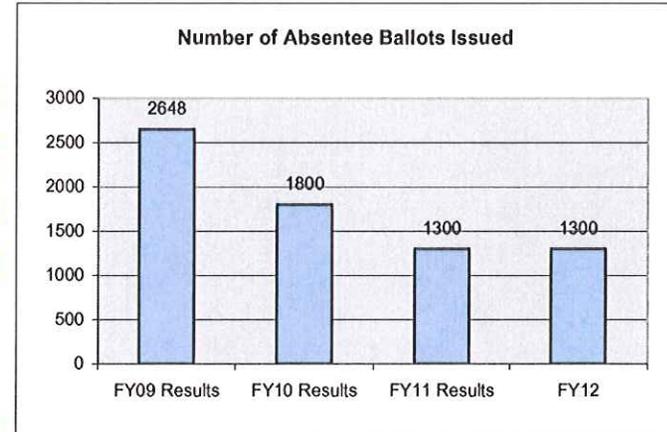


**TOWN OF BELMONT
DEPARTMENT OF
OVERVIEW OF PERFORMANCE AND OTHER CRITERIA**

Performance Data (TOWN CLERK)

Key Performance Indicators

	FY09 Results	FY10 Results	FY11 Results	FY12 Forecast
Number of Certified Vital Records Requests/Certifications	1519	1686	1700	1508
Number of Absentee Ballots Issued	2648	1800	1300	1300
Number of Animal Licenses	2055	2100	2300	2086



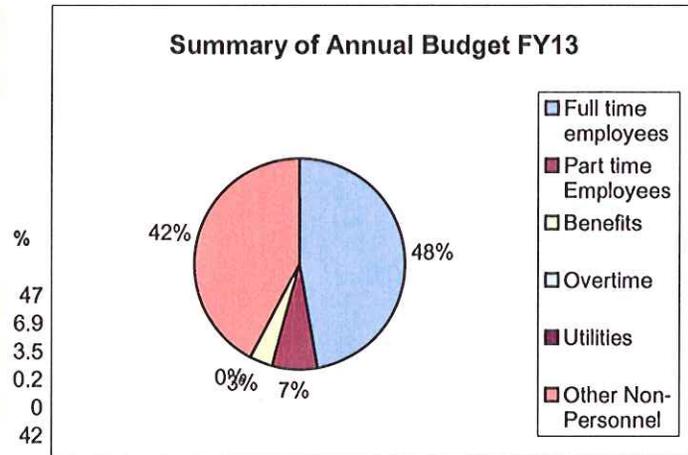
Administrative Performance Data

	FY10 Budget	FY11 Budget	FY12 Target
# Full Time equivalents (FTE)	4	4	4
# Full Time	3	3	3
# Part Time	6	6	6
% of workforce - women	44	44	44
Multilingual employees	0	0	0
% sick time - non FMLA employees	0.021	0.6	0.6

Formula= total sick days (#days x hrs/day) divided by (40 hrs x 52.2wks=2088 hrs/yr)- Fire would be 24/day
Total sick days is for everyone in dept (less those employees with FMLA) / total hrs all employees

Budget Data

	FY10 Actual	FY11 Budget	FY12 Budget	FY13 Budget
Total Full time employees Salary	167722	156,291	158180	175174
Total part time employees Salary	18464	18,400	19,254	25,555
Benefits (health, life, work comp, Medicare)	30378	14544	12901	12901
Total overtime	452	700	700	700
Utilities			0	
Other Non-Personnel	81654	139837	122640	155968
Total Expenses	298670	329772	313675	370298



TOWN OF BELMONT FY 2013 NARRATIVE – TOWN CLERK

Town Clerk

I. Overview

Program responsibilities. The Town Clerk' Office has three primary areas of responsibility.

Elections & Registration. This program assures that all elections comply with Massachusetts Election Laws and Commonwealth of Massachusetts Regulations (CMR) as well as federal election and local election laws.; manages the process for MGL-mandated yearly town census and maintains the census and voting information on a daily basis; provides and encourages voter registration and participation in elections, and provides election results in a timely & accurate manner.

Town Clerk. This program creates, records and maintains Belmont's vital records from 1859 to the present (births, marriages, deaths) compliant with the Commonwealth's Public Health requirements; licenses pets and businesses; maintains Town Meeting and board, committee and commission meeting postings & minutes assuring compliance with the ever-evolving State Open Meeting Laws and relevant MGL, incorporates and maintains the Town By-Laws and ensures compliance with the Massachusetts Conflict of Interest (Ethics) Laws and Office of Campaign and Political Finance reporting requirements.

Legislative. The Office prepares for and manages Town Meeting to maximize use of time, to comply with all MGL and Acts of 1926 Town Meeting requirements, and to properly record votes and Town Meeting Members' records. Communicates votes to the appropriate State agencies as required by law and serves as the communication agent to and from Belmont's 300 Town Meeting Members throughout the year.

Staffing: The Town Clerk's office has four Full Time Equivalent (FTE) employees comprised of two full-time management employees (the elected Town Clerk and the appointed Assistant Town Clerk), one full-time clerical employee, one part-time clerical employee, four part-time appointed Registrars of Voters and one elected part-time Moderator. In addition, the Town Clerk's office depends upon our exceedingly competent volunteers to assist in organizing the responses to our annual census mailing to 12,000 households and other filing projects as needed.

Budget: The FY2012 budget was appropriated at \$323,000 (fully loaded) with Elections & Registrations accounting for 52%, Town Clerk 44% and Legislative 4% of the total expenses. In addition, the Town Clerk's office fees for services amounted to \$88,000, 100% of which is generated by the activities of the Town Clerk program.

II. Department budget by function

The chart below represents our best estimates of the functional costs for the department. Benefits are allocated on a percentage basis, not per person since these tend to change periodically. Salaries represent direct payments to employees. Benefits are departmental expenses for health insurance, workers comp, and the town's Medicare match.

The "Other cost" component varies by function:

- In the Elections and Registrations budget, principle costs relate to maintaining the voting machines and per-election costs for ballot coding and printing as required by the Secretary of the Commonwealth and Mass. Election Laws. The number of elections is the cost driver of this budget. In addition, the printing and postage of notification cards to inactivated voters (more than 4000) affected by the Massachusetts Elections Laws has been significant in terms of costs and labor effects. Reprecincting as a result of the Federal 2010 Census was not relevant as Belmont was able to maintain all eight voting precincts intact. It must be noted however that there was additional concentrated Town Clerk staff labor to successfully complete the "reprecinct" efforts in time for the aggressive legal deadlines. For FY2012, the budget was

TOWN OF BELMONT FY 2013 NARRATIVE -- TOWN CLERK

prepared for three elections when in fact up to four additional special elections will be called by the State to fill vacancies created by the resignation of our State Senator. As of this writing, two of these Special Elections have been called. The budget of three elections may in fact become seven.

- In the Town Clerk budget, the principle "other" costs are for supplies, though for FY13 we include the \$7,000 line item for the second year of a two year project to codify the town's By-Laws, Zoning By-Laws, Special Acts and Town Meeting actions. We've seen a rise in our consumption of paper due to the changes in the implementation of the Open Meeting Law posting process; however this increase in Town Clerk consumption should directly correspond to a decrease in the budgets of other departments which act as liaison for governmental bodies.
- In the Legislative budget, the cost of court stenography services to record the verbatim minutes and actions for each Town Meeting session as required by the By-Laws is the main cost component, driven by the number of sessions of Town Meeting.
- When comparing the FY2012 budget and actuals to the FY2013 budgets, please note that we have realigned the expected costs for each activity to properly assigned them to one of the three programs as well as to the proper object within the Town Clerk budget. This shift is especially notable in the office and voting supplies across all three programs.

Please note that the following chart represents the three current program budgets, with the individual salaries fully attributed to the existing programs. It does not allocate salaries to the individual programs based upon actual work/time spent per program to get the true cost of each program, which shifts yearly based upon the federal, state and local election schedule.

FY13	Salaries	Benefits	Other	Total
Elections & Registration	68,985	16,644	113,245	198,874
Town Clerk	116,428	8,795	17,185	142,408
Legislative	200	-	13,000	13,200
Total	185,613	25,439	143,430	354,482

III. Staffing and Structure

The Town Clerk's office has three full-time and one part-time employee to handle the daily requirements and operations of the entire department, all four to varying degrees participating in each of the three department programs totaling 3.5 FTE. The amount of time that each of these employees dedicates to the three programs depends primarily upon the schedule cycle federal and state elections and the calling of Special Elections.

In addition to daily operations, the department has four appointed members of the Board of Registrars each considered part-time for .1 dedicated to the Elections & Registrations program as well as one part-time elected Moderator for .1 dedicated to the Legislative program.

TOWN OF BELMONT FY 2013 NARRATIVE – TOWN CLERK

Management consists of the elected Town Clerk and the appointed Assistant Town Clerk (per Mass General Laws) , the Clerical category is one full-time and one part-time (18 hours/weekly) Administrative Assistant, the Other category holds the part-time members of the Board of Registrars and Moderator. During FY2012, the part time Administrative Assistant job has been reclassified and re-graded from a level 3 to a level 6 in recognition of the enormous shift in information management. In preparation for an election, this employee also increases weekly hours to 30 hours for three weeks prior to and one week following each election in order to get all the preparation done and to relieve those directly responsible for the elections of daily office requirements.

Please note that the following chart represents the three current program budgets, with the individual salaries fully attributed to the existing programs. It does not allocate workers to the individual programs based upon actual work/time spent per program to get the true cost of each program, which shifts yearly based upon the federal, state and local election schedule.

FTE - FY13	Elections &	Town	Legislative	Total
	Registration	Clerk		
Mgmt	0.9	0.9	0.2	2.00
Other	0.4	0	0.1	0.50
Clerical	0.26	1.1	0.14	1.50
Total	1.56	2	0.44	4.00

Please note that the following chart represents the three program budgets, with the individual workers allocated to the program based upon actual work/time spent per program. This derives the true cost of each program, which shifts yearly based upon the federal, state and local election schedule.

FTE - FY13	Elections &	Town	Legislative	Total
	Registration	Clerk		
Mgmt	1	1	0	2.00
Other	0.4	0	0.1	0.50
Clerical	0.2	1.2	0.1	1.50
Total	1.6	2.2	0.2	4.00

TOWN OF BELMONT FY 2013 NARRATIVE – TOWN CLERK

IV. Goals, Outcome Measures, detailed descriptions and input/output measures for major programs

A. ELECTIONS & REGISTRATION –

1. Program Outcomes

I Facilitate & provide accurate and timely census data

- A. % Response to yearly Town census (first or second mailing)
- B. % Census response recorded in State Central Voter Registry 30 days preceding Town election

II Comply with legal requirements for elections (local, State, Federal)

- A. % Of qualified and trained poll workers
- B. % Compliance with legal posting and testing requirements

III Process public requests in a timely & accurate, accessible manner

- A. % Unofficial town-wide election results are available within 2 hours of close of polls
- B. % Unofficial town-wide election results are available on the website within 3 hours of close of polls
- C. % Official certified election results available on the website within 14 days of the election

IV Provide accessible and accurate election processes and accurate & timely results reports and certifications

- A. % Detailed election, voting and absentee information available in media and on website, Town Clerk's office at least 60 days preceding election
- B. % Elections in which absentee ballot applications fulfilled and sent to voter within 4 business days of availability of printed and on-line ballots
- C. % Elections in which absentee ballot applications fulfilled and sent to voter within 24 hours once printed and on-line ballots are available

V Provide opportunities to encourage voter registration & voter participation

- A. % Of Elections in which Voter Registration Sessions were held outside routine office hours at Town Clerk's office
- B. % Of Elections in which Voter registration sessions were held at remote sites or events such as Belmont High School, Meet Belmont, etc
- C. % Of Elections in which in-person absentee voting was available at least 10 business days prior to election once the ballots are available.

TOWN OF BELMONT FY 2013 NARRATIVE – TOWN CLERK

ELECTIONS & REGISTRATION

2. Detailed Description

This program/department is responsible for all aspects of voting and running elections, including but not limited to voter registration, census preparation and maintenance, election equipment and ballot testing, staffing eight voting precincts for election day, tallying and posting results for the public, certifying results for the Secretary of State and the Department of Revenue, all conducted in public view. In addition we record and maintain individual voting record for every voter (past and present) in Belmont. Other related activities include distributing and updating the 11,000 household yearly census forms and compiling the statutorily-required Resident Book. Data is managed utilizing the Commonwealth's Central Voter Registration System, managed through the Secretary of State. Changes to voter status, registrations, etc. verifying identity may ONLY be accomplished by the original signature of the voter; paper documents continue to serve as legal source documents. In addition to complying with all current federal, state and local election laws, changes to state or federal laws or regulations occur just before an election, requiring additional training of the Town Clerk's staff and election staff. One recent example a change made less than one month before the November 2010 State election that allows Military and Overseas Voters (MOVE) to vote by electronic means such as email or faxed. This exception is not likely to be available in the 2012 elections.

3. Input/output Measures

INPUTS	Actual FY 10	Budget FY 11	Estimated FY 11	Budgeted FY 12	Projected FY13
1. Number of Employees	1.56	1.56	1.56	1.56	
1.a Number of Employees Per Budget	1.4	1.4	1.4	1.4	
2. Department Expenditures	110,186	187,616	187,416	160,644	
OUTPUTS					
# Census non-respondants (First of second mailing) per calendar year	1300 est		1649	1350	
# Census responses received & processed in Central Voter Registry 30 days preceding Annual April Election	8400 est		8500 est	8600	
# of qualified & trained pollworkers	56		71	80	
# Unofficial Town-wide election results available within 2 hours of close of polls	3		3	3	
# Unofficial town-wide election results available on website within 3 hours of close of polls	3		3	3	
# Absentee Ballots fulfilled	1840		1800	1300	
# Official Results available on the website within 14 days of election	0		2	3	

TOWN OF BELMONT FY 2013 NARRATIVE – TOWN CLERK

# Elections in which voting and absentee information available 60 days preceding election	4		4	4	
# Elections in which all absentee ballot applications received were fulfilled and sent to voter within four days of availability of paper and electronic ballots.	n/a		n/a	3	
# Elections in which absentee ballot applications were fulfilled and sent to voter within 24 hours once paper and electronic ballots are available	4		3	3	
# Voter Registration sessions conducted outside routine office hours at Town Clerk's office	4		4	4	
# Voter Registration sessions conducted at remote sites such as Belmont High School, Meet Belmont, etc.	2		2	2	
# Elections in which in-person absentee voting available at Town Clerk's office 10 business days preceding election	3		3	3	

B. TOWN CLERK

1. Program Outcomes

I Secure & provide accurate and timely vital records and records of public actions

- A. % of original vital records accepted by and recorded accurately with the Commonwealth
- B. % of public meetings posted to successfully comply with Open Meeting Law on first attempt
- C. % of meeting minutes filed with the Town Clerk within 3 months of occurrence

II Comply with legal requirements for vital records

- A. % of Marriage Intentions converted to license on first attempt, without additional follow-up/contact
- B. % compliance with Commonwealth vital records archival storage requirements
- C. % of "one-touch" vital record certificates

III Process public requests in a timely & accurate, accessible manner

- A. % of Public Records Law (MGL Ch 66 Section10) requests completed and returned within the statutory 10 days
- B. % of written requests received by mail fulfilled within 24 hours
- C. % on-line searchable access to Town Meeting Actions, General and Zoning By-Laws, Acts and Special Legislation accepted by the Town

IV Provide accurate information in response to residents and connect them to the appropriate parties in town

- A. % of inquiries answered by Town Clerk staff
- B. % of inquiries referred by Town Clerk staff
- C. % of Town Clerk services described (if in-person activity is required) or available on-line

V Provide accessible ways for members of the public to request and secure required licenses and certificates.

- A. % on-line applications available for downloading
- B. % on-line information describing available Town Clerk services

TOWN OF BELMONT FY 2013 NARRATIVE – TOWN CLERK

- C. % On-line pet licensing & vital records request with electronic pay option
- D. % of "one-touch" pet licenses

TOWN CLERK

2. Detailed Description

This program/department is responsible for all of Belmont's permanent records back to 1859, including but not limited to vital records (births, deaths and marriages), recording, certifying to State agencies such as Attorney General Office and Department of Revenue and maintaining Belmont's By-Laws and legislative acts, records of meetings and public actions of all Town Meeting, boards, committees and commissions, residency letters, raffle permits, resident books, annual reports, Zoning Board of Appeals decisions, maintaining and tracking conflict of interest (Ethics) summary receipts and training and Open Meeting Law compliance, political and campaign finance reports, pet licenses, hunting/fishing licenses (terminated 12/31/11), business licenses, registrations and certificates and associated studies. Maintaining and indexing these documents while making them accessible to the public in a safe and secure way is a major responsibility. The Town Clerk's office is no longer serving as a Passport Acceptance Facility due to recent change in criteria made by the U.S. Dept of State. Lastly, the Town Clerk serves as the central "go to" place for residents and general inquiries from the public. People who don't know where to turn in the town's structure, call or email the Town Clerk's office first. Many times, we answer the question other times, we transfer to other departments once we decide who is the best match for the inquiry.

As the official keeper of records for the Town of Belmont, Public Records Requests often arrive at the Town Clerk's office first; these requests are on the rise and often involve significant time and coordination among several departments.

Proper storage, index and archive activities for these permanent records is a priority for this department.

The Elected Town Clerk's salary is ultimately voted by Town Meeting each year. Since the salary of the Town Clerk was never discussed in the Town Clerk's budget meetings but appeared at Town Meeting amendment, a new approach is required. It must be noted that NO increase in the salary of the Town Clerk has been included in this submitted budget. Instead, communication amongst the Town Administrator, Human Resources, the Board of Selectmen and ultimately the Warrant Committee will lead to a revision of that salary number, if determined appropriate.

Activities involving the certification of all of these town records generated fees in excess of \$88,000 in FY2011, not including the fees to DPW and Commonwealth. In FY2012, we forecast a slight drop to \$82,000 due primary to the withdrawal from the Passport and Hunting/Fishing programs. The latter withdrawal is a result of the increased fees imposed by the State to participating agencies and Towns resulting in discontinuance by most towns/cities in the State.

TOWN OF BELMONT FY 2013 NARRATIVE – TOWN CLERK

3. Input/output Measures

INPUTS	Actual	Budget	Estimated	Budgeted	Estimated
	FY 10	FY 11	FY 11	FY 12	FY13
1. Number of Employees	2	2	2	2	
1.a. Number of Employees per Budget	2.5	2.5	2.5	2.5	
2. Department Expenditures	159,627	130,436	130,730	152,407	
OUTPUTS					
# public meetings posted that require Intervention to comply with Open Meeting Law	n/a		n/a	24	
# Original vital records returned by Commonwealth requiring correction	6		4	1	
# Marriage Intentions that didn't require additional follow-up contact	65		70	90	
# "One-touch" vital records certificates issued.	0		50%	80%	
MGL Public Records Requests completed and returned within the statutory 10 days	n/a		16	20	
# Written requests received by mail and fulfilled within 24 hours	193		200	200	
# Updates performed to ensure current Town Meeting Actions, General and Zoning By-Laws, Acts and Special Legislation accepted by Belmont available on line	2		3	2	
# Telephone public inquiries answered by Town Clerk staff	n/a		working with Bldg services to obtain actuals YTD	Will forecast once we get FY11 YTD	
# Telephone public inquiries answered by Town Clerk staff referred to other dept	n/a		working w/Bldg services to obtain actuals YTD	Will forecast once we get FY11 YTD	
# of applications for licenses and certificates available on line for downloading	1		2	2	
# Applications for licenses available on line for electronic payment	0		0	1	
# of pet licenses NOT compliant with the "One Touch" methodology requiring follow-up communications & submittals.	0		100	30	25

TOWN OF BELMONT FY 2013 NARRATIVE – TOWN CLERK

D. LEGISLATIVE--

1. Program Outcomes

I Management of Town Meeting sessions to maximize the use of time

- A. % of presenters who come to Town Meeting with prepared remarks, adhering to allocated time period
- B. % of substantive amendments NOT filed prior to the required 3-day advance notice
- C. % timely pronouncements of Town Meeting actions during the meeting to keep the meeting on track

II Comply with legal requirements for Town Meetings

- A. % compliance with legal posting for each session of Town Meeting per town bylaws
- B. % compliance providing required information to Town Meeting Members by the 14 days prior to session
- C. % certified votes of Town Meeting actions to the Commonwealth within the statutory 30 days of last day of Town Meeting.

III Properly record Town Meeting tenure, attendance and individual voting records to permit public consideration

- A. % of on-line update to Town Meeting Member status available within 1 week of status change
- B. % of on-line Town Meeting Member individual attendance records available yearly by nomination deadline for April Town Election
- C. % availability of Town Meeting stenographer official record of Town Meeting minutes and actions

LEGISLATIVE

2. Detailed Description

This program is responsible for coordinating virtually all aspects of Belmont’s Representative Town Meeting, including but not limited to compliance with both the Massachusetts General Laws and Representative Town Meeting Act of 1926 and Belmont’s By-Laws, written and verbal communications with Town Meeting Members and the public, moderating and managing the Town Meetings to be respectful of time pressures while securing the necessary results, creating storing and indexing the official court stenographer’s minutes of the meeting, certifying the votes of Town Meeting for the Town as well as for State Agencies, making the results available and understandable to the general public.

3. Input/output Measures

INPUTS	Actual	Budget	Estimated	Budgeted	Projected
	FY 10	FY 11	FY 11	FY 12	FY13
1. Number of Employees	0.44	0.44	0.44	0.44	
1.a. Number of Employees per Budget	0.1	0.1	0.1	0.1	
2. Department Expenditures	11,563	11,920	11,920	12,135	

TOWN OF BELMONT FY 2013 NARRATIVE – TOWN CLERK

OUTPUTS					
# Presenters who do not come to Town Meeting with prepared remarks, or who do not adhere to allocated time period	n/a		n/a	2	
# Substantive amendments NOT filed with Town Clerk at least three days before Town Meeting, ultimately accepted by the Moderator.	0		1	0	
# Town Meeting votes certified to the Commonwealth within 30 days of adjournment.	1		3	2	
# Town Meeting Member status changes recorded and available on website within one week of notification.			8	8	
# Town Meetings for which individual attendance records are available on line prior to nomination deadlines for Annual Town Election	0		0	0	
# Town Meetings for which Town Meeting Actions are available on website	2		3	3	

VI. Opportunities and Issues for FY2013

To comply with State and Federal laws, every Town Clerk’s office in the Commonwealth of Massachusetts must continue to exist between two worlds, one where the paper document and original signature are considered the only legal source document and one where document imaging and on-line access dominate. Whereas the desire to move ahead into imaging our past presses on us, we must always evaluate the cost-benefit of automating and not automate without solid reason. As such, we will concentrate and phase-in our efforts in automation to comply with a single-touch philosophy, to allow on-line payments in areas of high volume, small per unit revenue and records that must be maintained and secured permanently. In addition, the budget proposes a cost to codify all of Belmont’s laws to make them easily accessible and permanently secure.

It is often said that Belmont could save a lot of money by consolidating our voting locations down to one place, for example Belmont High School however, this isn’t fully true. Election costs are not purely driven by the number of elections or the number of voting locations but by the number of legal voting precincts. The Massachusetts Acts of 1926, Belmont Representative Town Meeting Act, created eight Belmont voting precincts, and the laws of the Commonwealth only permit a voting precinct to contain 4000 inhabitants or fewer. With a population of 26,000, Belmont could perhaps reduce only to seven voting precincts. The true cost drivers are the laws and regulations that require each legal voting precinct to be staffed with a minimum number and types of workers; to possess and utilize specific voting equipment and ballots and have dedicated police officers. Any decision to move to a single voting location should therefore not be a cost-driven decision. It should be based upon a desire to change the way elections are accessible to Belmont voters. We continue to evaluate and test ways to reduce the cost per election, within the relevant laws.

The impact and effects of the Federal Census 2010 were minimal with Belmont retaining all eight voting precincts intact, however the ongoing legal requirements for compliance with the State’s inactivation

TOWN OF BELMONT FY 2013 NARRATIVE – TOWN CLERK

practices for voters who don't return the yearly census creates an ongoing cost burden. In FY2012, 4000 voters of our 16,000 were inactivated and nearly 1800 residents were deleted for not returning a census in 2011. We are required to inactivate and notify by mail each voter and reinstate based upon response to the postage-paid card. The results will linger throughout elections for the next two federal election cycles and the yearly cost burden and additional work must be accommodated. This was not the practice of the prior Town Clerk however the State has been conducting compliance testing and now requires Town Clerk certification on penalty of perjury.

Since we deal with public on a daily basis, we have the pleasure to receive their direct comments on our services. Overall, feedback has been excellent so far, and we continue to strive for continuous improvement within our budgets but changing the way we conduct business. In addition, we are thrilled that the Town Clerk's office has excellent working relationships with many town departments, especially the IT Department in implementing our new pet and committees databases, School Department, Assessors and Community Development for the residency verification process and Community Development in the new street address assignment process and Building Services to support our elections and to make some strides in securing and protecting our vital records using an incredibly creative approach. Without limitation, they have been generous in sharing expertise and jumping on board to help as we proceed to implement change.

Last year, I wrote of the challenges of the requiring residency letters to be admitted to Belmont Public Schools. This year, I happily write that a successful approach was developed and implemented for all of our schools and has been fully endorsed by the School Department as well as the involved Town departments. The resultant residency verification process is streamlined, less expensive, and most importantly consistently applied across the school district.

The Town Clerk's office requires accuracy, knowledge of and rigid compliance with relevant laws and public communications skills. We are fully benefiting from the private sector experience of our workforce to incorporate best-practices.

VII. Challenges

The approaching Presidential Election cycle that begins in FY2012 continuing into FY2013 will once again place extraordinary demands on the Town Clerk's office. The required shift of personnel to fully comply with all election laws will certainly impact the other programs of this department. One perpetual challenge is to recruit, train and retain qualified election pollworkers while minimizing election costs. This year, we are pleased to have seen a notable increase in our number of trained and competent pollworkers by some 22 people. This pool of workers came at a critical time; whereas we planned for three elections to take place in FY2012, the State called two additional Special Senate Elections, one December 13, the other January 10th. In addition, we await the determination of the timing for the additional two elections to replace our State Representative who won the seat for State Senate. The possibility exists that these additional elections will be called during FY2012 bringing our total number of elections from three to seven, costing up to \$54,000 more than we budgeted. Moreover, the timing of these Special Elections, coincident with the yearly statutory activities of the Town Clerk's office such as the census, campaign finance reports, pet licensing and preparation activities for the Town Election are straining our workers, with many additional hours worked to meet the legal deadlines.

An overarching challenge for the entire Town Clerk's department is to overcome a popular perception that the Town Clerk's office is a place for file clerks. Every day, the staff of the Town Clerk's office must use our knowledge of the Commonwealth, town and federal laws and regulations to make judgments, often involving in-person public requests. The numbers are not small, issuing more than two thousand vital records and certificates per year plus another two thousand three hundred pet licenses, thousands of inquiries and visits. In fact, at \$88,000 in revenue, comprised of \$20 activities (on average), that's more than 4400 paying transactions! It's not only making copies and filing papers, it's knowing and acting

TOWN OF BELMONT FY 2013 NARRATIVE – TOWN CLERK

within the laws with a customer-service attitude. The risk of a mistake is tremendous involving someone's identity, an election result, or creating and amending laws.

VII. Successful Initiatives and Notable Improvements

A tremendous amount of change has taken place in the Town Clerk's office this year, some of the initiatives are worth a mention:

- Birth certificates and adoptions are now submitted on-line. Each of the Town Clerk's office employees successfully passed the required State training and is competent to record births using the newly mandated Vitals Information Partnership system. Deaths are the next module to follow within about a year, then finally Marriages.
- Open Meeting Law (OML) compliance for meeting postings, and soon minutes, has made significant headway toward our goal of having the Belmont website be considered the official legal posting and records location for the Town. Part one, requiring all postings to be made showing the Town Clerk's timestamp, has been successfully implemented, allowing us to work with chairs of committees to coach on the details of the OML rather than enforce. Part two will place the full burden of the posting on the chair, requiring limited intervention by the Town Clerk's staff. In addition, the incorporation of the OML training bullets into the swearing in of new committee members has been an integral part of our collective OML success.
- Pet licensing has successfully completed its first online "one touch" year, with online payment scheduled to begin January 1, 2012. A follow-on will be the offer of certificates of birth, death and marriage using online payments.
- Many mandated state forms have been automated, decreasing the need for the compulsory typewriter.
- We've created a new street address assignment process, working with Glenn Clancy of Community Development and streamlined and centralized the notification process to all Town departments.
- Following a decision by the Board of Selectmen to issue parking permits to the Sycamore Street residents (in response to a request by the Butler School, residents and Traffic Advisory Committee), the Town Clerk's office is the issuer of and residency verifier for these permits and has become a central communication hub for residents.
- Lastly, we have spent significant time to organize and utilize a new database for all of our 106 committees, 800 members to allow us to track their committee appointment history as well as Ethics receipts per the State requirements. The software is the same one we use to track our pets!

**TOWN OF BELMONT EXPENDITURES
FY2013 PROPOSED BUDGETS**

MUNIS Org & Obj	Account Title	FY10 EXPENDED	FY11 EXPENDED	FY12 TOWN FINAL VOTE	FY12 TOWN EST EXP	FY13 TOWN REQ LEVEL SERVICE	% Chg Level Service to FY 12
<u>11101</u>	<u>LEGISLATIVE</u>						
511900	ELECTED OFFICIAL	200	200	200	200	200	
	<u>PERSONAL SERVICES</u>	<u>200</u>	<u>200</u>	<u>200</u>	<u>200</u>	<u>200</u>	
<u>11102</u>							
530000	PROF & TECH SERVICES	11,301	10,022	9,935	9,935	11,000	
534700	PRINTING	62	684	2,000	2,000	2,000	
	<u>OTHER EXPENSES</u>	<u>11,363</u>	<u>10,706</u>	<u>11,935</u>	<u>11,935</u>	<u>13,000</u>	
	TOTAL LEGISLATIVE	11,563	10,906	12,135	12,135	13,200	8.8%
	<u>ELECTIONS & REGISTRATION</u>						
<u>11621</u>							
511000	FULL-TIME SALARIES	49,444	57,492	57,721	58,875	60,053	
511100	PART-TIME SALARIES	3,060	2,940	6,730	8,600	8,232	
513000	OVERTIME	182	280	700	700	700	
517000	HEALTH INSURANCE	-	-	16,371	16,371	16,371	
517200	WORKERS COMP.	213	204	273	273	313	
	<u>PERSONAL SERVICES</u>	<u>52,899</u>	<u>60,917</u>	<u>81,795</u>	<u>84,819</u>	<u>85,669</u>	
<u>11622</u>							
524500	REP.MAINT.OFF.EQUIP.	-	234	300	300	300	
524700	VOT.EQUIP. REP/MAINT	16,289	14,323	36,000	36,000	36,000	
527100	RENTAL BLDGS.	-	-	-	-	-	
530600	PROF. SERV. DATA PROCESSING	750	600	1,400	1,800	1,200	
534500	POSTAGE	4,092	4,239	8,240	7,000	8,540	
534600	PRTG & MAILING	3,537	4,347	7,070	6,000	5,850	
538100	POLLWORKERS	21,624	37,194	40,000	93,475	58,000	
542100	SUPPLIES,OFFICE	334	404	350	1,000	725	
549000	FOOD SUPPLIES	568	167	800	1,300	980	
558300	ELECTION SUPPLIES	727	1,007	1,000	1,800	1,000	
571000	IN STATE TRAVEL	436	106	625	625	625	
573000	ASSOC.DUES & MEMBERSHIPS	80	25	-	-	25	
	<u>OTHER EXPENSES</u>	<u>48,437</u>	<u>62,646</u>	<u>95,785</u>	<u>149,300</u>	<u>113,245</u>	
	OFFICE EQUIPMENT	8,850	-	-	-	-	
	<u>CAPITAL OUTLAY</u>						
	TOTAL ELECTIONS & REGISTRATION	110,186	123,563	177,580	234,119	198,914	12.0%

**TOWN OF BELMONT EXPENDITURES
FY2013 PROPOSED BUDGETS**

MUNIS Org & Obj	Account Title	FY10 EXPENDED	FY11 EXPENDED	FY12 TOWN FINAL VOTE	FY12 TOWN EST EXP	FY13 TOWN REQ LEVEL SERVICE	% Chg Level Service to FY 12
<u>TOWN CLERK</u>							
<u>11611</u>							
511000	FULL-TIME SALARIES	37,606	37,162	36,905	36,905	36,905	
511100	PART-TIME SALARIES	17,096	17,323	14,554	15,774	17,123	
511900	ELECTED OFFICIAL	76,270	60,095	74,591	62,400	78,216	
513000	OVERTIME	60	-				
514800	LONGEVITY	425	475	475	575	575	
517000	HEALTH INSURANCE	10,466	10,918	6,031	6,031	6,031	
517200	WORKERS COMP	427	409	546	546	627	
517800	MEDICARE	693	1,450	1,643	1,643	1,926	
	<u>PERSONAL SERVICES</u>	<u>143,043</u>	<u>127,832</u>	<u>134,745</u>	<u>123,874</u>	<u>141,403</u>	
<u>11612</u>							
524500	REPAIR & MAINTENANCE	135	359	400	400	400	
527200	COPIER LEASE	1,484	1,664	2,205	2,205	2,350	
530000	CODIFICATION PROJECT 2 YEAR			5,000	5,000	7,000	
534500	POSTAGE	6	33	50	50	50	
534700	BINDING	11,978	850	450	450	450	
534700	PRINTING - FORMS	-		40	40	610	
542100	OFFICE SUPPLIES	1,294	1,299	900	900	1,000	
542100	COPIER SUPPLIES	-	-	400	400	400	
542200	COMPUTER SUPPLIES	342	-	350	350	600	
571000	IN STATE TRAVEL	600	625	625	625	625	
573000	DUES AND MEMBERSHIPS	390	340	400	400	400	
574100	BONDS	355	-	100	100	100	
	<u>OTHER EXPENSES</u>	<u>16,584</u>	<u>5,169</u>	<u>10,920</u>	<u>10,920</u>	<u>13,985</u>	
<u>11613</u>							
585300	REPLACEMENT EQUIPMENT	-	-	-	-	-	
585300	SOFTWARE DATABASES			4,000	4,000	3,200	
	<u>CAPITAL OUTLAY</u>	<u>-</u>	<u>-</u>	<u>4,000</u>	<u>4,000</u>	<u>3,200</u>	
	TOTAL TOWN CLERK	159,627	133,001	149,665	138,794	158,588	6.0%