

# Town of Dover

## FY '20 Year-in-review



## FY '20 Recap

FY '20 has been a foundational year

- ✓ Filling key vacancies and hiring key positions to bring the team back to full capacity;
- ✓ Evaluating operations to identify opportunities and develop multi-year roadmap;
- ✓ Coordinating resources to deliver services efficiently and cost effectively;
- ✓ Implementing foundational tools that will mature and develop into additional value add, i.e. website & financials;
- ✓ Developing policies and procedures to sustain the organization, and town, for years to come.

# FY '20 BOARD OF SELECTMEN GOALS

GOAL	FOCUS AREA	STATUS
Modernization	Onboard Assistant Town Administrator & Project Manager	Complete
	Technology Strategic Reviews & Backup Staffing	Complete
	Roll out Revamped Website	Complete
	Develop Communication Policy	Complete
Long Term Financial Planning	Plan for Capital Stabilization Fund	Complete
	Plan for OPEB Funding Strategy	Complete
	Develop a Free Cash Policy	Complete
	Provide Senior Tax Relief	Complete
	Plan for Open Space Fund	Incomplete
Community Inclusion	Respond to Citizens in a Timely Manner	Complete
Town Governance Structure	Review the Town's Operational Structure	Complete



Complete



Incomplete

# GOAL 1. Modernization

FOCUS AREA 1. Onboard Assistant Town Administrator and Project Manager

LEAD/S. Chris Dwelley

ACCOMPLISHMENTS	STATUS
Recruit and onboard ATA & MPM	Complete



**Kate O'Brien**  
Assistant Town Administrator



**Dave Sullivan**  
Municipal Project Manager

# GOAL 1. Modernization

FOCUS AREA 2. Technology Strategic Reviews & Backup Staffing

LEAD/S. Diana Piesak, Chris Dwelley

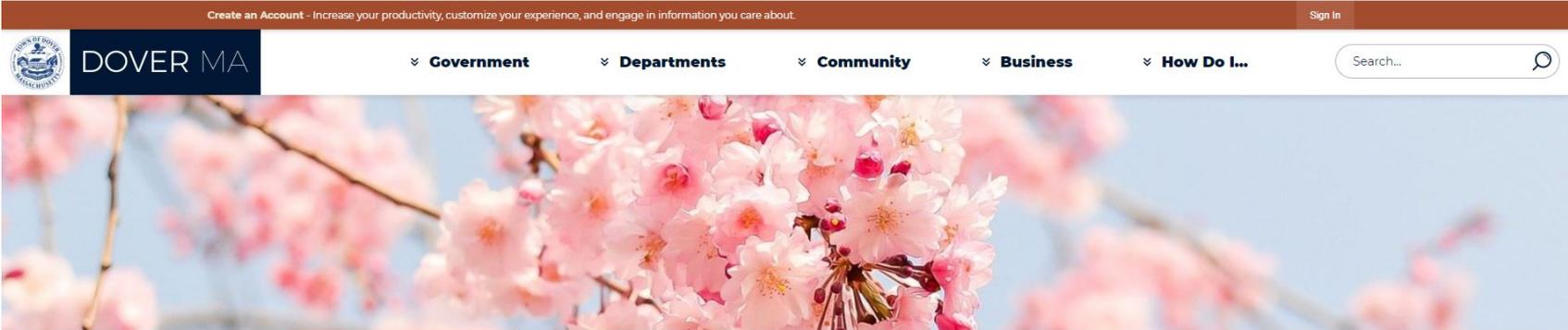
ACCOMPLISHMENTS	STATUS
Conducted IT Infrastructure Assessment to assess town's IT health	Complete
Implemented cybersecurity protections to safeguard data and hardware & software	Complete
Upgraded critical hardware and software (desktops, servers, firewalls, switches) for optimum business operations	Complete
Contracted with Retrofit to provide IT infrastructure support as needed	Complete
Installing access points to improve wifi connectivity in town buildings	In progress

# GOAL 1. Modernization

FOCUS AREA 3. Roll out revamped website

LEAD/S. Diana Piesak

ACCOMPLISHMENTS	STATUS
Roll out revamped website	Complete



- Board of Appeals
- Board of Assessors
- Board of Fire Engineers
- Board of Health Lyme Disease Committee
- Board of Library Trustees
- Board of Registrars
- Capital Budget Committee
- Caryl Community Center Project Committee
- Caryl Management Advisory Committee
- Cemetery Commission

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## Board of Assessors

### Meetings

- 5 pm
- As-needed basis

### Agendas & Minutes

Agendas are available prior to meeting. Minutes are available following approval.

[View Most Recent Agendas and Minutes](#)

### Members

The Board of Assessors is a three-member elected board, each of whom serves for a three-year term. Within two years of being elected, a new member is required to attend a basic training course presented by the Department of Revenue and pass an examination. (830 Code of Massachusetts Regulations (CMR) 58.31.1)

Members include:

### Contact Us

**Amy Gow**  
Interim Town Assessor  
[Email Amy Gow](#)

**Assessor / Board of Assessors Office**  
[Email the Assessor's Office](#)

**Physical Address**  
[View Map](#)  
5 Springdale Avenue  
2nd Floor  
Dover, MA 02030

[Directions](#)

**Mailing Address**  
P.O. Box 250  
Dover, MA 02030

**GOAL 1. Modernization**

FOCUS AREA 4. Develop Communication Policy

LEAD/S. Kate O'Brien, Diana Piesak

ACCOMPLISHMENTS	STATUS
Created social media accounts to build upon existing communication channels	Complete
Created Youtube account to develop and share video media	Complete
Finalized comprehensive communication and social media plan to formalize and coordinate information sharing	Complete

# GOAL 2. Long-term Financial Planning

FOCUS AREA 1. Plan for Capital Stabilization Fund

LEAD/S. Karl Warnick

ACCOMPLISHMENTS	STATUS
Received grant to cover cost of facilities' evaluation	Complete
Developed a 20 year capital maintenance plan	Complete
Developed a capital stabilization funding proposal for town meeting consideration	Complete

# GOAL 2. Long-term Financial Planning

FOCUS AREA 2. Plan for OPEB Funding Strategy

LEAD/S. Jerry Lane

ACCOMPLISHMENTS	STATUS
Developed a comprehensive, phased reserve fund policy which includes OPEB funding strategies	Complete

# GOAL 2. Long-term Financial Planning

FOCUS AREA 3. Develop a Free Cash Policy

LEAD/S. Jerry Lane, Kathy LaPlant

ACCOMPLISHMENTS	STATUS
Reviewed DOR best practices and compiled list of comparable communities' policies	Complete
Identified and contracted with firm to oversee all financial policy development	Complete
Developed a comprehensive free cash / reserve funding strategy	Complete

# GOAL 2. Long-term Financial Planning

FOCUS AREA 4. Provide Senior Tax Relief

LEAD/S. Janet Claypoole, Amy Gow

ACCOMPLISHMENTS	STATUS
Compiled digital and hardcopy informational pamphlets outlining the town's existing senior tax relief options to promote and publicize these programs	Complete
Developed and proposed additional senior tax relief options for the community to consider at town meeting	Complete

# GOAL 2. Long-term Financial Planning

FOCUS AREA 5. Plan for Open Space Fund

LEAD/S. Chris Dwelley

ACCOMPLISHMENTS	STATUS
Created taskforce to review Hale Conservation proposal	Complete

### GOAL 3. Community Inclusion

FOCUS AREA 1. Respond to Citizen Issues in a Timely Manner

LEAD/S. Kate O'Brien

ACCOMPLISHMENTS	STATUS
Issued guidance related to notification of office closings (out of office messages)	Complete
Migrated emails from generic accounts to named accounts to promote transparency and accountability	Complete
Proposed key PT staff positions to ensure full time coverage of public facing offices	Complete

# GOAL 4. Town Governance Structure

FOCUS AREA 1. Review the Town's Operational Structure

LEAD/S. Chris Dwelley

ACCOMPLISHMENTS	STATUS
Created a Finance Team that meets regularly to discuss issues and projects	Complete
Drafted a proposal to create a phase I DPW department	Complete
Proposed hiring key staff positions to assist with service delivery, cross-departmental collaboration, and succession planning	Complete
Evaluated committee and volunteer positions to identify areas of overlap or inactivity	Complete
Conducted a Financial Management Review thru the Department of Revenue to understand best practice recommendations for the community	Complete
Participating in a peer town operations and cost comparison project thru the MAPC	In Progress

# Additional Ongoing Projects

PROJECT	STATUS
Hale Conservation Proposal	In progress
Caryl Community Center Building Project	In progress
Conducting a Space Needs Assessment	In progress
Undertaking a comprehensive review of the town's water infrastructure	In progress
Solar Proposal at Town Garage	In progress
Review and update of Personnel Rules & Regulations & Policies	Nearing completion
Wireless Cell Tower Appraisal	Nearing completion
Internal Finance Team Policy Development	Nearing completion
Digitizing Online Forms	In progress
Developing a comprehensive budget book	In progress
Developing protocols for document retention & electronic storage	In progress

# THANK YOU

Everything accomplished this year was done so as a community. None of this would be possible without

The dedication and efforts of all town staff

The leadership of the Board of Selectmen

The commitment of all of the town's boards, committees, and volunteers

And the contributions of everyone in the community