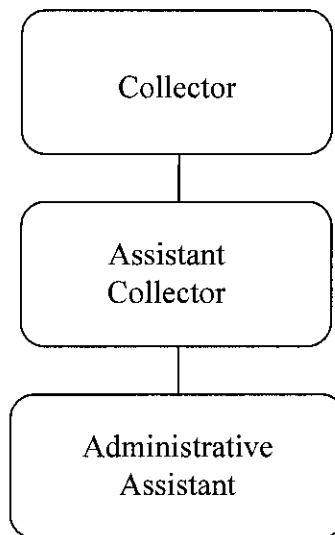


Fiscal Year 2008 Organization

Collector



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CH2

Leadership Profile:

Robert Palmer, Finance Director/Treasurer/Collector

2001-Present: Finance Director/Treasurer/Collector
1994-2001: Finance Director
1980-1994: Director of Assessment, City of Newton

Business Administration/Management
Graduate Studies Preparatory Program
Master of Arts Degree, Management

Narrative

Town of Natick Collector

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 expansion of "online" payment capabilities marks a significant 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 FY2008 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 should be complete and implemented for FY2008.

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

The budget request for FY2008 includes continued, but reduced, funding for improved notification to delinquent accounts, notification to subsequent/new property owners, and additional research/resolution for returned mail.

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 United States Postal Service is scheduled for an increase in postal rates. This increase will have an impact on future budgets for mailing of bills and notices. The development of increased Internet access to information and the development of information kiosks at Town Hall and Library are priorities for the near future.

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FY2008 Budget Presentation

Trends in Major Departmental Activities by Fiscal Year						
Activities	2003	2004	2005	2006	Approved 2007	Proposed 2008
1 Warrants - Real Estate	\$53.286m	\$55.067m	\$58.049m	\$60.365m	\$62.057m	\$65.099m
2 Warrants Total Personal Property	\$0.843m	\$0.857m	\$0.801m	\$0.804m	\$0.816m	\$0.810m
3 Warrants Total Motor Vehicle Excise	\$3.640m	\$5.015m	\$4.468m	\$4.113m	\$4.000m	\$4.100m

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Department: COLLECTOR
EXPLANATION
Fiscal Year 2008

LINE ITEM

- 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 has been reduced from this line item 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 and creation of a part time position are also included in this staffing change.
- 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.
- 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** For attendance at Department of Revenue seminars, Treasurer / Collector Association meetings, and administrative / clerical support staff seminars.
- Training and Education** The costs related MUNIS or POINT Software training, PC specialized training seminars, etc.
- 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 funds are for additional mailings of notices of unpaid / delinquent tax, excise, police detail, tax title, betterment, and other accounts receivable.

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.

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 \$1,100,000.

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 4.75% of collected revenue, for a service agency to process all ambulance invoicing and insurance claim processing.

Mailing / Postage Services These represent charges for the operational lease and maintenance of postage meters, inserters, folders, for all mailings handled in the Copy Center. The Collector is primary department utilizing this equipment. The equipment will be leased as a non capital lease for a period of three years. At the end of the three year period a new lease would be executed / equipment replaced. These items will be procured via a State of Massachusetts bidding procedure.

Office Supplies General office supplies for the Collector's Office for employee benefit and bank reconciliation functions. This request has been increased by \$500 based on the historical spending requirements in this account.

FY 2007 Budget Presentation
 Town of Natick Fiscal Year 2003 thru 2007
 Departmental Executive Summary of Finances

Departmental Budget and Personnel Requirements Expended by Fiscal Year					
Category	2003	2004	2005	2006	Thru December 2007
Staffing					
Full-Time Employees	4	4	4	3	2
Part-Time Employees	0	0	0	0	0
Seasonal Employees	0	0	0	0	0
Operating Budget					
Personal Services	181,243.22	181,346.70	185,080.61	168,108.15	69,125.72
Purchase of Services	49,493.94	34,543.21	50,458.16	37,833.50	20,831.57
Technical & Professional Svcs	51,733.66	54,297.27	52,415.03	58,963.68	22,265.77
Supplies	1,939.22	4,688.42	876.70	4,291.83	921.88
Other Chgs & Expenditures	0.00	0.00	0.00	0.00	0.00
Total Operating Budget	284,410.04	274,875.60	288,830.50	269,197.16	113,144.94
Encumbered Operating Expenses	2,304.02	8,975.58	6,764.69		20,000.00
Capital Equip/Projects Expended					

Quarterly Expenditure Pattern Fiscal Year 2003 thru 2007 - Operating Budget					
Percent Expended by Fiscal Year	2003	2004	2005	2006	2007
Personal Services					
Quarter 1 ending Sept 30	21.22%	22.66%	22.30%	21.75%	14.55%
Quarter 2 ending Dec 31	26.00%	24.09%	24.45%	19.93%	24.90%
Quarter 3 ending March 31	22.17%	24.18%	24.01%	19.99%	
Quarter 4 ending June 30	27.83%	27.20%	27.11%	22.62%	
Encumbrances for Year	0.00%	0.00%	0.00%	0.00%	
Closed to Fund Balance	2.78%	1.87%	2.13%	15.71%	
- - - - Total Pers Svcs	100.00%	100.00%	100.00%	100.00%	39.45%
All Non-Personal Services					
Quarter 1 ending Sept 30	19.04%	16.78%	12.87%	9.57%	3.36%
Quarter 2 ending Dec 31	14.27%	19.43%	15.60%	13.71%	22.91%
Quarter 3 ending March 31	32.81%	20.87%	24.82%	25.38%	
Quarter 4 ending June 30	27.86%	30.09%	30.74%	20.32%	
Encumbrances for Year	2.10%	8.43%	5.48%	23.36%	
Closed to Fund Balance	3.92%	4.40%	10.49%	7.66%	
- - - - Total Non Pers Svcs	100.00%	100.00%	100.00%	100.00%	26.27%
Capital Equip/Projects Expended					
Quarter 1 ending Sept 30					
Quarter 2 ending Dec 31					
Quarter 3 ending March 31					
Quarter 4 ending June 30					
Encumbrances for Year					
Closed to Fund Balance					
- - - - Total Capital	0.00%	0.00%	0.00%	0.00%	0.00%

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Encumbrances include Current Year and Carryforward amounts from Previous Fiscal Years

Town Collector

	No of Staff	Tn Adm Recommended	Dept Requests	Expended thru Dec 31, 2006	2007 Appropriated	2006 Actual	2005 Actual	2004 Actual	2003 Actual
Salaries Management	1.0	68,156.50	68,156.50	31,233.71	67,895.02	65,509.45	63,911.59	62,591.80	62,352.90
Salaries Supervisory	1.0	41,402.40	41,402.40	13,340.34	44,759.06	43,186.61	42,133.23	41,262.90	41,105.42
Salaries Operational Staff	1.0	40,796.39	40,796.39	18,695.75	40,242.15	45,241.62	74,693.50	73,150.40	72,871.20
Salaries Temp Operational Staff	0.4	14,423.04	14,423.04	5,669.02	14,423.04	0.00	0.00	0.00	0.00
Operational Staff Additional Comp		407.96	407.96	186.90	402.42	387.16	550.00	300.00	300.00
Operational Staff Overtime		7,500.00	7,500.00	0.00	7,500.00	6,478.94	3,792.29	4,041.60	4,613.70
Retirement Buy Back		0.00	0.00	0.00	0.00	7,304.37	0.00	0.00	0.00
PERSONAL SERVICES	3.4	172,686.29	172,686.29	69,125.72	175,221.69	168,108.15	185,080.61	181,346.70	181,243.22
Repair & Maint Equipment		1,500.00	1,500.00	0.00	1,500.00	238.00	1,500.00	92.25	1,481.88
In State Travel/Meetings		500.00	500.00	0.00	500.00	0.00	375.00	0.00	0.00
Training & Education		800.00	800.00	355.00	800.00	345.00	192.00	120.00	1,215.85
Communication Telephone		750.00	750.00	223.35	750.00	566.28	548.80	592.96	669.27
Communication Postage		48,300.00	48,300.00	9,595.50	48,300.00	33,506.00	46,171.53	31,545.72	44,700.54
Collection Activities		15,500.00	15,500.00	876.85	15,500.00	1,606.61	0.00	0.00	0.00
Copy/Mail Center Fees		2,000.00	2,000.00	633.36	2,000.00	1,571.61	1,670.83	1,496.30	1,426.40
PURCHASE OF SERVICES		69,350.00	69,350.00	11,684.06	69,350.00	37,833.50	50,458.16	33,847.23	49,493.94
Real Estate Tax Billing		8,000.00	8,000.00	2,761.32	6,000.00	6,000.00	4,660.00	10,532.34	6,000.00
Motor Vehicle Excise Tax Billing		3,000.00	3,000.00	375.73	3,000.00	664.71	165.00	451.63	1,263.85
PAYT Billing		1,000.00	1,000.00	0.00	1,000.00	900.00	480.00	0.00	6,917.84
Police Detail Billing		4,000.00	4,000.00	0.00	4,000.00	2,930.00	3,200.00	0.00	0.00
Ambulance Fee Collections		46,500.00	46,500.00	14,033.98	46,500.00	48,468.97	43,910.03	42,354.44	37,551.97
TECHNICAL & PROFESSIONAL SVS		62,500.00	62,500.00	17,171.03	60,500.00	58,963.68	52,415.03	53,338.41	51,733.66
Office Supplies		4,000.00	4,000.00	921.88	3,500.00	4,291.83	876.70	3,343.26	1,939.22
SUPPLIES		4,000.00	4,000.00	921.88	3,500.00	4,291.83	876.70	3,343.26	1,939.22
BUDGET TOTAL		308,536.29	308,536.29	98,902.69	308,571.69	269,197.16	288,830.50	271,875.60	284,410.04

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TOWN OF NATICK
EMPLOYEE JOB/PAY Fiscal Year 2008

Emp #	Employee Name	Actual FY'06 Overtime	Actual FY'06 Regular Earnings	Budgetary FY'07 Scheduled Earnings	Pay Type	Level- Step	Wks	Rate	Hours	Amount	Funding (52.2 Wks) FY2008	Total Appropriation	Additional Compensation Longevity	Education	Other	Total Add'l Comp
<u>Collector:</u>																
<u>Management</u>																
3720	ROBERT PALMER		\$65,509.58	\$67,895.02	BASE	M4-Perf	52.2	32.6418	70.61%	\$1,305.67	<u>68,156.01</u>	\$68,156.01				
<u>Supervisory</u>																
	Assistant Treasurer/Collector		Replacement	\$44,759.06	BASE	M2-1	16.6	19.3664	66.53%	\$774.66						
					BASE	M2-2	35.6	20.0443	66.53%	\$801.77	<u>41,402.40</u>	\$41,402.40				
<u>Operational</u>																
3844	JUSTINA PILLA	\$6,433.87	\$39,578.37	\$41,204.35	BASE	5-Max	52.2	20.8411	37.5	\$781.54	<u>40,796.39</u>	\$40,796.39	<u>\$407.96</u>			<u>\$407.96</u>
2176	MARGARET SPENCER		\$16,841.71	\$14,423.04	HRLY	N/A		20.0320	Annual 720.0		<u>14,423.04</u>	\$14,423.04				
Department Totals		<u>\$6,433.87</u>	<u>\$105,087.95</u>	<u>\$168,281.47</u>								<u>\$164,777.84</u>	<u>\$407.96</u>	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$407.96</u>