

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 development of "online" payment capabilities marks a significant improvement in the services provided to the residents of Natick. 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.

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.

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

The budget request for FY2006 includes funding for improved notification to delinquent accounts, notification to subsequent/new property owners, and additional research/resolution for returned mail.

V. On the Horizon

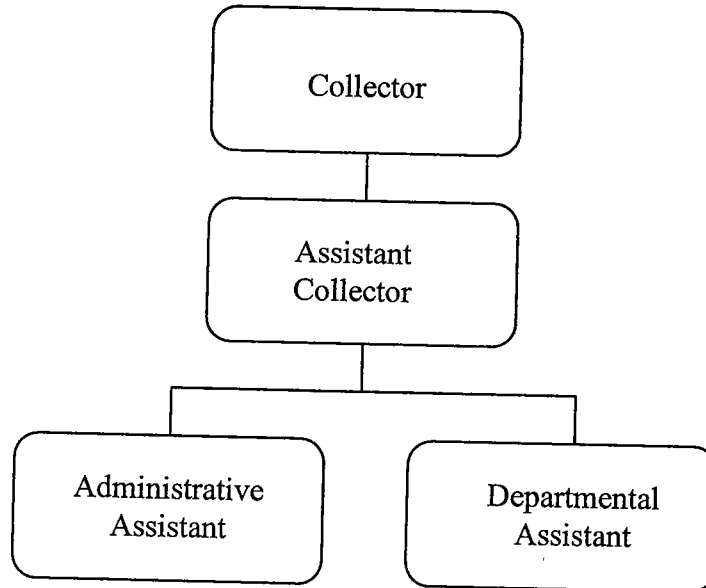
The Town will be required to comply with any new or modified legislation and programs adopted in the Commonwealth of Massachusetts. The United States Postal Service is scheduled for a significant increase in postal rates. This increase will have an impact on future budgets for mailing of bills and notices. The development of increased Internet access to information and the development of information kiosks at Town Hall and Library are goals for the near future.

FY2006 Budget Presentation

Trends in Major Departmental Activities by Fiscal Year						
Activities	2001	2002	2003	2004	Approved 2005	Proposed 2006
1 Warrants - Real Estate	\$48.522m	\$50.651m	\$53.296m	\$55.067m	\$58.050m	\$60.163m
2 Warrants Total Personal Property	\$0.892m	\$0.898m	\$0.843m	\$0.857m	\$0.801m	\$0.810m
3 Warrants Total Motor Vehicle Excise	\$3.960m	\$4.592m	\$3.640m	\$5.015m	\$4.100m	\$4.300m

Fiscal Year 2006 Organization

Collector



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

Bachelor of Arts Degree, Business Administration/Management
Master of Arts Degree, Management

Town Collector

	<i>No of Staff</i>	Tn Admin Recommendations	2006 Dept Requests	2005 Expended 12/31/04	2005 Appropriated	2004 Actual	2003 Actual	2002 Actual	2001 Actual
Salaries Management	1.0	63,911.76	63,911.76	30,364.13	63,911.83	62,591.80	62,352.90	60,305.00	39,026.60
Salaries Supervisory	1.0	42,133.23	42,133.23	20,017.32	42,133.64	41,262.90	41,105.42	39,755.04	445.35
Salaries Operational Staff	2.0	76,560.70	76,560.70	35,486.57	75,564.71	73,150.40	72,871.20	70,733.82	99,089.32
Salaries Temp Operational Staff		0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,574.33
Operational Staff Additional Comp		373.48	373.48	550.00	350.00	300.00	300.00	300.00	300.00
Operational Staff Overtime		5,000.00	5,000.00	1,822.12	7,500.00	4,041.60	4,613.70	1,704.04	0.00
Retirement Buy Back		11,823.00	11,823.00	0.00	0.00	0.00	0.00	0.00	0.00
PERSONAL SERVICES	4.0	199,802.17	199,802.17	88,240.14	189,460.18	181,346.70	181,243.22	172,797.90	140,435.60
Repair & Maint Equipment		1,500.00	1,500.00	1,500.00	1,500.00	92.25	1,481.88	1,654.00	0.00
In State Travel/Meetings		500.00	500.00	0.00	500.00	0.00	0.00	0.00	49.20
Training & Education		800.00	800.00	120.00	800.00	120.00	1,215.85	1,500.00	737.30
Communication Telephone		1,500.00	1,500.00	268.34	1,500.00	592.96	669.27	971.56	980.95
Communication Postage		46,000.00	46,000.00	11,800.50	46,000.00	31,545.72	44,700.54	33,211.62	30,205.52
Collection Activities		23,000.00	23,000.00						
Copy/Mail Center Fees		2,700.00	2,700.00	747.10	2,700.00	1,496.30	1,426.40	2,274.40	2,372.77
PURCHASE OF SERVICES		76,000.00	76,000.00	14,435.94	53,000.00	33,847.23	49,493.94	39,611.58	34,345.74
Real Estate Tax Billing		6,000.00	6,000.00	4,660.00	6,000.00	10,532.34	6,000.00	7,488.50	1,161.60
Motor Vehicle Excise Tax Billing		3,000.00	3,000.00	0.00	3,000.00	451.63	1,263.85	3,323.71	699.09
Trash Fee Billing		1,000.00	1,000.00	0.00	1,000.00	0.00	6,917.84	0.00	0.00
Police Detail Billing		4,000.00	4,000.00	880.00	4,000.00	0.00	0.00	0.00	0.00
Ambulance Fee Collections		46,500.00	46,500.00	15,141.28	45,000.00	42,354.44	37,551.97	34,453.15	22,456.45
TECHNICAL & PROFESSIONAL SVS		60,500.00	60,500.00	20,681.28	59,000.00	53,338.41	51,733.66	45,265.36	24,317.14
Office Supplies		3,300.00	3,300.00	33.27	2,500.00	3,343.26	1,939.22	2,221.90	3,265.91
SUPPLIES		3,300.00	3,300.00	33.27	2,500.00	3,343.26	1,939.22	2,221.90	3,265.91
BUDGET TOTAL		\$339,602.17	\$339,602.17	\$123,390.63	\$303,960.18	\$271,875.60	\$284,410.04	\$259,896.74	\$202,364.39

TOWN OF NATICK
EMPLOYEE JOB/PAY

Emp #	Employee Name	Actual FY'04 Earnings	Budgetary FY'05 Scheduled Earnings	Pay Type	Level- Step	Wks	Rate	Hours	Amount	Funding (52.2 Wks) FY2006	Total Appropriation	Additional Compensation			Total Add'l Comp
												Longevity	Education	Other	
<u>Collector:</u>															
<u>Management</u>															
3720	ROBERT PALMER	\$62,591.92	<u>\$63,911.76</u>	BASE	M4-Perf		42.2923	70.61%	\$1,224.36	<u>63,911.76</u>					
			\$63,911.76								\$63,911.76				
<u>Supervisory</u>															
41599	MELANIE PHILLIPS	\$41,263.02	<u>\$42,133.23</u>	BASE	M2-4		30.3303	66.53%	\$807.15	<u>42,133.23</u>					
			\$42,133.23								\$42,133.23				
<u>Operational</u>															
3844	JUSTINA PILLA	\$38,067.90	<u>\$36,687.10</u>	BASE	4-Max		19.0790	37.5	\$715.48	37,348.06			\$373.48		\$373.48
	Vacancy due to Retirement		<u>\$38,256.40</u>	BASE	5-Max		17.0340	37.5	\$751.20	<u>39,212.64</u>					
			<u>\$74,943.50</u>								\$76,560.70				
		<u>\$141,922.84</u>	<u>\$180,988.49</u>								<u>\$182,605.69</u>	<u>\$373.48</u>	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$373.48</u>