



Borough of Glen Ridge

MEMORANDUM

TO: Mayor & Council
Michael J. Rohal, Administrator

FROM: Michael P. Zichelli, Deputy Administrator

DATE: January 19, 2018

RE: **Report for 2017
Planning & Development**

In keeping with our commitment to provide professional advice, technical expertise and current information to citizens, elected officials and members of the various boards and commissions; please find our 2017 annual report.

Included are summaries and statistics regarding:

- Building Department
- Historic Preservation Commission
- Planning Board
- Board of Adjustment
- Shade Tree Commission
- Public Outreach

BUILDING DEPARTMENT

The Building Department is responsible for ensuring that all construction documents are in compliance with both the New Jersey State Building Code and applicable local codes. Additionally the department issues necessary permits and has the duty to monitor all projects while under construction, perform a final inspection and issue a Certificate of Occupancy. In 2017 Construction Official John Buonanno, who served Glen Ridge for the past five years, retired. Mr. Felix Esposito, one of our backup inspectors, was appointed as the new Construction Official.

Number of Inspections	2013	2014	2015	2016	2017
Building	659	631	625	727	698
Plumbing	547	619	609	631	611
Electrical	552	612	653	562	647
Fire	72	157	118	100	109
Zoning Compliance	165	194	182	192	154
TOTAL	1,995	2,213	2,187	2,212	2,219

	2013	2014	2015	2016	2017
Construction Value	\$8,973,442	\$7,715,449	\$8,539,528	\$10,243,441	\$13,693,897

Permit Fees Collected	2013	2014	2015	2016	2017
Building	\$106,290.00	\$116,778.00	\$128,204.00	\$151,658.00	\$141,973.00
Plumbing	\$44,224.00	\$51,434.00	\$47,269.00	\$56,440.00	\$57,442.00
Electrical	\$45,148.00	\$47,833.00	\$45,465.00	\$51,105.00	\$65,060.00
Fire	\$11,785.00	\$16,300.00	\$11,820.00	\$11,435.00	\$10,070.00
Elevator	\$582.00	\$0.00	\$942.00	\$545.00	\$366.00
Zoning Compliance	\$10,475.00	\$13,275.00	\$12,000.00	\$14,085.00	\$11,130.00
TOTAL	\$218,504.00	\$245,620.00	\$245,700.00	\$285,268.00	\$286,041.00

BOARDS AND COMMISSIONS

Historic Preservation Commission

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

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

In 2014, the Glen Ridge Historic District was expanded to cover much of the Borough. The amount of the applications the Glen Ridge Historic Preservation Commission heard has increased. In 2017, the Historic Commission heard 90 cases. 78 were approved, six denied, and six withdrawn. The Commission members also attended an annual training class. In the final quarter of 2017, the Historic Preservation Commission brought on a Preservation Consultant to review applications, interface with the public and to consult with the Commissioners.

Planning Board

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

The Planning Board held eight meetings in 2017. One application for a subdivision was approved. One application for a subdivision with a lot width variance request was denied. The Board carried out the redevelopment designation process and recommended a redevelopment plan for the Baldwin Street properties.

Three appeals from the Glen Ridge Historic Preservation Commission were heard. The Historic Preservation Commission's decision was upheld each time.

Board of Adjustment

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

In 2017, the Board of Adjustment held two meetings and heard one case. The application was withdrawn.

Shade Tree Commission

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

The Commission held eleven meetings. In 2017, 197 trees were planted, 100 trees removed, 45 large trees pruned and over 100 small trees pruned. An annual report was prepared separately by the Shade Tree Commission.

These takedowns included 9 ash trees. Of the remaining ash trees in the Borough, 28 were treated with an injection of an azadirachtin-based insecticide in June. Additional trees will be treated this spring. These injections, it should be noted, will have to be repeated every 2 or 3 years until the EAB is no longer a threat to this area, or until better treatment options become available.

In 2017, the Commission members attended annual training classes and filed the necessary reports to maintain their approved status with the NJ State Forest Service.

PUBLIC OUTREACH

In 2017 the Online Payment Center on the Borough website was expanded to allow residents to complete even more financial transactions online. Registration for Recreation Department activities such as Summer Day Camp and the ability to obtain a dog license have been added.

Similarly, residents may now request a public record online in compliance with the State of New Jersey's Open Public Records Act (OPRA).

Website (www.glenridgenj.org)

We continue to monitor website usage and adjust to address the needs of visitors.

Year	Average Visits Per Month	Average Visits Per Day
2015	20,902	688
2016	23,659	771
2017	18,660	622

Most popular entry pages

/	Main page of the site
/rfp	Request For Proposals
/jitney.htm	Jitney Bus Service
/request/index.php	Service Request Center
/garbage.htm	Garbage & Recycling Information
/freecycle.htm	Freecycle Program
/vitalstats.htm	Office of Vital Statistics
/formdog.htm	Dog License Form
/pool.htm	Community Pool
/public.htm	Public Safety
/taxassess.htm	Tax Assessment Information

The top terms searched on the webpage are listed below:

1. Glen Ridge, NJ
2. Request Center
3. Jitney
4. Historic Preservation Commission
5. Service Request Center
6. Vital Records Office
7. Parking
8. Tax Department
9. Police
10. Recreation

Service Request Center (SRC)

The Service Request Center provides us with another way to resolve issues and improve customer service. It also allows us to track the internal performance of our staff.

Department	Total 2017 Tickets	Average Ticket Resolution Time
General	7	25 days, 22 hours, 38 minutes
Administration	1	3 days, 23 hours, 37 minutes
Building	6	78 days, 18 hours, 25 minutes
Tax & Water	13	6 days, 3 hours, 5 minutes
Vital Statistics	1	6 days, 20 hours, 57 minutes
Recreation	0	0 days, 0 hours, 0 minutes
Forestry	15	118 days, 18 hours, 45minutes
Garbage & Recycling	76	3 days, 2 hours, 28 minutes
Public Works	38	13 days, 7 hours, 51 minutes

Email Broadcast (announcement@glenridgenj.org)

The General Mailing List currently has 1,582 subscribers, up from 1,563 in 2016. We continue to utilize Mail Chimp software to manage our email broadcasts.

The average open rate of broadcast e-mails is 33.1%

The average click rate (on urls contained in broadcast e-mails) is 1.6%

Announcements with the highest open rate of the 289 total broadcasted during 2017 were:

Public Safety Alert	60.4%
Stranger Alert Update	58.8%
Motorist Alert - Ordinance 1671	57.1%
Essex County Diversion Burglaries	55.9%
Letter from Mayor Patrick re fireworks	54.6%
OfferUp	52.4%
GRPD Notifications via Nixle	51.1%
Do Not Solicit List	50.9%

Facebook (Borough of Glen Ridge, New Jersey)

We ended 2017 with 891 likes on our Facebook page up from 820 last year.

Twitter (@GlenRidgeNJ)

Our twitter feed has 366 followers up from 306 followers last year. Approximately 79 tweets were sent out in 2017.

YouTube (Borough of Glen Ridge)

We continue uploading Council meeting videos to YouTube and link to them on both Facebook and Twitter. The most recent meeting video is also posted on our webpage and special event videos are added as they become available.