

Evesham Township



2015 Annual Report

Prepared by
Township Manager
Thomas Czerniecki
for Township Council

Mayor Randy Brown
Deputy Mayor Kenneth D'Andrea
Councilman Robert DiEnna
Councilwoman Debbie Hackman
Councilman Steven Zeuli

Executive Team and Phone Directory:

Thomas Czerniecki
Township Manager

Monica Vandenberg
Director of Recreation and Senior Services
Deputy Township Manager

Thomas Shanahan
Director of Finance
Deputy Township Manager

Mary Lou Bergh
Township Clerk

Nancy Jamanow
Director of Community Development

Diana DiCicco
Human Resources Coordinator

Chris Chew
Chief of Police

Blackwell Albertson
Tax Assessor

Tom Kohl
Superintendent of Public Works
Deputy Township Manager

Kathy Merkh
Tax Collector

Staci Heavner
Court Administrator

Lisa Ott
IT Manager

Elizabeth Peddicord
Treasurer

Bob Hennefer
PGA Director of Golf

Frequently Called Numbers:

- Street Maintenance/Bulk Trash Pick-Up.....856-983-2798
- Construction/Building Permits.....856-983-2914
- Gibson House.....856-985-9792
- Senior Transport.....856-988-9866
- Rec Center (Blue Barn).....856-985-2762
- Municipal Utilities Authority.....856-983-1878
- Non-Emergency Police Line.....856-983-1111
- Indian Spring Golf Course.....856-983-0222
- Library.....856-983-1444
- Vital Statistics.....856-985-4349
- Pet Licensing.....856-983-2900 ext. 2028
- Township Manager.....856-985-4336

Mission Statement:

To provide the highest quality service to all residents equally in the most efficient and responsive manner possible with a skilled team of employees and volunteers dedicated to the needs of our residents and committed to excellence, fiscal responsibility, and professional management. In order to advance the Evesham Township's municipal mission statement, Team Evesham members will be guided by the following principles:

1. REVERENCE FOR INTEGRITY & HONESTY: Be dedicated to the highest ideals of honor and integrity in all public and personal relationships, truthfulness in communications, and observance of ethical guidelines contained in State law, the municipal code, and internal policies in order to merit the respect of the public for the Team.

2. PROFESSIONALISM IN PUBLIC SERVICE: Honor our positions through civility and decorum in our interactions with fellow Team members, residents, and officials.

3. COMMITMENT TO EXCELLENCE: Make it a duty to continually improve one's abilities and help develop the competence of associates on the Team. Develop and communicate benchmarks for as many functions and tasks as possible to demonstrate the careful use of public resources.

4. RESPECT FOR THE DEMOCRATIC PROCESS & REPRESENTATIVE GOVERNMENT: Recognize that elected representatives of the people are entrusted with the establishment of local government policies and priorities while execution of said policies rests with the Team.

5. OPERATIONAL EFFICIENCY: Continuously seek to find ways to maximize the use of resources provided by the taxpayers and thoroughly clarify and communicate Team priorities.

6. SENSE OF FAIRNESS: Recognize that the chief function of local government is to serve the best interest of all the people. As a professional organization, we guard our reputation for the impartial delivery of public services.

7. PROBLEM SOLVING ATTITUDE: Maintain a constructive, cooperative, creative, and practical attitude toward the affairs of the local government and challenges facing the Team.

8. HONOR FOR CHAIN OF COMMAND: Recognize each Team member is entitled to a clear set of expectations and explanation of methods delivered by a properly qualified supervisor along the chain of command. Team members honor the chain of command by respecting each other's professional responsibilities.

9. DIGNIFIED CONDUCT: Recognize the personal conduct of Team members, both on and off the job, is inseparable from the Team's professional and ethical reputation and has a direct relationship on the dignity and worth placed on public service and local government by the general public.

10. VALUE LOYALTY: Prize loyalty to the Team's mission and believe this requires: (1) a duty to look out for the welfare of Team members and resources; (2) a responsibility to communicate effectively in order to identify better ways to meet the mission; and (3) carry a deep sense of respect for the private resources provided by residents to achieve the mission.

A Message from the Township Manager



It is my pleasure to present Evesham Township's Annual Report for 2015. This report reflects on the township's accomplishments during the past year, and identifies some of the challenges in the coming year. As the township manager, I am very proud of how our team executes the direct public services established by the Township Council, which contribute to the quality of life in our community. These services would not be possible without our talented and dedicated managers, administrative support staff, and the men and women working in all corners of the township. This report provides a range of informative data on our operational performance over the past year.



On behalf of our team, thank you for your support of our services. We recognize the property tax burden in New Jersey is a challenge and we are dedicated to delivering valuable and critical services to you every day.

This report to you, our stakeholders, is prepared in the spirit of professionalism in government. Evesham Township operates under the Council-Manager form government. A more detailed explanation of the plan can be found on our website under the township manager's page. In general, we are organized to function like a professional corporation.

Evesham is well known for its great neighborhoods, vibrant commercial areas, top notch parks, and beautiful open spaces. This reputation is ultimately linked to the quality of our municipal government. The following pages of this report endeavor to highlight the critical operations performed by our municipal government that help keep the township moving forward.

As you read through this report, you will see that the township had a very productive 2015 and we look forward to an equally productive 2016. Some of the initiatives and challenges we will face in 2016 include: finalizing plans for five redevelopment projects, the ongoing review of the Evesham Township Municipal Utilities Authority to find greater synergies between the utility and township, adjusting our budget to reflect some of the costs associated with the June 2015 "macro-burst" storm, expanding police service to provide enhanced school security, and addressing the old debt schedule at the municipal golf course. The Township Council will also be asked to tackle the growing space constraints at our public works facility and to consider future requirements.

On a personal note, I am very proud to report that I became a resident of Evesham Township this year. My family and I are now consumers of the outstanding services our municipal government offers and are proud to call you neighbors. It is an honor and a privilege to call Evesham home and to serve as the township manager of this community.

Sincerely,

Thomas J. Czerniecki
Township Manager

Township Council

The Township Council is comprised of five officials elected at large. The Mayor is a member of the Council and is elected by the same process. They meet on Tuesdays at 4:00p.m for workshop meetings and at 6:30p.m for regular business meetings. The public is encouraged to attend. The meetings are held in the court room at the Evesham Municipal Building at 984 Tuckerton Road, Marlton, New Jersey 08053.



Mayor Randy Brown



Deputy Mayor Kenneth D'Andrea



Councilman Robert DiFenna



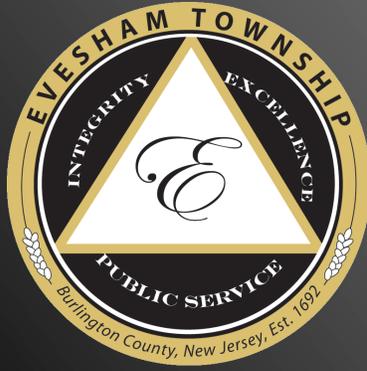
Councilwoman Debbie Hackman



Councilman Steven Zeuli

Table of Contents

Financial Overview	8
Accomplishments Overview	13
Community Development	17
Evesham Township Police Department	21
Department of Public Works	24
Municipal Court	27
Finance	29
Recreation and Senior Services	31
Township Clerk's Office	36
Human Resources	39
Tax Assessor	42
Tax Collector	44
IT Department	46
Indian Spring Golf Course	48
Overall Performance	51



Financial Overview

Fiscal Overview:

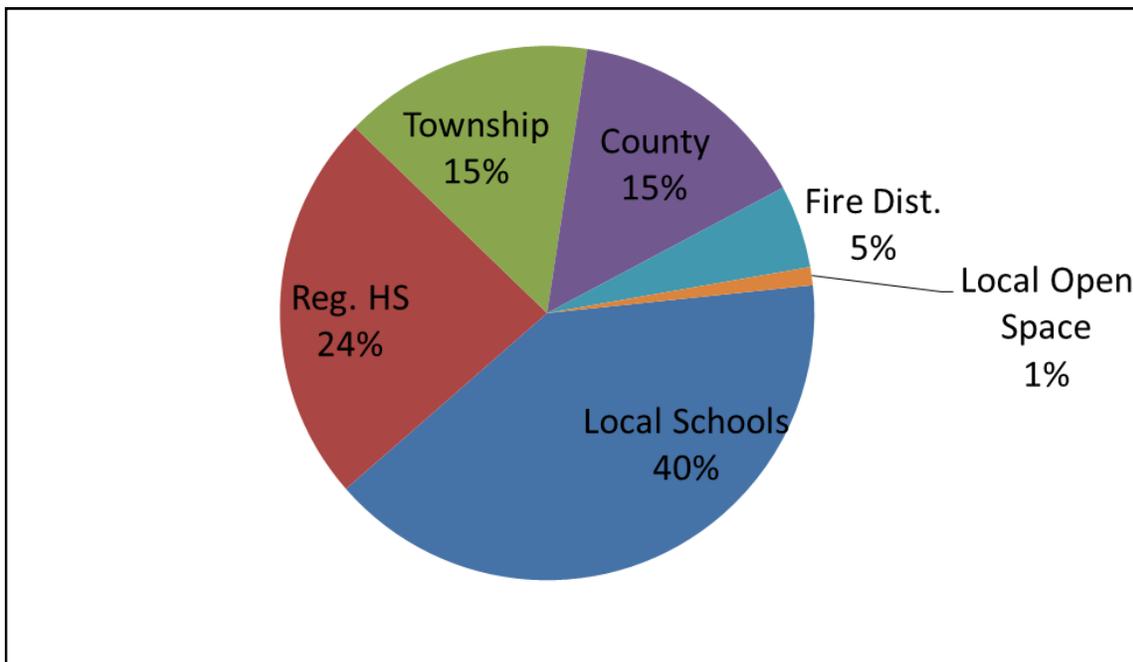
Tax Collector for Regional Governments

One of the few direct communications between the township and each property owner is the property tax bill. It is important to point out for purposes of this report that the township is only responsible for 15% of the property tax bill. All other items are established by the corresponding elected bodies (i.e. Board of Education, County Freeholders, etc.) Therefore, this report is focused on the 15% of your tax dollars devoted to local government services.

The township serves as the tax collector for local schools, county government, and the fire district. It bills and collects taxes on behalf of these entities and insures that they receive their complete levy amount. Any revenue shortfalls are absorbed by the township. Delinquencies, tax appeals, and other economic factors can adversely impact its ability to collect the full levy.

The role as tax collector for regional governments can have long-term negative consequences. The 2008 financial crisis caused depleted surplus levels and budgetary pressures in the form of higher taxes to replace tax losses. It required a multi-year recovery period to regain a stronger fiscal position. For most of the recession, the township's ending year fund balance levels remained at approximately the 2-3 million dollar range. The township's surplus levels eventually rose from \$1,946,931 in 2012 to \$6,071,400 in 2014.

The township portion of the total tax levy is 15%. Of the total 143 million dollar tax levy, more than 121 million dollars are collected and disbursed for purposes that fall outside general municipal operations. The remaining 21.7 million dollars are used for municipal purposes and to cover any shortfalls in tax collections. The table below provides a detailed breakdown of the 2015 tax levy:



2015 Municipal Budget

The municipal budget is our blue print for action. It specifically allocates financial resources to implement the entire program of municipal services. Our past budgets can be found on our municipal website under the Finance Department (www.evesham-nj.org). Municipal finances are in a comparatively strong position, and we report on some of the key indicators in the following pages that point to a sound fiscal picture for Evesham.

Overview: The township adopted a 34.7 million dollar operating budget to fund its municipal operations in 2015. In addition to the regular operating budget, it adopted a 2.5 million dollar golf course budget and a 2.6 million dollar spending plan for the Open Space Trust. Although the township increased its operating budget by approximately 1 million dollars from the previous year, the township budget was well under the various state spending limits and the tax levy actually decreased. The following table shows the township's compliance with these state limitations:

Compliance with State Budget Appropriation & Property Tax Levy Limitations	
Amount under the Allowable Appropriations (Spending) CAP	-\$2,116,467
Amount under the Allowable Tax Levy (Property Tax) CAP	-\$1,481,702
Reduction in 2015 Property Tax Levy	-\$121,466

One June 23, 2015, severe storms passed through the township causing extensive damage, resulting in a national disaster declaration by the Federal Emergency Management Agency. In response to this incident, the township adopted \$286,000 in emergency appropriations to supplement the response and recovery costs. The total value of resources dedicated to the cleanup effort totaled \$695,000. Since there are no offsetting revenues for these appropriations, these costs are a deferred charge that will have to be raised in the 2016 municipal budget.

Financial Analysis and Benchmarking

1. Operating Budget: Evesham Township continues to provide high level services at a low cost to its taxpayers. A survey of regional communities indicates that the township continues to be a leader among full service communities in maintaining low per capita budgets. The chart below summarizes Evesham Township's low per capita budget among the top ten largest communities in Burlington County:

10 Largest Municipalities (Burlington County)	
Per Capita Municipal Budgets	
Evesham Township	\$ 762
Maple Shade Borough	\$ 828
Mount Laurel Township	\$ 849
Pemberton Township	\$ 849
Medford Township	\$ 887
Delran Township	\$ 922
Cinnaminson Township	\$ 924
Burlington Township	\$ 1,034
Moorestown Township	\$ 1,075
Willingboro Township	\$ 1,318

2. Per Capita Local Purpose Tax Burden: The township compares favorably when measuring the local purpose property tax burden on a per capita basis. It ranks second among the lowest taxes in the 10 most populated municipalities. When reviewing the rankings, it should be noted that Mount Laurel has over twice as much commercial-industrial valuation as Evesham, including numerous hotels that provide two (2) million dollars in occupancy taxes. The township has no operating hotel and receives no occupancy tax revenue. If Mount Laurel had to raise this revenue through the tax levy rather than the hotel tax, the per capita local purpose tax burden would increase to \$523. Evesham has approved two hotels in recent years. Unfortunately, developers have not moved on the approvals.

10 Largest Municipalities (Burlington County) 2015 Per Capita Local Purpose Tax Levy		
Mount Laurel Township	\$	476
Evesham Township	\$	477
Burlington Township	\$	498
Medford Township	\$	531
Pemberton Township	\$	534
Maple Shade Borough	\$	583
Cinnaminson Township	\$	622
Delran Township	\$	635
Moorestown Township	\$	716
Willingboro Township	\$	970

3. Local Purpose Property Tax Increases on the Average Assessed Home 2008-2015: Evesham Township's efficiency efforts have stabilized property taxes. Since 2008, the township has reduced the rate of growth in its use of property taxes to fund its budget. A trend analysis of the local purpose tax levy shows large increases in the early 2000s followed by a leveling off of the tax levy after 2008. The last two fiscal years show a slight reduction of the property tax levy in the budget.

Property tax increases on the average assessed home have been largely minimal since 2008. The chart below illustrates the property tax increase on the average assessed home for the 10 largest communities in Burlington County:

Local Purpose Tax Increase On Average Assessed Home 2008-2015		
Evesham Township	\$	90
Mount Laurel Township	\$	155
Delran Township	\$	171
Moorestown Township	\$	256
Pemberton Township	\$	300
Burlington Township	\$	323
Maple Shade Township	\$	337
Medford Township	\$	344
Cinnaminson Township	\$	438
Willingboro Township	\$	623

Capital Budgeting and Debt Structure

The township has continued to invest significant amounts in its infrastructure. In 2015, it approved 4.8 million dollars in capital spending authorizations for new equipment, roads, and facility improvements. Funding to provide cash for these improvements was provided by down payments in the budget and proceeds from Bond Anticipation Notes (BAN). These notes are temporary financing in the form of one year notes that are rolled over on an annual basis until the township goes out to permanent financing with long-term bonds. The chart below illustrates the breakdown of the township's 2015 Capital Program:

2015 Capital Authorizations					
Ordinance	Fund	Purpose	Down Payment	Bonds Authorized	Total
6-3-2015	General Fund	M2 Soccer Field	75,000	1,425,000	1,500,000
11-4-2015	General Fund	Multi-Purpose	150,000	3,000,000	3,150,000
10-4-2015	Golf Course	Multi-Purpose	8,820	176,180	185,000
Total			233,820	4,601,180	4,835,000

The township maintains ample debt capacity to fund future projects. State law limits municipal debt to 3.5 percent of the average of the past three years of equalized valuation and the township's actual debt is 0.863 percent of its equalized valuation. When marketing its debt to investors, this sizable unused debt capacity is viewed as a credit strength by potential bond holders. Additionally, the township's consistent practice of adopting conforming debt service schedules for its general capital debt assures a level amortization of its outstanding principal balance, thereby providing an offset to new debt authorizations that take place in a fiscal year. The table below illustrates the township's capacity to issue new debt:

2015 Township Debt Capacity	
Three Year Equalized Valuation	\$ 5,106,921,762.00
Maximum Allowable Debt (3.5%)	\$ 178,742,261.67
Municipal Net Debt	\$ 44,064,163.00
Unused Debt Capacity	\$ 134,678,098.67

Note: This will have to be updated to reflect the Annual Debt Statement to be issued in January 2016.



Accomplishments Overview

Summary of 2015 Capital Improvements

The 2016 Capital Improvement Program was ambitious. The township undertook many projects that will enhance and preserve the appeal and value of the community. The township evaluates capital needs based on numerous criteria, which include the enhancement of public safety, projects for which there is a possibility of obtaining matching grants, investments that improve efficiency, the preservation of neighborhood values, and projects that have the potential of generating revenue and economic activity while contributing to the overall quality of life for our residents. The following is a summary of our projects from 2016:



Evesboro Downs Park Driveway: Access to this park, home to Evesham’s youth football and lacrosse programs, has been over a dirt and gravel road since its inception. Over the years, as the youth sports program has grown, the township would receive ever increasing complaints when conditions were dry and dust clouds would hang over the adjacent neighborhoods (Ridings and Mayfair) and ultimately deposited on homes, cars, and roads. Through a park improvement grant secured by the township, a new asphalt access road was installed in 2015 and a new playground was approved that will be installed in the spring.

Willow Bend Road Safety Improvements – Phase 1: One of the more dynamic road projects undertaken in recent years was the Willow Bend Road project. This was a departure from a typical road overlay project as a number of objectives were envisioned. These objectives include reducing calls to the Police Department due to vehicles blocking views of oncoming traffic for residents pulling out from the surrounding neighborhoods, repair of dozens of segments of damaged sidewalk and curbs, installation of new trees more suitable to the area that would also provide some visual interest, overall traffic calming in a high pedestrian area featuring designated crossing areas, and noise reduction for the surrounding residential areas. In response to neighborhood feedback, the township will evaluate establishing designated bike lanes along Willow Bend Road during Phase 2.



Dam Reconstruction - Tomlinson Mill Road:

The need to improve this dam gained momentum after the 2004 floods, which caused the failure of nine dams across Burlington County. This dam was identified as a priority since it held back a large body of water and its culverts (pipes under the roadway) were deteriorating and not large enough to convey significant storms without overtopping the road and weakening the structure.



If the dam ever failed, property damage downstream would have been significant and access to public safety and other critical public services for our residents in the southern region of the community would have been severely hampered. In addition, utility poles across Tomlinson Mill Dam carry high voltage power lines, including various cable and fiber optic wires. A failure of the dam would certainly have caused lengthy power and communication outages to residents in the surrounding area.

The new Tomlinson Mill Dam ensures that Jennings Lake is preserved. Future generations will experience numerous recreational opportunities, wildlife habitat (including sensitive vegetation and a rare species of fresh water mussel), as well as scenic views that enhance the enjoyment of our natural surroundings and the diverse experiences available to all of Evesham.

Memorial Park New Turf Soccer Field (M2): The township opened a second turf field at Memorial Park along with drainage improvements to the main access drive. The new field is sized and designed for soccer use only. The field was developed in partnership with the Marlton Soccer Club, which has approximately 2,300 participants.



Electronic Crosswalk Indicators: The township launched an initiative to install solar powered pedestrian crossing indicators in areas that experience high pedestrian activity. The initial projects focused on Greentree Road near the Woodstream Swim Club, which is a popular pedestrian destination for the neighborhood. A similar sign was installed on Tomlinson Mill Road by Cherokee High School.



Street Flooding Improvements in Tara Neighborhood: The township completed the final phase of a storm water management project at Meadow Lane in the Tara section. The project grew out of an increasing number of basement flooding incidents in the neighborhood. Phase 1 of the project was completed in 2013. Phase 2, completed this past summer, included installing 400 feet of new drainage pipes.



Repair of Extensive Damage from June

Macroburst Storm: Termed a “macroburst” by the Federal Emergency Management Agency, a swath of storms that generated winds of up to 85mph in June cut through portions of Burlington, Camden, Gloucester, and Atlantic Counties that caused an estimated \$15 million worth of property damage. As a consequence of the storm, (75) locations throughout town required sidewalk replacement, (6) locations also required curb replacement in addition to the sidewalk, and (3) of locations experienced damage to the street requiring asphalt repair. The township utilized five private companies for services including tree work, debris removal, and debris disposal for a total of approximately \$179,000. The cost of the concrete work was approximately \$75,000. Roughly 5,000 DPW labor hours were consumed on clean-up operations. Municipal property damage totaled \$33,000. With recent adjustments, the total storm costs is now \$695,930. The Township has applied for financial assistance from the Federal Emergency Management Agency (FEMA).



Neighborhood Park Improvement Initiative: Over the past few years, the township has pursued grants to improve the numerous parks that serve our neighborhoods. In 2015, the following neighborhood park improvements were made:

- Brush Hollow Park – Walking path installation, swing set replacement, new benches, and restriping of courts.
- Cambridge Park – Sidewalk improvement, repaving of parking lot, and tot-lot replacement.
- Heathrow Park – Resurfacing of two basketball courts.
- Evesboro Downs Park – Installation of asphalt access road.
-



Road Improvement Program: In 2015, the Township repaved the following streets:

- Tomlinson Mill Road
- Willowbend Road
- North Elmwood Road
- Evans Road
- Sycamore Avenue
- Chestnut Avenue



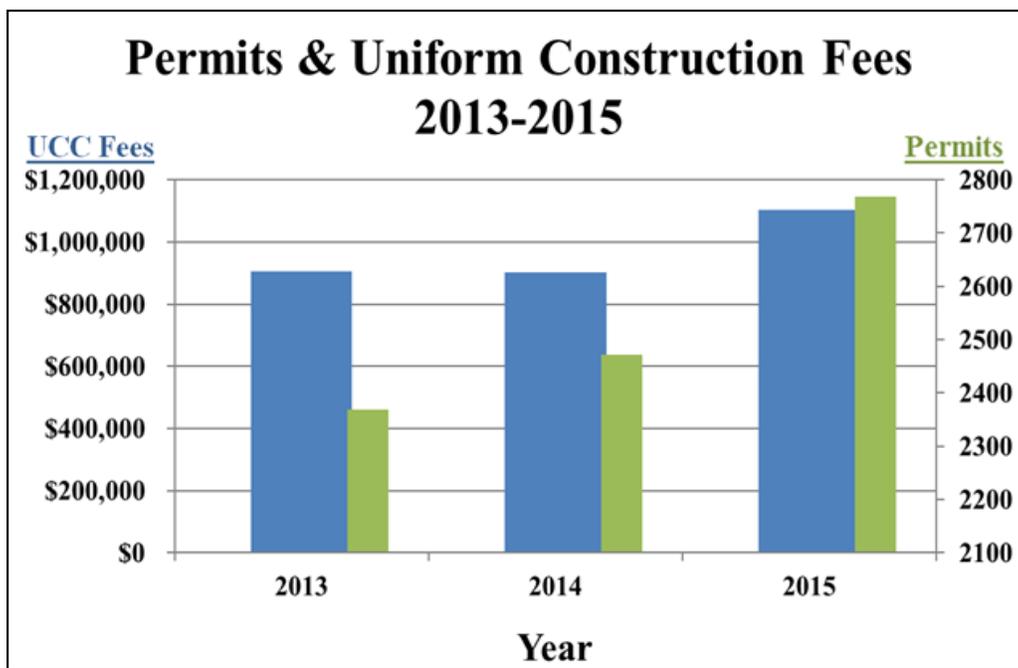
Community Development

The Department of Community Development (DCD) comprises the Division of Inspections and the Division of Planning and Zoning, which also includes Historic Preservation, Environmental Commission, Shade Tree Commission, and Affordable Housing. Department staff is assigned to each of the divisions under the jurisdiction of Community Development. The Department of Community Development handles all aspects of the physical growth of the township. Department staff coordinate the application process for any new developments that require approval for the Land Use Planning Board or Zoning Board, issue zoning permits to ensure compliance with zoning code, and ensure construction is conducted in a safe manner in compliance with all construction codes. The department is also involved in ongoing property maintenance issues in addition to a variety of other tasks explained below:

Division of Inspections – Presently, the Division of Inspections is staffed with two full-time and one part-time construction inspectors. The two full-time construction inspectors perform multiple roles; the Building Inspector performs the duties of the Construction Official, and the Electrical Inspector does plumbing inspections. Both the Building Inspector and Electrical Inspector are also subcode officials in their disciplines. A part-time Plumbing Subcode Official/Inspector is also a part of the staff. All three inspectors have a construction official license and subcode official qualifications in their area of specialty. They also hold multiple licenses so that overlap can occur when needed (vacation, sick time, etc.) The Division of Inspection also includes the Permit Coordinator, Administrative Clerk, and Clerical Assistant. The Community Development Coordinator and the Clerical Assistant are also charged half-time to the inspection division.

2015 was a busy year for the construction department. 2016 will be busier as the result of redevelopment in the township.

In 2014, 2471 construction permits were issued. The total amount of fees collected was \$903,259. In 2015, 2769 construction permits were issued. The total amount of fees collected is \$1,103,775. The volume of work will continue for the inspections division in 2016 due to the ongoing construction of single family dwellings in the Sanctuary development, townhouses in the Sharp Run Estates, and 100+ single family dwellings in the Hayverhill, Devonford I, Devonforde II, and Millwood developments in the northern end of the township. This is in addition to the redevelopment projects which have recently been approved by the Planning Board.



Construction continues at the various shopping centers in the township. Tenant fit-outs continue to occupy a significant amount of time for the office staff and the inspectors.

Division of Planning and Zoning – Presently, the Division of Planning and Zoning is staffed with three full-time persons: the Administrative Officer, the Deputy Director of Community Development (newly created position), and the Director of Community Development. The Community Development Coordinator and the Clerical Assistant to the department are also charged half-time to the planning/zoning division. Included in the responsibilities of this division is the oversight of the Historic Preservation, Environmental Commission, Shade Tree Commission, and Affordable Housing.

Applications to the Planning and Zoning Boards continue to be submitted. 2015 was a very busy year for the Planning Board since the Township Council adopted the redevelopment plans. Many of the redevelopments have been before the Planning Board, but additional approvals are required. Some of the properties will be approved in stages, resulting in more applications and meetings with the Board. The Zoning Board always has applications for typical variance, pools, etc., as well as use variances and site plan approvals.

The maintenance and tracking of the abandoned properties in the township continues to be a labor and time intensive effort for the staff. Determining who is responsible for the abandoned properties is a daily, time consuming job encompassing substantial hours of work. Adequate time was not spent on this in 2015.

The department has noted a significant increase in request for information from financial institutions for both commercial and residential properties. Each of these requests requires a written response and research to be performed as to the zoning of the property, the use of the property, and construction violations at the property. Most times, the request includes verification that permits were received for work at the property. Researching this information is the responsibility of several people in the department.

In 2013, the Planning/Zoning division issued 844 zoning permits. In 2014, 665 zoning permits were issued. This number increased to 667 in 2015.

The Planning Board was very busy with applications, especially redevelopment projects. Following are the statuses of the redevelopment projects:

- **Lazgor (Lincoln Drive Properties)** – received preliminary and final site plan approval for a 45,000 square foot fitness center, 31,516 square foot multi-tenant retail building, and 3,600 square foot retail building. The applicant is pursuing outside agency approvals.
- **MJ Associates (Bank Building at Main and Cooper Streets)** – received preliminary and final site plan approval for 24 apartments and 4,000 square foot commercial. The applicant is pursuing outside agency approvals.
- **Marlton South (South Maple Avenue)** - received preliminary and final site plan approval for 55 apartment units with 18 garages. The applicant is pursuing outside agency approvals.
- **Renaissance Square (Tri Towne Plaza)** – received preliminary approval for 338 apartment units in 5 buildings, 11,000 square foot restaurant space, 84,000 square foot commercial space (rehabilitation of existing space), 12,600 square foot new commercial, and 2,600 square foot coffee shop.
- **Barclay Chase (Aristone / Fieldstone)** – received preliminary Approval for 264 apartments, clubhouse with pool, and 6,000 square foot commercial. The application for Final Approval has been received by the Planning Board. Final Approval should be heard at the January 21, 2016 planning board meeting.



Barclay Chase



Renaissance Square

Evesham Township Police



“Committed to Excellence”

Chief Christopher Chew

Chief of Police

2015 Highlights

Community Policing Outreach Program

In 2015, our Police Department (ETPD) continued with our ongoing commitment in investing a significant amount of human resources and effort to our various community policing programs. These programs have provided our members with a unique opportunity to meet with our stakeholders in an informal setting and talk about the needs issues affecting our community. Some of our new programs include: Pizza with Police, Coffee with a Cop, Cool with a Cop, Shop with a Cop, Baseball Card Trading Program, Bicycle Helmet Rewards, Citizen and Youth Police Academies.



Police Explorer Program

In 2015, the ETPD launched our first ever Police Explorer Program. The program was developed to educate and involve youth in law enforcement, to interest them in possible law enforcement careers, and to build mutual understanding. The program is designed to develop self-esteem, discipline, good citizenship, and leadership while creating a better understanding between the ETPD and the youth of our community. The group meets twice a month for training and attends special events within the community.



Police Chaplain Program

In 2015, ETPD launched its first ever Police Chaplain Program. The department has partnered with 11 area religious leaders to join our inaugural program. The goal of the program is assist our sworn staff in tragic situations that not only affect our community, but also the member of our police department. The Chaplains have assisted our members in numerous death investigations and community outreach programs.



Social Media Outreach

In 2015, ETPD launched several social media initiatives in an effort to keep our community involved in ongoing activities of the police department. We created the first agreement between a police department and the Nextdoor Social Media App in the state of New Jersey. This partnership allows our agency to share information in a platform that can be neighborhood specific or town-wide. We also created the first Police App in the State of New Jersey where members of the community can receive live updates of the activities affecting the township along with the added benefit of having one location to contact any function of our police department. Finally, our agency instituted the first Virtual Ride - Along Program where members of the department utilize Twitter and Facebook to relay live time calls for service to the public. Our agency is proud to have over 20,000 followers on Facebook, which is the highest following of any police department in the State of New Jersey.



2015 Statistical Overview

As you can see by the graph below, the demands for service has continued to trend upward over the past six years. One of our agency's biggest obstacles is the desperate need to increase our staffing to meet the ever growing need of our community. As shown below, our agency has experienced a significant increase in patrol activities compared from 2010 to 2015, while having less staff to handle the workload. This increased workload also inhibits our agency from expanding our community policing programs to better suit the residents of our township. Even though we are extremely understaffed, I could not be more proud of the men and women of the Police Department who have consistently proven their commitment to the mission of our police department in making Evesham Township the safest place to visit, shop, and call home.

Type	2010	2011	2012	2013	2014	2015*
Number of Officers	76	70	72	68	68	73
Patrol Activities	63,328	63,281	74,513	76,060	80,156	94,293
Criminal Offenses	4,545	4,797	5,134	4,814	4,466	5,158
Adult Arrests	1,526	1,339	1,450	1,294	1,269	1390
MV Stops	12,265	14,661	21,591	23,131	21,401	25,142
Burglary	133	136	147	105	81	180
Consumed Time	47,971	44,069	51,504	56,024	47,213	52,687
MV Crashes	1,828	1,934	1,914	1,806	1,758	1,802
Community Policing	N/A	N/A	N/A	N/A	N/A	411

*Year to date statistics

Goals for 2016:

1. Increase sworn officer staff to adequately address the needs of our community.
2. Implement a community diversion program to address the growing epidemic of substance abuse through intervention, outreach, and treatment.
3. Create a Master Patrol Officer Program to provide a succession plan in developing future leaders of our department. This will included getting all levels of officers to attend various supervisor and leadership courses for future succession planning.
4. Conduct a comprehensive five year strategic plan for the Police Department. This plan will provide our agency with the blueprint to organizational success.
5. Enhance officer Fitness, Wellness, Safety, and Training.



Department of Public Works



The mission of Evesham Public Works is to serve the community by maintaining safe roadways, refuse and various collection services, proper functioning stormwater drainage systems, desirable parks, recreational facilities, and well maintained municipal buildings and properties in a professional and cost effective manner. To carry out this mission, the Public Works Department is organized into divisions, such as Roads & Sanitation, Municipal Properties, Fleet Services, and Administration.

The staffing of the department includes a Superintendent, Assistant Superintendent, Division Supervisor for Roads and Sanitation, Division Supervisor for Municipal Properties, Division Supervisor for Fleet Services, and a Parks and Facilities Maintenance Supervisor. The workforce includes (6) drivers, (15) laborers, (4) mechanics, (2) tree specialists, (4) custodians, (1) recreation monitor, and (4) part time recreation monitors. The Public Works office staff includes one (1) administrative secretary and one (1) clerk-typist. Each of these positions plays a role in the success of the public works operation. In 2016, the Public Works office will receive a projected number of 11,500 service requests or related calls. In addition to the amount of phone calls received, a projected number of approximately 900 requests and questions are handled through the AskEvesham web based program, which all require a response as well.

Roads and Sanitation Division:

In 2015, the department is on track to have collected and disposed of nearly 15,500 tons of solid waste for an approximate total of \$1,300,000. Disposal includes curbside collection as well as refuse generated at the Public Works Recycling Center. There were 20 days during the 2015 winter season which required the department to administer snow and ice removal operations. Approximately 5,400 tons of ice control salt was used during these events.

The storm on June 23rd created an enormous amount of work when it blew through town, knocking over trees which pulled up sidewalk, ripped down power lines, and damaged property. 14,500 cubic yards of brush generated by the storm was collected. Sidewalk replacement at 75 locations throughout town was required due to the storm damage and had an approximate cost of \$66,000. Clean-up efforts continued for nearly 10 weeks following the storm, which total nearly \$675,000 in direct and indirect expenses.



The division's core services, including but not limited to, brush collection, pothole patching, metal collection, stormwater drainage, and infrastructure maintenance all continue to be planned and operate on a normal schedule.

Municipal Properties Division:

Municipal Properties continues to oversee the necessary maintenance and repairs of all township owned buildings and grounds, including parks, recreational, and open space areas. This division continues to handle their normal tasks of maintenance and repairs as well as responding to an estimated 200 service request tickets submitted in 2015. The success of our parks and athletic fields creates the necessity to keep these facilities a main focus of the division.

Fleet Services Division:

Keeping the vehicles and equipment up and running and on the road is a huge part of the department. In 2015, it is estimated the division will have physically worked approximately 8,000 hours performing maintenance and repairs with parts and materials costs totaling nearly \$320,000.

Revenue 2015:

- Metal recycling is on track to generate close to \$25,000.
- Special request bulk collection total is estimated to be \$14,000.
- Miscellaneous recyclable items which include used oil, clothing, and select plastics are anticipated to generate almost \$2,700.
- Street Opening Permit fees are estimated to be around \$7,500 for 2015.

Capital Projects:

- 2015 included the completion of the repaving of the parking lot for the Gibson House and ISCC Driving Range. The project approved in the 2013 capital budget and the total project cost was \$79,681.48.
- The replacement of the concrete entrance and adjacent sidewalk at the Recreation Center (Blue Barn) with a total project cost of \$23,090.
- The Greentree Road and Brandywine Drive crosswalk improvements, which included solar powered LED illuminated crosswalk warning signs and related signage, cost \$21,523.
- The replacement of a section of the underdrain system between Merion Circle and Tara Terrace in the Tara development helped improve the groundwater drainage concerns throughout this area. The total project cost approximately \$100,000.
- The department assisted with the planning, coordination, and completion of the 2015 roads program which included sections of Willow Bend Road, Tomlinson Mill Road, North Elmwood Road, Evans Road, Sycamore Avenue, and Chestnut Avenue.
- The 2015 road re-striping program included Troth Road, Marlton Pike, Lippincott Road, Greentree Road (Lincoln to Cherry Hill border), Foxchase Road, Lincoln Drive West (North-West quadrant), Commonwealth Road, Greenbrook Drive (North Elmwood to Evesboro-Medford Road), Marlton Village Road, Plymouth Drive, Brick Road, Kenilworth Road, Braddock Mill (Tomlinson Mill to Kettle Run), Kettle Run Road, Kings Grant Drive, Crown Royal Parkway, Merchants Way, Connecting Way, Yarmouth Circle, Dock Road, Raymond Avenue, and Mill Road. The program also included the installation of "Do-not Stop" boxes located at South Elmwood and Kirkdale, and Evans and Verona. The total project cost was \$50,000.
- Projects approved in the 2015 capital budget are still in the planning stages and include drainage improvements on North Locust Avenue near the Greenlane recreation area, pipe placement on Kenilworth Road, and catchbasin improvements on Brandywine Drive near Snuff Box Lane. Recreational projects in the planning stages include the replacement of the swing frames in the two tot-lots in Westbury Chase and in Barton Run. The resurfacing of the tennis court in Ravenscliff is also being planned to be completed as part of the approved 2015 capital improvement budget.



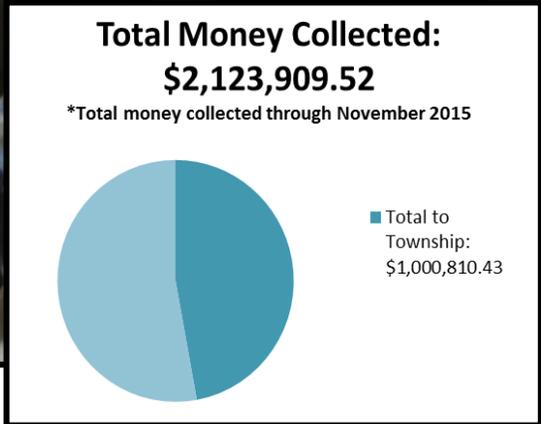
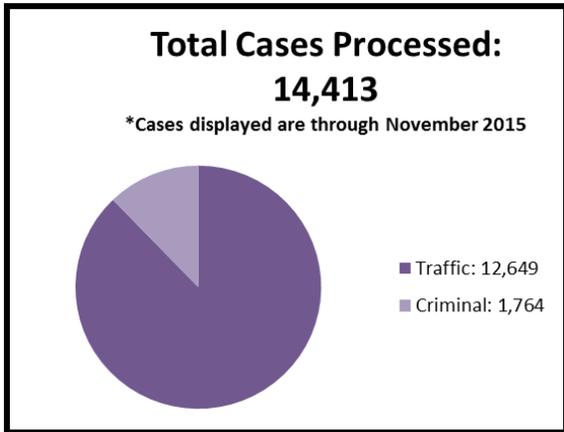
Municipal Court



Evesham's Municipal Court has authority over cases within its territorial jurisdiction. This includes violations of municipal ordinances, violations of motor vehicle and traffic laws, disorderly person's offenses, petty disorderly person's offenses, and other non-indictable offenses, except where exclusive jurisdiction is given to the Superior Court. Also included within this jurisdiction are violations of fish and game laws and weights and measures.

2015 Highlights: Our Public Defender, Richard Nocella, was appointed as a Superior Court Judge in Burlington County. We have a new Public Defender, Cristina Vasquez, who joined Team Evesham in July. Ms. Vasquez is bilingual, which has proved to be very beneficial. We are currently ranked 5th in Burlington County for weighted case load, the top three courts in the County are actually shared courts. The Court's section on the township's website is continuously updated with more information for our customers and they now have access to some of our forms. Our session visit with Division Manager David Young was conducted on June 18, 2015. Mr. Young was pleased to report that he found our staff to be "professional, diligent and courteous to those who were assisted." Our Municipal Division Audit dated February 3, 2015 was summarized as excellent!

2016 Goals: With the hiring of our new Deputy, task assignments will be rearranged to increase the efficiency of the office. Many changes are on the horizon as the State will be rolling out new bail reform this year. The AOC will be offering new online payment options, which will allow bail to be posted online. We will be streamlining our payment plan applications to ensure better customer service on court days. As always, our ultimate goal in the Municipal Court is to provide the best customer service.





Finance



The Finance Department is comprised of several organizational units, including the Accounting Bureau, Budget Bureau, Purchasing Bureau, and Office of the Treasurer. The Treasurer's Office manages the development and administration of the township's debt policies and those of its related agencies and coordinates the provision of financial analysis and support to the township and its related agencies. It also manages the township's cash resources to maximize the limited resources, which are available to the municipal government to serve the residents of Evesham.

Purchase Order Activity: The following table indicates the volume of purchase orders processed by the Finance Department. This amount includes operating accounts, trust funds, and the disbursement of tax levies to other local governments.

	Number of P.O.s Processed	Dollar Volume of P.O.s Processed
2012	3378	\$ 170,444,869.83
2013	3616	\$ 170,891,515.95
2014	3861	\$ 179,867,770.62
2015*	3667	\$ 174,347,276.35
*Through 12/14/15		

Contract Administration Activity: The following table details annual activity for public bids and professional service contracts. The Finance Office prepares bid specifications, opens the bids and administers the resulting contract until it is closed.

	Cash Receipts entered	Reimbursements entered	Total Revenues
2012	177,061,341.44	6,237,398.05	\$ 183,298,739.49
2013	197,631,754.22	6,336,388.67	\$ 203,968,142.89
2014	203,531,565.90	6,060,456.87	\$ 209,592,022.77
2015*	182,210,918.66	5,412,492.62	\$ 187,623,411.28
*Through 12/7/15			

Revenue Activity: The amounts indicated below consist of taxes, general miscellaneous revenues, golf course revenues, and various trust receipts. Reimbursements are largely comprised of Fire District payments for payroll, health insurance, and pension costs that are paid in advance by the Township.

	Total Contracts	Bids	Window Contracts	Professional Services
2012	91	26	13	52
2013	75	21	12	42
2014	77	26	12	39
2015*	80	31	16	33
*Through 12/14/15				

Accomplishments for 2015:

- 2014 Audit produced no audit findings. This is a reflection on all departments adhering to purchasing policies and budget monitoring.
- We have not over-expended any budget accounts. (Many municipalities can't say the same.)
- We've increased our volume of bids, window contracts, revenue collections and expenditure payments without needing additional employees to handle the workload.

Goals for 2016:

- Implement a fund surplus policy to slowly attain financial security for unexpected events.
- Continue to provide financial stewardship over all municipal monies collected and expended.
- Ensure the 2015 audit goes smoothly.
- Continue to produce all necessary financial documents (AFS, ADS, SDS, Budget Document, Debt Schedules)



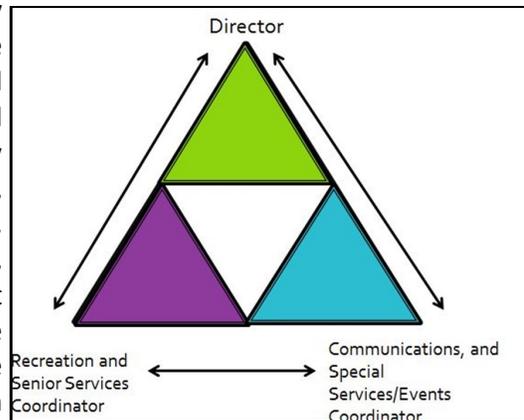
Recreation and Senior Services



The mission of the Department of Recreation & Senior Services is to provide programs, events, and activities and to maintain Open Space and Recreation Facilities to enhance the quality of life for all of Evesham's residents. The objective of this department is to strengthen the community through programs, services, and facilities. These components enhance personal development, promote healthy lifestyles, encourage community involvement, and foster environmental stewardship. Our major emphasis is providing opportunities for personal enrichment, youth development, fitness, and well-being for all ages.

2015 Accomplishments:

The Department of Recreation and Senior Services may be categorized into four segments. These are recreation, senior services, communications, and special services/special events. The tasks include all communication platforms, Gibson House rentals, facility permits, ribbon cuttings, grand openings, special events, senior services, senior transportation, sponsorships, summer camps, quarterly recreation programs, facilitating banners, liaison to businesses and non-profit groups, coordination of special projects in the community, and other special services. All duties are performed by three full-time employees. Although each employee has defined responsibilities, all are cross-trained.



2015 marked many accomplishments. One accomplishment was the changes made in personnel. One full time position was eliminated, and an inter-office transfer of a full-time staff member was made. The new staff member has been cross trained, but gives focus to special projects and communications. She has proven to be an asset to the department.

Another accomplishment was a price increase of the **Triple A Summer Camp(s)**. This increase had minimal impact on attendance, and the camp recognized another successful season. Additionally, the recreation staff eliminated the practice of allowing parents to pay for camp during the weeks in which their child was enrolled. Permission to attend the camp was only granted if payment in advance was made. These changes to the summer camp strengthened the program.

Additionally, in 2015, the department was selected to receive the Excellence in Design Award by the New Jersey Recreation and Parks Association for the **Diamonds at Arrowhead Park Complex**. The amount of quality work put into the extensive application helped secure being selected for this award. This award made the Diamonds at Arrowhead Park more attractive to third party organizations. The coordination with Marlton Recreation Council and the Department of Recreation, allowed outside groups to host games and tournaments at the award winning complex. This state of the art facility was a welcomed addition to our existing sports fields and facilities, all which generate revenue.



Another 2015 accomplishment included renovations to the Gibson House Community Center. A **Community Block Grant** was received and partial monies were allocated to making improvements to the facility. The improvements include new flooring, restrooms, entrance doors, and window repairs. Such improvements enhance the overall appearance and functionality of the facility allowing it to be more appealing for potential renters and the groups and individuals that use the center. Parking improvements were also made outside the Gibson House as well as the Blue Barn. These parking improvements made both facilities more handicapped accessible and easier for all guests.

The **Gibson House Community Center**, which houses the department, expanded and improved its function as a community center. Congressman Tom MacArthur and his staff were welcomed to operate their satellite office, in Burlington County, within the Gibson House. This rental provides additional revenue and creates a community emphasis on connecting with elected officials. An increase in Gibson House rentals continued to be recognized in 2015. Total rental revenue in 2015 was \$38,000 compared to \$25,000 in 2014. Increased revenue was attributed to referrals, advertising, and improvements. These factors contributed in making the Gibson House more popular.

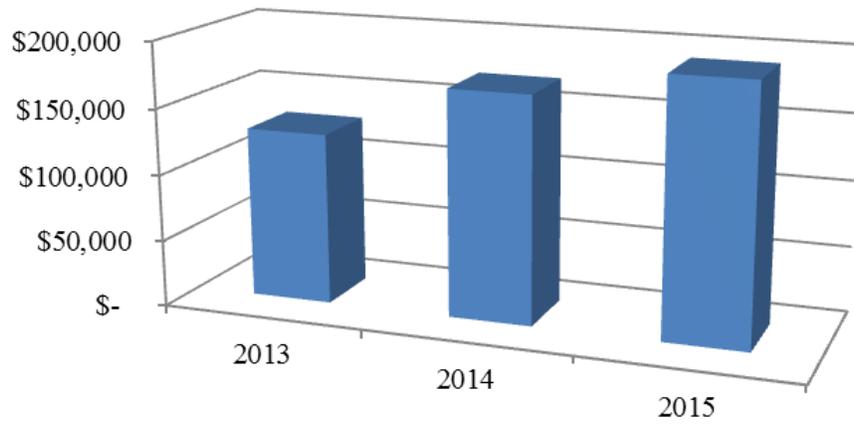
In 2015, **Communications** for the township was greatly enhanced to better serve the community. The department focused on connectivity with Evesham residents and local businesses. This involvement strengthened the relationship between the township and its constituents. Facebook became a center of information, incorporating posts about good government. Further enhancements included posts regarding special events, activities, and the progression of various projects. The myriad of communication messages allowed for an increase in “likes” on the Facebook platform. Twitter was also added to connect to more individuals in our audience. Various **community outreach programs** were also established in 2015 to strengthen relationships. A new resident survey was created to gauge the perceptions of the community by those who have lived in Evesham for one year. Their insights have allowed the township to analyze its strengths and weaknesses. Additionally, a neighborhood sign program was created, allowing neighborhoods without traditional homeowner’s associations to repair and fix old entranceway signs. To date, two neighborhoods have completed the program and others have expressed interest.

Other notable accomplishments made by the department in 2015 were the increase in events, grand openings, and ribbon cuttings. The department coordinated and executed an event for World Cup Champion, Carli Lloyd. The department also held welcoming events for new businesses that entered the Evesham community. New programs were implemented in 2015 that benefitted the community. The **Evesham Saving Lives Program (ESL)** was a joint effort between the township and the Police Department. The Department of Recreation contributed to this program during its infancy by utilizing their Senior Transport busses, obtaining qualified drivers, developing routes within the township, and creating driver/rider schedules. As the program began to focus on Uber and BeMyDD, the department assisted in advertising the ESL program on various communication platforms. The **Evesham Holiday Wishes Program** was also created in 2015. The program was implemented by the department in conjunction with the Evesham Celebrations Foundation with the objective to provide a better holiday for those residents in need. The department assisted in the coordination of this program by publishing all news releases, creating advertising materials, and communicating with needy families in Evesham. This program distributed toys, supplied non-perishable food items, and provided outerwear to all those less fortunate.

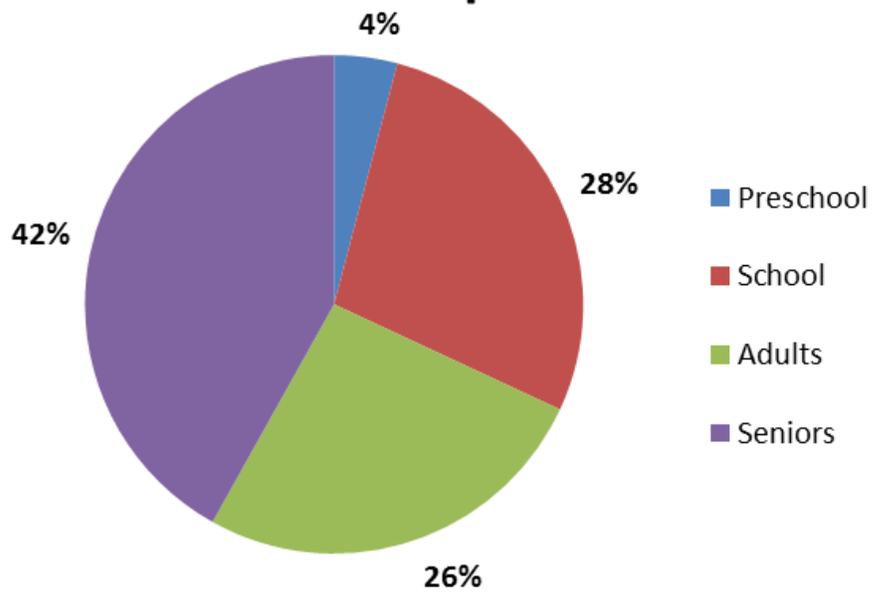
2015 marked a year of many changes and accomplishments for the Department of Recreation and Senior Services, and we could not be more pleased.



Recreation Program Fees Collected



2015 Participants



2016 Goals and Challenges

Strengthen Communications

A main goal in 2016 is to strengthen current communication platforms and establish new ones. Our goal is to reach more residents in a timely and effective manner, becoming the main source where individuals obtain information. A Communications Plan will be created detailing strategies, policies, and procedures that will be used to enhance communications.

Strengthen Community Outreach Programs

In 2016, community outreach programs will continue to be expanded. The new resident survey and the neighborhood sign program are just a few of the programs that are expected to grow and continue throughout the year. As the year progresses, similar new programs will be introduced.

Incorporate Software to Create Better Transport Services for Residents

The Senior Transport program conducts the scheduling of riders through manual means. This increases the margin of error. Such software will minimize errors and provide a more efficient transport program. We hope to research and eventually purchase the best software for our needs in the upcoming year.

Control Elements for Blue Barn

One of the Blue Barn guidelines is that non-residents are only allowed access provided that they are accompanied by a resident. This has been difficult to enforce and has created incidents. Consideration is being given to implement a system(s) to tighten the security of all who enter. Ideas being explored are a swipe card system and entrance fee for non-residents. The department hopes to explore these ideas further and implement them in 2016.

Field(s) Usage for Third Party Groups

The Marlton Recreation Council (MRC) is the primary user of our field(s). As in past years, the department recruits third party groups for field usage outside of the needs of MRC. Expanding rentals to outside entities will allow for increased revenue. This is a practice we will continue in 2016.

Local Business Street Banners

The department is seeking an additional way of increasing revenue. Allowing local businesses to advertise via street banners is a way of doing so. Detailed restrictions will be placed upon the business for participation (i.e. duration of time, design graphics of banner, size, and cost). We hope to establish the criteria, and begin recruiting businesses to participate in purchasing a banner in 2016.

Senior Services Recreational Activities

As we have recognized an increase in our senior population, we are researching enhancements to their activities. Many from our senior population have expressed interest in active recreational activities in addition to passive activities. We will continue to research activities in 2016 and implement them with our programs.

Enhance Sponsorship Opportunities

The department has researched a multitude of sponsorship opportunities. These opportunities will help offset costs. The opportunities researched have been advertised on outdoor facilities, indoor facilities, golf course venue, park benches, and transport busses. In 2016, we hope to implement some of these researched sponsorship opportunities.

Partnerships/Shared Services

The Evesham Saving Lives program established the idea of exploring transportation outside of just senior transit. The department has started to think of various ideas to expand transportation services, such as partnering with other municipalities, incorporating a small fee, and include services for other groups. These ideas will be more developed and expounded upon in 2016.



Township Clerk's Office



The Township Clerk acts primarily as the Custodian of Township Records, Secretary to the Township Council, and Chief Administrative Officer of Elections. The Township Clerk's Office provides a large variety of services, including processing Open Public Records Requests, minute keeping, maintaining performance and maintenance bonds, bid openings, landlord registration, the processing of resolutions, contracts, and ordinances, and the sale of Township maps. It is through this office that various licensing procedures are also performed. Licenses provided from the Clerk's Office include pet, kennel, bingo, raffle, food handling, and liquor licenses.

The Township Clerk also holds the title of Registrar, in which all vital records are processed in compliance with State regulations. Such records include birth certificates, death certificates, marriage certificates, and marriage licenses. The Registrar's work includes the creation, distribution, amending, and proper storage of these documents. The Deputy Registrar and the Alternate Deputy provide assistance to the Registrar to help support a high number of vital records requested from the public.

2015 Achievements:

Artemis Program: This year, the Clerk's Office has implemented the use of Artemis, a State designed program used to assist municipal agencies with records retention and destruction. This program has proved to be a vital aspect to the successful functioning of the Clerk's Office as the Township as massed well over ten years of records and storage space has become a significant issue. Kelly Andrews, our Document Specialist, has been the driving force being behind the success of the program in the last several months. Since June, Kelly has prepared retention schedules, inventoried the current archive room, and organized documents from several departments into a proper system in preparation for destruction. Her continuous efforts have led to a better organized, safe, and much needed archive room.



Before



After

New Look: For the first time since 1996, the office was updated in order to provide for a more professional and inviting appearance for our customers, as the Township Clerk's Office is one of the most visited by residents. The walls are adorned in a change of color, new rugs have been installed, and dark wooden desks have been added to emphasize the overall change in aesthetics. The newly added desks have increased the efficiency of the office, as they have expanded work and storage space and provide better organizational options. Due to their sleek design, the office space as whole has been better utilized and has encouraged the employment of an additional much needed staff member.

Education: September of this year presented educational opportunities for two staff members. Both employees gained their Certified Municipal Registrar certifications in order to provide assistance to the Registrar. The extra support has helped to produce quicker, more efficient public service.

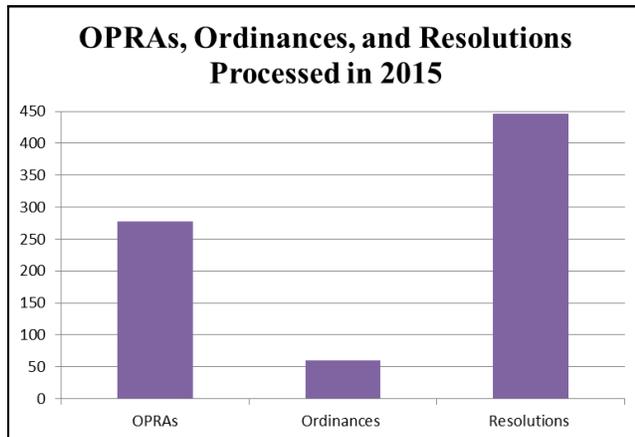
Goals and Challenges for 2016:

Artemis: The Artemis Program will continue to be a goal for the Clerk's Office well into 2016, as the organization and destruction of documents remains a massive undertaking. In addition, it will also be a priority to establish a proper storage solution for the township's archives that meet mandatory State requirements. Locating supplementary space to store the abundance of permanent files will prove to be a challenge as well.

Election: One of the core responsibilities of a Township Clerk is to serve as the chief administrator of elections for their individual municipality. This duty requires the proper issuance of election materials to each district, accurately tallying the votes, and resolving any issues that many arise in the election process for both residents and poll workers. 2016 will be a big election year for the Clerk's Office. Not only will November bring new changes for the nation due to the upcoming Presidential election, but the Township may see a change in office as two of Evesham's Council members are up for reelection.

Education: Come Spring of 2016, three staff members from the Clerk's Office will begin or continue their education in pursuit of credits to achieve a Registered Municipal Clerk certification. These educational accomplishments will help to further strengthen the Clerk's Office as the staff will be more knowledgeable in various issues relating to municipal government. New gains in expertise will serve to strengthen the overall efficiency of the office in both internal affairs and public service.

Total Fees Collected in 2015	
Dog Licenses	\$25,358.80
Cat Licenses	\$4,418.00
Bingo/Raffle Licenses	\$4,870.00
Limo Licenses	\$150.00
Food Handlers Licenses	\$19,875.00
Massage Parlor Licenses	\$2,500.00
Liquor Licenses	\$58,314.00
Notary Fees	\$186.00
Street Maps	\$36.00
Assessor Search Fees	\$770.50
Transient Merchant Fees	\$550.00
Return Check Fee	\$115.00
Entertainment Licenses	\$100.00
Kennel Licenses	\$110.00
OPRA Fees	\$69.67
Total:	\$117,422.97



Registrar Fees Collected in 2015	
Marriage Licenses	\$5,796.00
Birth Certificates	\$39,760.00
Burial Permits	\$50.00
Death Certificates	\$1,920.00
Marriage Certificates	\$3,050.00
Civil Union Certificates	\$10.00
Total:	\$50,586.00



Human Resources

The Year 2015 in Review

The Human Resources Office operates as a part of the Department of Administration, reporting directly to the Township Manager. The HR team, consisting of HR Coordinator, Diana M. DiCicco, and HR Assistant/Benefits Coordinator, Dolores White, administers an extensive range of HR/Payroll services. The office serves approximately 200 full-time employees, which includes payroll and benefits administration for the 36 staff members of the Evesham Township Fire District. In addition, the HR staff provides support for approximately 70 regular part-time employees working in the various departments, as well as Golf Course seasonal and Recreation summer employees, whose numbers vary each season, but averages an additional 60 to 70 staff members.

The 2015 calendar year saw the Human Resources office continuing as a task-oriented entity. Our work is defined by services rendered to in-house clients and our deadlines are imposed by those same services, either legally or as an accommodation to our employees. While our goal has been to provide reliable, effective service to our employees through various modes of education, time constraints have kept us from expanding those goals and have kept us in the “get the task done” mode.

Over the last year, HR has continued to provide services that include:

- **A**ffordable **C**are **A**ct compliance
- Benefits information and administration
 - Includes health, prescription benefits, and dental programs
 - Pension benefits through PFRS and PERS
 - Voluntary employee benefits
- Leaves of Absence/Family Leave
- Participation in the recruitment, hiring and termination processes
- Payroll processing
- Records management – Artemis Project
- Retirement procedures and process
- Time and Attendance through our Payroll vendor
- Unemployment Compensation
- Workers’ Compensation

As an example of our “completed measurable tasks,” as of December 1, our office has processed

- 91 New Hires (32 Full-time, the remaining were part-time and seasonal)
- 85 Rehires (generally seasonal employees for Golf Course, Recreation and special projects, such as Leaf Collection in DPW)
- 152 Terminations (23 Full Time)
- 32 Pension Enrollments
- 28 Retirement Certifications (3 of which were for former employees, necessitating researching records from 20+ years ago)
- 30 Various Changes affecting employees (position changes; rate changes, etc. in addition to non-union and two contract settlements, requiring retroactive changes for payroll, benefits and pension)
- 40 Workers’ Compensation incidents

While these numbers do not seem to reflect a high volume in comparison to the number of work-days, each task is not necessarily a “once-and-done” issue; rather, most have a domino effect, impacting other processes. Additionally, these statistics do not include services provided on a daily basis, such as assisting employees with payroll and benefits questions as well as providing supervisors and managers with information and/or reports particular to their needs.

2016 Goals

For 2016, our goals include concentrating on several projects, most of which will be ongoing, as we focus on the HR needs of the organization:

- Training and Development
 - New Employee Orientation Program and Process
 - Human Resources Component
 - Departmental Component
 - Review of Personnel Section of Township Code
 - Update Code as necessary
 - Survey Department Managers/Supervisors regarding topics of interest to supplement required training topics
- Review and Revision of Policies and Procedures Manual
- Review and necessary Revision to Employee Handbook
- Ongoing training in conjunction with our Payroll/HR vendor to utilize each module more effectively and efficiently
- Records Management Project

2015 Statistics Indicate Activity to November 30





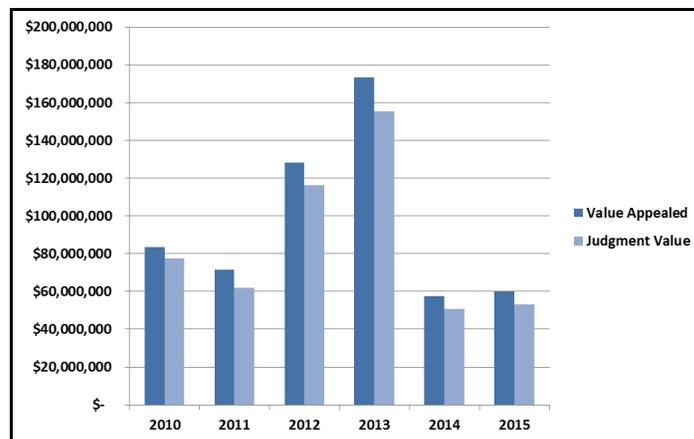
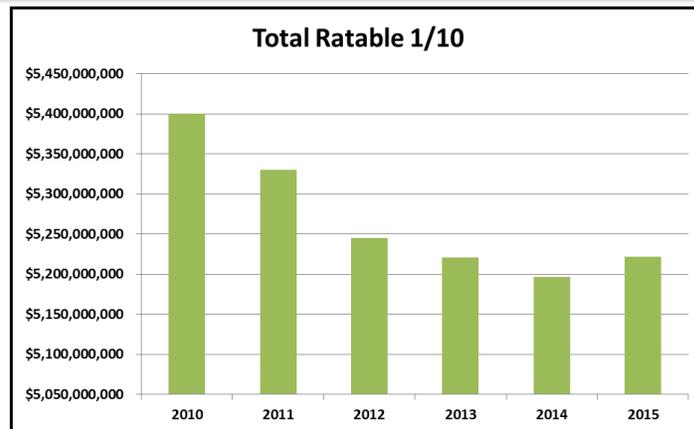
Tax Assessor

The office of the Tax Assessor is a vital element to the successful functioning of a municipality, as the Assessor's work of discovering, describing, and valuing all taxable property is the first step in raising the majority of the funds necessary to finance local government.

One of the fundamental responsibilities of the Assessor's Office is the valuation of all real estate in addition to maintaining and defending the ratable base. The year 2015 marked the end of a progressive evaluation from the years 2011 through 2014. As the real estate market has continued to correct itself, the ratable base has started to stabilize and increase. This has resulted in a total ratable amount of \$5,221,728,920 for the year 2015, the second highest total ratable in the past five years. The ratable base is predicted to increase again for the 2016 Tax Year.

The data analysis of the Tax Year 2010-2015 County tax appeal filings denotes the effect of appeals on the ratable base through the last half decade. The analysis considers the total ratable base, the total value appealed as a percentage of the total base, and the judgment value with the loss reflected as a percentage of the ratable base. In summary, there are fluctuations in the appeal amounts each year, though analysis generally reflects an increase from 2010 to 2013 and a marked drop in 2014 and 2015 until the markets became moderately stabilized. The following tables reflect these fluctuations and provide the comprehensive totals of the past five years.

Tax Year	Total Ratable 1/10	Value Appealed	% Ratable Appealed	Judgment Value	Value Loss	Value Loss % Total Ratable
2010	\$ 5,400,115,276	\$ 83,518,400	1.547%	\$ 77,360,500	\$ 6,157,900	0.114%
2011	\$ 5,329,954,057	\$ 71,650,400	1.344%	\$ 62,110,900	\$ 9,539,500	0.179%
2012	\$ 5,245,153,517	\$ 128,128,200	2.443%	\$ 116,267,700	\$ 11,860,500	0.226%
2013	\$ 5,220,759,152	\$ 173,215,600	3.318%	\$ 155,519,700	\$ 17,695,900	0.339%
2014	\$ 5,196,459,478	\$ 57,606,800	1.109%	\$ 50,928,600	\$ 6,678,200	0.129%
2015	\$ 5,221,728,920	\$ 59,783,500	1.145%	\$ 53,294,900	\$ 6,488,600	0.124%





Tax Collector



The Tax Office has seen quite a few changes this year. Much to our surprise, the township's former Tax Collector, Kathie Sanders, retired in June. Terri Butz followed on her heels in August. The office staff was then expanded by hiring Diane McNally as Deputy, and Miriam Gonzalez as Administrative Clerk. They've both proven to be wonderful assets to the office. With a staff of just four, the department has a great dynamic.

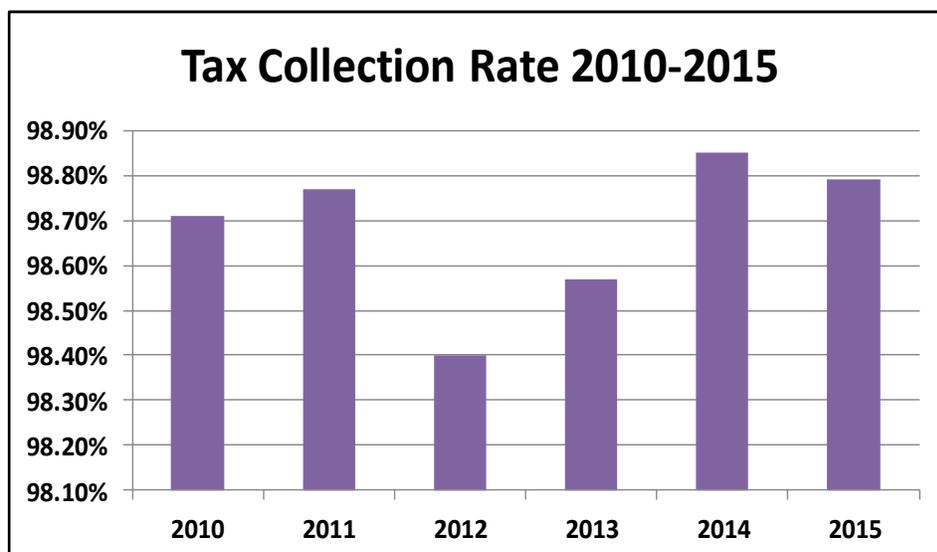
The office had a very successful tax sale this year, collecting the most it ever has in premiums. There were 310 properties advertised, of which 184 went to tax sale. 174 liens were sold to outside lienholders, effectively leaving the township with 10. The amount collected from the tax sale was \$1,518,530.23. \$1,177,900 of this was in premiums, which will remain in our account to earn interest until such time that they are redeemed and refunded.

Currently, there are 22 bankruptcies still open. The majority of those bankruptcies are Chapter 13, which usually last about 5 years. 8 of those 22 were just filed in 2015, which is the most that has ever been filed in a single year. Even though the bankruptcies are open and continuously being filed, the taxes are still being paid mostly by the mortgage companies. Only a few have balances on their bankruptcy account, on which the Trustees make payments.

Despite times still being tough, the office continues to have a collection rate in the high nineties. It is predicted that the collection rate will go even higher as some of the lienholders are stepping in and paying 2015 taxes on their new liens. Unfortunately, there are still accounts that will incur a 6% year end penalty, as their balance is over \$10,000. The majority of these accounts are businesses.

The tax office has plans for the coming year. Aside from keeping the collection rate up, it would like to reduce the number of open liens. Though mortgage companies can be sought out for the liens, not much can be done about the bankruptcies. The department would also like to hold its tax sale in June, as it would be after the 2nd quarter and before the new billing. Not only does June work best for timing, but it will also prevent these balances from getting too high. Lastly, the office would like to see some changes in how it receives payments. First, online payments will be encouraged through the use of the township's website. To make residents more aware of this electronic option, it will continue to be posted on the department's notices that there is no longer a fee for paying by e-check. Changing the bill pay will also be explored. When payments are scheduled through a bank's website, the Township receives a paper check from down South. The check takes approximately a week to get here, a process in which most are unfamiliar. There is a possibility of having those payments made electronic. Though more investigation needs to be done, it appears that it may be another good option to help expedite the payments. With the excellent team it has behind it, the Tax Collector's Office looks forward to a productive 2016.

Kathy Merkh
Tax Collector





IT Department

Department Overview

It is the responsibility of the IT Department to maintain the Township's computer networks for the municipal building, public works, recreation facilities, and golf course. We also handle the website, TV station, and manage the township's account for cell phones.

Daily operations normally consist of responding to end-user requests/problems, software updates, and installations. Along with review of server event logs, backup logs, etc., we catch potential problems before they become significant. We have a helpdesk/network tracking application that users are asked to use for all requests so that the workload can be prioritized.

The IT department consists of three people who currently support 150 users. In 2015, our department handled 1,169 end user support tickets and 4,744 internal network support and maintenance tasks.

Accomplishments:

- Maintained 99.91% uptime on our network servers over the past 365 days. We've had less than 8 hours down time 2015.
- Redesigned the township's website and assisted the Police Department in redesigning theirs.
- Upgraded our Document Management System to Laserfiche Rio Enterprise. This allowed us to add an additional system in the Police Department. We also added additional modules, such as forms, records management, and workflow.
- Utilizing the Laserfiche forms, we were able to bring our AskEvesham system in-house.
- Recertification of our document management program (Laserfiche) by NJ DORES.
- Worked with Police Department to add body cameras and additional security cameras.
- Added wireless antennas at Memorial Parks and Arrowhead to extend the township's wifi to those areas.
- Upgraded the Firewall and wireless access point, which helped extend the township and public networks.
- Addition of network SAN (storage area network) and Email Security appliance to maintain a high level of network productivity and security.

2016 Challenges and Goals:

- Upgrade our outdated Enterprise level backup software and agents.
- Research computer systems specifically designed for Public Safety vehicles.
- Get NJ DORES certification of the new document management system in the Police Department.
- Expand our Township document management system to all departments. Utilize workflows and forms to increase productivity.
- Develop offsite replication for our network data.
- Reconfigure the IT department layout to allow for area to be used for training utilizing Lynda.com, webinars, and temporary/light duty employee to help scan documents into our document management system.



Indian Spring Golf Course

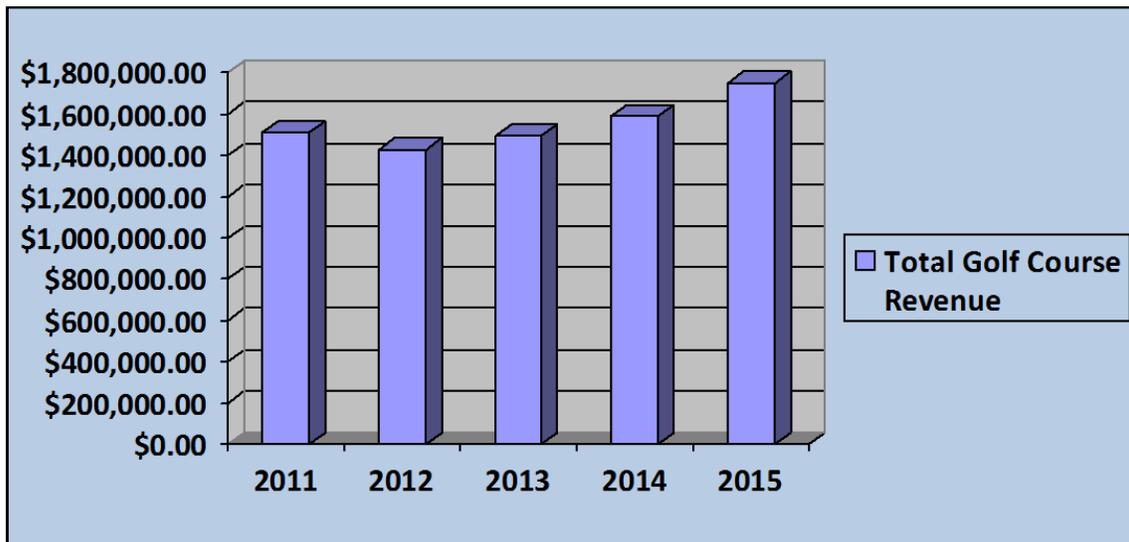


In the past two years, Indian Spring has been transformed in to one of the top public golf courses in the area. Over the previous two seasons, we have changed our interview process and improved our employee training, so everyone “buys-in” to our message and our goals. Having an outstanding staff that offers first class customer service is the most important factor in our facility’s success. Our staff has focused on four pillars for success aimed towards increasing rounds played and for propelling Indian Spring to the top of the local golf course market.

Those four pillars are:

- Continually improving the golf course conditions.
- Improving the driving range experience.
- Creating more rounds through our player development programs.
- Providing superior and welcoming customer service for all of our members and guests.

The years 2014 and 2015 were spring board years for the facility. While expenses remain relatively flat, our revenues have shown consistent growth. We are projecting to have revenues for 2015 to be \$1,712,068. With one full month to go in 2015, we are in line to produce the highest revenues for the club since 2008.



2015 saw our facility produce record numbers in pro shop sales of over \$100,000, driving range sales of over \$300,000, outing income of over \$75,000, and lesson income of over \$65,000. Rounds played have increased from 37,137 in 2014 to 41,077. Curtis Kirkpatrick, our PGA Head Professional, does an out standing job of staying on top of the daily operations and has been a tremendous asset to our success. All of these positives can only be possible by providing outstanding golf course conditions led by our Superintendent Jeremy Hreben and his staff. We had a very slow start in 2015 due to excessive snow fall, but we hit the ground running with beautiful weather all summer long and into this fall.

Our ladies league increased participation to over 400 members, grew our memberships with new members from other facilities, added a 4th junior camp due to demand, and increased the number of golf outings held annually by twelve. A new golf cart fleet, new range balls, rebranding the pro shop, new cart paths, and hiring a director of instruction have all contributed to our success. We do not expect to stop making improvements any time soon.

We are creating a long term strategic plan that will focus on the four pillars we have identified as crucial in our long term success: customer service, improved golf course conditions, our player development programs, and improving the driving range experience. Our management staff of Jeremy, Curtis, and I, are all undertaking advanced education opportunities provided by our respective associations to gain more certifications which will help us better manage the facility and control expenses. On top of our forming a strategic plan, we are also in the beginning stages of creating a master plan for the long term health and sustainability for the golf course.

All of our successes over the past two seasons are starting to spread around the golfing community and we are hosting more and more golfers who have not played our facility in years. We are also getting compliments from our peers at other facilities, both private and public. Obviously, we are constantly managing our spending and we track our revenues daily. While we had a good year in 2015, we can only be too cautious when planning for 2016. Our major challenges for 2016 hinge on the weather, which impacts our golf course conditions; the better the weather, the better the golf course, the better our revenues. Looking ahead, we will continue to focus on providing outstanding customer service and increasing rounds by offering player development programs for every golfer.

Bob Hennefer, PGA Director of Golf
Indian Spring Golf Course



Financial Snapshot	2015 Year End		
	2015	2014	Variance
Number of Rounds	41077	37137	3940
Number of Outings	47	35	12
Range Buckets Sold	34901	31721	3180
Gift Certificates	\$ 40,147.67	\$ 31,357.36	\$ 8,790.31
Cart Fees	\$ 150,778.18	\$ 117,195.25	\$ 33,582.93
Driving Range Sales	\$ 302,416.91	\$ 284,856.00	\$ 17,560.91
Golf Outings	\$ 73,062.97	\$ 53,536.00	\$ 19,526.97
Golf Shop Sales	\$ 98,759.57	\$ 75,938.03	\$ 22,821.54
Greens Fees	\$ 631,384.74	\$ 593,827.51	\$ 37,557.23
PGA Golf Instruction	\$ 63,737.58	\$ 54,859.64	\$ 8,877.94
Golf Course Concession	\$ 240,000.00	\$ 199,300.00	\$ 40,700.00
Interest on Investments	\$ 4,231.57	\$ 3,548.02	\$ 683.55
Memberships	\$ 150,353.40	\$ 179,505.73	\$ (29,152.33)
Total Operational Revenues	\$ 1,757,660.00	\$ 1,594,100.00	\$ 163,560.00





Overall Performance

Overall Performance Evaluation

Evesham Township and its employees have always encouraged feedback from residents on a variety of topics pertaining to the overall performance of the township. Constructive feedback is always welcomed, as the township strives to create a neighborly atmosphere and earn our stakeholders confidence and support everyday. Just this year, the township has implemented the use of New Resident Surveys, which allow for a compilation of a variety of information to gauge the first impressions of our new residents compared to their previous community. These surveys are mailed out on a monthly basis in order to track and measure any trends and help us refine our focus. Through an overall standpoint, 87.81% of new residents thus far have rated the overall performance of the township (police, roads, staff, etc.) to be good to excellent. Among the many comments received, the new residents reflected their satisfaction in areas such as the effectiveness of the Evesham Township Police Department and emergency services, the ease of navigating the township website and Facebook, and the township's proficiency in communication. Continued below is a short summary of the township's highest and lowest ratings in certain areas through the month of November.

The township is pleased to report that 96.72% of new residents rated the quality of life in Evesham to be good to excellent. This figure is further emphasized in that 96.72% new residents also rated the quality of their own neighborhoods to be good to excellent, and 90% of new residents would recommend that others move to Evesham. The township also scored high percentages when it came to Evesham being an excellent place to raise children. As reflected in one comment, the new residents appear "very satisfied" with Evesham's school system. A strong sense of community also proved to be a prevalent notion amongst our newly welcomed residents.

Though the majority of responses given were positive, the surveys pointed out various matters on which the township could improve. Mainly, the concern most frequently noted by new residents was street maintenance. Several requests were made for specific roads located in residential areas to be repaved. In a separate issue, the township received low ratings when it came to ease of travel. Specifically, new residents feel as if travel by walking and biking to be challenging. This observation was accompanied by requests for bicycle paths and suggestions of improvements with the intent to increase foot traffic. These viewpoints prove to be vital aspects to the surveys, as they provide the township with the valuable knowledge needed to continuously improve the quality of life in Evesham for all of our residents, as their satisfaction has been and will always be a top priority to the township.

In addition to the New Resident Surveys, it is commonplace in each department to find "How Are We Doing?" cards displayed for public use. These cards are provided in order to better assess resident satisfaction at the counters. The township takes in a substantial amount of these cards per month, most of which express positive comments and evaluations. Come 2016, these cards and resident satisfaction surveys will be readily available online for public use.

How are we doing?

Was the information provided today helpful?
 Yes No Good Excellent

How quickly was service provided?
 Yes No Good Excellent

How courteous would you rate our personnel?
 Yes No Good Excellent

How knowledgeable would you rate our personnel?
 Yes No Good Excellent

How would you rate your overall experience with our office?
 Yes No Good Excellent

Who helped you today? _____

Twp. Clerk's Office
Mary Lou Bugh, Township Clerk
Township of Evesham
Room 201 | phone: 856-952-2000
900 Tuckerton Road | extension: 2004
Mantoloking, NJ 08053 | fax: 856-952-3003
www.eveshamnj.org

Your comments: _____

In summary, the combination of our daily survey cards and the New Resident Surveys have offered us new insights into the needs and desires of the Evesham community as a whole. All feedback received has allowed the township to set goals for the future to encourage continuous improvement of our service based on what our stakeholders value most.