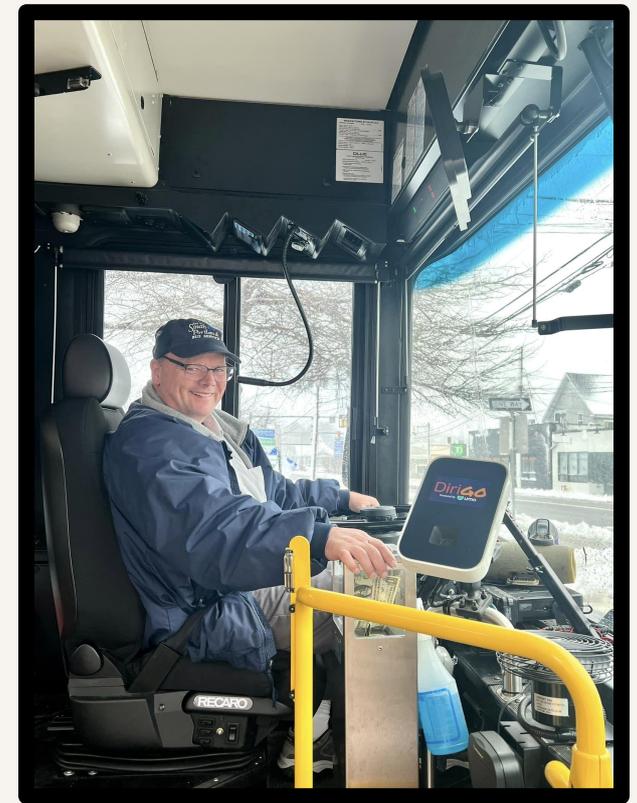
5. New Fleet Maintenance Hardware and Software

The Bus Service also signed contracts with two additional technology vendors to expand our in-house maintenance capabilities and to streamline our process for tracking vehicle mileage, preventative maintenance and annual inspections. The maintenance technology vendors are listed below.

- Diesel Laptops, which enables the Bus Service Mechanic, who has the required skills to diagnose and clear fault codes in-house. This has saved the Bus Service thousands of dollars for towing buses and paying outside

vendors that have done this work in the past.

- Samsara, Inc. for onboard hardware and software to streamline the tracking of preventative maintenance to ensure this work is completed on time. The software also has the ability to monitor driver safety and fleet conditions from a mobile app during all hours of operation.



Fare Deal

Bus riders enjoyed 50% off all bus fares March 1- September 30, 2023 through a promotion by South Portland Bus Service, Greater Portland METRO, and Biddeford Saco Old Orchard Beach Transit. As part of the American Rescue Plan Act (ARPA), the region's transit agencies designated funding to help rebuild ridership to pre-pandemic ridership levels.

CITY CLERK



The office of Municipal Clerk is the oldest public office in local government. Mandated by Charter, the City Clerk is appointed by and serves at the pleasure of the City Council.

The City Clerk's Office is responsible for keeping and providing copies of city records, vital records, issuing various licenses and permits, and organizing elections. The staff also posts all material provided to the City Council for meetings and workshops on the city website. The City Clerk is often referred to as the "historian" of the City and provides general information to residents about government services. Emily Scully served as the City Clerk in 2023.

Fun Fact: In 2023, there was a **100% increase** in voter turnout for the School Budget Referendum over the previous "off year" election (when the School Budget is not combined with a State Primary).

CITY CLERK

2023 Department Highlights

- The department is staffed by one full-time City Clerk, one full-time Deputy Clerk, one full-time Licensing Administrator/Assistant City Clerk, and two part-time Assistant City Clerks.
- Changes to a four-day workweek took effect in August 2023. The City Clerk's office adjusted from a five-day M-F 8 AM - 4:30 PM schedule to the following hours: Monday, Wednesday, Thursday: 7:30 AM - 5:00 PM and 7:30 AM - 6:00 PM on Tuesdays (open to the public starting at 9:00 AM).
- City Clerk Emily Scully earned her Certified Municipal Clerk (CMC) designation from the International Institute of Municipal Clerks in November 2023.

By the Numbers



2,516 Dog Licenses Issued	225 Hunting/Fishing Licenses Issued	582 Birth Records Issued
568 Marriage Records Issued	1,087 Death Records Issued	559 Business Licenses Issued
22,460 Registered Voters as of Nov. 2023 Election	8,027 Total Voter Turnout for 11/2023 Election (36%)	871 Total Voter Turnout for 6/2023 School Budget Referendum

Staffing Changes

- Dana Bettez, Assistant City Clerk, left the department in August 2023. The Assistant City Clerk part-time role, working Thursday and Friday, was changed significantly with the four-day workweek schedule. Under a new concept, a combined FTE position was created in partnering with the Finance/Treasury office. Heidi Stetson was hired in December 2023 and will work in both departments in a combined skill role.

Wardens & Ward Clerks

The City welcomed elected Wardens & Ward Clerks in November 2022, who worked their first term election in November 2023:

District	Polling Place	Warden & Warden Clerk	Term Expires
1	Boys & Girls Club, 169 Broadway	Sari Greene - Warden; Phil Gaven - Ward Clerk	Nov. 2025
2	American Legion Hall, 413 Broadway	Robert (Bob) Schwartz - Warden; Don Russell - Ward Clerk (Pro-Tempore)	Nov. 2025
3	South Portland Community Center, 21 Nelson Rd.	VACANT - Warden; Stacy Alvarez - Ward Clerk	Nov. 2025
4	South Portland Community Center, 21 Nelson Rd.	Jonathan Hartford - Warden; Jean Sideris - Ward Clerk	Nov. 2025
5	Redbank Community Center, MacArthur Circle W	Woody Leland - Warden; Henry Saniuk - Ward Clerk	Nov. 2025

CODE ENFORCEMENT

The Code Enforcement Office issues permits and conducts inspections for all building, electrical, and plumbing work done within the City. The Office administers the regulations for excavation licenses, street excavation permits and the E-911 street naming and numbering rules. The Health Inspector inspects food service establishments and handles other health-related issues. Code Enforcement staff provide technical information related to zoning and staffs the City's Board of Appeals.

2023 Department Highlights

- The Code office continues to make updates and improvements to the website and our internal procedures to improve customer service.
- All applications are now available on the City website, with paper copies also available at the Hamlin building.
- This year, the department began working toward implementing a new

permit and inspection program/software that will allow for applicant self-service and better tracking of statuses.

- During 2023, the Code office was fully staffed for the first time in several years, enabling the department to provide greater service to the public.
- The Code office proudly continues to be a fully electric vehicle department, in collaboration with the Sustainability Department.



Coming Soon: New online permit and inspection software will make it easier than ever to apply for and track a building, electrical or plumbing permit in South Portland. Expected implementation: 2025

CODE ENFORCEMENT

Previous Years Numbers

Please note that the following numbers are for fiscal years. The 2023 numbers (displayed at right) are for the calendar year.

FY 2022

Building Permits Issued: 425
 Total Est. Cost of Construction: \$47.9m
 Plumbing Permits Issued: 164
 Electrical Permits Issued: 540
 Number of Health Inspections: 99
 Board of Appeals Cases: 2
 Total Permits Issued: 1,780
 Total Fees Collected: \$896,990

FY 2021

Building Permits Issued: 491
 Total Est. Cost of Construction: \$59m
 Plumbing Permits Issued: 171
 Electrical Permits Issued: 546
 Number of Health Inspections: 35
 Board of Appeals Cases: 4
 Total Permits Issued: 1,831
 Total Fees Collected: \$1,182,376

2023 By the Numbers	185 Plumbing Permits Issued	1 Board of Appeals Cases
409 Building Permits Issued	703 Electrical Permits Issued	2,176 Total Number of Permits Issued
\$31.2m Total Estimated Cost of Construction	94 Number of Health Inspections	\$1.04m Total Fees Collected

ECONOMIC DEVELOPMENT

The Economic Development Department is responsible for working to maintain, enhance, and expand the economic vitality and activities occurring within the City of South Portland for the benefit of all who reside or have businesses in our community. We do this by managing the City's business retention, expansion, mid attraction efforts. We also work to support workforce development activities. Economic Development provides excellent customer service to all residents and non-residents who have or are interested in investing in the community, starting and/or growing a business, and creating meaningful job opportunities in South Portland.

2023 Department Highlights

1. Annual Business Awards Recognition Event

The Economic Development Committee (EDC) kicked off its 2023 activities by holding the City's 2022 Business Awards Recognition

Event on February 15, 2023 in-person for the first time since the onset of the COVID-19 Pandemic. The event was held at the South Portland High School Cafeteria. Prior to the event, student tour guides offered attendees the opportunity to tour the space and see art produced by high school students. It was a great City-Schools collaboration that showcased a facility that the business and larger community might not have otherwise had the opportunity to visit.

2. Portland Harbor Dredge Project Funding Secured

Together with the Regional Dredge Team, we have secured the funding to begin this \$31MM+ economic vitality and environmental restoration project. Work will begin in fall 2024. The South Portland municipal share cost for this project is about \$1.1m, which is roughly 3.5% of the total cost.

2022 Business Award Winners

Small Business of the Year:

Nelson Metal Fabrication

SoPo Sustainability Award:

High Tide Organic

New Business of The Year:

Lincoln & Main Electric Bike Café & Winery

Santo "Sam" DiPietro Community Impact Award:

Waterfront Alliance

Business of The Year:

ShipRight

Business Leader of The Year:

Southern Maine Community College

Heart of South Portland:

Judith Borelli

(Images of Award Winners at right)



ECONOMIC DEVELOPMENT



ECONOMIC DEVELOPMENT

3. Tax Increment Financing (TIF)

In 2023, the City advanced several projects with some support from TIF Funding. They included:

- The opening of the Thornton Heights Commons project on Main Street with 42 units (33 affordable/9 market).
- The opening of the West End Apartments on Westbrook Street with 116 units (90 affordable/16 market).
- Approval of the following senior affordable housing project expansions:
 - 34 units - Landry Woods
 - 52 Units - Betsy Ross House

There was also an extension of the Texas Instruments Commercial TIF, providing over \$1M+ annually in sheltered tax revenues to the City and a similar amount of financial support to one of the City's largest employers.

4. Updated City Branding

In collaboration with the Communications Officer, we frugally and successfully rolled out new City Branding across the municipal organization. This updated imagery will be incorporated on new City assets (vehicles and building signage) as those items are replaced.

5. Ongoing Business Grant Programs

The City continues to offer Conditional Economic Development Grants and Level II Electric Vehicle (EV) Charging Station Grants. During 2023, the City had EV Grants in process to deploy 16 EV Charging locations in the City. More information can be found about these programs on our webpage at:

southportland.gov/338/Business-Resource-Center

6. Marketing and Business Visitation

During 2023, we saw a more than doubling in the followership of our social media portals/pages. We shifted our Economic Development Newsletter from a quarterly to monthly publishing schedule. In summer / fall, the City's Economic Development staff with assistance from members of the Economic Development Committee (EDC) visited all businesses with food and beverage licenses in the City as part of our business retention and engagement efforts.

Do Business With Us!

South Portland is a desirable residential community and top-notch business location. Whether you have a business or are looking to establish or expand one, please reach out to us. Contact us by email at bizsupport@southportland.org or by phone at (207) 347-4125.

FACILITIES



2023 Department Highlights

1. Completed the \$700,000 South Portland Community Center pool roof Capital Improvement Project (pictured at left)
2. Added duress buttons for employee safety
3. Managed the transition of the Mahoney property as it transitioned into the City's possession
4. Added an Administrative Assistant position
5. Completed the South Portland Community Center roof solar project

The Facilities Department is responsible for the maintenance, repair, custodial services and capital improvement projects of approximately 300,000 square feet of the City's facilities, including Municipal Services Facility, City Hall, Assessor's Office, Main and Branch Library, Water Resources, Planning, Development and Codes, Community Center and Pool, Wainwright Building, Redbank Community Center, Willard Beach Snack Bar, Police and Public Safety Building, Central Fire Station,

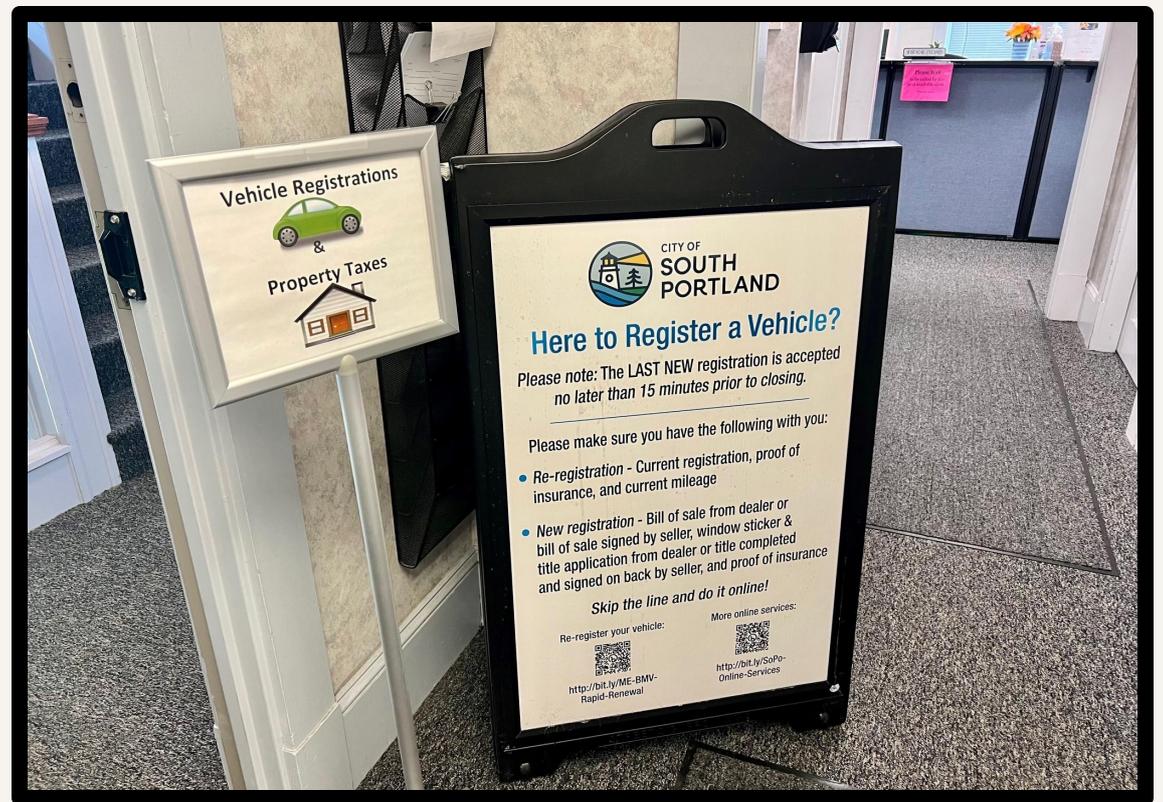
Western Avenue Fire Station, Cash Corner Fire Station, Willard Call Station, and Thornton Heights Call Station, and the former Mahoney Middle School. Facilities maintains the structures, including all facilities' infrastructure. Custodial services are also provided along with transport of supplies and equipment between the various departmental locations throughout the City.

FINANCE

The Finance Department is charged with the responsibility of financial management of the City. The Department operates under the Governmental Finance Officers Association (GFOA) Code of Ethics which is included as part of this Report. Sound fiscal management and transparent stewardship of public funds is integral to a strong and resilient city government.

The City maintains the highest market credit rating of any Maine municipality in the state, which is assigned by firms that evaluate a number of criteria related to the financial strength of a community. Key components of our strength are sustaining available cash balances and reserves, sound fiscal management, and having financial policies in place.

Various fiscal functions encompass the day-to-day operations in Finance, including the receipt, recording, and reconciling of money for the City. Our Treasury office is the



public service center for Finance, where residents register vehicles and pay taxes.

2023 was challenging, as we experienced staff turnover and migrated to the four-day workweek, which changed working hours for staff. Our transactions have also increased over time, as our population in the City has grown and demographics have changed. This presented impacts to the public, with longer wait times. We plan to add a part-time clerk position to gain some capacity to withstand absences and

vacancies, which will help. Residents are also able to use online services to complete things such as paying taxes, re-registering vehicles, paying sewer bills or paying parking tickets.

Finance performs all accounting and budget administration functions and manages the annual financial audit. We also process vendor payments and weekly payroll for all departments including the Schools. Procurement process for purchases of goods and services is overseen by Finance.

Finance staff processes over 18,000 registrations for vehicles, administers over 11,000 property tax accounts, makes over 25,000 payments for goods and services and processes payroll for about 1,000 City and School employees.

Detailed financial information, such as fiscal year annual audits and budgets, outstanding tax list, and additional information can be found on the City's website at:

southportland.gov/annualreports

Government Finance Officers Association

Code of Ethics

We, the government finance officers of the United States and Canada, have a deep and abiding desire to show that we are worthy of the special trust that the communities we serve have placed in us. As a member of my government's finance office, I commit to living the following values to show that I am worthy of that trust.

Integrity and Honesty

Integrity and honesty are the foundation on which trustworthiness is built. It means people can believe what I say, I act in accordance with my deepest values, I put principle ahead of my own ego, and I do the right thing even when it is hard.

Producing Results for My Community

Public finance offices have an important job. Doing that job well honors the trust the public has placed in me.

Treating People Fairly

Local governments depend on trusting relationships. Therefore, I will treat people fairly and develop processes and procedures that are fair.

Diversity and Inclusion

Embracing diversity and fostering inclusiveness helps finance offices cultivate organizations and promote policies that reflect the communities they serve. When people feel included, they see that I am concerned for their wellbeing. That shows I am worthy of their trust.

Reliability and Consistency

When I consistently apply my standards – especially to myself – I honor my commitment to the community I serve and make it easier to do the right thing even when faced with challenging circumstances.



CENTRAL
FIRE
STATION

207BRANDING.COM

FIRE-EMS

The South Portland Fire Department strives for excellence in providing the highest level of emergency services, prevention, and outreach to the residents, businesses, and visitors of South Portland. Due to the dedication of our staff and the continued support of our community, the SPFD is ranked by Insurance Services Office as one of the top fire departments in the country.

2023 Department Highlights

1. Staff Changes

The South Portland Fire Department had several retirements in 2023, including Fire Chief Jim Wilson, Deputy Chief Bill Collins,

Deputy Chief Mike Williams and EMS Coordinator Robb Couture.

SPFD had several resignation as well, requiring us to hire a total of nine new firefighters this year.

The Department promoted a Fire Chief from within, Chief Phil Selberg, as well as three Deputy Chiefs: Brian Cousino, Seth Hagar and Brian Smart. We also promoted three Lieutenants: Hale Fitzgerald, Zach Tooker and Stephen Simonson.

2. Fleet Improvement

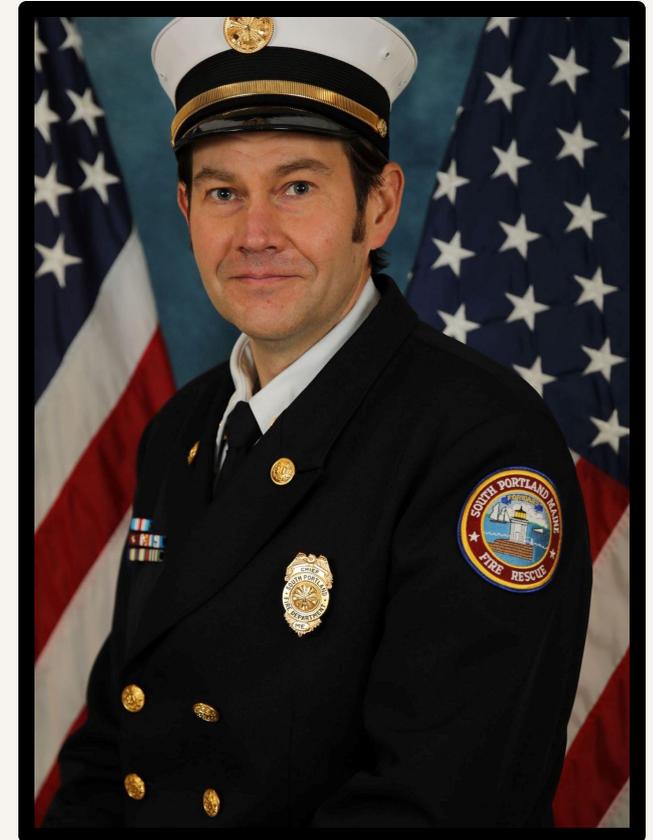
We completed a re-chassis project on one of our ambulances to improve the quality of

5,459

Total emergency calls in 2023

4,139

Total EMS calls in 2023



Fire Chief Phil Selberg served as Interim Chief beginning in February 2023 and became permanent Fire Chief in May 2023. He began his career with the SPFD in 1998.

FIRE-EMS

our fleet and ordered a new ambulance and new pumper truck as part of our fleet replacement plan.

3. Fire Inspection Improvements

We began revamping our fire inspection program by implementing a new inspection software program.

4. Secured Grants

We were awarded a FEMA Aid to Firefighters grant to provide Cancer screening to our firefighters. We were also a partner in a FEMA Aid to Firefighters grant to train several officers to be certified trainers to deliver incident command training to our department.

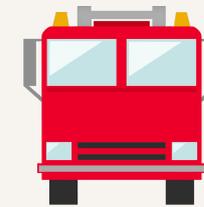
5. Call for Service

And most importantly, we responded to thousands of emergency calls all across the City, for both medical services and fires.



Fires

Total Fires: **27**
Total Building Fires: **13**
All Hands Fires: **7**



Calls for Service

Engine 42: 129	Ladder 42: 134
Engine 44: 1529	Ladder 45: 1476
Engine 46: 308	Ambulance 41: 2084
Engine 48: 1352	

HUMAN RESOURCES

As of November 1, 2023, the City of South Portland employed 304 full- and part-time, benefit-eligible employees, as well as temporary, seasonal, and call employees throughout the year, including for summer recreation activities, parks maintenance, winter snow operations, and fire service. As of Nov 1, 2023, there were 24 full time position vacancies, with nine in the Police Department and six at Bus Service. The City recognizes that our employees are among the City of South Portland's greatest assets. The City of South Portland is an equal opportunity employer.

2023 Department Highlights

- Employee Recognition Breakfast re-instituted
- Employee New Hire Orientation initiated (two sessions in the year)
- Benefits and Policy Study completed; Request for Proposal for Nonunion Pay Study initiated
- Completed Police units CBAs, Fire Command CBA, Public Works/Parks CBA
- Senior position vacancies filled: Assessor, Fire Chief, Director of Social Services, Employee Relations Manager
- The Social Services office within the department had 100% turnover in this year and operated with 50%-60%

staffing for much of the year; Human Resources staff had 50% turnover this year

- 43 full- or part-time benefit eligible employees separated from service
- 47 full- or part-time new hires began service

Strategic Goals for 2024

- Complete Collective Bargaining Agreement (CBA) with Fire Privates
- Four-day workweek finalization
- Complete Work for Pay Study – nonunion employees
- Address impact of new state law Paid Family Leave
- Request for Proposal for Occupational Health Services

43

Full or part-time eligible employees separated from service in 2023

47

Full or part-time new hires in 2023

HUMAN RESOURCES

Personnel Updates

- 2023 continued to be a challenging labor market for hiring, particularly for Police recruitment, positions requiring a Commercial Driver's License (bus drivers, mechanics, equipment operators) and for construction related positions. Turnover (resignations and retirements) remains high.

Department Core Responsibilities

- Compensation and Job Classification
- Employee Development and Training
- Policy Development
- Leave Administration and Workers Compensation
- Benefits Administration
- Performance Evaluation
- Safety, Risk Management and Compliance
- Employee Relations
- Recruitment, Hiring and Onboarding
- Personnel Management
- Drug and Alcohol Testing
- Labor Relations and Collective Bargaining



INFORMATION TECHNOLOGY

The Information Technology department provides resilient IT infrastructure for City operations and public safety; provides business applications for managing information; and supports departments with all digital initiatives.

2023 Department Highlights

- Installed new core network switch infrastructure to allow for better processing and performance.
- Deployed new backup disaster and recovery (BDR), increasing overall network system resiliency.
- Processed over 5,000 service tickets.
- Designed and installed network infrastructure and phone systems for the new South Portland Middle School.
- Deployed over 65 new PCs to staff.
- Maintained a network system that was up and running 99.999% of the time, enabling productivity across the municipality. This achievement is called “5 nines” in the industry.



99.999

Percent of time that the City's network system was up and running

LIBRARY

The South Portland Public Library has two locations: the Main Library on Broadway near Mill Creek and the Branch Library on Wescott Road. The South Portland Public Library is one of the only libraries in the area to provide service seven days a week.

In 2023, the library saw continued growth of our traditional services as well as expansion into new service areas. The library's facilities are a destination for approximately 200 or so citizens, daily. While we continue to serve as a provider of books and other lending materials, we see continued growth in the use of the library as a destination – a place to be – whether for work, study or just socializing.

2023 Department Highlights

Physical Collections

- We provided access to more than 110,000 items to our community from our physical collections housed at the



Main Library at 482 Broadway and our Branch Library at 155 Wescott Road.

- We lent out 133,622 items from our collections, a 5% increase over 2022.

Digital Collections

- Our online service providing access to eBooks, digital audiobooks, digital magazines, and streaming video - cloudLibrary - was formally launched

in January of 2023. As awareness of this new service grew, so did its use.

- By the end of 2023, there were 2,140 active users of the service, having borrowed 8,629 items from our digital collections. The use of digital audiobooks outweighs eBooks, with 5,071 audiobooks borrowed, compared to 3,558 eBooks.

LIBRARY

Beyond Books, Beyond Our Walls

- This year, the library lent its software and collections management expertise to the city's Sustainability Department, providing the "library" part of the city's new South Portland Electric Tool Library.
- Our long-running Outreach Services Division, which provides access to library materials to homebound South Portland residents, delivered 2,478 to citizens in 2023.

Programs and Events

- During 2023, we hosted more than 640 programs and events, attended by more than 12,000 library visitors of all ages.
- This year, through a grant from Southern Maine Agency on Aging and additional financial support from the Friends of the South Portland Public

Library and the Age Friendly South Portland committee, we outfitted our community events room with a quality video projector, screen, and site license, allowing us to publicly exhibit films at the library. This enables many new programming opportunities in the future!

Staffing

- After 13 years of service, Deputy Director Susan Samberg retired at the end of the 2023 summer. Following an extensive search, we brought on board Savvy DeHart as our new Deputy Director. Coinciding with Savvy's arrival, we did a slight internal reorganization of our staffing structure, resulting in a couple of internal promotions for staff, clearer lines of responsibility with our operations, and an improved path for advancement within the department. We were also able to add an additional part-time position to our staff – all without an increased cost to the City.

142,251

Total number of physical and digital items that the South Portland Public Library lent out in 2023

LIBRARY

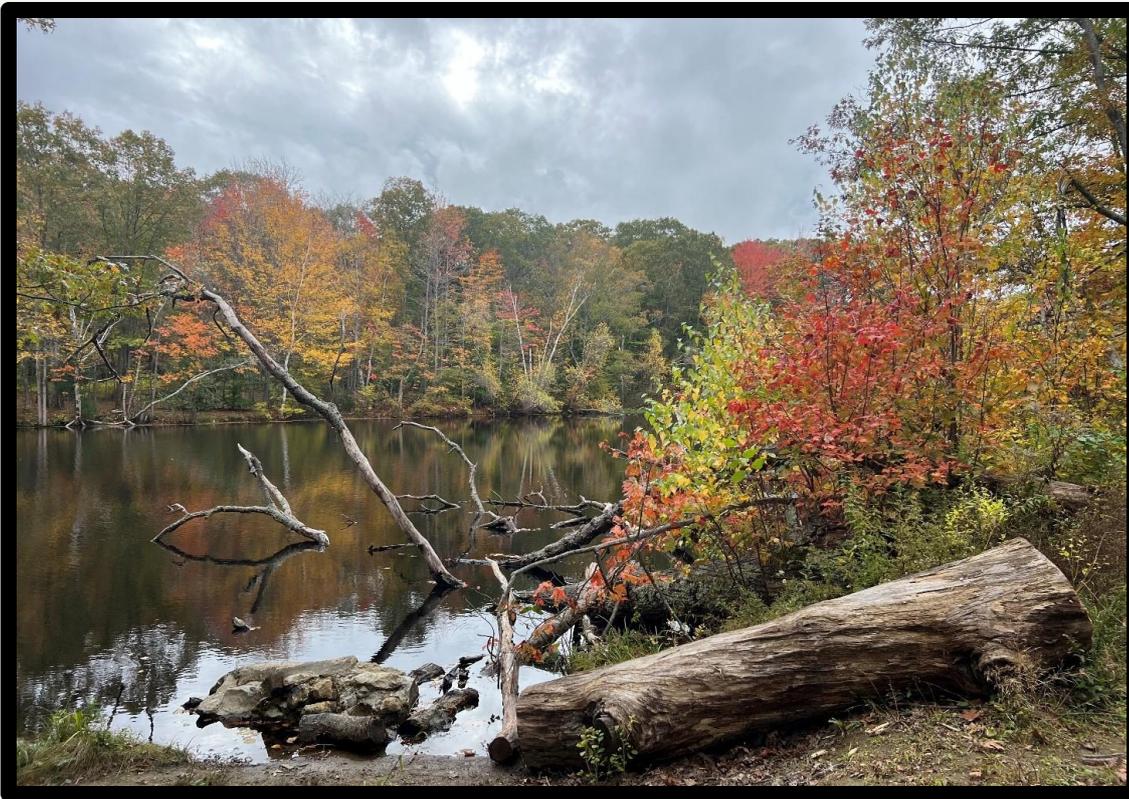
A Favorite Place

DownEast featured South Portland Public Library in its May 2023 issue. Author and screenwriter Steven Rowley grew up in the City and says he felt “absolutely at home” at the South Portland Public Library.

Photo: Irvin Serrano for DownEast



PARKS, REC. & WATERFRONT



Community Centers

The Parks, Recreation & Waterfront Department operates the South Portland Community Center and Redbank Community Center. Here are some highlights from 2023:

- Walking Track – over 12,000 users
- Adult Basketball Open Gym - over 2,500 users (between SPCC & Redbank)
- Pickleball Open Gym – over 7,000 users (between SPCC & Redbank)
- Youth Open Gym – over 1,500 users

- Reservations – Over 875 reservations totaling roughly 13,500 hours of usage

Teen Center

- 90 teens registered for the 2022 – 2023 school year
- Town and Country generously provided us a \$1,500 donation to run our programs

Golf Course

Despite a rainy start to the season, the South Portland Municipal Golf Course continued with another robust year of golf, hosting 16,373 rounds of golf. Once again, the course also hosted an array of golf programming, including Ladies and Junior Golf Clinics, and Adult and Senior Leagues.

Adult Programs & Sports Leagues

- 20 adult sports leagues – including basketball, softball and golf. All our offerings are coed. Patron ages range from 19 – 75.
- Over 700 participants in our softball league
- Over 60 players in our golf league
- Over 700 players in our basketball league
- Increased offerings and class maximums to meet community demand for Pickleball lessons, fitness and cooking classes, and more.



PARKS, REC. & WATERFRONT

Youth Programs

This year, we started offering new youth programs, such as:

- 911 Basketball, where partners from our Police and Fire departments offered free clinics at Redbank
- Cooking Matters, a free cooking class focused on healthy eating
- Steamworks for Kids STEM Workshops and Camps

Skatepark Grand Opening

We cut the ribbon on the brand new South Portland Skatepark in June of 2023. It was instantly a hit for people of all ages who like to “roll.” A dedicated committee raised \$140,000 (over a quarter of the total cost) to build the 10,000 square foot park, which has been called “the best in the state.” 20-30 skaters per day visit in the summer, and the park is also used daily even during the winter months. It is a great recreational addition to South Portland and the state.

Special Events

We ran multiple events throughout the year (both large and small) that thousands of people enjoyed. These events include:

- Halloween Trunk or Treat - 500 attendees + over a dozen local nonprofits and City departments
- Holiday Tree Lighting - 1,000 attendees
- Fourth of July Celebration - over 1,000 attendees
- Mill Creek & West End Concert and Picnic Series - throughout the summer on both ends of the City
- Art in the Park - Thousands of attendees joined to see 170 artists (one of the state’s largest show of local artists)
- Bug Light Car Show - Over 1,000 attendees enjoyed over 250 antique vehicles on display
- Multiple Family Events - including Family Trivia, Bingo Nights, and more

Out of School Programs

We ran multiple events throughout the year (both large and small) that thousands of people enjoyed. These events include:

- Over 450 K-8 children attended our summer camps. We offered a wide range of activities and trips for the children to enjoy!
- Our December, February, and April Vacation Camps remained popular, serving over 100 kids.
- We served over 100 kids during the Teacher Workshop/No School Days

Aquatics

- Ran over 240 pool programs and lessons for all ages
- Over 31,000 admissions to the pool for open swims/lap swims/aerobic classes
- The Pool was a big part of our 4th Annual Youth Triathlon, in which over 50 kids participated

PARKS, REC. & WATERFRONT



PARKS, REC. & WATERFRONT

Senior Programs

Select highlights this year include:

- Over 1,200 patrons participated in our free drop-in programs, which included weekly tea times, board games, create & chat, and more
- Over 500 patrons participated in our free classes, which included balance classes, genealogy talks, laughter yoga, book talks, and more
- Over 700 seniors took part in 50+ trips to plays, museums, and more

SoPo Unite

SoPo Unite is coalition to make South Portland a safe, just, and healthy community to prevent youth substance use. The coalition continues to grow in membership with over ninety coalition members and over three hundred students who have been involved in our youth committee (with seventy of them siblings!) since the coalition began in 2016. We are also members of the

national group SADD: Students Against Destructive Decisions.

We provided education through numerous trainings, presentations, and community events including:

- Held an RSVP: Reducing Sexual Violence Program training
- Organized trainings for captains of sports teams
- Presented information about the risks of vaping to Council as they considered a flavored tobacco ban, which they passed
- Facilitated 3rd Collective Youth Impact Summit
- Presented at the National CADCA conference on “The Positive Ripple Effect of Youth Involvement” in Washington, DC
- Presented at the Governor’s 5th Opioid Response Summit to 75 attendees
- And much more!

450

Number of children who attended Summer Rec Camp

1,200

Drop-in Senior Center patrons

1,460

Adult Sports League participants

PARKS, REC. & WATERFRONT

Wainwright Sports Complex

- Wainwright Sports Complex was used an additional 600 hours in 2023 than in 2022.
- This was our third year of using organic fertilizer and management controls for all of our sports fields.
- We continue to host popular events, such as LAX Fest and the Lobster Pot Ultimate Frisbee Tournament

Park Ranger Program

2023 was a great year for nature education programs. We offered a range of programs to connect people to the nature and encourage park stewardship. Park rangers:

- Led 99 different programs this year, interacting with people 2,150 times
- Ran 38 outreach tables and shared information on important topics
- Trained 67 new Junior Rangers
- Offered a variety of ecology lectures, activities for kids, and events

While in the parks, park rangers were constantly collecting data to help in the future. Data collected includes: Types and number of Greenbelt users and their speeds; Types of Hinckley Park usage and numbers of visitors; Number of visitors on Willard Beach during dog hours; Native plant and wildlife species data; Waterfowl numbers at Mill Creek Park; and Dog waste in parks.

Conservation

Select 2023 highlights include:

- Hosted 3 invasive vegetation removal days at Hinckley Park and cleared up a large stretch of the lower pond that was overgrown
- Planted 7 fruit trees in the newly formed food forest at Hinckley Park; We will continue to add to the forest
- Replaced high maintenance garden in the traffic circle at the Willard Beach main entrance with easy to maintain and native plantings

- Revegetated the Willow St. entrance to Willard Beach with 700 dune grass plugs
- Hosted a fall clean-up at Fisherman's Point; Over a dozen volunteers trimmed back vegetation to keep the pathway clear for visitors

SoPo: A Tree City

The Arbor Day Foundation recognized the City of South Portland as a Tree City for the 43rd year in 2023. The organization highlights green communities across the country. South Portland is one of the longest-recognized cities or towns in Maine.



PLANNING

Boards, Committees & Commissions

In 2023, the Planning Division supported, administered, and participated in the following public bodies that help guide and inform community development in South Portland:

- Affordable Housing Committee
- Public Arts Committee
- Historic Preservation Committee
- Bike-Pedestrian Committee
- Comprehensive Plan Committee
- Conservation Commission
- Open Space Acquisition Committee
- Planning Board
- Willard Beach Master Plan Committee
- Board of Appeals (as needed)
- Human Rights Commission (as needed)

The mission of the Planning Division is to promote a safe, attractive, equitable and prosperous South Portland. The Division strives to achieve this through our service areas and strategic approach:

- Development review;
- Maintenance of land use regulations;
- Long-range planning and policy research;
- Community engagement;
- Board, committee, and commission

- representation, and
- Collaboration with City, community, and state or regional partners.

Personnel

Planning staff includes: Planning Director Milan Nevajda; Community Planners Eli Rubin, Laura Berry, and Kyle Drexler; and Administrative Assistant Kate Volz.

PLANNING

2023 Division Highlights

Major Projects approved by the Planning Board

- **75 Darling.** Converted a 30,000 sq. ft. empty office complex to a food distribution hub for Preble Street Food Security Hub
- **95 Darling.** Fork Food Lab: 42,000 sq. ft. food industry incubator space, 3,000 sq. ft. restaurant space, farmer's market, and food event venue
- **51 Bowdoin.** Added three (3) new affordable housing units in Cash Corner
- **50 Maine Mall.** New 9,700 sq. ft. office/retail/restaurant space
- **1156 Broadway.** Casco Bay Steel expansion
- **227 Maine Mall.** Berlin City Nissan 5,500 sq. ft. expansion
- **757R Main.** 34 new housing units for seniors at "The Enclave"

- **59 Main.** Tank-top solar panels at Sprague fuel terminals
- **443 Western.** Converted 55,000 sq. ft. Burlington Coat Factory to medical campus

Major Policy Projects Completed

- **Space and Bulk Tables.** Clarified zoning ordinance requirements into tables
- **Shelter Ordinance.** Established new land use standards for shelters
- **Miscellaneous Amendments (2).** Semi-annual zoning housekeeping items
- **Dual Frontage Lot Relief.** Relaxed setbacks for lots on multiple streets
- **Shoreland Zoning.** Updated shoreland laws pursuant to 2015 state requirements
- **LD 2003 implementation.** Implemented new density bonus and infill regulations

- **Erosion/Sedimentation standards.** Updated pursuant to MS4 requirements
- **Tree Protection.** New tree protections on private property
- **Transitional Housing Program at 675 Main.** Allows transition for asylum families
- **Rezoning for Comp Plan Alignment and Housing.** Improved zoning land use allowances for compatibility with the Comprehensive Plan
- **Municipal Open Space.** Continued discussion to protect city-owned open space

Other Initiatives

- **Comprehensive Plan Update:**
 - Accepted inventory analysis
 - Adopted draft Vision and Goals
- **Open Space/Conservation.** Helped negotiate acquisition of over 30.25 acres of open space and wetland property:

- 110 Elm and 33 Forest Ave. (4,800 sq. ft. pocket park in Pleasantdale)
- 45 Wallace (20 acres)
- 100 Cornell and 100 Thornton (10.25 acres)
- **Housing.** \$300K granted to the Betsy Ross expansion (52 affordable, senior units)
- **Public Art.** Secured a location for a public art mural. RFP pending in 2024
- **Historic Preservation.** Commenced Sylvan Site historical evaluation



SoPo 2024: Comprehensive Plan Update

In 2023, the Planning Division and Comprehensive Plan Committee continued with the Comprehensive Plan update process. A long-range planning document, the Comp Plan provides a shared community vision and policy framework to guide public and private decision-making on future land uses across a municipality.

The Comp Plan provides a foundation for future policies adopted by the City and is used by elected officials, staff, committees and boards, citizens, and investors to make decisions that shape the City's development. The City's most recent Comp Plan was adopted in 2012 and examines and addresses various factors that impact the City's character, preservation, growth, and fiscal condition. The updated plan will provide guidance through 2040.

To learn more and get involved, visit:
www.southportland2040.com

PLANNING

Planning Statistics

Fiscal Year Time Period (From-To)		Site Plans	Special Exceptions	ADUs	Subdivisions	Nonconforming Lots of Record	Ordinance Amendments	De Minimis Changes	Other (street vacations, sale of City-owned property, etc.)
7/1/19	6/30/20	35	3	8	13	4	3	9	15
7/1/20	6/30/21	30	7	6	6	6	4	35	5
1/1/21	12/31/21	33	8	7	10	8	5	41	4
1/1/22	12/31/22	22	4	4	7	3	13	40	7
1/1/23	12/31/23	13	1	19	5	1	20	27	4

Data from 2021 forward is calendar-year annualized data. Previously, data was reported by the fiscal year. To see data prior to fiscal year 2020, please see previous years' annual reports on the City website: southportland.gov/711/Annual-City-Reports



South Portland Police Department (SPPD) is the 4th largest municipal department in the State of Maine, answering tens of thousands of calls for service in a year. SPPD is a nationally accredited agency by the Commission on Accreditation Law Enforcement Agencies (CALEA). SPPD reviews, creates and modifies its policies and standard operating procedures on an ongoing basis in accordance with the nationally recognized best practices established by CALEA. The South Portland Police Department's CALEA accreditation is a "Mark of Public Safety Excellence."

2023 Department Highlights

1. Behavioral Health Liaison Officer

We hired a second full-time Behavioral Health Liaison Officer. Welcome, Laurie Swan. The co-response model we have adopted has greatly increased our efficiency and effectiveness in dealing with people

suffering with mental health, drug dependence and co-occurring illnesses.

2. Calls for Service

We responded to 28,375 calls for service in 2023, up from 26,921. The PD responded to several high-profile cases during the year including:

- An arrest of a high school student for community threats
- A female murder victim located on Clarks Pond Parkway and an eventual arrest made of the suspect
- A pedestrian killed in a crash on Christmas Eve
- First officer involved shooting in 15 years
- Arrests in two separate home invasion/robberies
- Assisted Lewiston Police during a tragic active shooter event
- Arrest after a hostage/standoff
- Several large drug trafficking arrests

SPPD 2024 Goals

1. Increase transparency through community engagement and social media presence.
2. Expand outreach to individuals struggling with mental health and substance use disorders.
3. Increase traffic enforcement by expanding Traffic Unit.
4. Train third and final K9 Officer to complete K9 Unit.
5. Continue to diversify Police Staff.

POLICE

3. Community Events

SPPD participated in many community events including:

- Christmas Toy drive with the Community Center and School Department
- Coffee with a Cop
- DEA Drug Takeback event
- The creation of a Youth-Police Alliance, a voluntary program for both police officers and the residents of Long Creek
- Stuff the Bus event for collecting school supplies for students
- National Night Out and first Kids vs. Cops basketball game
- Visits to daycares to read books to children
- Scam alert and awareness visits to groups
- Officers were camp counselors at Camp Postcards
- WAVE Class (Female Self-Defense)



- Tip a Cop for Special Olympics
- Memorial and Veterans Day Parades
- Dodgeball with Holy Cross students
- Breakfast with Santa
- Trunk or Treat and trick-or-treating with children
- Cop a Coat event where more than 200 children's coats were distributed
- Law Enforcement Torch Run to support Special Olympics

4. Training Hours

The department received 1573 hours of training during 2023. This training ranged from field training and new law update to more specialized training like accident reconstruction and hostage negotiations.

5. 4-Day Workweek

SPPD moved a four ten-hour shift workweek for second and third shifts.

6. Achievements

We had several great things occur this year at the PD including:

- We replaced the badge with a newer more inclusive badge after more than 50 years.
- We promoted David Stailing to Sergeant.
- Officer Travis Emerson was named Officer of the Year.
- We hired Officer Huntington and Officer Burns.
- Animal Control Officer Maggie Maxwell began her career. Please check out her amazing stories on our social media sites under “Animal Control Chronicles.”

7. Police K-9 Teams

We acquired, trained, and put into service two new Police Canine teams. Welcome K-9 Officer Sauer and his Handler Officer Collins,

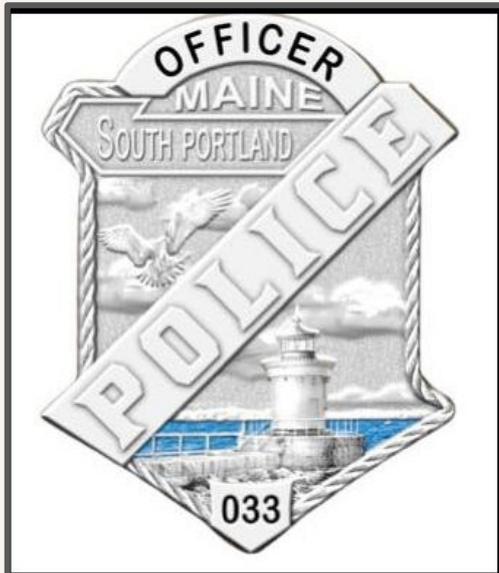
and welcome K-9 Officer Ziva and his handler Sgt. Stephenson.



POLICE

8. Recruiting

Recruiting continues to be the department's biggest challenge. We are down 9 Officers or approximately 20% as of the end of 2023. We have hired four Officers that are scheduled to attend the MCJA in 2024, depending on Academy slot availability.



28,375

Number of calls SPPD responded to in 2023

1,573

Training hours SPPD Officers Received in 2023



PUBLIC WORKS

Contact DPW

Municipal Services Facility
929 Highland Ave.
South Portland, ME 04106

Office hours: M-F 7-3

Transfer Facility hours: T-Sat 8-3:30

Phone: (207) 767-7635

Email:
publicworks@southportland.org

Get info:
southportland.gov/publicworks

Report an issue:
southportland.gov/reportanissue

The City of South Portland's Public Works Department is located at 929 Highland Avenue. The Department currently employs 24 full-time employees including four Mechanics, one Superintendent, one Administrative Assistant and a Director.

The Department has many responsibilities including street and sidewalk repairs and maintenance, trash pickup, paving, roadside collection, sign installation, and Transfer Station operations. Public Works has taken over the responsibility of maintaining traffic

signals and street lights. The Department works closely with other departments across the City to meet the needs of its residents and the municipality.

A major responsibility of the Department is wintertime operations. Plowing, sanding, and salting of the streets and sidewalks are handled through a combination of City staff and contractors. Public Works maintains approximately 330 lane miles of road during winter operations. Four sidewalk machines clear 50 miles of sidewalks each storm. Staff

PUBLIC WORKS

work around the clock to help provide safe streets for travelers and emergency vehicles during snow and other weather-related emergencies.

The Public Works Department operates a Transfer Station for residents to dispose of household items that cannot be placed curbside for pick up. Use of the Transfer Station requires a permit. Residents must obtain a permit that can be displayed in the window of their vehicle to enter the facility. Items that can be disposed of at the Transfer Station include wood, shingles, sheetrock, tires, appliances, and metals. Waste oil is also collected at the Transfer Station. Leaf and grass clippings can be brought to the facility. Food waste bins are at the Transfer Station to allow residents to drop off their food waste. This waste is picked up by Garbage to Garden and is turned into compost.

Street sweeping is done throughout the spring, summer and fall months. The debris



330

Lane miles of road that DPW maintains during winter operations

50

Miles of sidewalk that DPW Clears after each storm

PUBLIC WORKS

swept from the street reduces the amount of sediment that makes it to the treatment plant. This helps reduce the amount of sediment filtering that is needed at the Wastewater Treatment Plant on Waterman Drive. Street sweeping also helps prevent sand and sediment from getting into the City's catch basins and drainage system. Many catch basins drain directly into the brooks and streams that run through the City. Eliminating sediment helps to improve the water quality. Special considerations for sweeping are given to the Maine Mall area that is situated in the Long Creek Watershed. The watershed is classified as impaired, and the extra attention is needed to help with the water quality of Long Creek.

2023 Department Highlights

- Completed pedestrian improvements and paving of Cottage Rd.
- Paved Coach Rd., Fillmore Ave, Granby Rd., Industry Rd., Long Creek Dr., Meadow Way, Paddock Pl., Prides

Rd., Runway Rd., Wallace Ave. and Cottage Rd. (Reds to Cape Elizabeth line)

- Street sweeping April - November
- Curbside leaf collection in November
- Repaired various sections of damaged sidewalks throughout the City
- Delivered sand buckets for the Age Friendly South Portland program for seniors
- Repaired pavement damage throughout the City
- Received grant funding towards Broadway Pedestrian Improvements, Westbrook St. Phase 3 of the Multi-Use Path, and for sidewalk installation on Broadway between Church St. and Whitehall Ave.





SCHOOL DEPARTMENT

The 2023-24 school year welcomed new opportunities for South Portland Schools to continue pursuing its mission of “Enriching Lives Through Quality Learning for All.” Educators, students, and staff embraced our district theme, “You belong here,” highlighting the inclusive and equitable learning environment we strive to create in our district.

I’m pleased to share the following highlights from the School Department:

New Middle School

The newly constructed South Portland Middle School opened to students in September 2023. Guided by the principles of a community school, SPMS supports opportunities to improve student learning, create stronger families, and support healthier communities. The middle school integrates support services, including facilitating the opening of a school-based health center, and completed a needs and

assets assessment by incorporating feedback from surveys, focus groups, and interviews with students, staff, and families.

Welcoming All Students

The South Portland School District welcomed 317 students with housing challenges, a majority of whom are multilingual learners progressing in developing English language skills. With the assistance of community organizations and school staff members, we work diligently to ensure they are welcomed and supported.

Student Honors

South Portland High School students received many honors, including twenty students being identified as top scholars for their academic accomplishments and eleven for All-State awards in chorus, jazz, and band.

Staff Honors

Several staff and faculty members were

recognized for the hard work they do in South Portland Schools, including Administrative Assistant of the Year Heather Altenburg, English for Speakers of Other Languages Teacher of the Year Sheanna Zimmerman, and School Resource Officer of the Year Caleb Gray.

Track Achievements

The South Portland High School Boys’ track team won two championships this season for indoor and outdoor track. Arnaud Sioho won four events at the outdoor competition, setting state records in the long jump and the triple jump, leading the Red Riots to their first state Class A championship in 22 years.

317

Students with housing challenges that SPSPD welcomed in the 2023-24 school year

SCHOOL DEPARTMENT

Adult Education Growth

The Adult Education program has grown exponentially, offering 12 English classes with 475 adult learners enrolled.

School Board

The School Department is guided by an active and engaged School Board who ensure that the community's financial investment produces positive results for our students. Jennifer Ryan and Molly Schen currently serve as Chair and Vice Chair respectively. In addition, voting members include Rosemarie DeAngelis, Claire Holman, Susan Rauscher, Tandy Ratliff, and Jennifer Kinney. During 2023-24, Angela Kabisa and Gabe Domingos served as student representatives.

The success of "Quality Learning for All" happens through collaboration with our students, their families, our outstanding staff, and community members. We are



excited about the future of the South Portland School Department, and we look forward to sharing our progress.

Above: South Portland High School graduating class of 2024

Sincerely and appreciatively,

A handwritten signature in blue ink that reads "Tim Matheney".

Tim Matheney
Superintendent of Schools

SOCIAL SERVICES

The City of South Portland Social Services Department is an office under the Human Resources Department. The primary function is to administer the General Assistance (GA) program, a program regulated by State Statute and Ordinance that provides financial assistance to eligible people to meet their basic necessities, such as rent, food, personal and household supplies, medication, heating fuel, and utilities.

Core Responsibilities

- Administration of the GA Program
- Provide referrals to other local resources for people in need (food pantries, clothing closets, etc.)

Department Highlights

- **New staff:** In 2023, all four positions in Social Services (Director, two Eligibility Specialists, and Admin) were filled by new staff members.

- **Growth:** One of our current Eligibility Specialists was promoted from the Admin position, and continues to grow and excel in this role.
- **Service:** Despite having new staff, and significant periods of being short staffed, new GA appointments are now being scheduled typically within one to two weeks, as opposed to booking one month out.
- **Organization:** Overhauled our filing and document retention system to be more efficient and organized. And worked closely with our partners in Human Resources to complete back-end and administrative tasks, allowing our front-end Social Services staff to focus more on working with the public and meeting the needs of our applicants.



Month	# Applications
January	198
February	186
March	173
April	215
May	253
June	231
July	228
August	221
September	177
October	187
November	180
December	137
Total:	2,386

SPC-TV

South Portland Community Television (SPC-TV / Spectrum Cable Channel 2) and South Portland Public Access Television (SPPA-TV / Spectrum Cable Channel 3) are South Portland's local access cable TV channels. Both channels are headquartered at City Hall.

2023 Department Highlights

- Hired new SPC-TV Community Outreach Coordinator and have started producing both media packet/episodic content for a brand new South Portland-focused show
- Participated in crafting Maine LD-1967 “An Act to Protect Municipal Franchise Agreements,” (which has subsequently been passed into law)
- Implemented new programming automation for content to viewers on cable and live streaming
- Developed 360-degree and live workflows for location events (for example, the Veteran’s Day Parade)

- Had strong representation within the State Access community as officers (Chair and Secretary) of the Maine Community Media Association
- Established some new and exciting working partnerships with the South Portland Historical Society, Age Friendly South Portland, South Portland/Cape Elizabeth Chamber of Commerce and the Greater Portland Council of Governments (GPCOG)
- Replaced core studio mixing controller with updated modern

equipment at a cost-savings of roughly \$17,000

Productions

In 2023, SPC-TV ran 113 productions, averaging one every 3.23 days, including the following public-facing municipal bodies live on cable and streaming: City Council (33); Planning Board (17); Comprehensive Plan (11); Board of Education (16); Board of Appeals (1); Board of Assessment Review (3); SPCC/SPBoE Inauguration (1)





In addition, SPC-TV covered several large-scale and high-profile community events; including: Art in the Park, Skate Park Grand Opening, League of Women Voters and South Portland Land Trust Candidate Forums, South Portland/Cape Elizabeth Chamber of Commerce Spring Fest, and the Planning Department's Accessory Dwelling Unit Presentation.

Some local interest productions and community interest pieces were produced as well, such as the South Portland

Historical Society's biographical interview with former Mayor and current State Representative Deqa Dhalac, Mill Creek Tree Lighting, Indigenous Peoples' Day Celebration and Juneteenth Ceremonies, and the annual Lighthouse Day at Bug Light Park and Spring Point Light.

SPC-TV also produced several internal videos for multiple departments including Trenching & Excavating, Stormwater Treatment, various Human Resources and Finance Department trainings, and a training on the City's new brand guidelines.

Additionally, the department assisted in various other capacities as support, including the all-day New Employee Orientation event and the South Portland School Department Convocation.

SPC-TV

113

Total # of productions in 2023

Connect with Us!

You can watch SPC-TV and SPPA-TV live on Spectrum cable, via live stream, and on Vimeo. Learn more at:

southportland.gov/spc-tv

Did you know SPC-TV will help you make shows and play them on cable TV? Email SPCTV@southportland.org to learn more!



Overview

South Portland's climate action and adaptation plan was adopted in November 2020 as a roadmap for achieving our Council-adopted goals of 1) reducing greenhouse gas emissions 80% by 2050; 2) running municipal operations entirely on clean renewable energy by 2040; and 3) building the resilience of our neighborhoods, infrastructure, and ecosystems to the impacts of climate change.

The plan contains 68 strategies. Of these, 58 strategies (or 85%) are near-term, to be completed by 2025. Three years in, we have made significant progress toward implementing our plan. Of the near-term strategies, 10% are in action or were tabled by Council, 74% are in progress, and only 14% have not been started.

2023 Department Highlights

1. *South Portland Electric Tool Library (SPETL) opened*

- We opened the SPETL on June 3, 2023 with 18 pieces of electric lawn equipment including six lawn mowers, six leaf blowers, two string trimmers, two hedge trimmers, and two edgers.
- Over the course of 24 weeks, there were a total of 324 checkouts (almost every piece of equipment was checked out as soon as it came in).
- This program was funded by a grant totaling more than \$16,000.

2. *100 Resilient Yards program*

- We partnered with eight organizations and 25 volunteers to help 89 South Portland properties begin to transform into more resilient yards.

- Through this program we established 30 new vegetable gardens, six rain gardens, and sowed nearly 250 native plants. Perhaps more significantly, we connected community members together.
- This program was funded by three grants totaling more than \$65,000 and city funds totaling \$14,500.

3. *Coastal Resilience data finalized and engagement project launched*

- We partnered with the Gulf of Maine Research Institute (GMRI) and Greater Portland Council of Governments (GPCOG) to create outreach and engagement tools based on the hydrodynamic sea level rise and storm surge inundation model recently developed for the City of South Portland by the Army Corps of Engineers.
- We organized three Planning Forward workshops and four coastal

SUSTAINABILITY

South Portland Electric Tool Library (SPETL)

Transfer Facility

929 Highland Ave.
South Portland, ME 04106

Open seasonally April through November

Phone: (207) 317-2200

The SPETL features all-electric EGO lawn care tools, which South Portland residents can borrow to use at home free of charge by simply using their South Portland Public Library card to sign out the equipment.

Get info:

Visit southportland.gov/SPETL, follow @soposustainability on Instagram, or contact the Sustainability Department.

Swap Shop

Transfer Facility

929 Highland Ave.
South Portland, ME 04106

Open seasonally April through November

The Swap Shop (known in some communities as the “Take It or Leave It”) encourages the reuse of acceptable items, thereby reducing garbage in the waste stream. Volunteers staff the Swap Shop and keep it a popular and impactful resource for our community. Consider becoming a volunteer!

Get info:

Visit southportland.gov/swapshop, follow @soposustainability on Instagram, or contact the Sustainability Department.

SUSTAINABILITY

walks, altogether engaging more than 150 community members.

- This program was funded by a grant totaling \$50,000.

4. Street Design Technical Manual developed

- With significant interdepartmental coordination and input from dozens of stakeholders, we are in the process of finalizing a Street Design Technical Manual, which includes best practices, priority-setting, and design guidelines for making our City's streets accessible and safe for both vehicular and active transportation modes.
- This program was funded by a grant totaling \$50,000.

5. Electrify Everything! program completed

- In just ten months, we gave out \$262,000 in rebates to 317 low- to moderate-income South Portland

- residents for electric vehicles, electric lawn care equipment, e-bikes, heating and cooling systems, and home weatherization.
- This program was funded through an ARPA grant totaling \$270,000.

6. New EV charging stations installed and EV cargo van purchased

- After spending close to a year with Revision Energy evaluating City sites on the feasibility and preferability for EV charging placement, we are finalizing the installation of a first bank of EV chargers at the South Portland Community Center (more will follow in 2024).
- The Police Department purchased an all-electric cargo van.
- We added four EV chargers at City buildings for City fleet charging.

6. First full year of municipal solar project data

- In 2022, the City added four new solar projects to our portfolio.
- In 2023, these solar arrays generated more than 6 million kWhs of clean, renewable energy (equivalent to powering 500+ homes)
- These projects saved the City more than \$800,000.

\$800,
000

Amount the City saved as a result of its solar projects

WATER RESOURCE PROTECTION

Collections Systems Division

Asset Management Program

The asset management program VUEWorks continues to thrive and be a core element in our day-to-day operations. This has significantly enhanced our data collection and project management capabilities where we now have enough data to analyze and strategize our operations. We have prioritized our work order activities and are now discussing each activity and why are we doing this, how are we doing this, and even if we need to be doing this work. This is really helping to define and justify the work we are doing.

Catch Basin Cleaning Program

Staff continues using a cloud-based application to document and track catch basin cleaning activities. Nearly all of our approximately 2,700 publicly owned catch basins were cleaned in 2023.



Sewer Line Maintenance & TV Inspection

To assess infrastructure conditions and ensure the proper functioning of the City's underground collection systems, staff continue to televise our pipelines. TV inspection is a crucial component of the City's asset management program, which prioritizes infrastructure replacement based on detailed condition assessments. Staff continues to hydraulically clean and remove root obstructions from the sewer lines.

Vehicle Maintenance

Staff continues to be proactive utilizing the work order system to preventively maintain or repair a wide variety of construction equipment and vehicles used by the Water Resource Protection Department. The timely maintenance of this equipment is critical to the Department's ongoing success in protecting the City's water resources cost-effectively and efficiently.

WATER RESOURCE PROTECTION

Urban Stream Restoration

We continued our ongoing partnership with the Long Creek Watershed Management District (LCWMD), whose primary mission is to restore water quality so that Long Creek and its tributaries comply with state standards. (Long Creek is one of five water bodies in South Portland that do not meet water quality standards due to adverse impacts of surrounding development and for which the City must implement restoration plans).

Stormwater Management Program

The federal Clean Water Act requires South Portland and other regulated communities in the state to implement a wide variety of practices (known as “minimum control measures”) to reduce adverse impacts associated with polluted stormwater runoff. For more information on the City’s Stormwater Management Program, please visit the WRP page at southportland.gov.

WRP Engineering Division

Asset Management

WRP continues to expand the use of the Asset Management program rolled out in 2018. The primary focus this year was to expand the work order system for operations and maintenance at the Wastewater Treatment Facility, enabling us to manage preventative and corrective maintenance efforts at the plant via the digital system. Utilizing this system increases efficiency while simultaneously providing information for budget forecasting to establish 20-year upgrade/replacement plans that are fiscally responsible.

Combine Sewer Overflow (CSO) Mitigation

WRP continues to make great strides in the mitigation of CSO events in the City. WRP’s CSO projects have resulted in significant decreases in the frequency and volume of

CSO events, providing a direct benefit to the water quality of the Fore River and Casco Bay.

With the update of our Long Term CSO Facilities Plan, we are in the design phase of the upgrade to the Pearl Street Pump Station which is the first project recommended and accepted as part of our permit with DEP. The CSO Facilities plan maps out the next ten years of CSO projects and is based on a complex cost benefit evaluation informed by our Stormwater Management Model (SWMM).

In-house Collaboration and Pump Station Upgrades

The engineering staff continues to collaborate with maintenance, the sewer collection staff, and the Public Works Department staff to do more work in-house versus hiring these projects out. We are able to assess the problem, design, and construct these small projects internally. Our pump station upgrade program is an

WATER RESOURCE PROTECTION

excellent example. We have been making significant efforts to complete these projects in-house utilizing our maintenance and operation staff. Completing these projects in house reduces project costs and has the added benefit of growing our staff's ability and skill sets. Additionally, replacing old pumps and upgrading the electric systems results in significant energy savings.

WRP Construction Projects

- Continued Asset Management Development with CMMS software procurement
- Completed Aeration Basin I repairs
- Completed installation of the third pumping system, which was all done in-house
- Completed the installation upgrade of the B Street Pump Station, all done in-house except for the electrical system
- Completed the replacement of the

force main internal to the Main Pump Station at the WWTF

- Continued with our annual sewer lining project where we focused on lining the gravity sewer pipe at Willard Beach
- Completed the emergency replacement of the force main in the Willard Beach area for the Willard Beach Pump Station
- Completed the electrical design for Phase II at the WWTF

WRP & Public Works Design Projects

- Continued with the annual paving program
- Completed the pedestrian/sidewalk project on Cottage Road
- Working on the design of multiple pedestrian/sidewalk projects that include Evans St., Westbrook St., Broadway, and Lincoln St..
- Completed the pedestrian/sidewalk improvements at Cash Corner

Willard Beach

In August 2023, the Water Resource Protection Department published its Willard Beach Watershed Assessment Efforts summary, which outlines its approach to protecting and preserving the vital coastal amenity that is South Portland's Willard Beach. Check it out at: southportland.gov/315/Water-Resource-Protection



WATER RESOURCE PROTECTION

2.27

Billions of gallons of wastewater WRP pumped and treated in 2023

Treatment Systems Division

Treatment Process

WRP operations and maintenance staff was responsible for pumping and treating 2.268 billion gallons of wastewater with an average influent flow of 6.21 million gallons per day. 92 % of BOD (biological oxygen demand) and 95% TSS (total suspended solids) were removed from the wastewater before discharge into Casco Bay.

Biosolids

As part of the secondary activated wastewater treatment process to reduce the amount of BOD and TSS discharged to the Fore River, a total of 5,051 Tons of waste sludge was generated (and disposed of by Casella Organics).

95%

Total suspended solids removed from wastewater

WATER RESOURCE PROTECTION

Compliance

Out of a total 1,542 Maine DEP required in house monitoring points, the wastewater treatment plant achieved a 99.8% compliance with one effluent BOD violation and two pH violations.

Bypass Events

The City experienced a number of high intensity rainfall events resulting in seven secondary bypass events totaling 8.29 million gallons.

Maintenance Improvements and Repairs

The biggest improvement this year was development of the Predictive Diagnostic Maintenance Program. The second major improvement was the development of the SOP (Standard Operating Procedure) program. The maintenance shop upgrades done internally are complete to a point where we now have a functional shop.

Staff News

There have been some new, very talented staff at the Wastewater Treatment Facility. Walter Wilgus has joined the engineering division as a field inspector, and Brian Dubuc has joined as the Senior CADD Technician. Robert Libby, Lance Robishaw, and David White have joined the sewer collection division. Finding other talented people to fill our remaining vacant positions continues to be a challenge.

CITY DIRECTORY

Assessing - 41 Thomas Street

Assessor (207) 767-7604

City Hall - 25 Cottage Road

City Clerk (207) 767-7601

City Manager (207) 767-7606

Finance (207) 767-7612

GA & Social Services (207) 767-7617

SPC-TV (207) 767-7615

Hamlin Building - 829 Sawyer St.

Code Enforcement (207) 767-7603

Economic Development (207) 767-7603

Planning (207) 767-7603

Sustainability (207) 347-4148

Central Fire Station - 684 Broadway

Fire Department (207) 799-3314

Police Station - 30 Anthoine Street

Police Department (207) 799-5511

Library - 482 Broadway

Library Department (207) 767-7660

Branch (155 Wescott Rd) (207) 775-1835

Municipal Services Facility - 929 Highland Avenue

Bus Service (207) 767-5556

Parks (207) 767-7670

Public Works (207) 767-7635

Community Center - 21 Nelson Road

Recreation (207) 767-7650

Redbank Community Cntr. (207) 347-4145

Water Resource Protection - 111 Waterman Drive

Water Resources (207) 767-7675

South Portland Schools - 120 Wescott Road

School Department (207) 871-0555

Get in Touch!

City Staff Directory

southportland.gov/directory.aspx

Citizen Request Portal

southportland.gov/reportanissue

*See an issue that needs to be resolved, like a pothole or a stormwater problem? Have a question? Use our **Citizen Request Portal** to get action and answers.*



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southportland.gov



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