



# Town of Natick

Home of Champions

## Department: Collector

### Appropriation Summary

	2007	2008	2009	2010	2009 vs. 2010	
	Actual	Actual	Appropriated	Appropriated	\$	%
<b>Salaries</b>						
Personnel Services	147,282	169,534	184,013	186,530	2,517	1.4%
<b>Total Salaries</b>	<b>147,282</b>	<b>169,534</b>	<b>184,013</b>	<b>186,530</b>	<b>2,517</b>	<b>1.4%</b>
<b>Operating Expenses</b>						
Purchase of Services	84,500	76,748	69,350	62,850	-6,500	-9.4%
Tech. & Prof. Serv.	49,587	82,647	62,500	62,500	0	0.0%
Supplies	2,875	4,567	4,000	4,000	0	0.0%
<b>Total Operating Expenses</b>	<b>136,962</b>	<b>163,963</b>	<b>135,850</b>	<b>129,350</b>	<b>-6,500</b>	<b>-4.8%</b>
<b>Total Collector</b>	<b>284,244</b>	<b>333,497</b>	<b>319,863</b>	<b>315,880</b>	<b>-3,983</b>	<b>-1.2%</b>

### 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



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## 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 FY2009 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 during FY2009.

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

The budget request for FY2010 includes continued, but reduced, funding for improved notification to delinquent accounts, notification to subsequent/new property owners, and additional research/resolution for returned mail. In state travel expense has been eliminated. Training has been significantly reduced and will be limited to essential / mandatory usage.

#### **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.



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**Department: Collector**

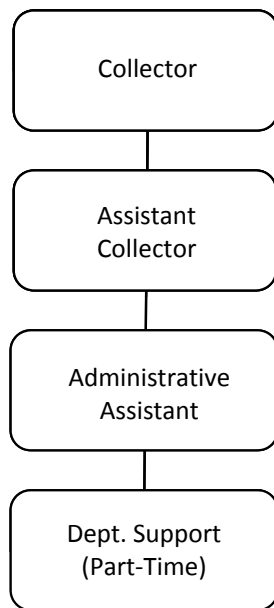
Staffing	2006	2007	2008	2009	2010
Collector	0.7	0.7	0.7	0.7	0.7
Assistant Collector	0.7	0.7	0.7	0.7	0.7
Administrative Assistant	1	1	1	1	1
Department Support	1	1	0.4	0.4	0.4
<b>Total FTE</b>	<b>3.4</b>	<b>3.4</b>	<b>2.8</b>	<b>2.8</b>	<b>2.8</b>

<b>Total FT/PT</b>	<b>4 FT / 0 PT</b>	<b>4 FT / 0 PT</b>	<b>4 FT / 0 PT</b>	<b>3 FT / 1 PT</b>	<b>3 FT / 1 PT</b>
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**Notes**

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

Organizational Chart





# Town of Natick

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Department: Collector

	2007	2008	2009	2010	2009 vs. 2010	
	Actual	Actual	Appropriated	Appropriated	\$	%
Salaries Management	67,229	71,600	75,199	75,188	-11	0.0%
Salaries Supervisory	26,061	40,501	43,177	44,787	1,610	3.7%
Salaries Operational Staff	40,609	42,020	43,281	43,930	649	1.5%
Salaries Temp Operational Staff	12,199	12,320	14,423	14,687	264	1.8%
Operational Staff Additional Comp	402	420	433	438	5	1.1%
Operational Staff Overtime	782	2,673	7,500	7,500	0	0.0%
<b>Personnel Services</b>	<b>147,282</b>	<b>169,534</b>	<b>184,013</b>	<b>186,530</b>	<b>2,517</b>	<b>1.4%</b>
Repair & Maint Equipment	1,379	2,850	1,500	1,500	0	0.0%
In State Travel/Meetings	0	0	500	0	-500	-100.0%
Training & Education	455	535	800	300	-500	-62.5%
Communication Telephone	556	530	750	750	0	0.0%
Communication Postage	56,254	48,260	48,300	48,300	0	0.0%
Collection Activities	24,515	23,109	15,500	10,000	-5,500	-35.5%
Copy/Mail Center Fees	1,342	1,464	2,000	2,000	0	0.0%
<b>Purchase of Services</b>	<b>84,500</b>	<b>76,748</b>	<b>69,350</b>	<b>62,850</b>	<b>-6,500</b>	<b>-9.4%</b>
Real Estate Tax Billing	3,083	10,390	8,000	8,000	0	0.0%
Motor Vehicle Excise Tax Billing	376	4,100	3,000	3,000	0	0.0%
PAYT Billing	576	2,000	1,000	1,000	0	0.0%
Police Detail Billing	5,714	3,390	4,000	4,000	0	0.0%
Ambulance Fee Collections	39,838	62,768	46,500	46,500	0	0.0%
<b>Tech. &amp; Prof. Serv.</b>	<b>49,587</b>	<b>82,647</b>	<b>62,500</b>	<b>62,500</b>	<b>0</b>	<b>0.0%</b>
Office Supplies	2,875	4,567	4,000	4,000	0	0.0%
<b>Supplies</b>	<b>2,875</b>	<b>4,567</b>	<b>4,000</b>	<b>4,000</b>	<b>0</b>	<b>0.0%</b>
<b>Total Collector</b>	<b>284,244</b>	<b>333,497</b>	<b>319,863</b>	<b>315,880</b>	<b>-3,983</b>	<b>-1.2%</b>



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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 is eliminated in FY2010

**Training and Education** The costs related MUNIS or POINT Software training, PC-specialized training seminars, etc. This line item is 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 funds are for additional mailings of notices of unpaid / delinquent tax, excise, police detail, tax title, betterment, and other accounts receivable.

**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 is reduced for FY2010 and will require more efficient use of the remaining resources available. Priority will be placed on real estate tax, tax title and other larger receivables.

**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 \$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.

## Supplies

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



# *Town of Natick*

FY 2010 Budget

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