



ROCKVILLE'S FISCAL YEAR ANNUAL REPORT

• JULY 1, 2019 TO JUNE 30, 2020 •



A MESSAGE FROM THE CITY MANAGER

2020 has been an unsettling and trying year in Rockville for our residents, businesses, nonprofits and city employees. We are deep in the midst of the COVID-19 pandemic, with all its terrible health, social and economic impacts on people's lives. The nation and our community also saw understandably heartfelt protests and soul-searching following the heinous killing in Minneapolis of Mr. George Floyd, during his arrest by police officers there.

In this time of difficulty and self-reflection, we at the city strive to achieve the highest standards of health and safety for our employees and Rockville residents. The information you'll see within these four pages reflects Rockville's accomplishments throughout Fiscal Year 2020, which ran from July 1, 2019, to June 30, 2020.

When everything changed in March due to the COVID-19 public health emergency, we had to close the doors of many city facilities, including City Hall. Throughout this time, our focus as your city government has been to still try to provide you with the excellent services you've come to expect.

In response, we've created new programming and services, both online and in person. This includes virtual recreation classes; online observances; food drives for seniors; virtual inspections; special curbside parking for food pickup; closing streets to expand outdoor dining; more funding for community agencies serving residents in need of food and housing; and more.

With national and local protests for racial equality, the time is ripe to reflect on what it means to be a diverse and inclusive community. Rockville has embraced that conversation. Dr. Martin Luther King Jr. said, "Our lives begin to end the day we become silent about things that matter." This is a moment for us to re-examine our own attitudes, beliefs and actions with respect to race and social justice.

Rockville's response to Mr. Floyd's death included an open letter to the community from Rockville Police Chief Victor Brito, and joint statements by the Mayor and Council strongly condemning Mr. Floyd's killing. Rockville police also joined the Mayor and Council to support a large peaceful protest in Rockville in June. Police department policies, procedures and accountability measures were reviewed. The department welcomes opportunities to engage with residents, and has offered Fair and Unbiased Policing training, focused on implicit bias, for officers and residents, with more to come. Respecting and protecting every person's constitutional rights is paramount to us.

On behalf of the Mayor and Council, and city staff, I thank you for your passion and support for our community. Feel free to reach out if we can be of service to you, and if you have ideas and suggestions for us. Please accept our sincere best wishes for you and your family.



Rob DiSpinto, Rockville City Manager

FY 2020 saw ... Rockville voters re-elect Bridget Donnell Newton as mayor in the City of Rockville's historic Vote by Mail election, which concluded Nov. 5. Four councilmembers were also elected: Monique Ashton, Beryl L. Feinberg, David Myles and Mark Pierzchala.

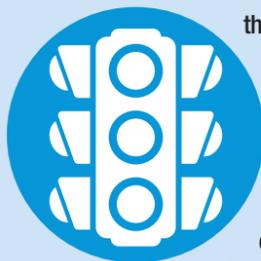


From left to right: Myles, Feinberg, Newton, Pierzchala and Ashton.

2020 FISCAL YEAR

FY 2020 saw...

Automated WALK signals: All city-operated traffic signals — 48 of them — are now on a pedestrian-recall mode, which allow the WALK display to come up automatically at each cycle without the need for pushing buttons.



Rockville's Mayor and Council put the city on a course for zero traffic-related deaths or serious injuries by working with staff to craft the city's **Vision Zero Action Plan**. The plan, adopted just after the close of FY20, includes steps to take to create safer streets through policies promoting improved design, traffic law enforcement and education.



STANDING FOR EQUALITY AND JUSTICE ... Mayor Bridget Donnell Newton in June delivered a statement on behalf of the Mayor and Council, in which

they **unanimously condemned the police-involved death of George Floyd**, following his arrest by Minneapolis police officers. The Mayor and Council stand in solidarity with others across the country seeking to end the injustice of racism. In Rockville, "we celebrate our diversity and we stand for inclusion," Newton said, reading from the joint statement.



FAIR AND UNBIASED ... The Rockville City Police Department offered **Fair and Impartial Policing training** for the community. The training promotes bias-free behavior in community policing and gives community members and police tools to communicate and work together to make the community safer and more resilient.

For the third year in a row, Rockville scored perfect marks on the **Human Rights Campaign's Municipal Equality Index** for the city's commitment to the health, welfare, safety and equality of its lesbian, gay, bisexual, transgender and queer community. Rockville scored 100/100, along with Baltimore, Columbia and Frederick, out of the 10 Maryland towns and cities rated on the 2019 scorecard.



A Safe, Secure and Welcoming City



31,105 senior meals served

14,065 senior meals were served from July 2019, through March 14 (pre-COVID-19). Another 17,040 were served from March 14 - June 30.

(Above) Intersection improvements were completed in Twinbrook to **increase pedestrian safety**. Work included new sidewalks, bump-outs and crosswalks, and reconfigured intersections at Atlantic Avenue/Stillwell Road and Midway and Aleutian avenues.





ROCKVILLE'S FISCAL YEAR 2020 ANNUAL REPORT

FY 2020 saw...

An Engaged Community



The Mayor and Council, and members of the city's boards and commissions, **moved online to hold virtual meetings** and continue conducting important city business. You can find more information about those meetings at www.rockvillemd.gov/AgendaCenter, and on page 2 of September's edition of "Rockville Reports." Instructions for how to take part in meetings are included on each agenda.

12,287 ballots cast: The city made history by conducting the first Vote by Mail election for its Mayor and Council. More than 25% of Rockville's active registered voters took part, nearly doubling the turnout of the 2015 election.



The Mayor and Council established a commission to **review the city's charter**. The charter is a legal document similar to a constitution. It establishes the city's corporate limits and outlines how the city is organized and conducts business, such as elections, levying taxes, ordinances and providing services.

FY 2020 saw...

A Green and Thriving Environment



18%

Increase in demand for **trash and recycling collection** during the pandemic, from March to June. That percentage reflects the growth in total combined materials (electronics, leaves, trash and yard waste) taken to the transfer station compared to the same time period in 2019.

During the first and second phases of the COVID-19 pandemic, the **city experienced an unprecedented increase in the use of parks, open spaces and bikeways**. This resulted in a sizable increase in trash. Staff worked weekdays and weekends to collect and empty trash from 256 cans throughout the city.



55%

Increase in online requests for special collections of bulk waste, metal and electronics over last year.

While **Earth Month** activities celebrating the 50th anniversary of Earth Day were canceled, the city created virtual celebrations and opportunities instead. For example, in lieu of an April tree giveaway, **483 residents registered online for free native wildflower seeds** to promote backyard pollinators.



FY 2020 saw...

Safe and Livable Neighborhoods

RESIDENTS LOVE ... The Hungerford-Stoneridge stormwater management facility improvements project:

“Our ‘pond’ looks beautiful! We’ve observed geese, ducks, minnows and a large heron at our new pond. All of your effort has paid off.”



“... I was delighted to see a HUGE snapping turtle off the path through Stoneridge Pond this evening ... Have heard (though not seen quite yet) red-winged blackbirds, which used to be abundant throughout the ponds, but never expected to see the ‘giant’ turtle, probably about 12 inches from front to back of the shell.”

FY 2020 saw...

Efficient and Effective Community Policing

Laura Lanham became Rockville's deputy chief of police.



Narcan, the life-saving opioid overdose recovery drug, has been issued to all city officers as part of Rockville's ongoing Rockville Goes Purple campaign to increase awareness of opioid addiction and reduce overdoses.

The Rockville City Police Department received the **Crime Prevention Program Award** from the Governor's Office of Crime Control and Prevention.

The RCPD hosted and attended a variety of **community events and engagements** that included: a community open house; drug take-back days; a toy donation drive; National Night Out; Coffee With a Cop; a winter coat drive; the Maryland State Police Polar Bear Plunge; Walk To School Day; and Shop With a Cop.



65 sworn officers in RCPD. (One new officer was added in FY20.)

2 officers promoted to the rank of sergeant.

1 officer promoted to the rank of lieutenant.

26,136 calls for service responded to by officers.

865 arrests.

483 warrants served.

1,916 animal control calls responded to.

2,206 animal licenses issued.

5 police officers honored during the 30th annual Rockville Public Safety Awards.

7 drug takeback initiatives, collecting nearly 1,000 pounds of unused medication.

Say “good boy!” to one of the RCPD's newest recruits, **K-9 Bolo**, who joined the force after his successful graduation from the Montgomery County Police Department Canine School.

FY 2020 saw...

Public Works Infrastructure Projects:

- Dunster Road water main.
- Grandin Avenue water main.
- Edmonston Drive water main.
- Owens Court and Farsta Court water line rehabilitation.
- Ritchie Parkway storm drain pipe.
- Hungerford-Stoneridge stormwater management pond retrofit.
- Emergency repairs to the Hurley Avenue bridge.

15,031 centerline miles of streets repaired.

22,000 linear feet of curb replaced.

10,500 square yards of sidewalk replaced.

180 residential driveway aprons replaced or constructed.

60 commercial driveway aprons replaced.

30 storm drain inlets repaired.

KNOW A NEIGHBORHOOD THAT COULD USE A SIDEWALK? The city's Sidewalk Prioritization Policy addresses missing sidewalks in Rockville and the costs associated with constructing them. The policy helps determine if, and in what order, the city constructs sidewalks. A missing sidewalk is any existing or potential pathway that, were it hard-surfaced, would be used by pedestrians in



Design was completed and construction began on the North Horners Lane sidewalk. Completed construction of sidewalks included Wootton Parkway (see above left), Frederick Avenue and Southlawn Lane (see above right).



13

athletic courts in city parks were repaired or renovated and four **pickleball courts** were installed at **Mattie J. T. Stepanek Park**. **Playground installations** were completed at Dogwood and Glenora parks.



RESIDENTS SAY ... “I must say the city works team is amazing, in the past they are so responsive when we have had to reach out.”
ON RESPONSIVE PERMITTING ... “Your promptness and can-do approach made a positive difference.”

FY 2020 saw...

Service Delivery



A new **sewer inspection truck** was deployed, utilizing state-of-the-art camera equipment and software to enhance the city's asset-inspection capabilities.



Improvements to the **wireless network** at the Civic Center Mansion and Cottage, Lincoln Park Community Center, Thomas Farm Community Center, Twinbrook Community Recreation Center and F. Scott Fitzgerald Theatre improved the customers' experience when visiting or renting the space.

FY 2020 saw...

Accessibility for All



21,666 senior bus rides to the senior center, and to take seniors grocery and pharmacy shopping.



75 accessible ramps replaced or installed.



\$24,000 for new tables for the Carnation Room at Rockville Senior Center, in partnership with Rockville Seniors, Inc.

FY 2020 saw...

A City That Plays Together

City Facilities	Visits
Croydon Creek Nature Center	12,935
Lincoln Park Community Center	30,246
Rockville Civic Center Park	52,178
Rockville Swim and Fitness Center	237,500
Thomas Farm Community Center	47,446
Twinbrook Community Recreation Center	47,578

Note: Onsite events, rentals and programs were canceled after March 13 due to COVID-19. Numbers are lower in the second half of FY20 than in previous years.



Infrastructure Maintained

their routine educational, recreational, business, shopping, working, civic and social pursuits. Sidewalks are along streets and are typically built within city rights of way.

Rockville residents may circulate a petition to have new sidewalks constructed. Visit www.rockvillemd.gov/sidewalks to learn more about the policy, view a map of sidewalks prioritized for construction and find petition forms.



FY 2020 saw...

Good Governance

NEW DEPARTMENT CREATED ... The City of Rockville merged several divisions to form a new **Department of Housing and Community Development**, which will more efficiently and effectively address the affordable housing and social services needs of city residents. It is led by Asmara Habte, previously the chief of housing programs. The department brings together the city's divisions of community services, housing, and human rights and mediation into an organizational structure that resembles other successful housing and community development departments.



The Rockville City Police Department successfully completed the third in a four-year cycle of the prestigious **Commission on Accreditation for Law Enforcement Agencies** assessment.

Mark Landahl was hired to fill the city's **new emergency manager** position to implement emergency preparedness efforts citywide.



The Mayor and Council adopted **major revisions to the regulation of signs**, preventing signs within city rights of way in an effort to reduce visual clutter and ensure safety, especially at intersections.

No signs, except official public signs, are now allowed within a public right of way. Signs found violating the provision will be removed by city inspectors. That includes both commercial and noncommercial temporary signs.

ON WORKING WITH THE CITY ... “We work in many different local jurisdictions and a few in other areas around the country. Your customer-service focused approach makes all of the difference between a development that cannot move forward, and one that does and is successful.”

FY 2020 saw...

Planning for the Future

A panel of **Urban Land Institute experts** visited Rockville for two days in July and developed a report of recommendations that will guide ongoing work to enhance the vibrancy of the city's Town Center.



Rockville Swim and Fitness Center's Lobby and Locker Room Renovation Project: completed in January;

reopened Jan. 22; dedicated March 1.

Reimagining RedGate Park: The Mayor and Council endorsed a project charter, Reimagining RedGate Park. A team of representatives from various city departments was formed to develop a conceptual plan for the use of RedGate with objectives for this major park development project.



John Foreman was selected to head a new customer-focused service center with the mission to improve Rockville's development review and permitting processes, continuing a project already underway through the Faster, Accountable, Smarter, Transparent (FAST) initiative.

The Planning and Development Services department developed **draft guidelines and regulations** for additions and reconstructions of single-family homes in East Rockville.



STONESTREET CORRIDOR STUDY ... The Mayor and Council adopted plans for longer-term improvements to the area of Park Road, and north and south Stonestreet Avenue. A first step involves the Department of Public Works designing streetscape improvements for both North Stonestreet, and the intersection of Park Road and South Stonestreet Avenue.

Zoning Ordinance and Code Amendments: A text amendment for the Mixed-Use Employment Zoning District was adopted in July 2019. In addition, the city's building code was updated to be consistent with the state building code and to address city-specific changes.

FY 2020 saw...

Support for the Community

The city completed a **Cultural Arts Study** to identify how the city can better capitalize on arts and cultural assets to improve economic growth and enhance Rockville as an arts destination.

The City of Rockville's **Farmers Market** opened for the season in early June, with market rules and regulations and a preordering program to provide for quicker, safer shopping. The market's opening was rescheduled from mid-May as part of the city's response to COVID-19.

The Mayor and Council **took action to protect residential renters** during the COVID-19 emergency, passing an ordinance to temporarily suspend rent increases at licensed rental properties through July 31. From Aug. 1, until 180 days after the state of emergency caused by the COVID-19 pandemic is lifted, rents may be raised by no more than 2.6%.



DINING AL FRESCO ... Gibbs Street was closed between East Middle Lane and Beall Avenue, and East Montgomery Avenue between Maryland Avenue and Helen Heneghan Way, for expanded outdoor dining areas in Town Center to allow outdoor seating for restaurants and to create more opportunities for sidewalk pickup and social distancing during the pandemic.

FY 2020 saw...

History Celebrated

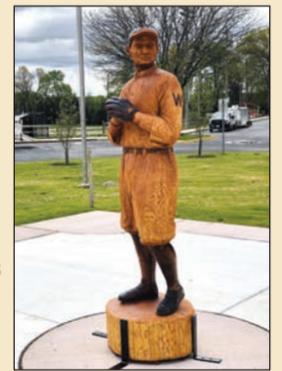
The final phase of the **Lyon Room renovations** and the first phase of **Mrs. Lyon's Dressing Room renovations** were completed at the Glenview Mansion. These major improvements, made possible through the Glenview Mansion Fund, ensure the historic details and furnishings reflect the 1920s grandeur of the mansion.



20 Years of Service: Twinbrook Community Recreation Center celebrated its 20th anniversary, with 350 attendees who shared memories and connected with their neighbors.

WALTER 'BIG TRAIN' JOHNSON STATUE WINDS UP AT DOGWOOD PARK

... A statue of Walter "Big Train" Johnson, one of the most accomplished pitchers of all time, now stands as a centerpiece to Dogwood Park in a replica ballfield that represents his more than two-decade career on the mound with the Washington Senators.



FY 2020 saw...

Honors and Achievements

William Smith, a staff member at Lincoln Park Community Center, graduated from the Maryland Parks and Recreation Association Ritch Stevenson Leadership Institute.

Dylan Drudul, senior sediment and erosion inspector, received an Outstanding Young Professional Award from the International Erosion Control Association.

Heather Gewandter, stormwater manager, was given the Stoneroller Award by the Chesapeake Stormwater Network in recognition of her professional contributions to the advancement of the field of stormwater management in the Chesapeake Bay region.

3,543 online training courses

completed by employees.

FY 2020 saw...

A Giving Community



38,953 hours given by **1,167** volunteers to Recreation and Parks programs.



\$12,415 donated to the Senior Assistance Fund to serve Rockville seniors, and to purchase fresh fruit and vegetables to support seniors during the pandemic. (The fund raised \$11,708 since the end of March, specifically for COVID-19 relief.)

ROCKVILLE'S GENEROSITY ON DISPLAY DURING 2019 HOLIDAY DRIVE ... Generous contributions from more than 240 individuals, businesses and community organizations resulted in \$93,149 of food, cash, toys and gift cards for the 2019 Rockville Holiday Drive.



497 households received Thanksgiving food baskets and grocery store gift cards.



182 seniors and households without children received a gift card to a local grocery store.



96 Rockville seniors were given a Thanksgiving dinner.



1,686 toys, books, and games went to 562 children younger than 12.



306 teens received a gift card to a local retailer.

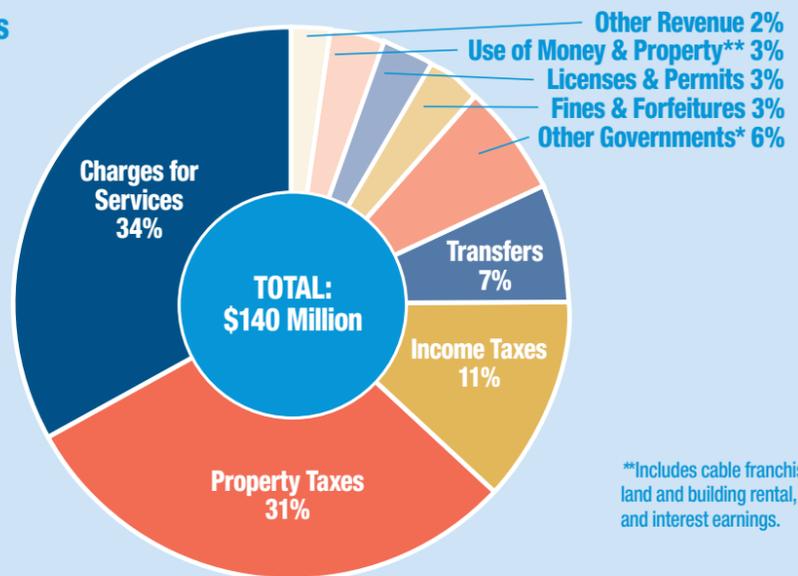


62 Rockville families — a total of 246 individuals were matched with sponsors who provided gifts tailored to each family's specific needs through the family sponsorship program.

FY 2020 saw...

Fiscal Responsibility

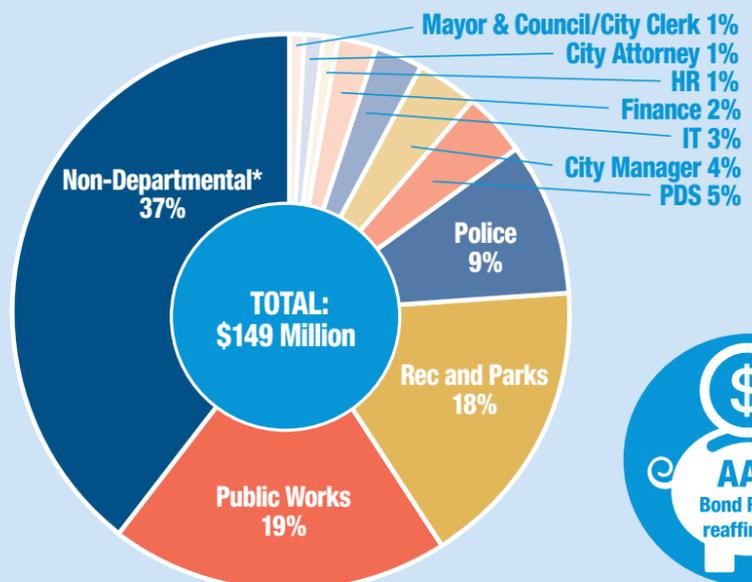
FY 2020 Operating Revenues by Category



*Includes revenue collected by county, state and federal government and passed to the city, such as tax duplication, admissions and amusement tax, highway user and grants.

**Includes cable franchise fees, land and building rental, and interest earnings.

FY 2020 Expenditures by Department



*Non-departmental expenses support citywide insurance programs, contingency accounts, and capital and debt service costs.

