Section VII:
Administrative Support Services
(General Government)

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Town of Natick

Home of Champions

Department: Board of Selectmen/Town Administrator

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Salaries						
Personnel Services	452,463	452,502	503,567	531,092	27,525	5.47%
Total Personal Services	**452,463**	**452,502**	**503,567**	**531,092**	**27,525**	**5.47%**
Operating Expenses						
Purchase of Services	22,584	20,847	22,000	39,500	17,500	79.55%
Tech & Prof. Services	110,055	111,543	116,750	114,250	-2,500	-2.14%
Supplies	5,744	11,207	5,500	7,000	1,500	27.27%
Other Supplies - Personnel	1,790	2,573	3,500	3,500	0	0.00%
Other Chgs./Exp.	37,567	52,785	18,357	18,357	0	0.00%
Total Operating Expenses	**177,740**	**198,954**	**166,107**	**182,607**	**16,500**	**9.93%**
Total BOS/TA	**630,203**	**651,455**	**669,674**	**713,699**	**44,025**	**6.57%**

Mission:

Board of Selectmen

The Board of Selectmen is composed of five members who are elected for three-year terms. As the Chief Elected and Executive Officers of the Town, the Selectmen are vested with all the municipal authority not specifically retained by the Town's legislative body, Town Meeting. The Selectmen appoint a Town Administrator who is responsible for the daily management of the Town and whose powers are specified in the Town of Natick Home Rule Charter.

The Selectmen issue the warrants for Town Meetings and make recommendations on the warrant articles; initiate legislative policy by including articles in Town Meeting Warrants and then implement the votes subsequently adopted. They adopt town administrative policies; review and set fiscal guidelines for the annual operating budget and the capital improvements program and make recommendations to Town Meeting on the same. The Selectmen appoint various department heads and members of boards and commissions; hold public hearings on important town issues and hold periodic conferences with agencies under their jurisdiction and with community groups; represent the Town before the General Court; and enforce Town By-Laws and regulations.

The Selectmen also serve as the licensing board responsible for issuing and renewing licenses in 19 categories, including common victualler, liquor, daily/Sunday entertainment, innholder's, taxi cab, gasoline storage and lodging house.

The Board of Selectmen generally meet every other Monday evening at 7:00 p.m. in the Edward H. Dlott Meeting room of Town Hall. The sessions are broadcast live by Pegasus, Inc. The Selectmen's meeting schedule is posted in Town Hall and on www.natickma.gov

Department: Board of Selectmen/Town Administrator

Mission (con't)

Town Administrator
The Town Administrator serves as the Chief Operating Officer of the Town. The Town Administrator's Office is committed to providing quality, cost-effective and innovative service in a supportive and creative environment. We will work cooperatively with the citizens of Natick and all municipal employees in setting direction and accomplishing goals for Town government.

The Town Administrator is appointed by the Board of Selectmen to oversee the daily operations of the Town, advise and administer the policies and procedures of the Board of Selectmen and enforce Town by-laws and actions passed by Town Meeting. The Town Administrator's authority and responsibilities are established and defined in Section 4 of the Town Charter.

The Town Administrator submits to the Board of Selectmen a proposed annual budget that includes revenue and expenditure projections for the upcoming fiscal year. The Town Administrator works with the Senior Management Team to coordinate the development of the budget. The Town Administrator's budget is presented to the Board of Selectmen, reviewed by the Finance Committee and ultimately presented to Town Meeting for action.

The Town Administrator is responsible for the management of all Town departments (excluding the School Department), all Town funds, for providing support to the volunteer committee system, working with other levels of government, and managing special projects for the Board of Selectmen.

Goals:

Further improvements to the capital planning process, including
- Development of a longer range plan (beyond 5 years).
- Refinement of our capital spending target (as identified in the Financial Management Principles) to distinguish between within-levy capital spending and excluded debt.
- Development of a multi-year view of existing debt budget and future capital borrowing needs to create, as best as possible, consistent debt funding within the operating budget.

Evaluation of the terms of use of the Conservation Fund with an eye toward allowing greater flexibility in the use of the "FAR" funds, such as for maintenance and/or improvement of open space areas.
Succession planning: several key employees are likely to leave the Town's employment within the next three years; proactive efforts must be made to minimize disruption of the delivery of services.
Implement written performance reviews for all staff.
Update Natick 360 to address the anticipated needs and desires of Natick citizens over the next 5-10 years.
Continue efforts to reduce energy usage; a quantitative goal cannot be determined at this time.
Initiate document archiving program to reduce our vast paper storage needs and improve efficiency.
Furtherance of numerous ongoing projects, including but not limited to:
- The aforementioned road improvement projects.
- Development of additional parking (likely a garage) in Natick Center.
- Acquisition and development of the Rail Trail.
- Promotion of Natick's tourism opportunities.
- Addressing the location of Fire Station 4 and the needs it must serve.

Town of Natick

Home of Champions

Department: Board of Selectmen/Town Administrator

Budget Overview:

I. Main Purpose of the Department

The Board of Selectmen is the chief executive and policymaking body in the Town of Natick. Elected by the people of the Town, the five member Board hires a Town Administrator to manage the day-to-day operations of the town. In addition to establishing the policies of the Town of Natick, the Board also serves as Water and Sewer Commissioners and Road Commissioners for public ways in the Town of Natick.

The Town Administrator is the Chief Operating Officer of the Town and executes the policies of the Board. In addition to managing the day-to-day operations of Town government, the Town Administrator works with department heads and relevant policy-making bodies to develop long-term financial, capital and service plans.

II. Recent Developments

• The Administration and Board of Selectmen continue to advance their efforts to provide comprehensive and long-range perspectives with respect to the Town's finances. Notably, the second annual Financial Summit was held in September, to present to the community an analysis of Natick's financial condition. Such strategic financial planning allows the administration - as well as key boards and committees - to measure and monitor trends and changes in our financial condition, identify forces affecting our condition, and foresee emerging problems and identify strategies in response to these factors. Also this year, the Board of Selectmen adopted the Town's Administrator's Financial Management Principles. Efforts such as these help stabilize the Town's fiscal condition as well as, importantly, our exemplary Aaa bond rating.

• The Office of the Town Administrator completed a comprehensive analysis of the Town's ambulance service. and began comprehensive reviews of the Town's Facilities Mainetanence and Human Services functions. The objective of all comprehensive studies is to assess the cost effectiveness of the service, identify means to enhance cost effectiveness and determine if privatization of the service would be more cost effective. Of course, considerations such as response times and service quality are taken into consideration. The goal is to complete at least one comprehensive review annually.

• In spite of the economic and other challenges we faced, we were able to largely maintain existing service levels in this fiscal year.

III. Current Challenges

Our greatest challenges over the coming year will continue to be related to the Town's financial situation. Addressing projected Fiscal Year 2012 budget shortfall s, identifying opportunities for cost savings and reduction, striving to maintain appropriate service levels and much more will present significant challenges to the Board, the Town Administrator and the community.

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact

No major changes are proposed that will impact the upcoming fiscal year budget; efforts will be geared around maintaining the community's high quality and varied services. Our ongoing efforts to identify opportunities for efficiency improvements and cost-saving measures will continue, but programs and services enjoyed by many may be reduced or eliminated through the budget process. Such changes will not be without controversy, but the status quo cannot continue in the economy we face. We must live within the means afforded us through recurring revenues. The upcoming budget process will be – as always – transparent and available to the public, and we encourage the public's awareness and participation in this challenging effort.

Department: Board of Selectmen/Town Administrator

Budget Overview(con't):

V. On the Horizon

Unfortunately the budgetary challenges that communities are facing – Natick included – are not expected to be short term. Staffing and service reductions implemented as part of the upcoming FY 2012 budget will not soon be replaced, absent dramatic changes in revenues.

Performance Indicators

	FY 2008	FY 2009	FY 2010	FY 2011*	FY 2012*
Number of Licenses Issued	266	262	265	265	265
Number of Meetings Held	38	42	39	40	40
Number of Selectmen's Office Hours Held	24	24	40	24	24

**Estimated*

Town of Natick

Home of Champions

Department: Board of Selectmen/Town Administrator

Staffing	2008	2009	2010	2011	2012
Town Administrator	1	1	1	1	1
Deputy Town Administrator	1	1	1	1	1
Human Resources Director	1	1	1	1	1
Executive Assistant	1.8	1.8	1.8	1.8	1.8
Administrative Assistant (Benefits)	0	1	1	1	1
Department Support	1	0.45	0.45	0.2	0.25
Environmental Compliance Officer	0.5	0.5	0.5	0.5	0.5
Total FTE	**6.3**	**6.75**	**6.75**	**6.50**	**6.55**
Total FT/PT	**5 FT / 2 PT**	**5 FT / 3 PT**	**5 FT / 3 PT**	**5 FT / 3 PT**	**5 FT / 3 PT**

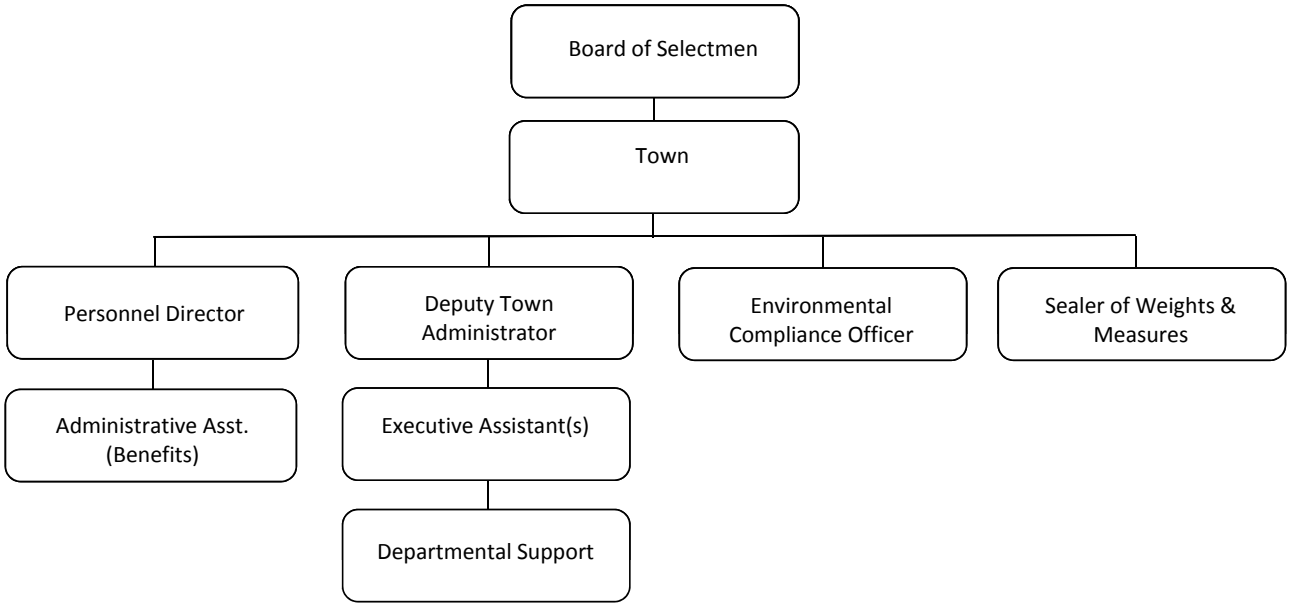
Notes

Ann Wiles retired August 31, 2007 from a full time department assistant position (union). After her retirement she was asked to return on a part-time basis and has been working part time since. In 2007, the Office of the Board of Selectmen was the only office that took a cut in personnel. This position is again being proposed for reduction for FY 2011. The Town has had a full-time Executive Assistant position reporting to the Town Administrator, Deputy Town Administrator and Personnel Director. The part-time (3/4) Executive Assistant position was established in 1985 and reports to the Board of Selectmen, both positions are within the personnel board.
The Human Resources Director position was created in 2005 and Elizabeth Dennis was hired in August 2005. This was the first time the Town had such a position. Richard Tranfaglia has served as the organization's Human Resources Director since 2/8/2010. Prior to the creation of such position, the Deputy Town Administrator assumed those responsibilities along with procurement functions (Procurement Officer).

Linda Clark's position of Benefit's Coordinator (union) has been in existence for many years, however, as part of the creation of the H.R. Director position it was determined that this position would report to the H.R. Director and was moved to the Board of Selectmen's budget when Elizabeth Dennis was hired.

The Environment Compliance Officer position was created in 2002 when the Town hired Bob Bois in February of that year to help with environmental issues the Town faced and as part of a mandate with the Environmental Protection Agency. Later, in that same year when the part-time Conservation Agent left due to budget cuts, Bob Bois assumed those responsibilities as well, allowing half of his salary to come from the Conservation budget and one half from the Board of Selectmen's budget.

Organizational Chart



Town of Natick

Home of Champions

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Department: Board of Selectmen/Town Administrator

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Salaries Management	254,866	250,794	303,839	316,110	12,271	4.04%
Salaries Supervisory	53,506	53,391	53,392	54,459	1,067	2.00%
Salaries Operational Staff	86,427	86,477	87,302	97,254	9,952	11.40%
Salaries Tech & Professional	46,454	47,758	46,454	47,383	929	2.00%
Salaries Part/Time Operational	8,710	9,082	7,580	10,886	3,306	43.61%
Management Add'l Comp	2,500	5,000	5,000	5,000	0	0.00%
Operational Staff Add'l Comp	0		0		0	#DIV/0!
Personnel Services	**452,463**	**452,502**	**503,567**	**531,092**	**27,525**	**5.47%**
Instate Travel/Meetings	755	426	1,500	1,500	0	0.0%
Out of State Travel				***10,000***	10,000	#DIV/0!
Communication Telephone	1,535	2,129	1,500	2,000	500	33.3%
Dues/Subscriptions	10,070	10,063	10,000	12,000	2,000	20.0%
Copy/Mail Center Fees	7,391	571	7,000	7,000	0	0.0%
Training & Education	2,833	7,657	2,000	7,000	5,000	250.0%
Purchase of Services	**22,584**	**20,847**	**22,000**	**39,500**	**17,500**	**79.5%**
Annual Financial Audit	60,000	74,900	67,500	72,500	5,000	7.4%
GASB 34 Updates	5,800	6,975	7,500	7,500	0	0.0%
GASB 45 / OPEB Study & Updates	8,000	0	7,000	0	-7,000	-100.0%
Consultant Assistance	0	0	3,000	3,000	0	0.0%
Consultant Parking Garage	6,500	3,500	0	0	0	#DIV/0!
Perambulation of Bounds	150	150	250	250	0	0.0%
Oil Tank Remediation	25,338	21,665	25,000	25,000	0	0.0%
Printing & Advertising	4,267	4,353	6,500	6,000	-500	-7.7%
Tech & Prof. Services	**110,055**	**111,543**	**116,750**	**114,250**	**-2,500**	**-2.1%**
Office Supplies: Stationary	5,744	11,207	5,500	7,000	1,500	27.3%
Supplies	**5,744**	**11,207**	**5,500**	**7,000**	**1,500**	**27.3%**
Supplies - Tn Administrator	1,790	2,573	3,500	3,500	0	0.0%
Other Supplies - Personnel	**1,790**	**2,573**	**3,500**	**3,500**	**0**	**0.0%**
Cochituate Rail Trail Service	14,710	34,428	0	0	0	#DIV/0!
Dept Fee Review Study	4,500	0	0	0	0	#DIV/0!
Natick Center Revitalization	8,000	8,000	8,000	8,000	0	0.0%
Metrowest Growth Management	10,357	10,357	10,357	10,357	0	0.0%
Other Chgs./Exp.	**37,567**	**52,785**	**18,357**	**18,357**	**0**	**0.0%**
Total Board of Selectmen	**630,203**	**651,455**	**669,674**	**713,699**	**44,025**	**6.6%**

Department: Board of Selectmen/Town Administrator Line-Item Detail

Narrative:

Personnel Services:

These line items represent the salaries for the Selectmen's Office. The positions covered are:
Town Administrator ~ Deputy Town Administrator ~ Human Resources ~ Town Administrator's Clerical Support ~ Board of Selectmen's Clerical Support (part time ¾ position) ~ Benefits Coordinator ~ Department Assistant (part time) ~ Environmental Compliance Officer (1/2 position) These positions execute the policy directives of the Board of Selectmen and process a variety of licenses and reports on behalf of the Town.

Purchase of Services:

Instate Travel/Meeting: The Board of Selectmen and Town Administrator utilize this account to pay for meetings and conference fees throughout the fiscal year.
Out-of-State Travel: This will fund out-of-state travel Town-wide for all departments. At the discretion of the Town Administrator.
Communication Tel: Office charges for telephone use.
Dues/Subscriptions: The bulk of the account is used for dues to the Massachusetts Municipal Association, MMPA, ICMA, APA, ATFC and SHRIM.
Copy/Mail Center Fees: Account is utilized for all copying and mail charges associated with the operation of the office.
Training & Education: These funds are available for training opportunities for staff members throughout the organization. This account is typically used to fund one-day training events on specialized topics or computer skills along with the Metrowest Leadership Academy.

Technical & Professional Services:

Audit Special Projects: This account is used for individual management audit issues or specific account audits as needed throughout the year.
Annual Financial Audit: Provides the required annual financial audit of the Town's transactions and accounts.
GASB 34 Updates: This account is used to update the Town's inventory and valuation of fixed assets as required by the Government Accounting Standards Board pursuant to it Rule 34.
GASB 45/OPEB Study & Updates: This account is used to fund updates to the OPEB actuarial under GASB standard #45.
Consultant Assistance: These funds support various special engineering projects throughout the Fiscal Year, typically related to the work of the Environmental Compliance Officer.
Cons. Parking Garage: One time account that there is no longer a need for.
Perambulation of Bounds: This account funds the cost of the required visual inspection of the property bounds of the community.
Oil Tank Remediation: Long term monitoring required to be in compliance with state regulations.
Printing & Advertising: Funds are used to advertise Town Meeting, public hearings, sale of surplus property, employment opportunities and legal notices, etc.

Supplies:

Office Supplies: Stationary: Provides for a variety of office supplies to support the Board of Selectmen's Office. Includes forms for licenses.

Other Supplies:

Supplies – TN Adm.: Provides for a variety of office supplies to support the Town Administrator function.

Other Charges:

Cochituate Rail Trail Svc. No longer necessary.
Natick Center Revitalization: These funds are available to assist Natick Center Associates with continued revitalization efforts.
Metrowest Growth Mgmt.: This line item funds the Town's annual dues to Metrowest Growth Management.

Town of Natick **Personnel Staffing Sheets**

Department Board of Selectmen

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
											[(K-I)/D]		[(I+L)*M]		[N+O]
Emp. #	Last Name	First Name	Date of Hire	FTE	Job title	Union	Begin Step	Begin Step Amt.	End Step	End Step Amt.	Pro-Rata Step	COLA	End Step	Other Comp.	Total FY 2012
Department		**Board of Selectmen**				**Munis Dept. #**			**13**				(@ 52 weeks)		(@ 52.2 weeks)
Salaries Management						**MUNIS Code**			**5111**						
43095	White	Martha	9/13/2006	1.00	Town Administrator	Per. Bd.	G1-6	133,926	G1-6	133,926		2%	136,604	5,000	142,130
43880	Tranfaglia	Richard	2/8/2010	1.00	Human Resources Dir.	Per. Bd.	F12-3	79,820	F12-4	82,791	1,238	2%	82,679		82,997
43249	Walters Young	Michael	3/5/2008	1.00	Deputy Town Admin.	Per. Bd.	G1-3	92,591	G1-4	96,039	1,149	2%	95,615		95,983
Sub-total Salaries Management															**321,110**
Salaries Supervisory						**MUNIS Code**			**5112**						
2472	Fleming	Maureen	5/19/1986	1.00	Exec. Assist.	Per. Bd.	D4-4	53,187	D4-4	53,187		2%	54,251		54,459
Sub-total Salaries Supervisory															**54,459**
Salaries Operational Staff						**MUNIS Code**			**5113**						
1549	Challis	Donna	12/9/1980	0.80	Exec Assist PT	Per. Bd.	M4-4	42,550	M4-4	42,550		2%	43,401		43,568
42601	Clark	Linda	12/13/2004	1.00	Admin Assistant	1116	D4-1	51,371	D4-2	53,187	1,059	2%	53,479		53,685
															97,252
Salaries Operational Staff - Part Time						**MUNIS Code**			**5123**						
2623	Wiles	Ann	1/12/1987	0.25	Dept Support PT	Per. Bd.	N/A	10,632	N/A	10,632	0	2%	10,845		**10,886**
Sub-total Salaries Operational Staff															**108,140**
Technical/Professional						**MUNIS Code**			**5123**						
41809	Bois	Robert	2/7/2002	0.50	Compliance Officer	Per. Bd.	F10-5	46,276	F10-5	46,276	0	2%	47,202		47,383
Sub-total Salaries Operational Staff - Part Time															**47,383**
Total Salaries - Board of Selectmen				**6.55**											**$ 531,091**

Key:

Per. Bd. - Personnel Board; 1116 - Clerical Union - Local 1116; COLA - Cost of Living Adjustment

Notes:

Town of Natick

Home of Champions

Department: Personnel Board

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	2011 vs. 2012 %
Classification Program	868	$ -	$ 1,000	$ 1,000	$ -	0.0%
Other Chgs./Exp.	**$ 868**	**$ -**	**$ 1,000**	**$ 1,000**	$ -	0.0%
Total Personnel Board	**$ 868**	**$ -**	**$ 1,000**	**$ 1,000**	**$ -**	**0.0%**

Line-Item Detail:

Classification Program: Amount for consulting assistance for changes to the Town's Classification and Pay Program.

Town of Natick

Home of Champions

Department: Town Report

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	2011 vs. 2012 %
Printing & Advertising	4,400	$ 4,926	$ 5,000	$ 5,500	$ 500	10.0%
Professional Services	**$ 4,400**	**$ 4,926**	**$ 5,000**	**$ 5,500**	$ 500	10.0%
Total Town Report	**$ 4,400**	**$ 4,926**	**$ 5,000**	**$ 5,500**	**$ 500**	**10.0%**

Line-Item Detail:

Printing: Cost to produce nearly 500 copies of the Town Report annually.

Town of Natick

Home of Champions

Department: Legal

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Operating Expenses						
Technical & Professional Serv.	295,524	188,361	261,500	291,980	30,480	11.66%
Supplies	2,338	2,586	2,000	2,500	500	25.00%
Total Operating Expenses	**297,861**	**190,947**	**263,500**	**294,480**	**30,980**	**11.76%**
Other Chgs & Expenses						
Sub-total - Other Charges & Expenses	0	250	10,000	10,000	0	0.00%
Total Other Chgs. & Expenses	**0**	**250**	**10,000**	**10,000**	**0**	**0.00%**
Total Legal Services	**297,861**	**191,197**	**273,500**	**304,480**	**30,980**	**11.3%**

Budget Overview:

I. Main Purpose of the Department

As prescribed under Article 22 of the By-Laws of the Town of Natick, "the Town shall have a Town Counsel who shall be an individual attorney or group, associations, firm, partnership or professional corporation of attorneys admitted to practice in the Commonwealth." Legal Services are provided by an independent contractor , appointed in one-year terms by the Board of Selectmen.

The firm of Murphy, Hesse, Toomey and Lehane, LLP provides legal services to the Town of Natick, with John Flynn, Esq. serving as Town Counsel.

II. Recent Developments

III. Current Challenges

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact

The proposed increase in the legal budget reflects an increase in Town Counsel's hourly rate from $125/hour to $140/hour. This hourly rate was last increased in 2000.

V. On the Horizon

Staffing	2008	2009	2010	2011	2012
None	0	0	0	0	0
Total FTE	**0**	**0**	**0**	**0**	**0**
Total FT/PT	**0 FT / 0 PT**	**0 FT / 0 PT**	**0 FT / 0 PT**	**0 FT / 0 PT**	**0 FT / 0 PT**

Notes

Legal Counsel is contracted with the firm of Murphy, Hesse, Toomey and Lehane, LLP; no Town Employees are retained for the purpose of legal services.

Town of Natick

Home of Champions

Department: Legal

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Legal Services - Retainer	50,000	50,000	60,000	67,200	7,200	12.0%
Legal Services - Litigation	37,757	38,045	95,000	106,400	11,400	12.0%
Legal Services - ZBA Decisions	31,345	1,740	5,000	5,600	600	12.0%
Legal Services - Labor	148,777	35,911	79,000	88,480	9,480	12.0%
Legal Services - Appellate Tax	10,129	11,180	15,000	16,800	1,800	12.0%
Legal Services - Cable	1,670	13,116	5,000	5,000	0	0.0%
Legal Services - Tax Titles	15,772	38,275	2,000	2,000	0	0.0%
Communication Telephone	74	94	500	500	0	0.0%
Technical & Professional Serv.	**295,524**	**188,361**	**261,500**	**291,980**	**30,480**	**11.7%**
Law Updates/Books	2,338	2,586	2,000	2,500	500	25.0%
Supplies	**2,338**	**2,586**	**2,000**	**2,500**	**500**	**25.0%**
Sub-total - Operating Expenses	**297,861**	**190,947**	**263,500**	**294,480**	**30,980**	**11.8%**
Judgments - Damage Claims	0	0	2,500	2,500	0	0.0%
Judgments - Litigation	0	250	7,500	7,500	0	0.0%
Sub-total - Other Charges & Expenses	**0**	**250**	**10,000**	**10,000**	**0**	**0.0%**
Total Legal	**297,861**	**191,197**	**273,500**	**304,480**	**30,980**	**11.3%**

Line-Item Detail:

Tech & Prof. Services

Overall: Hourly Rate increasing from $125/hour to $140/hr. First increase in hourly rate in 11 years.

Legal Services - Retainer	Set Cost of Attorney Fees for John Flynn; increasing in FY 2011 for first time in many years.
Legal Services - Litigation	Legal fees relative to dispute resolution; reduction in order to reallocate resources elsewhere within legal budget.
Legal Services - ZBA Decisions	Legal services relative to defending Zoning Board of Appeals decisions.
Legal Services - Labor	Legal services relating to employment issues
Legal Services - Appellate Tax	Legal services relative to Appellate Tax Board rulings
Legal Services - Cable	Fees relative to cable contract negotiations (Peter Epstein mainly)
Legal Services - Tax Titles	Stipend for additional
Communication Telephone	Town Counsel telephone costs

Supplies

Law Updates/Books	MGL updates and books - Is not always enough

Other Charges & Expenditures

Judgments - Damage Claims	Small claims against the town
Judgments - Litigation	Claims that have been litigated and a final judgment rendered

Town of Natick

Home of Champions

Department: Comptroller

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Salaries						
Personnel Services	277,910	246,678	286,903	293,460	6,557	2.29%
Total Salaries	**277,910**	**246,678**	**286,903**	**293,460**	**6,557**	**2.29%**
Operating Expenses						
Purchase of Services	14,606	19,594	21,150	25,900	4,750	22.46%
Supplies	2,066	3,652	4,000	4,000	0	0.00%
Total Operating Expenses	**16,672**	**23,246**	**25,150**	**29,900**	**4,750**	**18.89%**
Total Comptroller	**294,582**	**269,924**	**312,053**	**323,360**	**11,307**	**3.62%**

Mission:

The mission of the Comptroller 's Office is to safeguard the financial assets of the Town through the use of sound professional accounting practices and internal controls; to ensure that the financial integrity of the Town is preserved and protected; to report on the accounts of Town Departments, Commissions and Committees; to provide the Town's management with accurate and timely financial information; to provide audit functions for the Town and to provide support to all Town Departments.

Goals:

Budget Process Improvements

- With Town Administrator, Deputy Town Administrator and Finance Director re-engineer overall budgeting process
- With Finance Director develop quarterly reporting procedures for revenues
- Provide monthly exception reports to Selectmen, Finance Committee and Town Administrator (commencing after close of prior FY)
- Submit Free Cash package to Department of Revenue by 10/18
- Close books on prior FY by 10/5

Personnel Training and Advancement

- Enhance staff awareness of how their function relates to overall department mission through cross training
- Continue training of Treasury staff for Concentration and other payroll functionality

Miscellaneous

- Investigate opportunities to better integrate accounting systems
- Enhance Communication Regarding Departmental Operations and Mission through annual presentations to Selectmen and Finance Committee re: department operations
-Establish and develop a healthy and adequate working relationship with the newly created Audit Advisory Committee

Town of Natick

Home of Champions

Department: Comptroller

Budget Overview:

I. Main Purpose of the Department

The Department provides supervision and oversight of all financial activities of the Town; maintains the Town's financial information; and prepares and distributes financial reports to all Town departments, boards, committees, State and federal agencies and independent financial auditors in accordance with Massachusetts General Law and Generally Accepted Accounting Principles (GAAP). The Department also oversees day-to-day administration of the Town's contributory retirement system; the Comptroller serves on the Natick Contributory Retirement Board in an ex-officio capacity.

II. Developments in FY11

The Department has undergone significant change this year all designed to streamline the finance operations and to implement daily, weekly, monthly, quarterly, and annual internal controls.

Specifically:

- A new Comptroller was hired with specific expertise in Municipal Finance and a proven track record of financial reporting experience, data integrity, efficiency implementations, data transparency, and specific MUNIS experience.
- Accounts payable functions are being reviewed currently .
- Monthly cash and receivable reconciliations are being prepared.
- Implementation of electronic Purchase Orders in MUNIS replacing paper requests.

III. Challenges for FY11 and beyond

The Department must absorb personnel changes and continue to provide support and timely financial data to Town management . Projects in the pipeline are as follows:

*The FY10 audit must be completed and audit findings corrected.

* The current plan is for the rollout on July 1, 2011 of a revised MUNIS chart of Accounts which will allow Departments to obtain and utilize timely accurate financial information which can be relied upon.

* Whereever possible, we'll integrate and streamline finance operations .

* Monthly internal control reconciliations will occur as these are the quality control checks on our data transactions.

IV. Significant Changes for the Upcoming Fiscal Year and Budget Impact

Unlike previous fiscal years, the Comptroller's Office does not plan on any fiscal changes for the upcoming fiscal year.

Town of Natick

Home of Champions

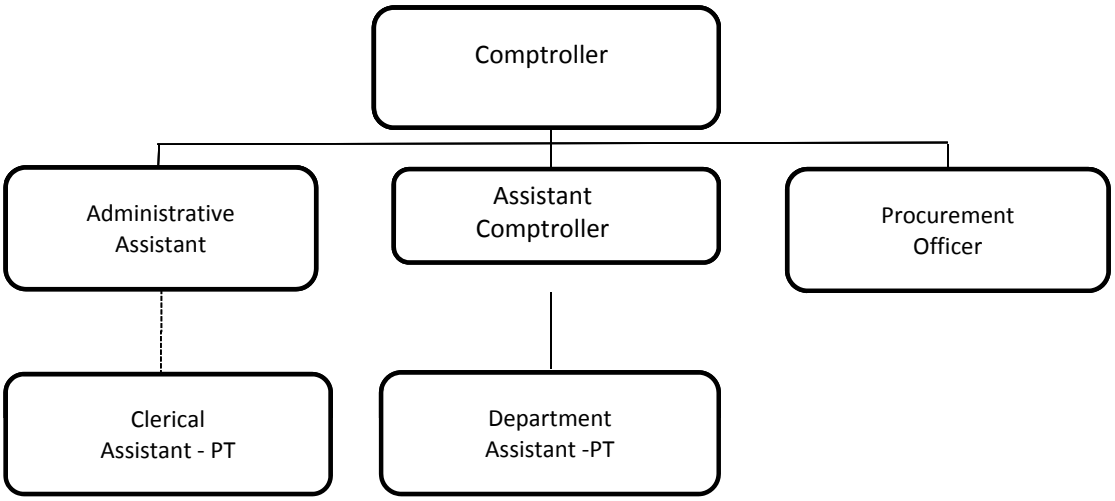
Department: Comptroller

Staffing	2008	2009	2010	2011	2012
Comptroller	1	1	1	1	1
Assistant Comptroller	1	1	1	1	1
Procurement Officer	1	1	1	1	1
Administrative Assistant	1	1	1	1	1
Administrative Assistant	1	1	0	0	0
Benefits Administrator	1	0	0	0	0
Clerical Assistant	0.5	0.5	0	0.08	0.08
Department Assistant	0	0	0.5	0.42	0.42
Total FTE	**6.5**	**5.5**	**4.5**	**4.5**	**4.5**
Total FT/PT	**6 FT / 1 PT**	**5 FT / 1 PT**	**4 FT / 1 PT**	**4 FT/2 PT**	**4 FT/2 PT**

Notes

In FY09, the Part-Time Clerical Assistant was budgeted for in the Treasury Department.

Organizational Chart



Performance Indicators	2008	2009	2010	2011	2012
Workload Measures					
Number of Invoices received (yearly)	23,557	24,030	23,018	23,018	23,018
Number of Accts. Payable (A/P) checks issued (yearly)	13,166	13,997	13,568	13,568	13,568
Number of Purchase Orders	6,097	5,730	5821	5821.00	5821.00
Number of RFP's Solicited	34	23	28	28	28
Number of Executed Contracts	30	20	23	23	23
Number of funds supervised	87	88	88	88	88
Number of parking ticket hearings	N/A	N/A	210	210	210

Town of Natick

Home of Champions

Department: Comptroller

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	2011 vs. 2012 %
Salaries Management	$ 80,257	63,585	96,121	97,609	1,488	1.5%
Salaries Supervisory	$ 61,764	61,764	61,764	62,999	1,235	2.0%
Salaries Operational Staff	$ 130,870	118,230	126,574	130,390	3,816	3.0%
Operational Staff Overtime	$ 4,776	2,660	2,000	2,000	0	0.0%
Additional Compensation	$ 244	439	444	462	18	4.1%
Personnel Services	**277,910**	**246,678**	**286,903**	**293,460**	**6,557**	**2.3%**
In State Travel	$ 421	0	500	200	-300	-60.0%
Communication Telephone	$ 1,571	1,892	1,600	1,950	350	21.9%
Training & Education	$ 2,704	7,994	10,500	16,000	5,500	52.4%
Dues & Subscriptions	$ 300	275	550	550	0	0.0%
Copy/Mail Center Fees	$ 1,726	1,446	1,700	1,700	0	0.0%
Bookbinding	$ -	0	1,300	500	-800	-61.5%
Consulting Services	$ 7,884	7,988	5,000	5,000	0	0.0%
Purchase of Services	**14,606**	**19,594**	**21,150**	**25,900**	**4,750**	**22.5%**
Copy Center Supplies	$ 419	1,832	2,000	2,000	0	0.0%
Office Supplies	$ 1,648	1,820	2,000	2,000	0	0.0%
Supplies	**2,066**	**3,652**	**4,000**	**4,000**	**0**	**0.0%**
Total Comptroller	**294,582**	**269,924**	**312,053**	**323,360**	**11,307**	**3.6%**

Department: Comptroller Line-Item Detail

Narrative:

Personnel Services

Salaries Management: Line item is the compensation for the position of Town Comptroller.
Salaries Supervisory: Line item is the compensation for the position of Assistant Comptroller.
Salaries Operational Staff: Compensation for the positions of: (1) Administrative Assistant, (1) Procurement Officer, (1) Part-Time Clerical Assistant, and (1) Part-Time Department Assistant. Part-time staff are those who work up to 988 hours per year. These positions will be funded on a year-round basis.
Operational Staff Overtime: This amount is used for emergencies during peak work load times usually at the end of the fiscal year.
Additional Compensation: Line item represents longevity compensation for the Administrative Assistant.

Purchase of Services

In State Travel: Annual conference for the Accounts/Auditors which is held at the University of Mass and used as well by the Procurement Officer to attend various MAAPO meetings to keep up to date on procurement laws.
Training & Education: Continuing education for the Comptroller and Assistant Comptroller which includes Massachusetts Municipal Auditors and Accountants School (Comptroller also maintains "Certified Municipal Accountant" designation through this school) , MUNIS training to enable staff to keep up to date with current versions, as well as, organizing and encouraging Munis training courses within the Town of Natick for departmental staff, to enable full use of the Financial package by all staff members and courses for the Procurement Officer to maintain procurement certification.
Dues & Subscriptions: Various Professional Groups i.e. Mass Accounts/Auditors, Government Finance Officers Assoc, Mass Assoc of Public Purchasing Officers dues and related materials.
Communication Telephone: Office telephones, Fax Machine and mobile phone for Procurement Officer.
Copy/Mail Center Fees: Services provided for the distribution of inter-office mail, and out going mail as well as a share of the general operation of the copy center operations.
Bookbinding: Permanent books and supplies for historical documents which are mandated by the Division of Public Records. Reduction in-line with previous years total spending.

Supplies:
Copy Center Supplies: Generic supplies needed for the operation of the center such as pens, pencils, card stock which supports the entire town.
Office Supplies: This line item is used to fund all the general office supplies.

Department Comptroller

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
											[(K-I)/D]		[(I+L)*M]		[N+O]
Emp. #	Last Name	First Name	Date of Hire	FTE	Job title	Union	Begin Step	Begin Step Amt.	End Step	End Step Amt.	Pro-Rata Step	COLA	End Step	Other Comp.	Total FY 2012
Department		**Comptroller**				**Munis Dept. #**			**14**				(@ 52 weeks)		(@ 52.2 weeks)
Salaries Management						**MUNIS Code**			**5111**						
43991	Kucala	Karen	9/13/2010	1.0	Comptroller	Per. Bd.	F2-5	95,328	F2-5	95,328	0	2%	97,235		97,609
Sub-total Salaries Management															**97,609**
Salaries Supervisory Staff						**MUNIS Code**			**5112**						
40027	Tomasetti	Cynthia	11/12/1996	1.0	Asst. Comptroller	Per. Bd.	E6-4	61,527	E6-4	61,527	0	2%	62,757		62,999
Sub-total Salaries Supervisory Staff															**62,999**
Salaries Technical/Professional						**MUNIS Code**			**5113**						
41232	Sherman	Debbie Jo	12/7/1998	1.0	Admin. Asst.	1116	B5-4	45,306	B5-4	45,306	0	2%	46,212	462	46,853
42673	Bradley	Chris	4/21/2005	1.0	Procurement Off.	Per. Bd.	DF-4	61,527	DF-4	61,527	0	2%	62,757		62,999
Sub-total Salaries Management															**109,852**
Salaries Operational Staff						**MUNIS Code**			**5123**						
585	Greel	Mary	7/1/2000	0.07	Dept. Assistant	Per. Bd	0	2,491	0	2,491	0	2%	2,541		2,551
	Vacant			0.43	Dept. Assistant	1116	BC-1	17,378	BC-2	18,657	639	2%	18,378		18,449
Total Salaries Operational Staff (Part-Time)															**21,000**
Operational Staff Overtime															**2,000**
Total Salaries - Comptroller				**4.50**											**$ 293,460**

Key:

Per. Bd. - Personnel Board; 1116 - Clerical Union - Local 1116; COLA - Cost of Living Adjustment

Notes:

Town of Natick

Home of Champions

Department: Assessor

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Salaries						
Personnel Services	282,048	269,296	273,965	288,518	14,553	5.31%
Total Salaries	**282,048**	**269,296**	**273,965**	**288,518**	**14,553**	**5.31%**
Operating Expenses						
Purchase of Services	21,653	22,110	37,300	37,300	0	0.00%
Supplies	3,358	2,521	3,500	3,500	0	0.00%
Other Chgs. / Exp.	1,672	112,548	75,000	75,000	0	0.00%
Total Operating Expenses	**26,683**	**137,179**	**115,800**	**115,800**	**0**	**0.00%**
Total Assessor	**308,732**	**406,475**	**389,765**	**404,318**	**14,553**	**3.73%**

Mission:

We the Assessors Office are responsible for assessing all property located within the Town of Natick, including real estate, personal property, excise on motor vehicles and boats.
In cooperation with the Department of Revenue, values are reviewed for accuracy each year. Assessors are audited and certified triennially. Motor Vehicle excise information is provided by the Registry of Motor Vehicles.

We strive to provide equality, compassion, and continued support while administering the personal exemption programs in accordance with Massachusetts General Laws chapter 59 clause 5.

We will work successfully to complete all aspects of the Assessing field. We will continue to ask for the support of the Natick Community.

Goals:

Customer Service/Personnel Advancement
- Implement GIS mapping system and educate public with its use.
- Hold informative meetings with the public quarterly to help promote an understanding of the tax process.
- Continue to develop staff training for customer service and team building .

Enhance Web and Other Computer Applications
- Work with DPW to implement the new GIS application.
- Upgrade on-line assessment photographs as part of property revaluation.
- Review and relist all commercial properties.

Policy Issues
- Develop and enhance information about affordable housing.

Miscellaneous
- Enhance communication with Community Development/Building Dept. to ensure more timely & complete record updates .
- Monitor overlay reserve account for sufficiency & opportunities to release funds.

Town of Natick

Home of Champions

Department: Assessor

Budget Overview:

I. Main Purpose of the Department – The Assessors Office serves as an advisory department to the Board of Assessors. The department is responsible for the assessment of all taxable property within the community. This includes; residential real estate, commercial and industrial real estate, motor vehicle excise, personal property, and boat excise tax. The department also manages betterment assessments, personal exemptions, abatements and tax appeals. The assessors are also required to update assessors' maps annually.

II. Recent Developments –The new Natick Collection Expansion is now completed and has contributed to Natick's tax base. Several new condominium complexes have contributed to Natick's Growth. South Natick Hills has added an additional 65 completed units and is continuing to do well and will add an additional 60 plus units by this time next year. The large complexes add to the current workload of the staff and present many challenges as we prepare supplemental and actual bills for the indivual units. There continues to be many Seniors who look to the Assessors Staff to complete there personal exemptions. The senior work program will continue to provide elders with a greater credit to their tax bills, the increase in the amount to $1,000.00 will assist many seniors with their tax burden. The trash bag exemption program has been accepted and since it has been implemented we have provided 1016 sleeves of bags to qualified Seniors. This, together with additional exemption relief, hopes to ease some of their tax concerns. The staff continues to work tirelessly completing all of the requested inspections, and assisting with exemption filings. The Department of Revenue has certified all of Natick's required analysis and Natick has received final approvaland has adopted a single tax rate for fiscal year 2011.The new tax rate will be $12.60. Natick continues to be one of the communities with the lowest average single family tax bill. The Assessors staff anticipates a very active abatement season due to the reported national projections of a depressed economy. The staff will be available to assist taxpayers in the abatement process. We will continue to offer education and guidance with the abatement and exemption applications.

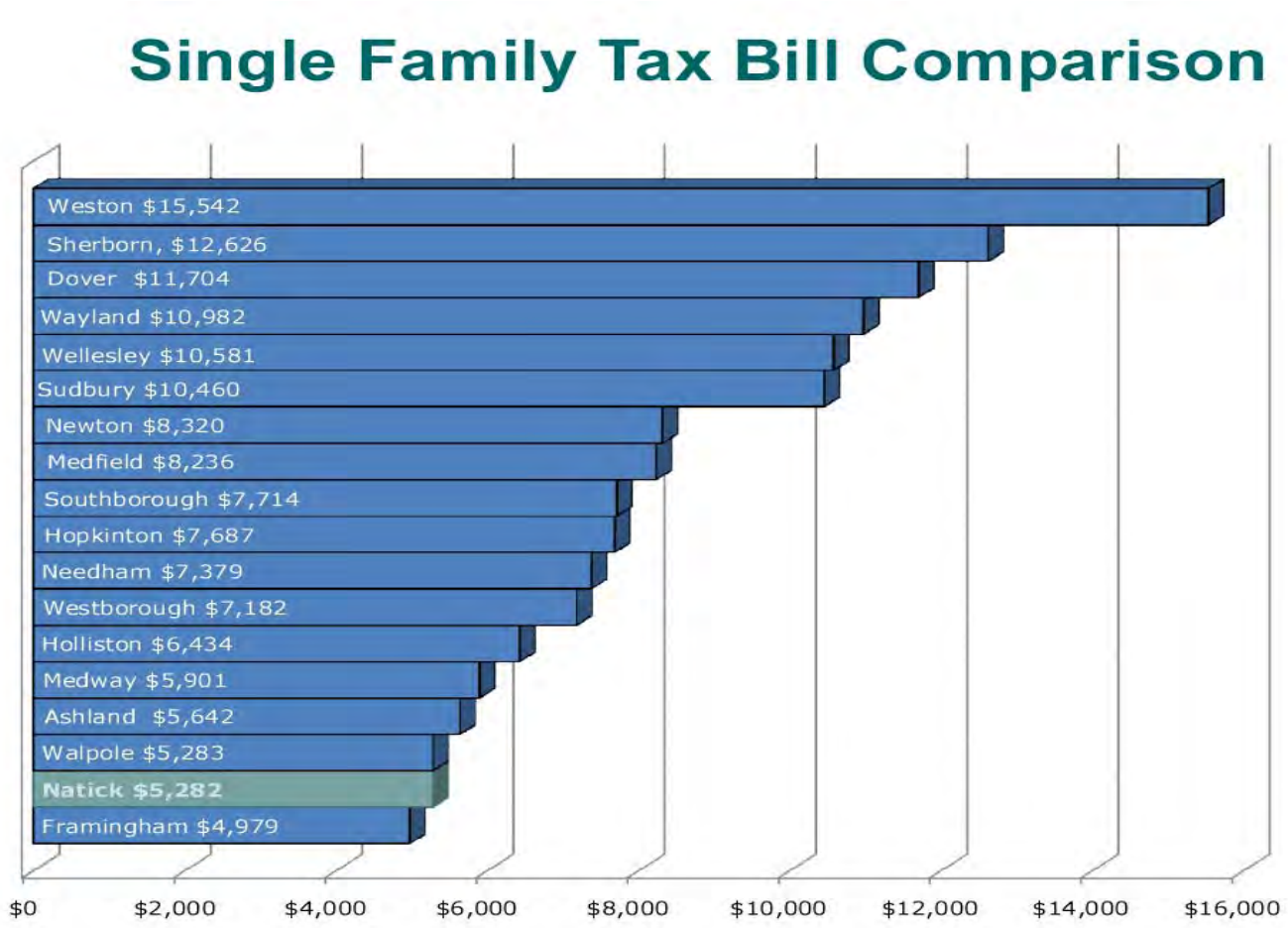
III. Current Challenges – Building improvements continue to challenge the staff of the Assessing department. Building of larger multi parcel developments require hours of staff time to record and assess properly. The staff is required to inspect all building permits when the work is complete or a certificate of occupancy is issued. The certificate of occupancy program increases revenue; however it also requires the assessors' staff to inspect each property prior to the issuance of a certificate of occupancy. The Assessors anticipate a continued challenge with the South Natick Hills. Commercial development is slow but the Math Works location will provide an addition to the tax base. The Chrysler Road apartment buildings will demand assessors staff to visit and list the site for taxation.The Staff will continue to process all the administrative and technical challenges the many projects present. The staff will also continue with all building permit inspections. Abatement inspections, and required cyclical inspections. Our continued dedication to helping the seniors hopefully will assure them Natick can remain their home. We are thankful we have been able to reach so many Seniors with the various exemption programs.

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact - As we anticipate Fiscal Year 2012 we realize the staff will be working tirelessly going forward to complete the extensive statistical review required by the Department of Revenue for interim year assessments. Ongoing inspections of the large complexes listed will require many work hours. The changes mentioned above created additional workload for the staff, the office has lost a

Budget Overview:

full time position and it was replaced with a part time position. The decrease to staff presents challenges and pushes all of us to our limits. Additional exemption changes have created a need to educate and assist many Seniors in completing the exemption application. A constant friendly voice and a willingness to help will provide the seniors with knowledge to take advantage of the programs offered.

V. On the Horizon – In Fiscal Year 2012 we will be required to submit interim year adjustment reports to the Department of Revenue. It will seem as if we just completed the revaluation process but again we will be asked to provide information to justify all assessments. The assessors must plan for the audit and review of the Department of Revenue. We must continue to conduct abatement inspections, property inspections and sales review. Anticipated developments such as South Natick Hills, and the Chrysler Road development will consume the technical and administrative staff. We will continue to assist and educate the Senior population and make every effort to help ease their tax burden.



Town of Natick

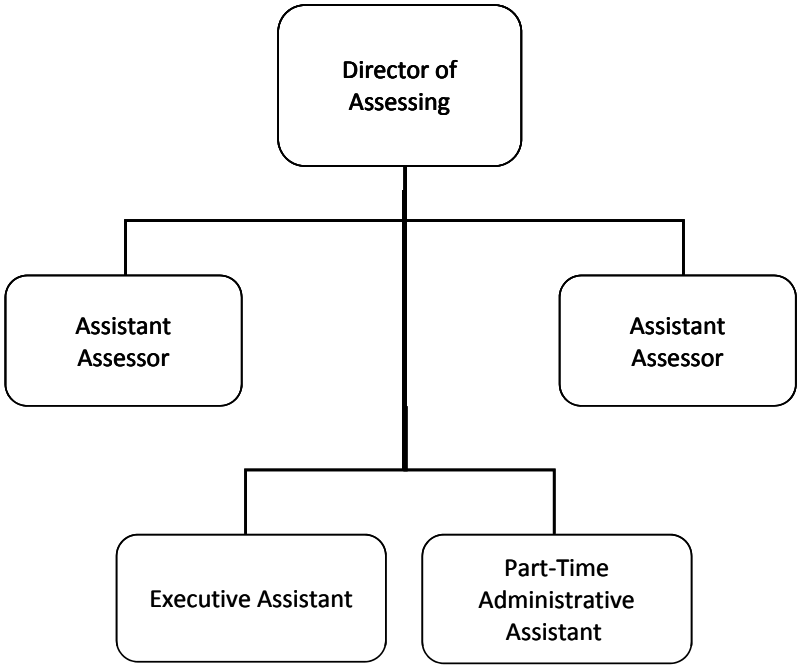
Home of Champions

Department: Assessor

Staffing	2008	2009	2010	2011	2012
Director of Assessing	1	1	1	1	1
Assistant Assessor	2	2	2	2	2
Executive Assistant	1	1	1	1	1
Administrative Assistant	1	1	0.5	0.5	0.63
Total FTE	**5**	**5**	**4.5**	**4.5**	**4.63**
Total FT/PT	**5 FT / 0 PT**	**5 FT / 0 PT**	**4 FT / 1 PT**	**4 FT / 1PT**	**4 FT / 1PT**

Notes

Organizational Chart



Performance Indicators	2008	2009	2010	2011	2012
Workload Measures					
Number of Personal Property Accounts	1760	1789	1789	1744	1800*
Number of Parcels	12852	12763	13135	13171	13250*
Number of Personal Exemptions	389	387	350	365	360
Number of Abatements (Applications/Granted)					
- Real	161/68	160/92	608/141	200 *	200 *
- Personal Property**	19/11	20/11	9/4	25 *	25 *
Number of Outstanding ATB Cases	34	25	94	n/a	n/a

Notes:

** This number is uncertain at this time an estimate has been supplied.*

***The numbers represented in the abatement section reflect # received/# granted.*

Town of Natick

Home of Champions

Department: Assessor

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Salaries Management	$ 79,841	79,841	79,842	81,438	1,596	2.0%
Salaries Operational Staff	$ 76,639	46,815	47,994	49,439	1,445	3.0%
Part Time Operational Staff	$ -	18,139	20,129	29,151	9,022	44.8%
Salaries Tech & Professional	$ 123,531	123,527	123,527	125,998	2,471	2.0%
Operational Staff Additional Comp	$ 461	468	473	492	19	4.0%
Operational Staff Overtime	$ 1,575	505	2,000	2,000	0	0.0%
Personnel Services	**282,048**	**269,296**	**273,965**	**288,518**	**14,553**	**5.3%**
Repairs & Maint Equip	$ 1,860	119	2,000	2,000	0	0.0%
In State Travel/Meetings	$ 1,351	2,131	3,000	3,000	0	0.0%
Communication Telephone	$ 2,252	1,579	2,000	2,000	0	0.0%
Education & Training	$ 440	1,500	1,500	1,500	0	0.0%
Dues & Subscriptions	$ 1,535	1,493	2,500	2,500	0	0.0%
Tax Mapping	$ 9,053	9,431	20,000	20,000	0	0.0%
Copy/Mail Center Fees	$ 2,662	3,215	3,800	3,800	0	0.0%
Communication Postage	$ 2,501	2,642	2,500	2,500	0	0.0%
Purchase of Services	**21,653**	**22,110**	**37,300**	**37,300**	**0**	**0.0%**
Office Supplies	$ 3,358	2,521	3,500	3,500	0	0.0%
Supplies	**3,358**	**2,521**	**3,500**	**3,500**	**0**	**0.0%**
Revalue of Real Property	$ 1,672	112,548	75,000	75,000	0	0.0%
Other Chgs. / Exp.	**1,672**	**112,548**	**75,000**	**75,000**	**0**	**0.0%**
Total Assessor	**308,732**	**406,475**	**389,765**	**404,318**	**14,553**	**3.7%**

Department: Assessor Line-Item Detail

Narrative:

Salaries Management: Salary to fund the full time Director of Assessing. This position manages the day to day operations of the Assessors Office including: commercial valuation, residential valuation, personal property valuation, tax mapping, excise tax, personal exemptions, building permit and sales inspections, special assessments, abatements, and Appellate Tax Board appeals. Also responsible for Database and computer systems design and management for Landisc (assessors document archiving and picture storage software), Univers and AssessPro (CAMA and personal property valuation software), Assessors ArcGis (mapping and GIS), Point Software (abatements and excise), the Assessors management package, and the abutters program. Primary person for internet and website design and updates. This position is the liaison between the Board of Assessors and other boards, administrative offices, and the Department of Revenue.

Salaries Technical & Professional: Salaries for two full time Assistant Assessors.

The first Assistant Assessor is responsible for the following:
• 50% Residential Data Collection
• Assists w/ large complexl data collection
• Residential Value Review
• 50% Sales Inspections
• 50% Building Permit Inspections
• Abatement Inspections
• Abatement Application Control
• Elderly & Disabled review and control
• Assist with ATB setup
• Excise Abatements
• Real Estate Abatement Reconciliation
• 100% of Chapter Applications and review processing
• Processing and review of 3ABC applications
• Data Entry

The second Assistant Assessor is responsible for the following:
•90% of Commercial data collection and value review
• Plan and Subdivision Cuts and Combos
• 35% Residential Data Collection
• 35% Sales Inspections
• 40% Building Permit Inspections
• Abatement Inspections
• Updates Landisc (document archiving and picture management)
• Assessors Map Update Coordinator
• Supports other Departments and the public with assessors' information requests
• Data Entry

Salaries Operational Staff: Salaries for two Assistants, one full time Executive Assistant and one part time Administrative Assistant. The primary responsibilities are:
Executive Asst 1
• Personal Property Data Entry
• Real Estate Data Entry
• Deed Data Entry
• Customer Support (Counter and Phone)
• Process of Abutters Lists requests
• Form of List review and updates
Admin Asst 1 Part Time
• Customer Assistance (Counter and Phone)
• Excise Abatements
• Initial Building Permit Entry
• Mail
• Taxpayer Mailings
• Real Estate Data Entry

Town of Natick

Home of Champions

Department: Assessor | Line-Item Detail

Narrative:

Operational Staff Additional Compensation: This line item is for staff that need compensation for longevity as of their employment date.

Operational Staff Overtime: This item is related to overtime requirements related to peak periods during property revaluations. The Assessors office is attempting to offset our outside revaluation costs by completing the tasks in house. The overtime hourly rate is less expensive than using a consultant to complete the same work.

Repairs & Maint Equip: This line item is used to repair and /or replace existing equipment required for the day to day operations of the Assessors Office. Time Clock (used to date stamp official documents), Fax Machine, and other miscellaneous equipment.

In State Travel/Meetings: This fund is used by the Assessors Staff and the Board of Assessors to attend training and professional meetings.

Education: This item is designed to offset the cost of professional education. The Massachusetts Association of Assessing Officers requires continued education for certification. The typical IAAO course cost is $525. The typical MAAO course ranges from $50 for seminars to over $575 for most formal courses. Continued professional education is a key to maintaining a knowledgeable staff.

Communications Postage: Costs for phone service and postage related to the Assessors Office.

Dues & Subscriptions: This line item is used to maintain the current status for the Town of Natick Assessing Staff and the Board of Assessors in the International Association of Assessing Officers, Massachusetts Association of Assessing Officers., and the Middlesex County Association of Assessing Officers. This allows the office to receive valuable training at discounted rates, newsletters and updates regarding the assessing profession.

Tax Mapping: This line item is used for professional services related to tax mapping. The town must update tax maps to receive certification from the Department of Revenue to tax property. The scope of these services was reduced in FY2010 but should be sufficient to retain certification of the maps. This is facilitated largely through increased utilization of the Town's GIS capacities.

Copy/Mail Center Fees: This line item is used to support the assessor's share of the copy and mail center.

Office Supplies: Cost for office supplies related the Assessors Office.

Revaluation of Property: This account is used to support the primary costs related to the revaluation of property required under the provisions of Massachusetts General Laws Chapter 59. This is used to augment the work of the assessing staff and for software/hardware costs not covered by the information technology budget that are directly related to property revaluation.

Town of Natick

Personnel Staffing Sheets

Department Assessors

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
											[(K-I)/D]		[(I+L)*M]		[N+O]
Emp. #	Last Name	First Name	Date of Hire	FTE	Job title	Union	Begin Step	Begin Step Amt.	End Step	End Step Amt.	Pro-Rata Step	COLA	End Step	Other Comp.	Total FY 2012
Department		**Assessors**				**Munis Dept. #**			**17**				(@ 52 weeks)		(@ 52.2 weeks)
Salaries Management						**MUNIS Code**			**5111**						
3849	Dangelo	Janice	7/17/1995	1.0	Director	Per. Bd.	F8-5	79,536	F8-5	79,536	0	2%	81,126		81,438
Sub-total Salaries Management															**81,438**
Salaries Operational Staff						**MUNIS Code**			**5113**						
40060	Conrad	Lorna	2/25/1998	1.0	Exec. Asst.	1116	B6-4	48,284	B6-4	48,284	0	2%	49,250	492	49,931
Sub-total Salaries Operational Staff								48,284							**49,931**
Salaries Part Time Operational Staff						**MUNIS Code**			**5123**						
43742	Hansberry	Ann	7/2/2009	0.63	Admin. Asst.	1116	BD-2	28,470	BD-2	28,470	0	2%	29,039		29,151
Sub-total Salaries Operational Staff															**29,151**
Salaries Technical/Professional						**MUNIS Code**			**5123**						
42740	Marshall	Carl	8/1/2005	1.0	Asst. Assessor	Per. Bd.	E5-4	61,527	DG-4	61,527	0	2%	62,757		62,999
42738	Niedbala	Carol	8/1/2005	1.0	Asst. Assessor	Per. Bd.	E5-4	61,527	E5-4	61,527	0	2%	62,757		62,999
Sub-total Salaries Management															**125,998**
Operational Staff Overtime															**2,000**
Total Salaries - Assessors				**4.63**											**$ 288,518**

Key:

Per. Bd. - Personnel Board; 1116 - Clerical Union - Local 1116; COLA - Cost of Living Adjustment

Notes:

Town of Natick

Home of Champions

Department: Collector

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Salaries						
Personnel Services	175,268	183,520	186,732	194,688	7,956	4.3%
Total Salaries	**175,268**	**183,520**	**186,732**	**194,688**	**7,956**	**4.3%**
Operating Expenses						
Purchase of Services	69,131	47,171	70,250	70,250	0	0.0%
Tech. & Prof. Serv.	57,039	61,342	79,500	***99,500***	20,000	25.2%
Supplies	5,469	2,634	4,500	4,500	0	0.0%
Total Operating Expenses	**131,640**	**111,147**	**154,250**	**174,250**	**20,000**	**13.0%**
Total Collector	**306,908**	**294,667**	**340,982**	**368,938**	**27,956**	**8.2%**

Mission:

The Treasurer/Collector's office is responsible for the billing, collecting and investing of all monies due to the Town including but not limited to- Real Estate tax, Personal Property Tax, Motor Vehicle Excise Tax, Boat Excise Tax, Parking Ticket fines, Water and Sewer Bills, Parking Meter receipts, Pay as You Throw, Federal and State reimbursements and grants, as well as a myriad of miscellaneous departmental permits, license and fees.

The department is responsible for the reconciliation of checks and bank accounts.

The department issues all authorized debt for both short and long term borrowing.

The department is also responsible for the maintenance of all properties taken for nonpayment of taxes and for all public auction or disposition of all foreclosed properties.

Goals:

Personnel Advancement
- Work with Personnel Director on customer service/team building
- Reconfigure Collector's Office personnel to facilitate better service

Enhance On-line, Web, Computer Applications
- Work with DPW to add on-line Geographic Information System (GIS) capabilities; create Executive Committee to enhance usability throughout organization
- Working with Information Technology department, work toward development of intranet
- Working with Town Administrator, establish position for web development/ maintenance
- Enhance customer access; oversee creation of additional on-line payments for bulky waste, recreation programs, others as appropriate

Budget Process Improvements
- Oversee integration of various MUNIS personnel functions

Department: Collector

Goals (con't)

Budget Process Improvements (con't)
- With Town Administrator, Deputy Town Admin. and Comptroller, re-engineer overall budgeting process
- With DPW, consider alternatives to water billing system

Miscellaneous
- Facilitate same-day deposits of payments
- Scan all checks for record keeping
- Implement new water billing system including averaging for condos
- Begin to assess opportunities for public information kiosk at Town Hall & Morse Institute Library
- Bid Insurance Programs
- With Comptroller, develop quarterly reporting procedure for revenues

Budget Overview:

I. Main Purpose of the Department
The Collector's Office is responsible for the billing and collection of all real estate, personal property, motor vehicle excise and boat excise taxes, parking ticket fines, parking meter receipts, Pay as You Throw fees, and a myriad of miscellaneous departmental permit, license, fees, and other receipts. The Department is responsible for the notification and advertisement of delinquent real estate accounts, Registry of Motor Vehicle "flagging" of delinquent accounts, and other collection activities.

II. Recent Developments
The "online" payment capabilities continues to mark our commitment to improvement in the services provided to the residents of Natick. An "online" application for ordering "municipal lien certificate" was added to our online payment capabilities. Software applications for Community Development receipts and Pay as You Throw billing were developed utilizing QuickBooks Pro and joins Police Detail billing in our suite of billing and collection applications. During FY2011 a web application that will provide access to ".pdf" copies of current bills will be made available to the public.

III. Current Challenges
The Town installed Point Software systems for real estate, personal property, and motor excise billing in FY2002. The conversion of prior receivables information into the Point applications is a high priority for completion. The final conversion of MUNIS applications to the Point Software systems is now completed.

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact

V. On the Horizon
The Town will be required to comply with any new or modified legislation and programs adopted in the Commonwealth of Massachusetts. The development of increased Internet access to information is a priority for the near future.

Town of Natick

Home of Champions

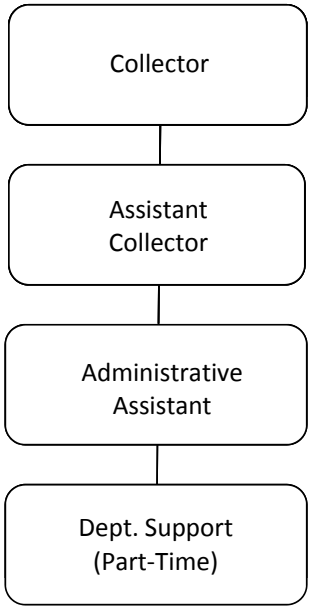
Department: Collector

Staffing	2008	2009	2010	2011	2012
Collector	0.7	0.7	0.7	0.7	0.7
Assistant Collector	0.7	0.7	0.7	0.7	0.7
Administrative Assistant	1	1	1	1	1
Department Support	0.4	0.4	0.4	0.4	0.4
Total FTE	**2.8**	**2.8**	**2.8**	**2.8**	**2.8**
Total FT/PT	**4 FT /0 PT**	**3 FT / 1 PT**	**3 FT / 1 PT**	**3 FT / 1 PT**	**3 FT / 1 PT**

Notes

Collector & Assistant Collector are Full-time positions - split between the Collector & Treasurer budgets.

Organizational Chart



Performance Indicators	2008	2009	2010	2011	2012
Please see Treasurer's Budget for these Indicators					

Town of Natick

Home of Champions

Department: Collector

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	2011 vs. 2012 %
Salaries Management	$ 75,199	79,388	75,188	76,692	1,504	2.0%
Salaries Supervisory	$ 43,176	42,387	46,380	48,617	2,237	4.8%
Salaries Operational Staff	$ 43,281	43,927	45,032	46,390	1,358	3.0%
Salaries Temp Operational Staff	$ 11,108	14,469	14,687	14,796	109	0.7%
Operational Staff Additional Comp	$ 433	439	444	693	249	56.0%
Operational Staff Overtime	$ 2,071	2,909	5,000	7,500	2,500	50.0%
Personnel Services	**175,268**	**183,520**	**186,732**	**194,688**	**7,956**	**4.3%**
Repair & Maint Equipment	$ 258	796	2,500	2,500	0	0.0%
In State Travel/Meetings	$ -	0	500	500	0	0.0%
Training & Education	$ 485	563	500	500	0	0.0%
Communication Telephone	$ 495	325	750	750	0	0.0%
Communication Postage	$ 55,601	37,856	57,500	57,500	0	0.0%
Collection Activities	$ 10,332	1,857	6,500	6,500	0	0.0%
Copy/Mail Center Fees	$ 1,961	5,774	2,000	2,000	0	0.0%
Purchase of Services	**69,131**	**47,171**	**70,250**	**70,250**	**0**	**0.0%**
Real Estate Tax Billing	$ 5,104	7,964	8,000	8,000	0	0.0%
Motor Vehicle Excise Tax Billing	$ 2,660	2,963	4,000	4,000	0	0.0%
PAYT Billing	$ -	1,000	1,000	1,000	0	0.0%
Police Detail Billing	$ 180	1,214	4,000	4,000	0	0.0%
Ambulance Fee Collections	*$ 49,095*	*48,201*	*62,500*	***82,500***	*20,000*	*32.0%*
Tech. & Prof. Serv.	**57,039**	**61,342**	**79,500**	**99,500**	**20,000**	**25.2%**
Office Supplies	$ 5,469	2,634	4,500	4,500	0	0.0%
Supplies	**5,469**	**2,634**	**4,500**	**4,500**	**0**	**0.0%**
Total Collector	**306,908**	**294,667**	**340,982**	**368,938**	**27,956**	**8.2%**

Department: Collector Line-Item Detail

Narrative:

Personnel Services

Salaries Management This is the prorated portion of the Finance Director/Treasurer's salary in the capacity as Town Collector (approximately 70% of total salary).
Salaries Supervisory This is the prorated portion of the Assistant Treasurer / Assistant Collector's salary in the capacity as the Town's Assistant Collector (approximately 2/3 of total salary).
Salaries Operational Staff Salary for one staff position is funded in this line item. This position is responsible for Municipal Lien Certificate preparation and is the primary public contact person at the Collector's public service window. A full time position was reduced from this line item in FY2008 after an employee retirement. A position listed in the Utility Billing budget will be funded in the amount of 50% via indirect charge to the General Fund. Adjustments in overtime
Part Time Operational This funds 720 hours of part time operational staff. This position will provide administrative / clerical support to the Finance Director/ Collector and will be available during peak tax receipt periods to supplement the full time Collector's staff.
Overtime Operational This funds overtime worked by operational staff during peak tax receipt periods. These include the weeks of the real estate and personal property due date (Aug 1, Nov 1, Feb 1, & May 1) and various excise tax billings randomly during the year.

Purchase of Services

Repairs and Maintenance This is for the maintenance and repair of business equipment such as date stamp, check signer, endorser, bar code readers, specialized printer, etc.
In State Travel/Meetings This line item was eliminated in FY2010. Limited funding for in-state professional meetings & travel.
Training and Education The costs related MUNIS or POINT Software training, PC-specialized training seminars, etc. This line item was reduced by 62.5% in FY2010 and only essential / mandatory training will be authorized.
Communication Telephone This is the proportional costs assigned to the Collector's Office for telephone service.
Communication Postage This is the direct cost associated with the mailings from the Collector's Office.
Collection Activities These fund are for additional mailings of unpaid / delinquent tax, excise, police detail, tax title, betterment, and other accounts receivable. This line item was reduced for FY2010 and continues to require more efficient use of the resources available. Priority will remain on real estate tax, tax title and other larger receivables. Reduction in FY 2011 is a transfer to the Finance Committee for more accurate accounting of the cost of Finance Committee Recommendation Materials.
Copy/Mail Center Fees This is the proportional cost assigned to the Collector's Office for mail center labor for mail handling and copy charges.

Technical & Professional Services

Real Estate Tax Billing The cost of producing and mailing (non postage) the real estate bills on a quarterly basis Motor Vehicle Tax Billing The cost of producing and mailing (non postage) the excise tax bills for multiple annual commitments
PAYT Billing The costs producing and mailing (non postage) Pay As You Throw invoices. These invoices are produced weekly with anticipated annual revenue of approximately $950,000.
Police Detail Billing The costs producing and mailing (non postage) Police Detail invoices. These invoices are produced weekly with anticipated annual collections of approximately $500,000. The requested appropriation represents approximately 25% of the service charges billed with the Police Detail invoices.
Ambulance Fee Collection These represent fees, based on 4.00% of collected revenue, for a service agency (ProEMS) to process all ambulance invoicing and insurance claim processing as well as costs for on-call ambulances when necessary. The increase is needed due to increased revenue projections of Ambulance Revenues in FY 2012.

Supplies
Office Supplies General office supplies for the Collector's Office for employee benefit and bank reconciliation functions.

Town of Natick

Personnel Staffing Sheets

Department Collector

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
											[(K-I)/D]		[(I+L)*M]		[N+O]
Emp. #	Last Name	First Name	Date of Hire	FTE	Job title	Union	Begin Step	Begin Step Amt.	End Step	End Step Amt.	Pro-Rata Step	COLA	End Step	Other Comp.	Total FY 2012
Department		**Collector**				**Munis Dept. #**			**16**				(@ 52 weeks)		(@ 52.2 weeks)
Salaries Management						**MUNIS Code**			**5111**						
3720	Palmer	Robert	9/6/1994	0.71	Director	Per. Bd.	G2-5	74,900	G2-5	74,900	0	2%	76,398		76,692
Sub-total Salaries Management															**76,692**
Salaries Supervisory Staff						**MUNIS Code**			**5112**						
43205	Conway	Brian	4/24/2007	0.67	Asst. Collector	Per. Bd.	FB-4	47,481	FB-4	47,481	0	2%	48,431		48,617
Sub-total Salaries Supervisory															**48,617**
Salaries Operational Staff						**MUNIS Code**			**5113**						
3844	Pilla	Justina	7/1/1999	1.0	Admin. Asst.	1116	B5-4	45,306	B5-4	45,306	0	2%	46,212	693	47,083
Sub-total Salaries Operational Staff								**45,306**		**45,306**			**46,212**	**693**	**47,083**
Overtime															**7,500**
Salaries Operational Staff - Part Time						**MUNIS Code**			**5113**						
2176	Spencer	Margaret	8/1/2005	0.4	Dept. Support	Per. Bd.	NA	14,423	NA	14,423	0	2%	14,712		14,796
Sub-total Salaries Operational Staff - Part Time															**14,796**
Total Salaries - Collector				**2.8**											**$ 194,688**

Key:

Per. Bd. - Personnel Board; 1116 - Clerical Union - Local 1116; COLA - Cost of Living Adjustment

Notes:

Note: Palmer split 29.4% Treasurer/70.6% Collector
Conway split 33.475% Treasurer/66.525% Collector

Town of Natick

Home of Champions

Department: Treasurer

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Salaries						
Personnel Services	106,596	136,841	145,338	149,344	4,006	2.8%
Total Salaries	**106,596**	**136,841**	**145,338**	**149,344**	**4,006**	**2.8%**
Operating Expenses						
Purchase of Services	12,384	12,929	21,750	21,750	0	0.0%
Tech & Prof. Services	17,877	19,015	35,000	35,000	0	0.0%
Supplies	3,483	11,610	4,000	4,000	0	0.0%
Total Operating Expenses	**33,744**	**43,554**	**60,750**	**60,750**	**0**	**0.0%**
Total Treasurer	**140,340**	**180,395**	**206,088**	**210,094**	**4,006**	**1.9%**

Mission:

The Treasurer/Collector's office is responsible for the billing, collecting and investing of all monies due to the Town including but not limited to- Real Estate tax, Personal Property Tax, Motor Vehicle Excise Tax, Boat Excise Tax, Parking Ticket fines, Water and Sewer Bills, Parking Meter receipts, Pay as You Throw, Federal and State reimbursements and grants, as well as a myriad of miscellaneous departmental permits, license and fees.

The department is responsible for the reconciliation of checks and bank accounts.

The department issues all authorized debt for both short and long term borrowing.

The department is also responsible for the maintenance of all properties taken for nonpayment of taxes and for all public auction or disposition of all foreclosed properties.

Goals:

Personnel Advancement
Reconfigure Collector's Office personnel to facilitate better service

Enhance On-line, Web, Computer Applications
Work with DPW to add on-line Geographic Information System (GIS) capabilities; create Executive Committee to enhance usability throughout organization
Working with Information Technology department, work toward development of intranet
Working with Town Administrator, establish position for web development/ maintenance
Enhance customer access; oversee creation of additional on-line payments for bulky waste, recreation programs, others as appropriate

Department: Treasurer

Goals (con't)

Budget Process Improvements
Oversee integration of various MUNIS personnel functions
With Town Administrator, Deputy Town Admin. and Comptroller, re-engineer overall budgeting process
With DPW, consider alternatives to water billing system

Miscellaneous
Facilitate same-day deposits of payments
Scan all checks for record keeping
Implement new water billing system including averaging for condos
Begin to assess opportunities for public information kiosk at Town Hall & Morse Institute Library
Bid Insurance Programs
With Comptroller, develop quarterly reporting procedure for revenues

Budget Overview:

I. Main Purpose of the Department
The Treasurer's Office is responsible for all cash management activities for the Town of Natick. This includes the receipt, deposit, and disbursement of funds including accounts payable and payroll funds. The Treasurer is responsible for investment activities of available funds. The Treasurer's Office also maintains Tax Title accounts and is responsible for the collection of these delinquent property taxes. The Treasurer is also responsible for the issuance of all authorized debt for short and long term borrowing.

II. Recent Developments
The installation and conversion of all Tax Title accounts into Point Software's software module is completed. The goal of this effort is to improve the management of existing accounts and assist in the timely processing of Tax Title activity. Investment rates are now decreasing prompting a comprehensive review of the investment strategy for Town funds to maximize investment income.

III. Current Challenges
The Treasurer has determined that it is in the Town's best interest to proceed with the provisions of Chapter 200A Section 5 regarding outstanding checks and refunds. The provisions will allow the Treasurer to follow established rules for return of these funds to the correct party or for the Town to retain the funds if they become abandoned property.

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact
The payroll processing has moved back to the Treasurer's Office. To facilitate this the salary for the payroll support staff is included in this budget. A modest increase is proposed in the overtime line item related to the reconciliation of the concentration accounts (vendor, payroll, and workers compensation checking accounts), a minimal amount has been restored for attendance at in-sate meetings, and supplies have been increased by $500.00 related to the printing of checks etc. Level funding is proposed in repair & maint. of equipment, training , envelopes, and office supplies. This will require improving the use of available resources to provide the Treasurer's services.

V. On the Horizon
The Town will be required to comply with any new or modified legislation and programs adopted in the

Town of Natick

Home of Champions

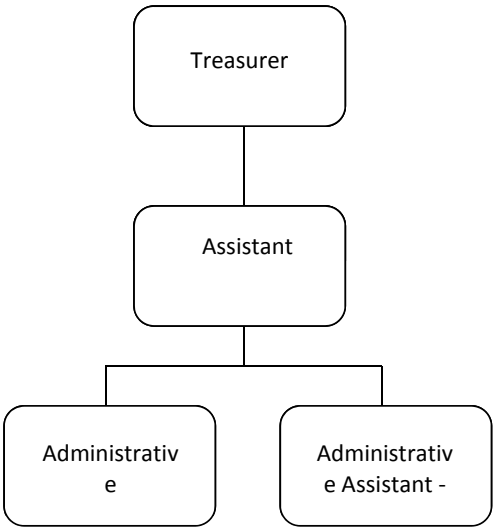
Department: Treasurer

Staffing	2008	2009	2010	2011	2012
Treasurer	0.29	0.29	0.29	0.29	0.29
Assistant Treasurer	0.33	0.33	0.33	0.33	0.33
Administrative Assistant	1	1	1	1	1
Payroll Coordinator	0	0	1	1	1
Department Support - Part time	0.00	0.49	0	0	0
Total FTE	**1.63**	**2.12**	**2.63**	**2.63**	**2.63**
Total FT/PT	**3 FT / 0 PT**	**3 FT / 1 PT**	**4 FT / 0 PT**	**4 FT / 0 PT**	**4 FT / 0 PT**

Notes

Treasurer & Assistant Treasurer are split between Collector & Treasurer budgets.

Organizational Chart



Performance Indicators	2008	2009	2010	2011	2012
Workload Measures					
Number of real estate tax bills issued	52,224	52,130	52,300	52,300	52,300
Number of personal property tax bills issued	8,053	8,046	8,100	8,100	8,100
Number of motor vehicle excise bills issued	37,442	37,169	37,500	37,500	37,500
Number of payroll checks/ direct deposit per pay-period	51,234	52,257	52,500	52,500	52,500

Town of Natick

Home of Champions

Department: Treasurer

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Salaries Management	$ 31,300	33,044	31,311	31,937	626	2.0%
Salaries Supervisory	$ 21,721	21,324	23,338	24,464	1,126	4.8%
Salaries Operational Staff	$ 43,281	81,495	85,689	90,443	4,754	5.5%
Part Time Operational Staff	$ 9,166	244	0	0	0	0.0%
Overtime Operational Staff	$ 1,128	735	5,000	2,500	-2,500	-50.0%
Personnel Services	**106,596**	**136,841**	**145,338**	**149,344**	**4,006**	**2.8%**
Repair & Maint Equipment	$ 394	1,877	5,000	5,000	0	0.0%
In State Travel/Meetings	$ -	0	500	500	0	0.0%
Training & Education	$ 691	431	500	500	0	0.0%
Communication Telephone	$ 431	946	800	800	0	0.0%
Communication Postage/Envelopes	$ 8,306	7,313	12,350	12,350	0	0.0%
Copy/Mail Center Fees	$ 2,562	2,363	2,600	2,600	0	0.0%
Purchased Services Misc.	$ -	0	0	0	0	#DIV/0!
Purchase of Services	**12,384**	**12,929**	**21,750**	**21,750**	**0**	**0.0%**
Banking Services Fees	$ 17,877	19,015	35,000	35,000	0	0.0%
Master Charge Fees	$ -	0	0	0	0	#DIV/0!
Tech & Prof. Services	**17,877**	**19,015**	**35,000**	**35,000**	**0**	**0.0%**
Office Supplies	$ 3,483	11,610	4,000	4,000	0	0.0%
Supplies	**3,483**	**11,610**	**4,000**	**4,000**	**0**	**0.0%**
Total Treasurer	**140,340**	**180,395**	**206,088**	**210,094**	**4,006**	**1.9%**

Narrative:

Personnel Services

Salaries Management This is the prorated portion of the Finance Director/Treasurer's salary in the capacity as Town Treasurer (approximately 30% of total salary).
Salaries Supervisory This is the prorated portion of the Assistant Treasurer / Assistant Collector's salary in the capacity as the Town's Assistant Treasurer (approximately 1/3 of total salary).
Salaries Operational Staff Salaries for two staff positions are funded in this line item. One position is responsible for payroll and employee benefit administration. The second position is responsible primarily for cash and account reconciliation.
Overtime Operational Overtime for the operational staff member. These fund overtime in peak demand times to remain current for any cash / bank reconciliation requirements.

Purchase of Services

Repairs and Maintenance This is for the maintenance and repair of business equipment such as date stamp, check signer, endorser, bar code readers, specialized printer, etc.
In State Travel/Meetings This line item is eliminated in the FY2011 budget.
Training and Education The costs related MUNIS or POINT Software training, PC specialized training seminars, etc. Only essential / mandatory training will be authorized.
Communication Telephone This is the proportional costs assigned to the Treasurer's Office for telephone service.
Communication Postage This is the direct cost associated with the mailings from the Treasurer's Office.
Copy/Mail Center Fees This is the proportional cost assigned to the Treasurer's Office for mail center labor for mail handling and copy charges.

Tech. & Prof. Services

Banking Services Fees This is utilized for payment of charges for account services such as returned check fees, service fees charged by depository banks, paying agent fees for debt service, etc. This item is level funded from FY2010 – please note that the FY2008 spending level was $45,011.

Supplies

Office Supplies General office supplies for the Treasurer's Office for employee benefit and bank reconciliation functions.

Town of Natick

Personnel Staffing Sheets

Department Treasurer

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
											[(K-I)/D]		[(I+L)*M]		[N+O]
Emp. #	Last Name	First Name	Date of Hire	FTE	Job title	Union	Begin Step	Begin Step Amt.	End Step	End Step Amt.	Pro-Rata Step	COLA	End Step	Other Comp.	Total FY 2012
Department		**Treasurer**				**Munis Dept. #**			**15**				(@ 52 weeks)		(@ 52.2 weeks)
Salaries Management						**MUNIS Code**			**5111**						
3720	Palmer	Robert	9/6/1994	0.29	Director	Per. Bd.	G2-5	31,191	G2-5	31,191	0	2%	31,815		31,937
Sub-total Salaries Management				**0.29**											**31,937**
Salaries Supervisory Staff						**MUNIS Code**			**5112**						
43205	Conway	Brian	4/24/2007	0.33	Asst. Treasurer	Per. Bd.	FB-3	23,892	FB-4	23,892	0	2%	24,370		24,464
Sub-total Salaries Supervisory Staff				**0.33**											**24,464**
Salaries Operational Staff						**MUNIS Code**			**5113**						
42108	Reddoch	Teresa	5/12/2003	1.0	Admin. Asst.	1116	B5-4	45,306	B5-4	45,306	0	2%	46,212		46,390
43683	Clark	Dianne	3/25/2009	1.0	Payroll Coor.	1116	B5-2	42,707	B5-3	43,975	317	2%	43,885		44,053
Sub-total Salaries Operational Staff				**2.0**											**90,443**
Overtime															**2,500**
Total Salaries - Treasurer				**2.63**											**$ 149,344**

Key:

Per. Bd. - Personnel Board; 1116 - Clerical Union - Local 1116; COLA - Cost of Living Adjustment

Notes:

Note: Palmer split 29.4% Treasurer/70.6% Collector
Conway split 33.475% Treasurer/66.525% Collector

Town of Natick

Home of Champions

Department: Information Technology

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $ (+/-)	2011 vs. 2012 % (+/-)
Salaries						
Personnel Services	$ 317,805	$ 219,219	$ 219,219	$ 223,603	$ 4,384	2.00%
Total Salaries	**$ 317,805**	**$ 219,219**	**$ 219,219**	**$ 223,603**	**$ 4,384**	**2.00%**
Operating Expenses						
Purchase of Services	$ 267,824	$ 325,823	$ 334,600	$ 357,600	$ 23,000	6.87%
Supplies	$ 17,696	$ 15,962	$ 16,500	$ 16,500	$ -	0.00%
Other Chgs. & Exps.	$ 283,476	$ 247,847	$ 265,000	$ 265,000	$ -	0.00%
Total Operating Expenses	**$ 568,995**	**$ 589,631**	**$ 616,100**	**$ 639,100**	**$ 23,000**	**3.73%**
Total Information Technology	$ 886,800	$ 808,850	$ 835,319	$ 862,703	$ 27,384	3.28%

Mission:

To create and maintain the data and telecommunications technology infrastructure by seeking, researching, evaluating and implementing systems to improve efficiency and increase productivity necessary to advance the Town's goals and objectives and the secure preservation of data.

Goals:

-Continue to work with the Town Administration and Town Departments to find and implement cost effective solutions that use current technologies to improve and streamline the day to day operations and facilitate easy access to that data for both the Town and the public via the town web site.
-Work to improve esthetics, content and navigation of the Town web site.
-Implement Public and Private Wireless networks in Town Buildings
-Identify and implement new technologies that will that help manage an ever growing IT infrastructure.
-Communicate with other municipalities IT Department's.

Disaster Recovery Planning
- Install high availability and failover capabilities on critical systems not yet protected
-Implement storage area network (SAN) between Town Hall and Public Safety building to facilitate DR via virtualization software.

Miscellaneous
- Facilitate training for employees as needed & applicable, e.g. MUNIS, web, etc.
- Continue to evaluate cost effective alternatives for equipment & technology e.g. lease vs. purchase, return-on-investment, outsourcing, etc.
- Develop policies as appropriate re: use of technology and associated equipment

Town of Natick

Home of Champions

Department: Information Technology

Budget Overview:

I. Main Purpose of the Department

The IT Department is primarily a services based department and will continue to provide broad based data and voice services to municipal employees as well as services provided to the community via the Town web site. Data services include but are not limited to network administration, database administration, web site support, network security, end-user support, hardware and software deployment/upgrades/ maintenance/ troubleshooting and municipal staff training. Voice services provided by the IT Department include PBX administration, PBX installation, system configuration and deployment, voice mail account management, transaction box design, end-user support, telephone replacement and providing a point of contact with the telephone vendor.

II. Recent Developments

- Migration/Upgrade of Munis Financial Application from AIX/Informix version 6.x to Windows/SQL Server version 8.2.
- Upgraded Active Directory 2003 to Active Directory 2008
- Upgrade Microsoft Exchange 2003 to Exchange 2007
- Replaced/Upgrade Network switches in Town Hall.
- All system upgrades are virtualized on an IBM BladeCenter running VMWare vSphere 4.0
- Deployment of Windows 7
- Worked with Architect to finalize data/voice networks in new Community Center Building
-Modified existing data/voice networks at East School for temporary Senior Center, cooridinated move with all phone/data vendors and will assist in tear down and setup of all data/voice equipment
-Upgraded backup and anti-virus software

III. Current Challenges

- Day to day operations and the ensuring integrity of data backups and data mirrors.
- Network monitoring and troubleshooting.
- Providing PBX support.
- Maintaining Patch levels and security on desktops and servers (i.e. spyware, adware, viruses).
- Continued replacement of older PCs, printers and UPSs.
- Replacement of older core network switches which are over 10 years old

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact

- Increase of $23,000 in Software Maintenance budget to cover maintenance of the financial software (Munis).

V. On the Horizon

- Public and private wireless networks in Town Buildings
- Add second Exchange 2007 server in Police Station for failover - virtualized.
- Replace Network Switches in Police, Fire, Senior Center and Recreation and Parks
- Evaluate Cloud technologies for email and off-site backup.
- Upgrade/virtualize Assessing server
-Increase Internet Bandwidth

Town of Natick

Home of Champions

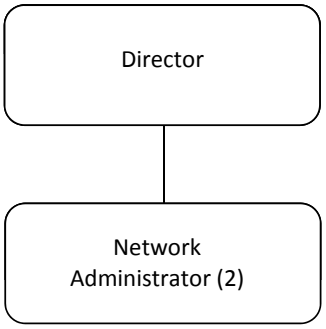
Department: Information Technology

Staffing	2008	2009	2010	2011	2012
Director	1	1	1	1	1
Network Administrator	2	2	2	2	2
Database Administrator	1	1	0	0	0
Data Entry Clerk	0.75	0.75	0	0	0
Total FTE	**4.75**	**4.75**	**3**	**3**	**3**
Total FT/PT	**4 FT / 1 PT**	**4 FT / 1 PT**	**3 FT / 0 PT**	**3 FT / 0 PT**	**3 FT / 0 PT**

Notes

Effective FY 2010, one budgeted Database Administrator position is officially being transferred to the Natick Public Schools. This position has been centrally involved with school-related IT functions in the past, and belonged within the schools budget.

Organizational Chart



Performance Indicators	2008	2009	2010	2011	2012
Workload Measures					
Software Maintenance Cost	$ 220,000	$ 235,000	$ 245,000	$ 257,000	$ 280,000
Percentage of PC support calls for Viruses and Malware	25%	20%	10%	5%	3%
Number of PC's Supported	275	250	250	250	255
Staff	4.75	4.75	3	3	3
Efficiency Measures					
Number of PC's Supported/Staff Member	58	53	83	83	85

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Town of Natick

Home of Champions

Department: Information Technology

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $ (+/-)	2011 vs. 2012 % (+/-)
Salaries Management	$ 90,751	$ 90,751	$ 90,752	$ 92,566	$ 1,814	2.00%
Salaries Operational Staff	$ 29,828	$ -	$ -	$ -	$ -	#DIV/0!
Salaries Technical/Professional	$ 197,226	$ 128,468	$ 128,467	$ 131,037	$ 2,570	2.00%
Personnel Services	**$ 317,805**	**$ 219,219**	**$ 219,219**	**$ 223,603**	**$ 4,384**	**2.00%**
Repairs & Maint Equipment	$ 35,058	$ 56,836	$ 52,000	$ 52,000	$ -	0.00%
Maintenance Contracts Software	$ 209,733	$ 251,826	$ 257,000	$ 280,000	$ 23,000	8.95%
Web Development	$ -	$ -	$ -	$ -	$ -	#DIV/0!
Communication Telephone	$ 16,613	$ 12,638	$ 19,600	$ 19,600	$ -	0.00%
Copy/Mail Center Fees	$ 2,246	$ 1,528	$ 1,000	$ 1,000	$ -	0.00%
Training & Education	$ 4,174	$ 2,995	$ 5,000	$ 5,000	$ -	0.00%
Purchase of Services	**$ 267,824**	**$ 325,823**	**$ 334,600**	**$ 357,600**	**$ 23,000**	**6.87%**
Computer Supplies	$ 8,696	$ 6,962	$ 7,500	$ 7,500	$ -	0.00%
Paper Supplies - Municipal	$ 9,000	$ 9,000	$ 9,000	$ 9,000	$ -	0.00%
Supplies	**$ 17,696**	**$ 15,962**	**$ 16,500**	**$ 16,500**	**$ -**	**0.00%**
Equipment Replacement Computers	$ 103,170	$ 74,516	$ 75,000	$ 75,000	$ -	0.00%
Software Systems Upgrade & Replace	$ 73,681	$ 78,493	$ 72,000	$ 72,000	$ -	0.00%
LAN/WAN Maintenance	$ 70,650	$ 49,960	$ 70,000	$ 70,000	$ -	0.00%
Telephone System Maintenance	$ 35,974	$ 44,878	$ 48,000	$ 48,000	$ -	0.00%
Other Chgs. & Exps.	**$ 283,476**	**$ 247,847**	**$ 265,000**	**$ 265,000**	**$ -**	**0.00%**
Total Information Technology	**$ 886,800**	**$ 808,850**	**$ 835,319**	**$ 862,703**	**$ 27,384**	**3.28%**

Personnel Services:

Salaries Management – Salary to fund the Information Technology Director's position. This position reports to the Town Administrator. Primary responsibilities include management of day to day operations, long term technology planning, evaluation of new technologies and project management, implementation of policies regarding technology and appropriate use and utilization of technology to improve services internally and to the community.
Salaries Technical / Professional – Salaries for 2 Network Administrators. All positions provide end-user support for computer hardware and software.
(2) Network Administrator - position provides administration/support/deployment/upgrades and maintenance for the Town and personal computer hardware and software, voice/data network and Town telephone systems, general network security (monitoring and auditing network activity, network printers, network servers and proper authentication, data backups and restoration, anti-virus software) and account management (user network accounts and email).

Purchase of Services:

Repairs and Maintenance Equipment – Cost of repairing, maintaining and if offered by the vendor, extending hardware maintenance on all existing equipment attached to the Town network. Includes but is not limited to personal computers, network printers and all network servers - Authentication, Email, File, Print, Application, Database and Web Servers.
Maintenance Contracts Software – Cost of replacing, maintaining and licensing of Town software applications. Includes but is not limited to Town's Financial Software (Munis), Operating Systems, Email System, Geographical Information System (GIS), Firewall Software and Police/Fire Computer Aided Dispatch Software, Virtual Servers Software (VMware, Vizioncore), Election System Software, database software (Informix, Oracle, Pervasive SQL, Microsoft SQL Server).
Communication Telephone – Cost for local and long distance phone service and mobile telephones for the Information Technology Department, the Town Web Site Hosting Services at Virtual Town Hall (VTH) and Town T1 Internet Access.
Copy / Mail Center Fees – Cost for services provided by Town copy and mail center.
Training Education – Cost of providing Information Technology Staff with training to effectively administer/support/deploy software applications and hardware currently supported by Information Technology Department. Also included are the purchase of technology documentation, manuals, on-line training and training for other department's staff as necessary.

Supplies:

Computer Supplies – Cost of purchasing miscellaneous computer supplies i.e. backup tapes, printer cartridges, storage media etc
Paper Supplies – Municipal – Cost for paper supplies used by Town Departments. Including but not limited to laser printer paper, green bar paper (line printers), Employee Paychecks and Tax Forms (W2, 1099).

Other Charges & Expenses:

Equipment Replacement Computers – Cost of cyclical replacement of personal computers, networked printers, network servers and uninterrupted power supplies (UPS).
Software Systems Upgrade & Replace – Cost of purchasing new software applications and new software licensing. Anticipated purchases include but are not limited to integration of Windows new Vista operating system and any associated client access licenses, improving disaster recovery and security applications, Virtual Server Software, File system and Email Archiving software and High-Availability Software.
LAN / WAN / INET Data Maintenance – Cost of maintenance of local area and wide area networking equipment. Includes network switches, firewall equipment and INET fiber optic switching equipment.
Telephone System / INET Voice Maintenance – Cost of maintenance for Town PBX Telephone system, T1 fiber optic emulators, Voice Mail System and Call Accounting System.

Department Information Technology

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
											[(K-I)/D]		[(I+L)*M]		[N+O]
Emp. #	Last Name	First Name	Date of Hire	FTE	Job title	Union	Begin Step	Begin Step Amt.	End Step	End Step Amt.	Pro-Rata Step	COLA	End Step	Other Comp.	Total FY 2012
Department		**Information Technology**				**Munis Dept. #**			**31**				(@ 52 weeks)		(@ 52.2 weeks)
Salaries Management						**MUNIS Code**			**5111**						
3977	LeFrancois	Robert	8/19/1996	1.00	Director IS	Per. Bd.	F3-5	90,403	F3-5	90,403		2%	92,211		92,566
Sub-total Salaries Management															**92,566**
Salaries Technical/Professional						**MUNIS Code**			**5114**						
41400	Valentin	Joel	12/8/1999	1.00	I/S Netwrk	Per. Bd.	E2-4	61,527	E2-4	61,527		2%	62,757		62,999
41098	Whelan	Gerald	12/8/1997	1.00	I/S Netwrk	Per. Bd.	E2-5	66,449	E2-5	66,449		2%	67,778		68,039
															131,037
Total Salaries - Information Technology				**3.00**											**$ 223,602**

Key:

Per. Bd. - Personnel Board; COLA - Cost of Living Adjustment

Town of Natick

Home of Champions

Department: Town Clerk

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Salaries						
Personnel Services	189,865	188,959	194,261	202,050	7,789	4.0%
Total Salaries	**189,865**	**188,959**	**194,261**	**202,050**	**7,789**	**4.0%**
Operating Expenses						
Purchase of Services	5,973	3,977	8,950	6,900	-2,050	-22.9%
Tech. & Prof. Serv.	3,300	2,254	13,250	11,200	-2,050	-15.5%
Supplies	4,810	1,232	2,500	3,000	500	20.0%
Total Operating Expenses	**14,083**	**7,463**	**24,700**	**21,100**	**-3,600**	**-14.6%**
Total Town Clerk	**203,948**	**196,422**	**218,961**	**223,150**	**4,189**	**1.9%**

Goals for the Town Clerk and Elections Offices

Personnel Management and Training

Pursue professional development opportunities in areas such as computer skills (excel and access), the new vitals program and election law changes.
Continue cross training for office staff to ensure versatility especially in the areas of elections, vitals and zoning
Pursue improved efficiencies through technology and internal changes
Identify a lead web person, provide training for web development
Become more involved in the Mass Clerks Assoc.

Website development and maintenance

Work with IT to improve the design and access to information on the Town Clerk's website and then how those interface with the Town's website

Records Retention, Preservation and Cataloguing

Implement the first year of a multi-year records preservation program (funded at 2010 Fall Annual Town Meeting)
Monitor records retention and work with other town departments to identify records which can be destroyed
Research new digital and/or electronic technologies for document storage and cataloguing
Implement appropriate storage for current vital records and other permanent Town records

Miscellaneous

Incorporate all State or Federal mandates into the budget and operations of the office as necessary
Research and acquire new voting machines prior to the presidential primary in March 2012
Work with a volunteer to create a database of current elected and appointed committee members and terms (a term tracker type of system)

Town of Natick

Home of Champions

Department: Town Clerk and Board of Registrars

Budget Overview for the Clerk' Office and the Board of Registrars:

I. Main Purpose of the Department
To serve the citizens needs in a professional way and to assure fair and impartial elections.

II. Recent Developments
This past year there were significant changes to the voting regulations for military and overseas voters. For the first time we were able to e-mail ballots. This will continue to be a trend in the future. Implementation of the new Open Meeting law and implementation of the Ethics laws and current changes continues to be a time drain on the office and costly in terms of copying costs.

III. Current Challenges
Continued cross-training for current employees as well as seeking internal adjustments which will improve efficiency in the office. The office continues to make changes and improve the data that is entered into the VRIS (voter registration information system). FY 2012 will include a presidential primary and state and federal elections always result in increased volume in the Clerk's office. Continue to increase and improve the use of the web and in particular the Clerk's web page. All office staff need to be trained.

We will begin the first year of a multi year capital project to preserve the historical records of the Town. This project will be put out to bid in early 2010. This will require monitoring during the year by the Clerk.

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact
We will be redistricting after the federal census data is received. This will require notification of all voters whose precincts are changed and reelection/election for many if not all town meeting members. Additional funds were added to the printing and mailing lines, primarily in the Board of Registrars budget.

Confirmation postcards will be mailed to each **inactive** voter and requires the Town to pay for the postage both ways. Residents must notify the Clerk's office if they have moved in order to assure accurate voting lists . This will be an additional necessary yearly expense although the cost should decrease as the list is updated and maintained.

The State will be implementing a new vitals program for births, deaths and marriage certificates. The birth segment of the program will be implemented in January 2010. All of the details and processes that Clerk's offices will use have not yet been unveiled; however it should improve access and may result in an increase number of requests for certified copies. We will be able to do provide a certified copy for any resident regardless of the city of birth or residence within the State. The State will be requiring use of a specific security paper and will also set a state wide fee for all records. As of this time we do not have details on the paper or the fee.

V. On the Horizon
We will be purchasing new voting machines prior to the Presidential primary in March 2012.

In addition we will be working with the Town to help determine the most expedient and efficient methods for digitally storing data. This will not completely eliminate the need to keep and/or maintain paper records but will be critical in terms of storage space.

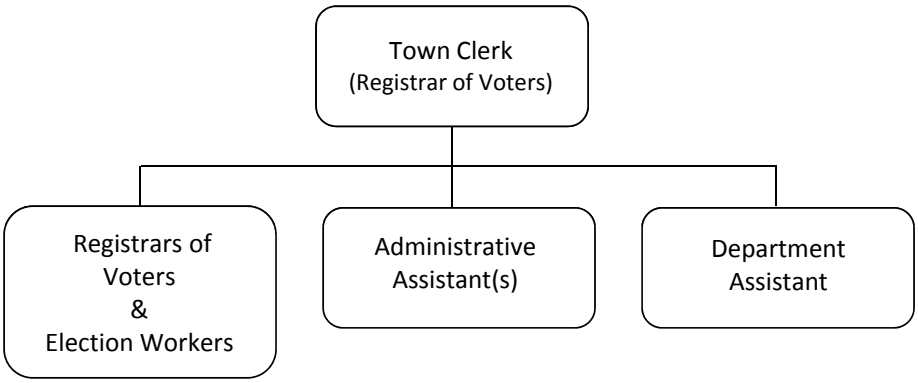
Town of Natick

Home of Champions

Department: Town Clerk

Staffing	2008	2009	2010	2011	2012
Town Clerk	1	1	1	1	1
Assistant Town Clerk	0	0	0	0	0
Department Assistant	1	1	1	1	1
Administrative Assistant	2	2	2	2	2
Total FTE	**4**	**4**	**4**	**4**	**4**

Organizational Chart



Town of Natick

Home of Champions

Department: Town Clerk

Town Clerk

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	2011 vs. 2012 %
*Salaries Management**	$ 63,842	66,665	62,302	63,790	1,488	2.4%
Salaries Operation Staff	$ 123,120	121,816	128,759	135,060	6,301	4.9%
Add'l Comp Operational Staff	$ -	0	0	0	0	#DIV/0!
Operational Staff Overtime	$ 2,902	478	3,200	3,200	0	0.0%
Retirement Buy-Out	$ -	0	0	0	0	#DIV/0!
Personnel Services	**$ 189,865**	**188,959**	**194,261**	**202,050**	**7,789**	**4.0%**
Repairs & Maint Equipment	$ 947	129	1,345	700	-645	-48.0%
In State Travel/Meetings	$ 36	620	2,740	1,200	-1,540	-56.2%
Communication Telephone	$ 597	687	750	750	0	0.0%
Dues & Memberships	$ 200	200	415	250	-165	-39.8%
Copy/Mail Center Fees	$ 1,953	2,281	3,500	4,000	500	14.3%
Mass General Law Updates	$ 2,239	-66	0	0	0	#DIV/0!
Other Services Misc.	$ -	126	200	0	-200	-100.0%
Purchase of Services	**$ 5,973**	**3,977**	**8,950**	**6,900**	**-2,050**	**-22.9%**
Communication Print & Advertising	$ 3,300	2,029	11,000	4,000	-7,000	-63.6%
Binding		224	2,250	7,200	4,950	220.0%
Tech. & Prof. Serv.	**$ 3,300**	**2,254**	**13,250**	**11,200**	**-2,050**	**-15.5%**
Office Supplies	$ 4,810	1,232	2,500	3,000	500	20.0%
Supplies	**$ 4,810**	**1,232**	**2,500**	**3,000**	**500**	**20.0%**
Total Town Clerk	**$ 203,948**	**196,422**	**218,961**	**223,150**	**4,189**	**1.9%**

Narrative:

Town Clerk

Personnel Services
Covers the costs of 1 Town Clerk and 3 assistants within the Clerk's office. Overtime is used for elections and Town Meeting. Beginning with the Spring 2010 Annual Town Meeting only one employee works at Town Meeting. During this year, we will be using a lap top to track attendance, making it more efficient in providing information for the annual report.

Purchase of Services
Repairs and Maintenance of Equipment – Contract for time clock, maintenance of town seal. The seals need to be cleaned and possibly repaired.

In State Travel / Meetings – This item allowed staff to attend conferences which offer education classes through the Mass Town Clerk's Assoc. and speakers from the Secretary of State's office.

Communication / Telephone – Extensive communication with the Central Voter Registry at the Secretary of State's Office.

Dues & Membership – Cost associated with being a member of the Mass Town Clerk's Association and the Middlesex County Clerk's Association. Also pays for registration fees and dues.

Copy / Mail Center Fees in the Clerk's and Registrars Budgets – These departments work jointly in one office. Copy and mail center fees include all voter acknowledgements, absentee ballots, overseas ballots, confirmation cards (an increase is expected with the presidential primary) and training materials for election workers. There is a large volume or vitals requests which may increase as the new vitals program in implemented at the State level, new mandates for the State Ethics, OCPF and OML laws will continue to require large amounts of copying and mailing. The updated Charter and By-laws will need to be printed. There are additional funds requested to accommodate mailing and copying needs which will be part of the mandated re-districting that will occur in the Spring of this year.

Tech & Prof. Services (Clerks and Registrars Budget)
Communication Printing & Advertising - This line-item covers the costs of printing & advertising of warrants for town meetings and elections, the printing of the mailing for the annual street listing as well as the books, printing updated versions of the charter and by-laws, confirmation cards, and expected needs relating to redistricting.

Binding - This will cover the costs of purchasing appropriate binders and storage sleeves for the death certificates from 2000-2010. This past year, we purchased the materials to complete this process for marriages and 20 years of Town Meeting minutes. In addition, there are funds requested in order to maintain these records on an ongoing basis.

Supplies
Office Supplies – Materials needed for the day to day operation of the Town Clerk's Office. This includes increases to make sure that all Town Meeting minutes are appropriately recorded and maintained.

Department **Town Clerk & Elections**

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
											[(K-I)/D]		[(I+L)*M]		[N+O]
Emp. #	Last Name	First Name	Date of Hire	FTE	Job title	Union	Begin Step	Begin Step Amt.	End Step	End Step Amt.	Pro-Rata Step	COLA	End Step	Other Comp.	Total FY 2012
Department		**Town Clerk**				**Munis Dept. #**			**19**				(@ 52 weeks)		(@ 52.2 weeks)
Salaries Management						**MUNIS Code**			**5111**						
42949	Packer	Diane	4/6/2010	1.0	Town Clerk	Non-Rep	N3-0	62,300	N3-0	62,300	0	2%	63,546		63,790
Sub-total Salaries Management															**63,790**
Salaries Operational Staff						**MUNIS Code**			**5113**						
42737	Graveline	Kerry	7/21/2005	1.0	Admin Assist.	1116	B5-4	45,306	B5-4	45,306	0	2%	46,212		46,390
43356	Hansen	Nancy	10/9/2007	1.0	Dept. Assist.	1116	B4-4	43,152	B4-4	43,152	0	2%	44,015		44,184
43848	Blatz	Debra	11/30/2009	1.0	Admin Assist.	1116	B5-2	42,707	B5-3	43,975	739	2%	44,316		44,486
Sub-total Salaries Operational Staff															**135,060**
Overtime															**3,200**
Total Salaries - Town Clerk				**4.00**											**$ 202,049**

Key:

Per. Bd. - Personnel Board; 1116 - Clerical Union - Local 1116; COLA - Cost of Living Adjustment

Town of Natick

Home of Champions

Department: Elections

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Salaries						
Personnel Services	38,560	35,324	46,725	35,150	-11,575	-24.8%
Total Salaries	**38,560**	**35,324**	**46,725**	**35,150**	**-11,575**	**-24.8%**
Operating Expenses						
Purchase of Services	20,500	20,487	44,360	50,000	5,640	12.7%
Total Operating Expenses	**20,500**	**20,487**	**44,360**	**50,000**	**5,640**	**12.7%**
Total Elections/Bd. of Reg.	**59,060**	**55,811**	**91,085**	**85,150**	**-5,935**	**-6.5%**

Budget Overview:

I. Main Purpose of the Department

To serve the citizens needs in a professional manner and to assure fair and impartial elections. This department is responsible for assuring compliance with all voting laws and regulations (State and Federal).

II. Recent Developments

The use of State mandated use of Auto Mark terminals to assist sight and hearing impaired voters continues to be very limited, but we must legally have them programmed and fully functional. There have been significant changes to the voting processes and regulations for overseas and specially qualified voters.

III. Current Challenges

The voting regulations have changed considerably and Massachusetts is likely to see additional changes, including early voting and changes to absentee voting in the near future. Another issue in this department has been working to maintain the Voter Registration Information Systems (VRIS) database correctly. Federal and state elections result in larger turnout and significantly greater volume prior to the election (registrations, absentee ballots, etc)

Continue cross training the office staff on elections issues

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact

Purchasing new voting machines prior to the presidential primary in March 2012.

Additional funds have been added to this budget in order to provide coffee/danish and lunch for the election workers.

The town will be complete a redistricting plan which will be implemented in FY 2012. Funds have been added to the budget to inform residents in changes in precincts and polling locations.

Town of Natick

Home of Champions

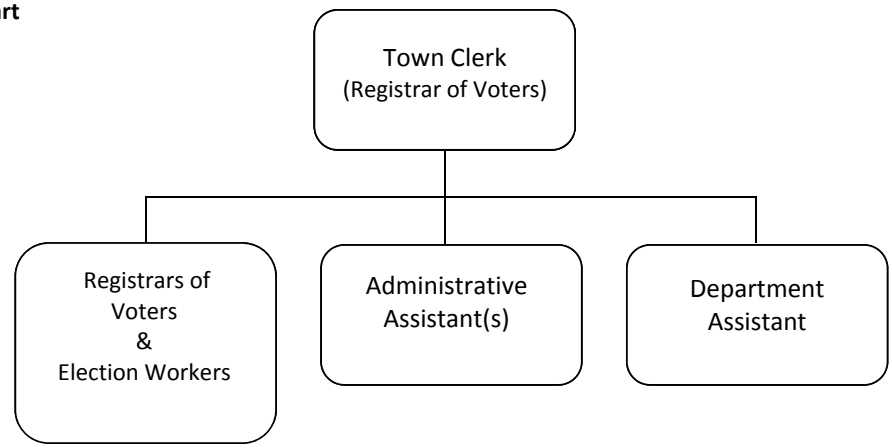
Department: Elections

Staffing	2008	2009	2010	2011	2012
Board of Registrars	4*	4*	4*	4*	4*
Election Workers	Varied	60*	60*	60*	60*
Total FTE	**Varied**	**Varied**	**Varied**	**Varied**	**Varied**

Notes

*Registrars of Voters and Election Workers each receive stipends for their service during elections. They work extremely limited hours, not really quantifiable into a FTE.

Organizational Chart



Budget Detail

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	2011 vs. 2012 %
Salaries Management	$ 4,159	4,248	4,275	4,290	15	0.4%
Salaries Election Workers	$ 34,402	31,075	42,450	28,060	-14,390	-33.9%
Salaries Misc	$ -	0	0	2,800	2,800	#DIV/0!
Personnel Services	**38,560**	**35,324**	**46,725**	**35,150**	**-11,575**	**-24.8%**
Communication Postage	$ 12,682	2,846	6,810	13,900	7,090	104.1%
Communication Election Coding	$ 3,881	10,199	24,350	21,800	-2,550	-10.5%
Communication Printing of Ballots	$ 1,900	4,344	8,400	8,500	100	1.2%
Communication Books	$ 2,036	1,178	2,100	2,000	-100	-4.8%
Election Supplies		1,920	2,700	3,800	1,100	40.7%
Purchase of Services	**20,500**	**20,487**	**44,360**	**50,000**	**5,640**	**12.7%**
Total Board of Registrars	**59,060**	**55,811**	**91,085**	**85,150**	**-5,935**	**-6.5%**

Department: Elections

Line-Item Detail:

Personnel Services
Pays for the salaries for the four (4) registrars and election workers (required under M.G.L. Ch. 51, Section 16A), as well as Constables and Town Meeting Pages. A detailed break out is provided below:

Election Costs	Rate / election	# necessary	# of Elections	Annual Cost
Wages				
Registrars				4,290
Police Details	$ 650.00	6	2	7,800
Precinct Wardens	$ 175.00	10	2	3,500
Precinct Clerks	$ 150.00	10	2	3,000
Checkers	$ 140.00	40	2	11,200
Ballot Box Attendants	$8/hour	20	2	2,560
Constables	varies			1,200
Town Meeting pages	$50/night	16	2	1,600
TOTAL				**35,150**

Purchase of Services
Postage – Covers election mailings including absentee ballots, the annual street listing, confirmation notices (with return postage) to all inactive voters and redistricting notification to all voters who are affected.

Printing & Advertising- See detail and notes in Clerk's budget

Election Coding – This includes the service contract for the voting machines, programming of the regular and the Automark machines and printing the ballots.

Communication Books – This item includes the street listing books

Election Supplies - This amount of $1,000/election or $2,000/annually accurately captures the amount of resources necessary to supply and outfit the polling sites & run municipal elections. In addition, included is coffee and danish/ and lunch for the election workers. ($900 per election)

Expenses				
Postage				13,900
Total Election Coding costs				21,800
	Ballots - Printing	2,000	2	4,000
	Programming			
	Service Contract			4,300
	PromPack Programming	2,250	2	4,500
	Automark flaschard Prog	4,500	2	9,000
Street Books Printing		2,000		2,000
Other printing		8,500		8,500
Office Supplies		3,800		3,800
Total Expenses				**50,000**

Department **Town Clerk & Elections**

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
											[(K-I)/D]		[(I+L)*M]		[N+O]
Emp. #	Last Name	First Name	Date of Hire	FTE	Job title	Union	Begin Step	Begin Step Amt.	End Step	End Step Amt.	Pro-Rata Step	COLA	End Step	Other Comp.	Total FY 2012

Notes:

Department **Board of Registrars** **Munis Dept. #** **20** (@ 52 weeks) (@ 52.2 weeks)

Salaries Management **MUNIS Code** **5111**

42949	Packer	Diane	4/6/2010	Registrar	Non-Rep	A7-0	1,351	A7-0	1,351	0	2%	1,378		1,383
43661	Northgraves	Nancy	2/2/2009	Asst Registrar	Per. Bd.	A8-0	946	A8-0	946	0	2%	965		969
43023	Lambert	Donna	4/10/2006	Asst Registrar	Per. Bd.	A8-0	946	A8-0	946	0	2%	965		969
43989	Awkward	Robert	9/2/2010	Asst Registrar	Per. Bd.	A8-0	946	A8-0	946	0	2%	965		969
Sub-total Salaries Management														**4,290**

Wages Election Workers	Rate/Election	# Required	# of Elections	Total Cost
Police Details	650.00	6	2	7,800
Precinct Wardens	175.00	10	2	3,500
Precinct Clerks	150.00	10	2	3,000
Checkers	140.00	40	2	11,200
Ballot Box Attendants	$8/hour	20	2	2,560
All Election Workers				**28,060**

Constables	**1,200**
Town Meeting Pages	**1,600**
Total Salaries - Board of Registrars	**$ 35,150**

Town of Natick

Home of Champions

Department: Sealer of Weights & Measures

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Personnel Services						
Personnel Services	14,317	14,317	14,372	14,659	287	2.00%
Total Operating Expenses	**14,317**	**14,317**	**14,372**	**14,659**	**287**	**2.00%**
Operating Expenses						
Purchase of Services	819	588	850	850	0	0.00%
Total Other Chgs. & Expenses	**819**	**588**	**850**	**850**	**0**	**0.00%**
Total Sealer of Weights & Measures	**15,136**	**14,905**	**15,222**	**15,509**	**250**	**1.89%**

Budget Overview:

The Department of Weights and Measures enforces the Massachusetts General laws relating to Weights and Measure. It tests, inspects, seals and/or condemns weighing and measuring devices used in the sale of commodities to consumers. This includes scales and balances, weights, gasoline meters, oil truck meters, taxi meters, and point of sale scanner systems. It also investigates sales transactions and practices upon initiative and complaint, and commences legal action for violations of laws.

In interpreting the figures below, the reader should understand that device statistics may increase or decrease as businesses move in and out of the Town; as they expand or downsize their operations; and as they remove, repair, or replace their equipment. In 2010, another gasoline retailer located on Route 9 closed its doors.

Staffing	**2008**	**2009**	**2010**	**2011**	**2012**
Sealer of Weights & Measures	0.4	0.4	0.4	0.4	0.4
Total FTE	**0.4**	**0.4**	**0.4**	**0.4**	**0.4**
Total FT/PT	**0 FT / 1 PT**	**0 FT / 1 PT**	**0 FT / 1 PT**	**0 FT / 1 PT**	**0 FT / 1 PT**

Performance Indicators	**2008**	**2009**	**2010***	**2011***	**2012***
Workload Measures					
Scales Tested					
- 100lbs-1000lbs	13	14	15	15	15
- 10lbs-100lbs	94	93	92	92	92
- Less than 10lbs	6	10	10	10	10
- Metric & Apothecary Weights	56	33	33	33	33
Liquid Measuring Device					
- Gasoline Meters	174	153	136	176	176
- Vehicle Tank Meters	14	15	14	14	14
- Taxi Meters	24	24	27	27	27

**Estimates. Inspections are peformed on a calendar year basis.*

Town of Natick

Home of Champions

Department: Sealer of Weights & Measures

Budget Detail

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	2011 vs. 2012 %
Salaries Technical & Professional	$ 14,317	14,317	14,372	14,659	287	2.00%
Personnel Services	**14,317**	**14,317**	**14,372**	**14,659**	**287**	**2.00%**
Repairs & Maint Supplies	$ 567	498	500	500	0	0.00%
Training & Education	$ 109	0	200	200	0	0.00%
Dues & Subscriptions	$ 143	90	150	150	0	0.00%
Purchase of Services	**819**	**588**	**850**	**850**	**0**	**0.00%**
Total Sealer of Weights & Measures	**15,136**	**14,905**	**15,222**	**15,509**	**287**	**1.89%**

Line-Item Detail

Personnel Services

Salaries Technical & Professional: Pays for the Sealer of Weights & Measures.

Purchase of Services

Repairs & Maintenance Supplies: Supplies required to carry out the duties of the office. Up-to-date weights and measures laws and regulations including National Institute of Standards Handbook 44 and other NIST handbooks and publications, Massachusetts General Laws, Massachusetts Code of Regulations, and Town By-laws. Avoidupois, apothecary, metric, and troy weights and liquid test measures which meet NIST Handbook 44 requirements together with carrying cases, hand tools, cart, funnel, safety cones, and other safety items. Vinyl seals for display to the public that a device has been tested and sealed and is legal for trade, lead and wire seals to secure the device's adjustment mechanism to deter and to exhibit any tampering, a punch to mark the vinyl seals, a seal press to press and imprint the lead and wire seals, and dies for use with the seal press. Not sealed labels, condemned tags, inspection pads, citation and receipt books, and office supplies and postage. A level funded $500.00 is requested for FY 2012.

Training & Education: Massachusetts General Law and Division of Standards regulations require local Sealers to attend training and fulfill continuing education requirements. Actual annual cost for training to satisfy requirements is running upwards of $125.00, plus local travel. The Division recommends $200.00 be budgeted for training each year. A level funded $200.00 is requested for FY 2012.

Dues & Subscriptions: Handbooks and publications containing updated laws and regulations required for weights and measures enforcement are provided free with membership from the National Conference on Weights and Measures. The Massachusetts Weights and Measures Association and Eastern Massachusetts Weights and Measures Association provide updated Massachusetts General Law information and comment, and also offer training to satisfy regulatory requirements at an additional expense to its members. The actual cost for dues to the above organizations is presently $145.00. A level funded $150.00 is requested for FY 2012.

Town of Natick

Personnel Staffing Sheets

Department **Sealer of Weights & Measures**

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
											[(K-I)/D]		[(I+L)*M]		[N+O]
Emp. #	Last Name	First Name	Date of Hire	FTE	Job title	Union	Begin Step	Begin Step Amt.	End Step	End Step Amt.	Pro-Rata Step	COLA	End Step	Other Comp.	Total FY 2012
Department	**Sealer of Weights & Measures**					**Munis Dept. #**			**24**				(@ 52 weeks)		(@ 52.2 weeks)
Salaries Technical / Professional						**MUNIS Code**			**5114**						
660	Mulvey	Joseph	8/30/1978	0.38	Sealer of W/M	Per. Bd.	PR-4	14,317	PR-4	14,317		2%	14,603		14,659
															14,659
Total Salaries - Sealer of Weights & Measures				**0.38**											**$ 14,659**

Key:

Per. Bd. - Personnel Board; COLA - Cost of Living Adjustment

Notes:

Town of Natick

Home of Champions

Department: Parking Enforcement

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $	%
Salaries						
Personnel Services	27,163	22,463	35,950	31,909	-3,936	-9.87%
Total Operating Expenses	**27,163**	**22,463**	**35,950**	**31,909**	**-3,936**	**-9.87%**
Operating Expenses						
Purchase of Services	716	7,472	6,000	8,500	-5,000	-45.45%
Technical & Professional Serv.	58,568	59,364	69,800	61,000	-2,200	-3.06%
Supplies	0	696	2,900	2,900	0	0.00%
Total Operating Expenses	**59,284**	**67,532**	**78,700**	**72,400**	**-7,200**	**-8.38%**
Total Parking Enforcement	**86,447**	**89,996**	**114,650**	**104,309**	**-11,136**	**-8.9%**

Mission:

Enforce parking bylaws in the downtown Natick area thru monitoring and ticketing as applicable.

Goals:

In addition to our mission, we would like to eventually replace the meters as funds become available.

Budget Overview:

I. Main Purpose of the Department

Provides parking enforcement primarily in the "Downtown" area including the Parking Clerk and ticketing staff salaries. The budget includes all necessary funding for ticket supplies & materials, meter equipment, parking passes and stickers, and the costs of the lease of the parking lot from St. Patrick's Church.

II. Recent Developments

There is a need to replace and / or refurbish the meter housing that are several decades old.

III. Current Challenges

Replacement of the equipment within the limited available funding.

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact

Restoration in the budget for repair and maintenance of meters will allow staff to keep pace with the replacement / refurbishment of aging equipment , but a longer-term solution should be explored.

V. On the Horizon

Nothing

Performance Indicators	**2008**	**2009**	**2010**	**2011**	**2012**
Workload Measures					
Number of parking tickets issued by Parking Control Officer	4271	3211	3012	3500	3500
Number of meters maintained	350	350	350	350	350

Town of Natick

Home of Champions

Department: Parking Enforcement

Staffing	2008	2009	2010	2011	2012
Parking Clerk	0.05	0.05	0.05	0.05	0.05
Parking Enforcement Officer	1	1	1	1	0.8
Total FTE	**1.05**	**1.05**	**1.05**	**1.05**	**0.85**
Total FT/PT	**1 FT / 1 PT**	**1 FT / 1 PT**	**1 FT / 1 PT**	**3 PT**	**3 PT**

Notes

The Prcourement Officer has taken over the duties of Parking Clerk. He is budgeted under the Comptroller's Budget. The Natick Police Department has staffed the Parking Enforcement Officer position with multiple individuals working part-time effective 2008.

Budget Overview

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs 2012 $	2011 vs 2012 %
Salaries Technical & Professional	$ 6,514	0	0	0	0	#DIV/0!
Salaries Operational Staff	$ 20,649	22,463	35,950	31,909	-4,041	-11.2%
Personnel Services	**27,163**	**22,463**	**35,950**	**31,909**	**-4,041**	**-11.2%**
Repairs/Maintenance Equipment	$ 716	7,472	6,000	8,500	2,500	41.7%
Communication Telephone	$ -	0	0	0	0	#DIV/0!
Purchase of Services	**716**	**7,472**	**6,000**	**8,500**	**2,500**	**41.7%**
Parking Collection Service	$ 5,568	3,364	11,000	11,000	0	0.0%
Lease Payment Church MBTA Lot	$ 53,000	56,000	58,800	50,000	-8,800	-15.0%
Technical & Professional Serv.	**58,568**	**59,364**	**69,800**	**61,000**	**-8,800**	**-12.6%**
Parking Tickets/Stickers	$ -	696	2,900	2,900	0	0.0%
Supplies	**0**	**696**	**2,900**	**2,900**	**0**	**0.0%**
Total Parking Enforcement	**86,447**	**89,996**	**114,650**	**104,309**	**-10,341**	**-9.0%**

Line-Item Detail

Personnel Services:

Salaries: The requested budget amount represents the salaries equivalent to a 4/5 time Parking Enforcement Officer and part time Parking Clerk.

Purchase of Services:

Repairs / Maintenance Equipment: This is utilized for routine repairs to meter mechanisms. The Town is in the process of replacing the current meter housings with new or refurbished housings. These funds are used for preventative maintenance including battery replacements on the electronic meter mechanisms installed approximately six (6) years ago. An increase is requested to keep pace with replacement.

Technical/Professional Services:

Parking Collection Service: Contractual agreement with the Town of Natick's Deputy Collector for collection of delinquent parking tickets. This includes non-payment notices, warrant for collection, Registry of Motor Vehicles notification, etc.
Lease Payment / Church MBTA Lot: This represents the lease payment for the St. Patrick's Church parking lot. The lot is utilized for MBTA commuter parking. The appropriation request of $50,000 should be offset by sales of parking permits,

Supplies:

Parking Tickets / Stickers: This represents the purchase of parking tickets and other parking related sticker or notices.

Department **Parking Enforcement**

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
											[(K-I)/D]		[(I+L)*M]		[N+O]
Emp. #	Last Name	First Name	Date of Hire	FTE	Job title	Union	Begin Step	Begin Step Amt.	End Step	End Step Amt.	Pro-Rata Step	COLA	End Step	Other Comp.	Total FY 2012
Department		**Parking Enforcement**				**Munis Dept. #**			**27**				(@ 52 weeks)		(@ 52.2 weeks)
Salaries Operational Staff						**MUNIS Code**									
	VARIOUS			0.80	Parking Enforcement Officer	Per. Bd.	P1-2	31,786	M5-2	31,786	0	0%	31,786		31,909
Sub-total Salaries Operational Staff															**31,909**
Total Salaries - Parking Enforcement				**0.80**											**31,909**

Notes:
Parking Enforcement Officer is shared between two officers - Grassey & Linton.

Town of Natick

Home of Champions

Department: Community Development

Appropriation Summary

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $ (+/-)	2011 vs. 2012 % (+/-)
Salaries						
Personnel Services	$ 648,687	$ 632,287	$ 603,272	$ 620,428	$ 17,156	2.84%
Total Salaries	**$ 648,687**	**$ 632,287**	**$ 603,272**	**$ 620,428**	**$ 17,156**	**2.84%**
Operating Expenses						
Purchase of Services	$ 8,972	$ 10,519	$ 13,805	$ 13,805	$ -	0.00%
Supplies	$ 7,281	$ 3,953	$ 4,500	$ 4,500	$ -	0.00%
Tech. & Prof. Serv.	$ 11,644	$ 6,807	$ 8,256	$ 8,506	$ 250	3.03%
Total Operating Expenses	**$ 27,897**	**$ 21,278**	**$ 26,561**	**$ 26,811**	**$ 250**	**0.94%**
Total Community Development	**$ 676,584**	**$ 653,566**	**$ 629,833**	**$ 647,239**	**$ 17,406**	**2.76%**

Mission:

We are dedicated to making our town a better and safer place to live.

A place where people want to raise a family and have their children raise their children. The Community Development Department works to protect and enhance our natural resources by preserving the quality of life for the citizens of Natick. Through our Boards and Commission we strive to serve by building lasting partnerships with individual residents, community groups, professional services, providers, contractors, business leaders, and local and state officials. We stand for a commitment to the long-term interests of our community, and to delivering the highest quality of service.

Goals:

Support Town Boards and official bodies

- Assist Planning Board , Zoning Board of Appeals, Conservation Commission, Board of Selectmen and other Town bodies with respect to planning and conservation related functions

Improve Downtown/In-Town Parking

- Promote/advance public/private garage at Middlesex Avenue site
- Review on-street parking to maximize availability & utilization
- Evaluate downtown parking fee structure to maximize revenue
- Advance by-law modifications as appropriate

Department: Community Development

Goals (con't)

Improve Local Traffic Conditions
- Oversee redesign of Oak St./Rte 9 intersection
- Oversee redesign of North Main Street / Route 27
- Oversee conceptual design for Rte27/Rte9 intersection; seek funds for further design
- Pursue state funding for transportation improvements
- Serve as Town's key liaison on transportation issues
- Identify and work to address problem traffic areas

Advance Proactive Approach to Affordable Housing
- Manage 40B, 40R and HOOP projects
- Administer HOME funds
- Review Subsidized Housing Inventory status; project need post-2010 census
- Promote HOOP and Smart Growth projects
- Promote Inclusionary Housing bylaw
- Advance and promote affordable housing

Assist Cochituate Rail Trail Advisory Committee
- Pursue possible acquisition of right of way
- Advance design work
- Advocate for project inclusion on state "TIP" funding list

Assist Affordable Housing Trust Fund Committee
- Consider transfer of targeted HOME funds
- Facilitate opportunities to fund projects

Miscellaneous
- Improve departmental web pages; work with boards on their pages
- Ensure continued compliance on permitted projects
- Assist in Montessori School RFP process
- Participate as member of Economic Development Advisory Committee
- Promote and expand green technologies

Budget Overview:

I. Main Purpose of the Department

The Department works to protect and enhance the quality of life and natural environment in Natick through administration and enforcement of land development, building and conservation regulations. The Department does this by:
- Reviewing construction plans, issuing building permits and inspecting projects and properties.
- Working with municipal boards, businesses and residents to develop plans to guide our community's future.
- Reviewing, updating and enforcing applicable By Laws, as well as informing the public regarding these regulations.

Town of Natick

Home of Champions

Department: Community Development

Budget Overview:

II. Recent Developments

The Town continues to manage multiple 40B affordable housing projects in various stages. The Natick Mall "Lifestyle Center" along the Route 9 side of the property is near completion. Refinement of an existing special permit for an expansion of the Natick MathWork's facility is before the Natick Planning Board with office space construction anticipated to begin in 2010. A significant HOOP project has been proposed for a site near downtown which has been before the Planning Board on numerous occasions. Both South Natick Hills 40B project and the Grant Street 40B project are under construction with many departmental demands being generated by both projects. The Town continues undertaking three major roadway improvement projects including the redesign of North Main Street to the Wayland town line; design of improvements to the intersection of Oak Street and Route 9; and, redesign of the intersection of Route 27 with Route 9. A conceptual plan for a possible Cochituate Rail Trail upon the abandoned Saxonville Branch has been prepared and discussed publicly.

III. Current Challenges

- High levels of permitting continue, placing a significant workload on the Department & Boards.
- Addressing major planning concerns such as affordable housing, growth management and all forms of transportation.
- Continually reviewing development projects, special permits and subdivisions to assure permit conditions are met.
- Assisting various groups and boards (Selectmen, Planning, Zoning, Conservation, Open Space, Natick Center Associates and many other groups).
- Managing affordable housing related demands as imposed by the State.
- The Department has reached a critical point regarding storage of its plans, documents and files.
- Completion of trails required as part of Planning Board decisions.

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact

-South Natick Hills 40B, the Grant Street 40B, the Armory redevelopment , downtown HOOP projects and others continue to place major demands our small staff.
- Addressing the management of affordable housing units being created in the Town (sales, lotteries, deed restrictions, obtaining State approvals, etc.) and assuring that the Town can obtain certification of the units as affordable units.

V. On the Horizon

- Acquisition of an automated permit tracking system is desired and would enhance management oversight and will allow residents to view permit status on line.
- Pursue applicable state and federal grants.
- Pursue design and state funding for the reconstruction of North Main Street, and major Rt. 9 intersections.
- Pursue scanning and electronic filing of 47 years of plans to address plan storage problems plaguing department.
- Pursue linking to Town's electronic real property data system which dept. currently cannot do.
- Maintaining appropriate staffing levels to address departmental and Town responsibilities.

Town of Natick

Home of Champions

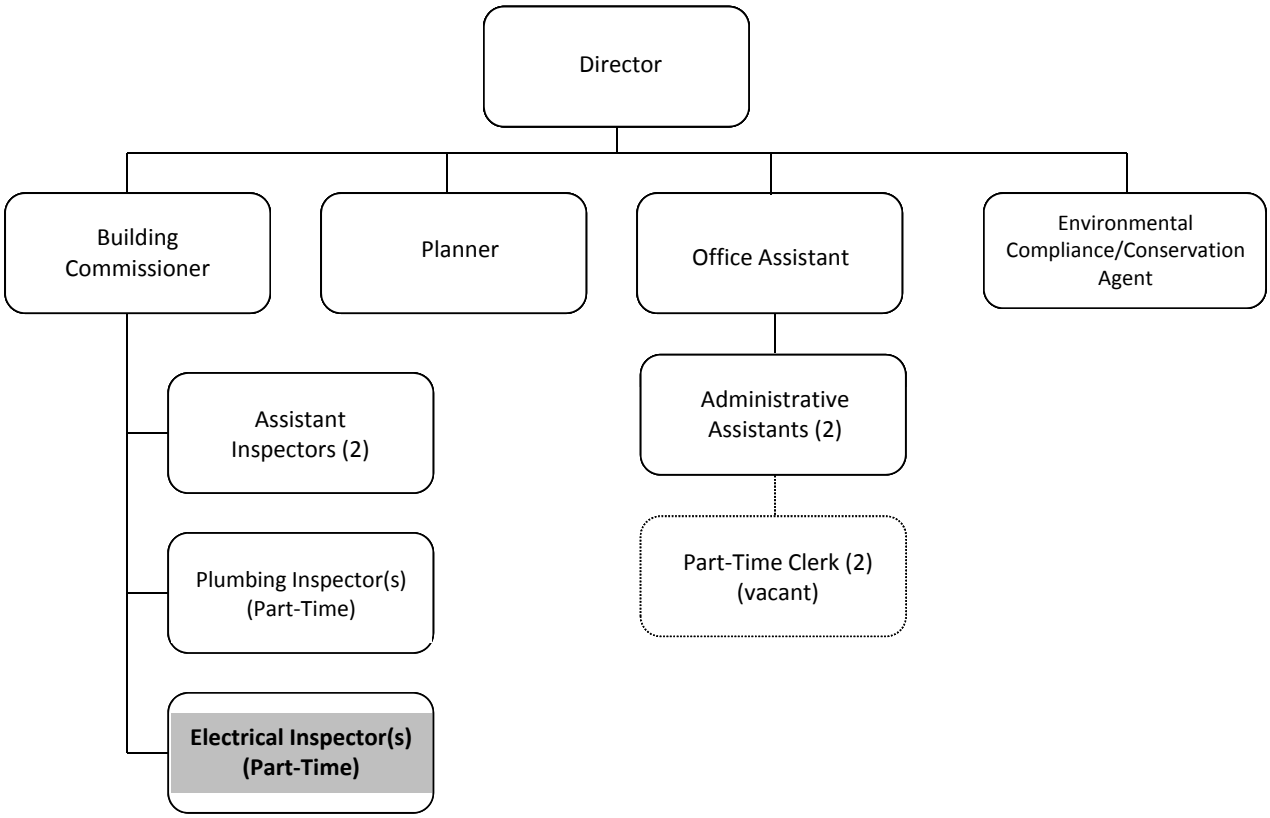
Department: Community Development

Staffing	2008	2009	2010	2011	2012
Director	1	1	1	1	1
Building Commissioner	1	1	1	1	1
Assistant Inspector	2	2	2	2	2
Planner	0	1	1	1	1
Executive Assistant	1	1	1	1	1
Administrative Assistant	2	2	2	2	2
Part-Time Clerk	0.26	0.26	0	0	0
Environmental Compliance/Conservation Agent	0.5	0.5	0.5	0.5	0.5
Part-Time Inspectors	3.56	3.56	1.85	1.02	1.02
Total FTE	**11.32**	**12.32**	**10.35**	**9.52**	**9.52**
Total FT/PT	**10 FT / 9 PT**	**11 FT / 9 PT**	**11 FT / 6 PT**	**11 FT / 6 PT**	**11 FT / 6 PT**

Notes

The Environmental Compliance Officer/Conservation Agent is funded one-half through this department, one-half through the Selectmen's Office.

Organizational Chart



Town of Natick

Home of Champions

Department: Community Development

Performance Indicators

1	Department to prepare meeting postings and minutes for Planning Board, ZBA, and Conservation Committee
2	Department to prepare list of zoning bylaw and map flaws and provide recommendations to Planning Board and ZBA
3	Department to track / prepare information regarding implementation of Stretch Code
4	Department to administer MORE grant and associated work (manage $1.3 million in traffic engineering contracts)
5	Department to administer design contract and manage traffic engineers and public process for North Main (Rt. 27) Redesign
6	Pursuit of roadway projects construction funding (Oak/9, 9/27, Rt 27).
7	Updating of Departmental website information
8	Address document/data storage (hopefully)
9	Public outreach efforts regarding need to revise zoning bylaw and map
10	Institute monthly staff meetings for project review coordination purposes
11	Pursuit of Cochituate Rail Trail project – further design, ROW acquisition and funding
12	Assist/participate in Economic Development Advisory Committee
13	Participate in Natick Center Associates
14	Review 2010 census data
15	Manage and administer wetland protection program for Con Comm
16	Manage and administer energy programs for general government
17	Manage and administer environmental compliance programs for general government
18	Manage and administer HOME program for Town
19	Manage and administer Fair Housing requirements
20	Assist Community Development Advisory Committee and Affordable Housing Trust Fund Committee
21	Manage affordable housing stock (review transactions, file reporting, take actions as necessary)
22	Prepare Commonwealth Capital Submission
23	Undertake research regarding state proposed zoning reform
24	Assist Planning Board in preparation of zoning bylaw modifications

Town of Natick

Home of Champions

Department: Community Development

	2009 Actual	2010 Actual	2011 Appropriated	2012 Preliminary	2011 vs. 2012 $ (+/-)	% (+/-)
Salaries Management	$ 174,577	$ 174,577	$ 174,577	$ 178,068	$ 3,491	2.00%
Salaries Supervisory	$ 46,127	$ 46,815	$ 47,990	$ 48,469	$ 479	1.00%
Salaries Operational Staff	$ 86,324	$ 87,854	$ 90,067	$ 92,779	$ 2,712	3.01%
Salaries Technical & Professional	$ 207,306	$ 221,934	$ 233,870	$ 243,440	$ 9,570	4.09%
Salaries Tech & Prof Inspector's	$ 105,194	$ 81,849	$ 40,821	$ 41,725	$ 904	2.21%
Salaries Temp Operational Staff	$ 11,396	$ -	$ -	$ -	$ -	#DIV/0!
Add'l Comp Supervisory Staff	$ 922	$ 936	$ 947	$ 947	$ 0	0.03%
Salaries Operation Staff Overtime	$ 16,843	$ 18,322	$ 15,000	$ 15,000	$ -	0.00%
Personnel Services	**$ 648,687**	**$ 632,287**	**$ 603,272**	**$ 620,428**	**$ 17,156**	**2.84%**
In State Travel/Meetings	$ 616	$ 1,037	$ 2,400	$ 2,400	$ -	0.00%
Communication Telephone	$ 1,764	$ 2,235	$ 2,875	$ 2,875	$ -	0.00%
Dues & Subscriptions	$ 490	$ 345	$ 800	$ 800	$ -	0.00%
Training & Education	$ 1,940	$ 1,660	$ 2,000	$ 2,000	$ -	0.00%
Communication Postage	$ 1,847	$ 2,407	$ 2,730	$ 2,730	$ -	0.00%
Copy/Mail Center Fees	$ 2,316	$ 2,835	$ 3,000	$ 3,000	$ -	0.00%
Purchase of Services	**$ 8,972**	**$ 10,519**	**$ 13,805**	**$ 13,805**	**$ -**	**0.00%**
Consultant Services		$ -	$ -	$ -	$ -	#DIV/0!
Communication Print & Advertising	$ 4,885	$ 5,027	$ 7,756	$ 7,756	$ -	0.00%
Communication Books & Publications	$ 2,006	$ 109	$ 500	$ 750	$ 250	50.00%
Professional Services - Other*	$ 4,753	$ 1,671	$ -	$ -	$ -	#DIV/0!
Tech. & Prof. Serv.	**$ 11,644**	**$ 6,807**	**$ 8,256**	**$ 8,506**	**$ 250**	**3.03%**
Office Supplies	$ 7,281	$ 3,953	$ 4,500	$ 4,500	$ -	0.00%
Supplies	**$ 7,281**	**$ 3,953**	**$ 4,500**	**$ 4,500**	**$ -**	**0.00%**
Total Community Development	**$ 676,584**	**$ 653,566**	**$ 629,833**	**$ 647,239**	**$ 17,406**	**2.76%**

Notes:

*Line-item used for legal consultation for 40B projects. Funding source was a $50,000 Town Meeting article in FY 2007. Balance as of 12/31/2009: $8,957

Department: Community Development Line-Item Detail

Narrative:

Salaries Technical & Professional Inspectors - For 2012, level-service.

Salaries Temp Operational Staff – After having eliminated temp staffing in FY 2010, the Department will continue to use existing staff and/or schedule non-essential work to be delayed during vacation periods.

Salaries Operation Staff Overtime – We propose maintaining the FY2011 level of Operation Staff Overtime at $15,000 to address the on-going demands of night-time board work. This includes staffing to assist the functions of the Planning Board, Zoning Board and Conservation Commission which are critical to maintaining the functions of the boards.

Purchase of Services – An amount of $13,805, is proposed for FY2012 to cover travel, telephone, dues and subscriptions training and education (critical for inspectors), postage, copying and mailings. The reduction in Copy/Mail center fees is based upon actual results from 2008. The 0% increase will be adequate unless prices increase.

Technical & Professional Services - The FY2012 budget is a 3.03% increase but will cover baseline requirements. It is noteworthy however that it allows no ability to hire consultant services to assist in various areas of departmental focus or assist municipal boards or groups in applicable activities or interests. However, it will allow us to maintain required legal notifications and postings in local papers for board review purposes so long as increases do not occur.

Supplies – The proposed budget is $4,500 consistent with the FY2011 budget. Should costs of paper and other office supplies increase this number may need to be increased.

Department Community Development

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
											[(K-I)/D]		[(I+L)*M]		[N+O]
Emp. #	Last Name	First Name	Date of Hire	FTE	Job title	Union	Begin Step	Begin Step Amt.	End Step	End Step Amt.	Pro-Rata Step	COLA	End Step	Other Comp.	Total FY 2012
Department		**Community Development**				**Munis Dept. #**			**21**				(@ 52 weeks)		(@ 52.2 weeks)
Salaries Management						**MUNIS Code**			**5111**						
42745	Reffett	Patrick	8/15/2005	1.0	Director	Per. Bd.	F4-5	95,328	F4-5	95,328		2%	97,235		97,609
1603	Melchiorri	Michael	2/11/1981	1.0	Building Comm.	Per. Bd.	F1-5	78,580	F1-5	78,580		2%	80,152		80,460
Sub-total Salaries Management															**178,068**
Salaries Supervisory						**MUNIS Code**			**5112**						
1223	Greel	Anne	10/17/1979	1.0	Exec Asst Clerk	1116	B6-4	47,337	B6-4	47,337		2%	48,284	946.7	49,416
Sub-total Salaries Management															**49,416**
Salaries Operational Staff						**MUNIS Code**			**5113**						
41556	Calhoun	Susan	1/3/2002	1.0	Admin Assist.	1116	B5-4	45,306	B5-4	45,306	0	2%	46,212		46,390
42819	Condlin	M. Pamela	9/6/2005	1.0	Admin Assist.	1116	B5-4	45,306	B4-4	45,306	0	2%	46,212		46,390
Sub-total Salaries Operational Staff															**92,779**
Salaries Technical/Professional						**MUNIS Code**			**5114**						
41128	Connelly	Michael	4/27/1998	1.0	Assist Inspector	Per. Bd.	D6-4	61,527	D6-4	61,527	0	2%	62,757		62,999
43797	Chrisafulli	Michael	8/24/2009	1.0	Assist Inspector	Per. Bd.	D6-3	61,527	D6-4	61,527	0	2%	62,757		62,999
43597	Merkel	Joseph	9/22/2008	1.0	Housing/Gen Plan.	Per. Bd.	F1-2	66,483	F1-3	68,811	1,940	2%	69,791		70,060
															196,057
41809	Bois	Robert	2/7/2002	0.5	Compliance Off.	Per. Bd.	F10-5	46,276	F10-5	46,276	0	2%	47,202		47,383
Sub-total Salaries Technical/Professional															**243,440**
Salaries Operational Staff - Part Time						**MUNIS Code**			**5123**						
	Vacant			0.00	Part Time Clerk	Per. Bd.	H4-5								0
	Vacant			0.00	Part Time Clerk	Per. Bd.	H4-5								0
Sub-total Salaries Operational Staff - Part Time															**0**
Technical/Professional-Inspectors - Part Time						**MUNIS Code**			**5124**						
2473	Dempsey	Robert	4/17/1986	0.35	Inspector, Plum.	Per. Bd.	M8-4	14,550		14,550		2%	14,841		14,898
43735	Chavious	Wade	5/5/2009	0.20	Inspector, Wire	Per. Bd.	M7-2	7,231		7,231		2%	7,375		7,404
1882	Lessard	George	11/1/1982	0.05	Inspector, Plum.	Per. Bd.	M8-4	2,018		2,018		2%	2,058		2,066
3124	Chavious	Scott	6/29/1995	0.42	Inspector, Wire	Per. Bd.	M7-4	16,952		16,952		2%	17,291		17,357
Sub-total Salaries Technical/Professional - Inspectors - Part time															**41,725**
Operational Staff Overtime															**15,000**
Total Salaries - Community Development				**9.52**											**$ 620,430**

Key:

Per. Bd. - Personnel Board; 1116 - Clerical Union - Local 1116; COLA - Cost of Living Adjustment

Notes:

Tech /Prof Inspectors - Part-Time are utilized in an as needed basis