



Town of *Wellesley*
FY2022 Budget Request
Executive Director Operating Narrative: Mission, Services & Priorities

MISSION

To implement the policies of the Select Board, manage and direct any and all matters and activities affecting the interests and welfare of the Town that are not specifically assigned by law to any other board or office, and to foster continuous and collaborative improvement of public services and programs.

EXECUTIVE DIRECTOR OF GENERAL GOVERNMENT SERVICES

The Executive Director of General Government Services serves as the Chief Operating Officer for the Select Board ("Board") and manages the activities of the Office of the Select Board. The Executive Director assists the Board in its annual development of Town-wide goals and objectives and is responsible for coordinating staff initiatives to achieve those goals and objectives. She oversees and is responsible for the annual preparation and implementation of the Town-Wide Financial Plan, Five-Year Capital Budget Program, and Annual Operating Budget and provides leadership on projects and activities involving multiple boards and/or committees; supports the Board, other elected and appointed boards, and implements the Unified Plan.

OFFICE OF GENERAL GOVERNMENT SERVICES

Working for the Select Board, the chief executive board of the Town, the Office of General Government Services ("Office") manages and directs any and all matters and activities affecting the interest and welfare of the Town that are not specifically assigned by law to any other board or office. The Office administers all provisions of general and special laws applicable to the Town, all by-laws and votes of the Town, and all rules and regulations made by the Board. The Office is a liaison with the state and federal government; local civic and business entities; and other municipalities and municipal organizations. The Office of General Government Services includes the Office of the Select Board.

The Office of General Government Services is staffed by 5 professionals, led by the Executive Director of General Government Services. The staff includes the Assistant Executive Director who is responsible for providing management and administrative support to the Executive Director and to the Select Board, and manages the Office of the Select Board. The Communications and Project Manager organizes and manages the Town's strategic communications efforts, provides public information, town-wide news, event announcements, and operational program materials. An Executive Assistant who oversees the administrative management of the Executive Director's office, and a new position approved in FY20 at a director level.

The Office of General Government Services welcomed Amy Frigulietti as the new Assistant Executive Director position in February 2020. The new position approved in FY20 conceived of an Economic Development Director to assist the Executive Director, however due to COVID-19 and office transitions, remains unassigned at this time. The Executive Director is currently working on updating job descriptions and classifications to best suit the needs of the department.

OFFICE OF THE SELECT BOARD

The Select Board have the authority to appoint department heads to various Town offices. The Board appoints the Executive Director of General Government Services, Fire Chief, Police Chief, and Town Counsel. The Office of the Select Board is within the Office of General Government Services and the administrative duties are managed by the



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Assistant Executive Director with staff support from the Executive Assistant.

The Board also appoints members to several town committees such as; the Zoning Board of Appeals, the Registrars of Voters (three of its four members), the Council on Aging, the Municipal Light Board (two of its five members), the Contributory Retirement Board (one of its five members), and the Wellesley Housing Development Corporation.

Through the Finance Department, the Board coordinates the preparation of General Government budgets for Central Administrative Services, Employee Benefits, Risk Management (Insurance), Law, Memorial and Veterans' Days commemoration, Parking Fine Processing, Traffic and Parking Management, Sealer of Weights and Measures, Town Facilities Maintenance, Town Report, and Unemployment Compensation.

Other Board responsibilities include authority to issue permits and licenses for alcoholic beverages, common victuallers, take-out food, entertainment, public conveyances, and others. It also administers risk management practices and scholarship programs; coordinates, publishes and distributes the annual Town Report; oversees Town facilities maintenance; addresses public safety matters; determines where traffic and regulatory signage, and pavement markings are located; directs traffic engineering; maintains parking facilities and meters; assigns house numbers; estimates, modifies and maintains voting precincts; administers Town property leases and certain grant applications; and is Town Ombudsman.

FY22 Goals

The Goals for FY22 will continue to focus on implementation of the Unified Plan, with particular focus on Municipal Facilities, housing, and transportation.

Town Asset Management

- Continue to work with the School Building Committee to complete the Hardy MSBA School and the Hunnewell Elementary School to prepare for construction funds at a fall Special Town Meeting in 2021.
- Continue to work with FMD and PBC to complete Schematic Design of the Town Hall Interior project to prepare for construction funding at a FY23/24 Town Meeting

Housing

- Working with the newly formed Housing Task Force, the Select Board and Executive Director strive to continue to diversify the housing stock and housing options in Wellesley in both form and economics through implementation of the Housing Production Plan and prioritization of housing initiatives.
- The Select Board and staff will work to negotiate and bring to Town Meeting a long-term land lease for the Railroad Commuter Parking Lots to increase housing in Wellesley Square while maintaining the parking for the business district.
- Work to complete 40B permitting for projects and to resolve outstanding legal cases on 680 Worcester Street and 16 Stearns Road.
- Work to assist the Wellesley Housing Authority on completion of the Barton Road Feasibility Study.
- Work to transition from the WHDC to an Affordable Housing Trust.



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Connectivity of People and Places

- Work with the Mobility Committee to improve multi-modal transportation options and to complete a Sustainable Mobility Plan.
- Work with the MWRTA to transition the Route 8 bus service to a micro-transit pilot program.
- Continue implementation of the Complete Streets Plans through capital projects and grant opportunities.
- Work with the MBTA to improve service and ADA accessibility at the Wellesley Square, Wellesley Hills, and Wellesley Farms Commuter Rail Stations.

Sense of Community

- Continue to improve public service announcements, town-wide communication initiatives, and website enhancements.
- Work to establish a Diversity, Equity, and Inclusion Task Force and charge.
- Work on a town-wide civil discourse initiative.

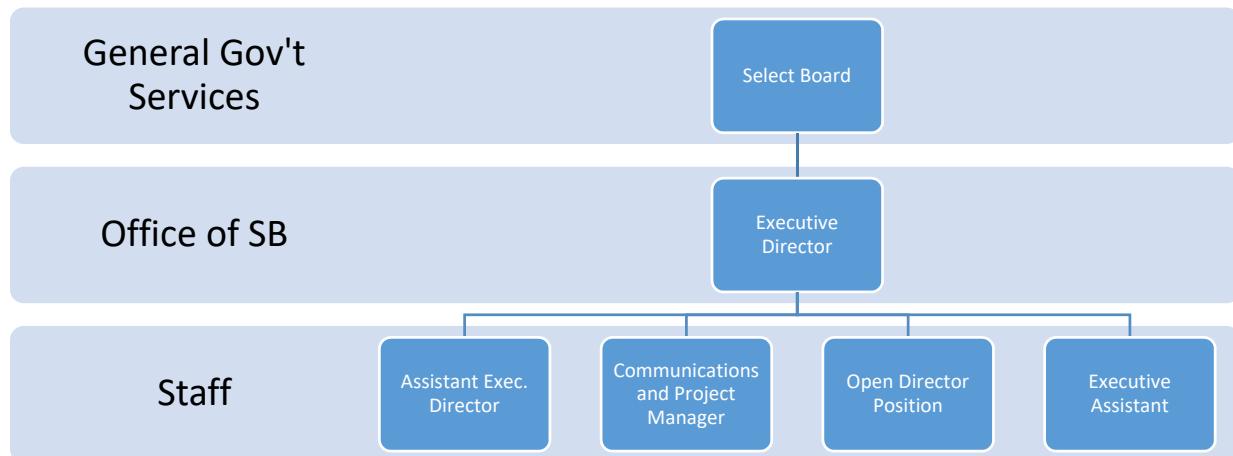
Sustainability

- Work with the SEC on the Climate Action Plan.
- Work with MLP, FMD, and others to consider a town-wide solar policy.



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Operating Budget Summary



The Executive Director's budget this year represents an **overall year increase of 2.49%**. The increase includes an assumed salary increase of 2% for all staff. The Executive Director is working to realign the positions and job descriptions to reflect the needs of the Select Board office. **The FY22 budget reflects building on the Unified Plan goals** of increasing communication efforts, affordable housing and diversified housing stock in Town as well as focusing on improving transportation operations and options, **however, does not require budgetary increases**.

PERMANENT STAFFING (FTEs)	FY18	FY19	FY20	FY21	FY22
	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Budget</u>	<u>Request</u>
Position Titles:					
Executive Director	1.0	1.0	1.0	1.0	1.0
Assistant Exec. Director	1.0	1.0	1.0	1.0	1.0
Deputy Assistant Director	1.0	-	-	-	-
Economic Development Director	-	-	1.0	1.0	1.0
Communications and Project Manager	-	1.0	1.0	1.0	1.0
Executive Assistant*	<u>2.0</u>	<u>1.0</u>	<u>1.0</u>	<u>1.0</u>	<u>1.0</u>
Total Number of Positions	5.0	4.0	5.0	5.0	5.0

* FY19 Dep. Director position eliminated, Clerk position eliminated



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Executive Director Operating Request

Org	Object	Account # 01-122 Account Title	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Budget	FY22 Request	\$ Variance FY21-22	% Variance FY21-22
PERSONAL SERVICES									
01122100	511010	Senior Administrator	\$ 193,800	\$ 197,676	\$ 201,538	\$ 205,788	\$ 220,144	\$ 14,355	6.98%
01122100	511220	Other Professionals	253,965	261,347	181,651	345,440	346,098	\$ 658	0.19%
01122100	512290	Temporary Help	626	-	-	5,000	-	\$ (5,000)	-100.00%
01122100	515050	Longevity	1,200	-	-	-	-	\$ -	0.00%
			449,591	459,023	383,189	556,228	566,242	10,014	1.80%
EXPENSES									
01122200	521010	Electricity	93	-	1,397	-	-	\$ -	0.00%
01122200	524050	Computer Equipment Maint.			-	1,000	1,000	\$ -	0.00%
01122200	530500	Training & Development	340	2,500	837	3,000	3,000	\$ -	0.00%
01122200	530600	Appraisals & Surveys	2,000	2,000	-	2,000	2,000	\$ -	0.00%
01122200	530900	Other Professional Services	856	5,000	275	5,000	5,000	\$ -	0.00%
01122200	534010	Postage	1,513	2,500	258	2,500	2,500	\$ -	0.00%
01122200	534020	Telephone	705	-	-	700		\$ (700)	-100.00%
01122200	534030	Advertising - General	582	1,200	260	1,100	1,100	\$ -	0.00%
01122200	534035	Advertising- Employment	-	600	-	-	-	\$ -	0.00%
01122200	534040	Printing and Binding Expense	125	500	-	400	400	\$ -	0.00%
01122200	534060	Photocopying						\$ -	0.00%
01122200	534095	On Line subscriptions/databases			3,990	3,000	3,000	\$ -	0.00%
01122200	542010	Office Supplies	2,631	3,000	285	3,000	3,000	\$ -	0.00%
01122200	549090	Other Food Service Supplies	433	-	368	500	500	\$ -	0.00%
01122200	555020	Periodicals & Newspapers	66	300	94	300	300	\$ -	0.00%
01122200	557010	Programs and Activisties	-	-	125	-	-	\$ -	0.00%
01122200	571010	In-state travel (mileage)	156	300	16	300	300	\$ -	0.00%
01122200	571110	Conf/Meetings Administrators	4,742	3,625	1,712	4,800	3,400	\$ (1,400)	-29.17%
01122200	573010	Dues-Administrators	2,157	2,800	1,552	3,000	3,000	\$ -	0.00%
01122200	573040	Dues-Committee/Board Members	8,571	8,900	8,975	8,900	8,900	\$ -	0.00%
01122200	578090	Unclassified Expenses	-	-	-	-	-	\$ -	0.00%
01122200	542010	Office Supplies	-	-	-	-	-	\$ -	0.00%
01122200	583120	Office Machines Replacement	-	-	2,277	-	-	\$ -	0.00%
			24,970	33,225	22,422	39,500	37,400	(2,100)	-5.32%
	570000	Other Charges & Expenses	39	-	200		-	-	0.00%
		Request Total	\$ 474,601	\$ 492,248	\$ 405,811	\$ 595,728	\$ 603,642	\$ 7,914	1.33%



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Sustainable Energy Committee Operating Narrative: Mission, Services & Priorities

Mission

Town Meeting established the Sustainable Energy Committee (SEC, the Committee) in 2010, to lead efforts to accomplish the goal adopted at the 2009 Annual Town Meeting (ATM) and revised at 2014 ATM: to reduce town-wide emissions 25% below 2007 levels by 2020.

Department Description

The SEC develops and works collaboratively to implement initiatives to reduce greenhouse gas emissions (GHG) from Wellesley's municipal, residential, commercial, and institutional sectors.

Organizational Structure

The SEC has seven appointed members, with staggered terms of three years. The Select Board (SB), Wellesley Municipal Light Plant (WMLP), and School Committee each appoint one board member, officer, official, or paid employee. The SB appoints the remaining four members from among residents or others with relevant interests and expertise. As depicted in Figure 1, the SEC is under the Select Board and has two staff members: SEC Director currently at 30 hours/week and an SEC Assistant currently at 19 hours/week.

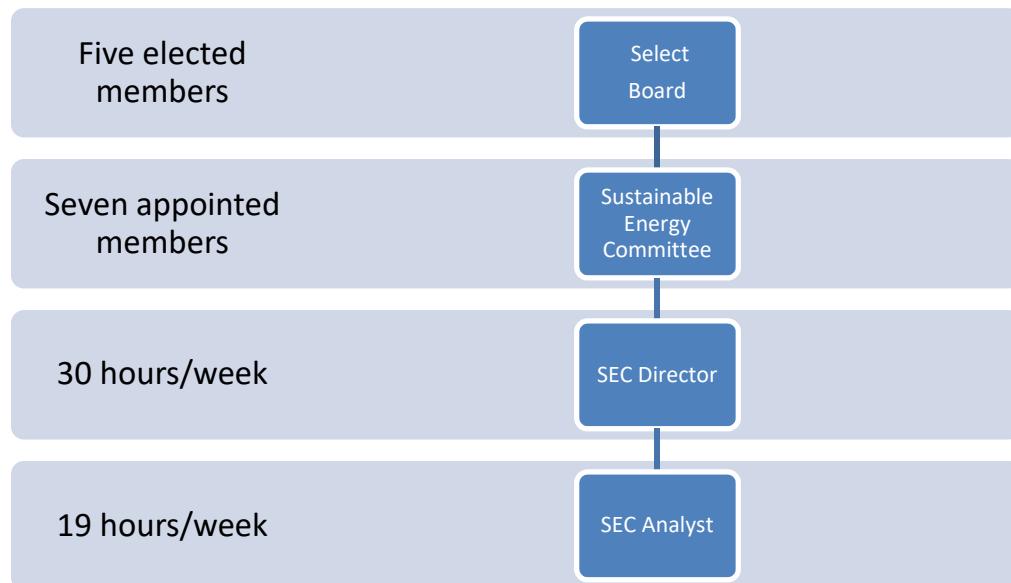


Figure 1: Sustainable Energy Committee Organizational Chart

Recent Accomplishments

Green Communities - The SEC develops, coordinates and implements the Town's Green Communities activities, seeks State funding for Green Communities projects and reports to the Massachusetts Department of Energy Resources (DOER) on municipal energy use, vehicle



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Sustainable Energy Committee Operating Narrative: Mission, Services & Priorities

purchases and grant implementation. In 2020, Wellesley earned a Green Communities grant of \$137,920 to fund:

- An exterior light-emitting diode (LED) retrofit in municipal parking lots;
- Interior LED retrofits in the High School gymnasium and auditorium; and
- Two hybrid police cruisers.

Tracking of Energy Use and Greenhouse Gas Emissions – Every year, the SEC tracks energy use and estimates town-wide GHG emissions from municipal, residential, commercial, and college sectors. The GHG emissions report to Annual Town Meeting 2020 showed an 11.9% decrease in town-wide emissions since 2010. That total decrease included a 23% decrease in town-wide building emissions and a 6% increase in transportation emissions.

WasteWise Wellesley – The SEC coordinates the 3R (Reduce, Reuse, Recycle) Working Group (DPW, Natural Resources Commission and SEC) to encourage sustainable materials management, a goal identified in the Unified Plan. In addition to ongoing recycling, food donation and food waste diversion in Wellesley Public Schools and at the Recycling and Disposal Facility, the Middle School launched a recycling and food waste diversion pilot for sixth graders during the 2019-20 school year.

Sustainable Buildings – The following seven boards signed Municipal Sustainable Building Guidelines: Select Board, Municipal Light Board, Board of Public Works, Natural Resources Commission, Recreation Commission, Wellesley Free Library Board of Trustees and School Committee. The SEC established a working group to participate in the Rocky Mountain Institute's Building Accelerator Program. This working group is exploring zoning and other avenues to building electrification.

Transportation Working Group – The SEC participated in the Mobility Working Group and worked with the WMLP to promote its Bring Your Own Charger Program for residents with electric vehicles (EVs). The SEC worked with the Police Department and Transportation Committee to coordinate grants funds for and installation of Wellesley's first municipal EV charging station.

Green Collaborative - To connect over 30 environmentally interested groups across Town, the SEC facilitates "Wellesley's Green Collaborative," which hosted speakers on gas leaks, EVs, and zero waste.

Climate Action Plan- The SEC made significant progress on the Climate Action Plan (CAP). The SEC prepared a detailed draft CAP outline and shared it and discussed it with key departments. The SEC voted to recommend a new greenhouse gas emissions goal to Annual Town Meeting 2021, tapped consultants, colleagues from other towns and cities, and professional associations for CAP expertise, developed a community engagement strategy and materials, designed a CAP webpage and dashboard, and has begun to meet with community members to discuss CAP development.

FY2022 Goals

Climate Action Plan (primary reason for requested staffing increase). All of the SEC's initiatives focus on reducing greenhouse gas emissions. Additionally, the Unified Plan calls on Wellesley to



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Sustainable Energy Committee Operating Narrative: Mission, Services & Priorities

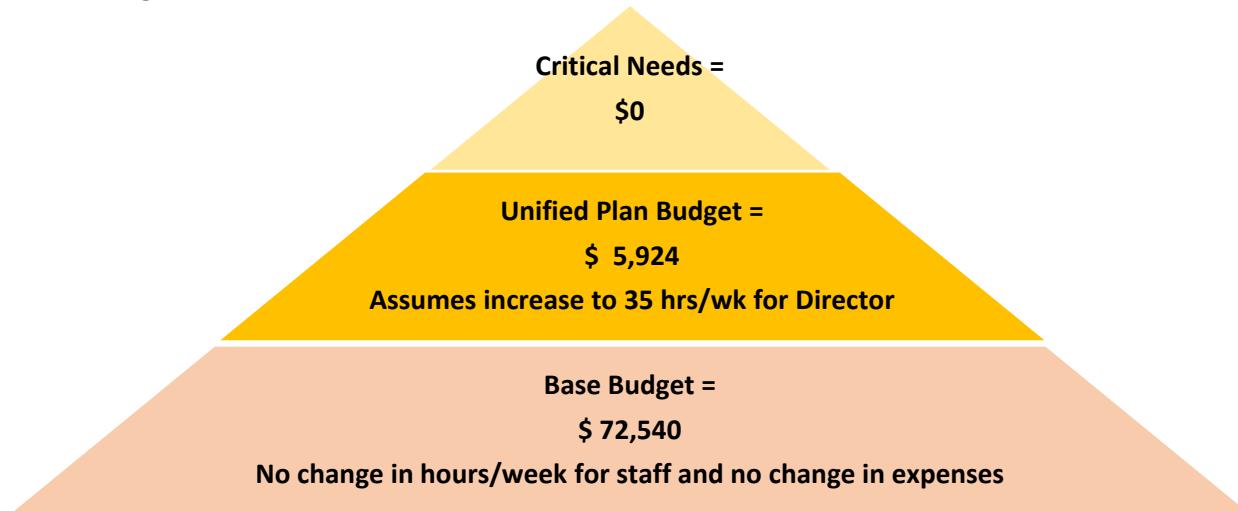
accelerate its current rate of GHG emissions reduction, align its carbon reduction goals with those of the state, organize town-wide systems, and raise public awareness to support goals for energy and resource efficiency and green practices (p. 12-6). The SEC believes that the most effective way to achieve these goals is through development and implementation of a Climate Action Plan (CAP). A CAP will identify GHG emissions reduction targets and provide a roadmap for achieving these targets. A CAP requires research, analyses, leadership, community engagement, and policy/program development and implementation that exceed the Director's current 30 hour/week position.

Police Station Energy Assessment/Conservation Pilot. The Unified Plan calls for Wellesley to "incorporate energy conservation and renewable energy sources into all existing and new Town facilities" (p. 12-8). An Energy Assessment at the Police Station will break new ground for the SEC and for Wellesley in the area of behavior-based energy conservation. This pilot promises to serve as a model for behavior-related energy conservation work in municipal buildings. The SEC's FY22 Capital Budget Request includes \$6,000 to support a consultant to assist with the energy assessment. The SEC plans to seek grant funds to augment this amount.

Operating Budget Summary

The SEC's FY22 operating budget includes funding for the SEC Director, the SEC Analyst, and expenses for dues, professional development, events such as workshops and large-scale meetings with other communities and with state and federal officials, and supplies required to run the SEC's various programs. The FY22 budget assumes that the WMLP will continue to provide 50% of the Director's 35-hour-per-week salary. The FY22 budget request includes an \$5,924 or 8.17% increase over FY21. This amount reflects a 5-hour/week increase for the Director. These additional hours are necessary to achieve Unified Plan goals and develop a Climate Action Plan.

Total Budget Request





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Sustainable Energy Committee Operating Narrative: Mission, Services & Priorities

Revenue

The SEC will identify and pursue Green Communities, Municipal Vulnerability Preparedness, and other grant opportunities. The Green Communities Program is expected to generate grant funds every year or every other year on the order of \$100,000 to \$200,000 for municipal energy conservation measures (e.g., LED lights, EVs and charging stations, consultant services, energy efficient equipment). The SEC will also implement the municipality's Fuel-Efficient Vehicle Policy, and work with departments across Town to reduce energy use via changes in occupant behavior. All of these initiatives will reduce energy use and operating costs.

Above Guideline

The attached operating budget request exceeds guideline. The budget increase is due mainly to additional staff hours required to achieve Unified Plan goals and develop a Climate Action Plan.

FTE	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Budget	FY22 Request
Director	0.50	1.00	1.00	1.00	1.00
Assistant (to be Analyst in FY22)	0	0.30	0.30	0.50	0.50
	0.50	1.30	1.30	1.50	1.50

Note: 35 hours/week appears in the above table as 1.0 FTE. 19 hours/week appears in the above table as 0.5 FTE.

Sustainable Energy Operating Request									
Org	Object	Account Title	Actual FY18	Actual FY19	Actual FY20	Budget FY21	Request FY22	\$ Variance FY21-22	% Variance FY21-22
01126100	511220	Other Professional Staff	17,848	24,011	26,475	35,531	41,455	5,924	16.67%
01126100	511420	Other Support Staff	-	9,635	10,729	33,384	33,384	-	0.00%
		PERSONAL SERVICES SUBTOTAL	\$ 17,848	\$ 33,646	\$ 37,204	\$ 68,915	\$ 74,839	5,924	8.60%
01126200	579999	SEC Expenses	1,456	-	600	600	600	-	0.00%
01126200	571110	Conf/Mtgs			1,800	2,200	2,200	-	0.00%
01126200	557010	Programs and Activities		2,740	500	500	500	-	0.00%
01126200	542010	Office Supplies			300	300	300	-	0.00%
01126200	534010	Postage			25	25	25	-	0.00%
		EXPENSES SUBTOTAL	\$ 1,456	\$ 2,740	\$ 3,225	\$ 3,625	\$ 3,625	-	0.00%
		TOTAL	\$ 19,304	\$ 36,386	\$ 40,429	\$ 72,540	\$ 78,464	\$ 5,924	8.17%



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Central Administrative Services Narrative: Mission, Services & Priorities

Central Administrative Services Operating Request

Department: 199

Department Head: Meghan Jop, Executive Director

Org	Object	Account Title	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Budget	FY22 Request	\$ Variance FY21-22	% Variance FY21-22
01199200	523010	Water	2,079	2,558	2,000	2,000	2,000	-	0.00%
01199200	524030	Equipment Maintenance Contracts	17,931	18,123	18,000	18,000	18,000	-	0.00%
01199200	534020	Telephone Usage	-	-				-	0.00%
01199200	534025	Telephone Repairs	-	-				-	0.00%
01199200	542010	Office Supplies	2,893	1,350	3,000	3,000	3,000	-	0.00%
01199200	542020	Copier Supplies	3,395	4,215	4,700	4,700	4,700	-	0.00%
01199200	542090	Other Supplies/Copy Charges	-	-				-	0.00%
011998xx	570000	Other Charges & Expenses	-	-				-	0.00%
			\$ 26,298	\$ 26,247	\$ 27,700	\$ 27,700	\$ 27,700	0	0.00%



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Finance Department: Mission, Services & Priorities

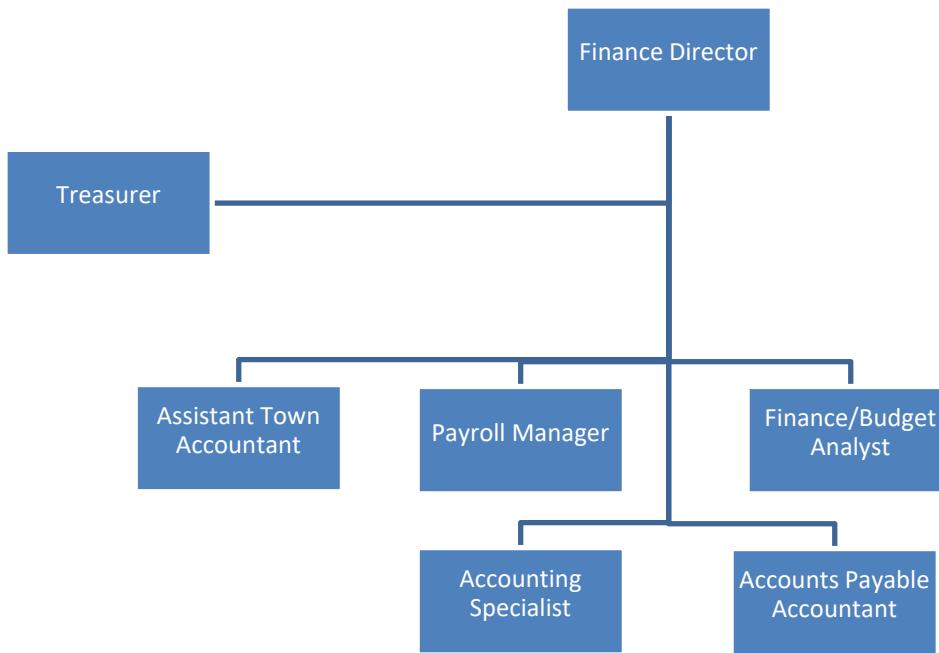
Mission

The Mission of the Finance Department is to provide all of the financial transactions, reconciliations, and timely reporting necessary to run this fast- paced municipality, its three separate Enterprise Funds, and maintain its significant assets; while maintaining an environment of **strong financial controls**. The department provides outreach to educate and assist other departments and boards to help them maintain **the highest financial standards**. The department continually strives to improve **transparency** to all stakeholders through public reporting of its financial statements and budget data.

Conservative policies and creative strategies for financial management will allow the Town to continue to have the long term **fiscal stability** to fund past service liabilities, current 'best in class' operations, capital purchases, and the Town's strategic objectives under the Unified Plan.

Organization

The department is comprised of Five full-time (**5 FTE**) employees: the Finance Director/CFO/Town Accountant, Assistant Town Accountant, Finance & Budget Analyst, Payroll Manager and an Accounts Payable Clerk, who process all disbursements for the organization. There is also a **.5 FTE** Accounting Assistant who handles the Town's Insurances and who provides support to the West Suburban Veteran's District.



The Director works with the Executive Director, Treasurer, and Board of Selectmen to craft financial policies, establish controls, and manage debt. Maintaining the Town's longstanding Aaa Bond rating and history of financial conservatism continue to be key values.

Finance is responsible for accounting, analysis, and financial statement preparation for the entire organization; coordinating the town wide budget process, and preparing/auditing warrants for all vendor and employee disbursements. The department also administers the Town's liability insurance program, performs financial activities for the West

Suburban Veteran's District, and maintains contract files. The department annually processes tens of thousands of payroll and deduction records for over 1,200 employees, and remits payments to thousands of vendors. (\$200 million annual disbursements). Financial records are maintained for 24 funds and 45 departments. The Town uses sophisticated, fully integrated financial software (MUNIS) to perform all financial functions (including general ledger, accounts payable, purchasing, payroll, fixed assets, billing, collections, and treasury). Finance staff perform detailed monthly general ledger account reconciliations, prepare various operating analytics, and train other departments' management and staff on using the system. Finance staff are cross trained and routinely support each-other and the treasurer's office during vacations and absences, to ensure critical processes are performed timely. Finance performs State and Federal reporting, closes the financial books, and works with the Independent Auditors on the annual audit and preparation of the Comprehensive Annual Financial Report. The department communicates Selectmen's annual budget guidelines to the other departments, issues templates/instructions to coordinate departmental budget submissions, prepares summary schedules of Selectmen budgets, and summarizes town-wide budget submissions. Staff assist other departments in preparing budgets and upload final balanced budgets to the MUNIS system. Staff also create graphs, charts, and analyses in support of the Town Wide Financial Plan and Long term Capital plan.

FY2021 Budget

Finance completed its first Budget book, incorporating its previous instruction manual; and departmental operating and capital budget requests, organization charts, and narratives; in hopes of providing greater transparency to the FY2021 budget process. This document will continue to be refined annually in an ongoing effort to improve.

The Department continued to operate, usually in person, since the beginning of the global pandemic ensuring that employees and vendors were paid timely and financial safeguards were maintained.

FY2022 Goals

The Town earned a **Distinguished Budget Award** from the Government Finance Officers' Association for its 2021 efforts, and will continue to improve the document and address the recommendations from the adjudication process. The department will continue to produce its award winning Comprehensive Annual Financial Report.

As a result of the global pandemic, the Federal and State governments have issued significant grants to municipalities. Grant disbursements will require a significant reporting effort over the next several years. The Town approved significant debt in the fall of 2020 and will propose over \$100 million more in the fall of 2021. Debt issuance and grant management associated with these projects will also require ongoing management, audit, and reporting efforts.

The retirement of several key financial staff has long been anticipated, and the Finance and Treasurer Departments have begun the process of realigning. We expect this transition to continue for the next couple of years as we hire and train replacement staff.

The 2022 budget request is below guideline.

PERMANENT STAFFING (FTEs)	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Budget	FY22 Request
Position Titles:					
Finance Director/Accountant	1.0	1.0	1.0	1.0	1.0
Assistant Town Accountant	1.0	1.0	1.0	1.0	1.0
Finance and Budget Analyst	1.0	1.0	1.0	1.0	1.0
Payroll Manager	1.0	1.0	1.0	1.0	1.0
Accounts Payable Accountant	1.0	1.0	1.0	1.0	1.0
Accounting Specialist*	0.4	0.4	0.4	0.5	0.5
Total Number of Positions	5.4	5.4	5.4	5.5	5.5

* Veterans' District absorbs about 1/2 of one position

Finance Department Operating Request

Org	Object	Account # 01-133 Account Title	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Budget	FY22 Request	\$ Variance FY21-22	% Variance FY21-22
PERSONAL SERVICES									
01133100	511010	Senior Administrator	\$ 150,450	\$ 153,459	\$ 160,223	\$ 165,198	\$ 170,154	\$ 4,956	3.00%
01133100	511220	Other Professionals	130,274	147,588	161,329	144,723	139,675	\$ (5,048)	-3.49%
01133100	511370	Clerical	110,292	112,498	109,123	57,823	60,230	\$ 2,406	4.16%
01133100	511420	Other Professional Staff	52,065	59,099	60,745	62,026	62,026	\$ (0)	0.00%
01133100	511399	Retirement Administrator Dep	-	82	30	-	-	\$ -	0.00%
1133100	512490	Other Temp Salaries				80,306	80,306		
01133100	569555	Assessments	(32,093)	(32,609)	(34,000)	(34,000)	(34,000)	\$ -	0.00%
01133100	515050	Longevity	1,100	1,100	1,100	1,100	800	\$ (300)	-27.27%
			407,088	441,216	458,549	477,176	479,190	2,014	0.42%
01133200	529050	Recycled Materials Disposal	410	700	230	-	-	\$ -	0.00%
01133200	530200	Accounting & Auditing Services	725	725	-	-	-	\$ -	0.00%
01133200	530500	Training & Development	650	300	750	3,000	5,000	\$ 2,000	66.67%
01133200	534010	Postage	37	50	49	200	200	\$ -	0.00%
01133200	534035	Advertising- Employment	-	-	-	200	200	\$ -	0.00%
01133200	542010	Office Supplies	705	1,467	271	2,500	2,500	\$ -	0.00%
01133200	571010	In-state travel (mileage)	89	38	-	800	800	\$ -	0.00%
01133200	571110	Conf/Meetings Administrators	2,393	3,252	795	3,000	3,000	\$ -	0.00%
01133200	573010	Dues-Administrators	755	830	760	750	750	\$ -	0.00%
01133200	583120	Office Machines Rep	-	2,839	-	-	-	\$ -	0.00%
			5,764	10,201	2,855	10,450	12,450	2,000	19.14%
	570000	Other Charges & Expenses	-				-	\$ -	0.00%
			\$ 412,852	\$ 451,417	\$ 461,404	\$ 487,626	\$ 491,640	\$ 4,014	0.82%



Town of *Wellesley*

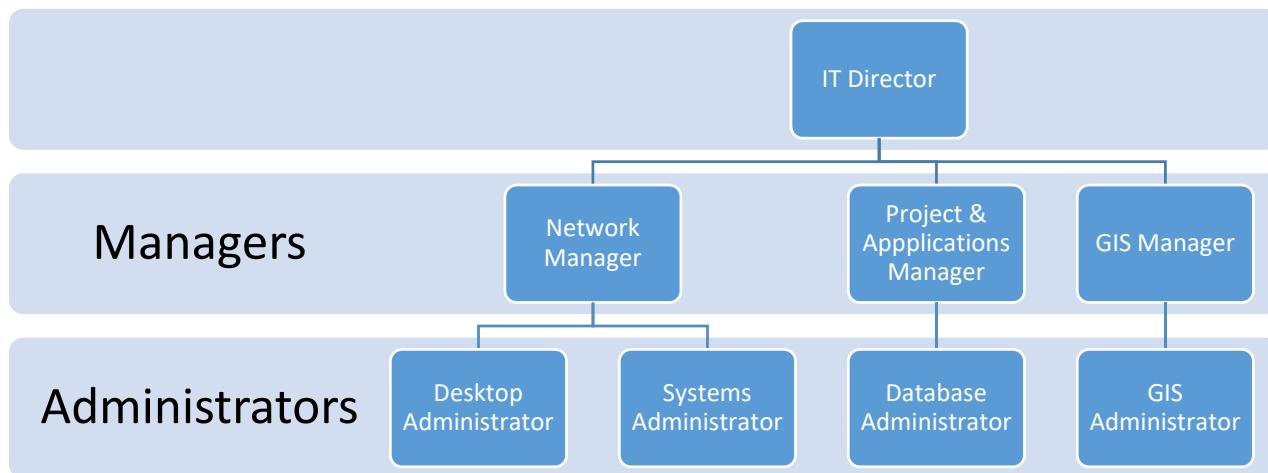
FY2022 Budget Request

Information Technology: Mission, Services & Priorities

Mission

The Information Technology Department (ITD) serves to provide the best available Information Technology Resources (ITRs) to Wellesley's Town Government. We achieve this mission by maintaining a secure and reliable high-speed campus network; installing, configuring, and troubleshooting computers and related equipment; implementing and administering enterprise databases and applications; supporting platforms for communication and collaboration; and advising Town Government staff on the appropriate use of ITRs. The Department values good customer service and operates with a vision that ITRs will enable Town Managers to make informed decisions, reduce costs, and create operational efficiencies in their efforts to serve Wellesley's residents.

The Department is staffed by eight employees and is led by the IT Director, who reports directly to the Executive Director of General Govt. Services. Three managers are supported by four administrators, as shown in the organizational chart below:



Many of the Department's late FY20 and early FY21 efforts were driven by preparations for and response to COVID-19. At the onset of the pandemic, staff took steps to quickly increase the Town's remote work capacity. The Department enabled secure VPN and Remote Desktop access for over 100 full-time employees, and used CARES Act funds to purchase laptops, Chromebooks, webcams, microphones, and other necessary equipment. We acquired Zoom licenses so that Boards and Committees could continue their work under difficult circumstances, and orchestrated the Town's first ever virtual Annual Town Meeting. We continued to develop of the Town's online permit & license system for "contactless" service to residents, and built the COVID-19 Information Hub as the Town's authoritative source for COVID-19 news, information, metrics, and other reporting. Core technologies that



Town of *Wellesley*

FY2022 Budget Request

Information Technology: Mission, Services & Priorities

were necessitated by COVID and paid for with CARES Act funds, must now be accounted for in the Town's budget in the absence of continued State/Federal funding.

The total operating budget requested for the Department in FY22 is **\$1,318,614**. This amount represents an increase of \$78,027, or **6.29%** over FY21 levels, which is above the 2.5% guideline established by the Selectboard for all Departments. Personal services make up roughly 54% of the IT Department's FY21 operating budget request, with other expenses comprising the remaining 46%. The Department's budget request does not include reimbursements to the Town from the enterprise funds (Water & Sewer and WMLP) for services provided by the IT Department. Reimbursement covers the enterprise funds' share of the IT Department's personnel costs and related expenses.

The budget submitted for the IT Department accounts for pay increases for existing staff, continuation of the services provided in FY21, and incorporation of new services introduced to enhance remote work capacity. Increases in the Department's budget are also driven by predictably rising software subscription, support, and maintenance costs. Of particular note is the Department's request to move \$27,000 from its cash capital request to the operating budget, which will support additional Office365 licensing and upgrades to Microsoft Office productivity software for most users.

PERMANENT STAFFING (FTEs)	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Budget	FY22 Request
Position Titles:					
Director	1.0	1.0	1.0	1.0	1.0
Assistant Director	1.0	1.0	1.0	0.0	0.0
Managers (Network, GIS, Project & Apps.)	3.0	3.0	2.0	3.0	3.0
Admins (Systems, GIS, Apps, & Desktop)	<u>3.0</u>	<u>3.0</u>	<u>4.0</u>	<u>4.0</u>	<u>4.0</u>
Total Number of Positions	8.0	8.0	8.0	8.0	8.0



Town of *Wellesley*

FY2022 Budget Request

Information Technology: Mission, Services & Priorities

Information Technology Department Operating Request

Org	Object	Account # 01-155 Account Title	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Budget	FY22 Request	\$ Variance FY21-22	% Variance FY21-22
PERSONAL SERVICES									
01155100	511010	Senior Administrator	\$ 103,227	\$ 106,066	\$ 113,615	\$ 116,012	\$ 116,011	\$ (1)	0.00%
01155100	511220	Other Professionals	480,583	495,006	442,130	575,825	586,353	\$ 10,528	1.83%
01155101	512590	Recognition Award Payment	-	6,242				\$ -	0.00%
			583,810	607,314	555,745	691,837	702,364	\$ 10,527	1.52%
EXPENSES									
01155200	524030	Equipment Maintenance	26,695	47,331	31,951	49,000	49,000	\$ -	0.00%
01155200	530400	Information Technology Services	14,935	7,619	2,970	10,000	10,000	\$ -	0.00%
01155200	530500	Training & Development	5,095	4,730	-	5,000	5,000	\$ -	0.00%
01155200	530800	Computer Software Services (Tyler/MUNIS)	153,578	161,027	168,849	177,291	186,156	\$ 8,865	5.00%
01155200	530800	Computer Software Services (Other)	92,824	97,186	150,669	213,709	250,044	\$ 36,335	17.00%
01155200	530800	Computer Software Services (COVID)					18,800	\$ 18,800	100.00%
01155200	534010	Postage	0	3	33	100	100	\$ -	0.00%
01155200	534020	Telephone	27,329	27,641	32,868	33,500	35,000	\$ 1,500	4.48%
01155200	534035	Advertising	-	-	-	-	-	\$ -	0.00%
01155200	534060	Photocopying						\$ -	0.00%
01155200	534090	Other Communications	8,007	2,811	6,394	8,000	8,000	\$ -	0.00%
01155200	542040	Paper & Stationary	266	437	-	500	500	\$ -	0.00%
01155200	542090	Other General Supplies	1,386	4,407	3,253	4,000	4,000	\$ -	0.00%
01155200	553060	Computer Supplies	32,937	46,573	19,493	42,000	48,000	\$ 6,000	14.29%
01155200	571010	Travel - Mileage	349	56	41	1,500	500	\$ (1,000)	-66.67%
01155200	571120	Conf/Mtgs - Professional & Administration Staff	310	180	375	4,000	1,000	\$ (3,000)	-75.00%
01155200	572120	Conf/Mtgs - Administrative Staff						\$ -	0.00%
01155200	573020	Dues - Professional Staff	160	160	100	150	150	\$ -	0.00%
01155200	578015	Late Fees/Interest Charges	-	-	1	-	-	\$ -	0.00%
			363,871	400,162	416,996	548,750	616,250	67,500	12.30%
	570000	Other Charges & Expenses	27,032	-	44,997	-	-	-	0.00%
			390,903	400,162	461,993	548,750	616,250	67,500	12.30%
REIMBURSEMENTS									
01155600	599999	Enterprise Transfers	(293,709)	(299,583)	(307,072)	(314,749)	(322,618)	(7,869)	2.50%
			974,713	1,007,476	1,017,738	1,240,587	1,318,614	78,027	6.29%

*The Enterprise Funds (Water & Sewer and Municipal Light Plant) reimburse the Town for services provided by the IT Department. This reimbursement covers the Enterprise Funds' share of the IT Department's personnel costs and related expenses --- including, but not limited to staff support for GIS activities and utility billing, and a percentage of annual maintenance costs for software used in support of enterprise operations. This budget assumes a 2.5 % increase over the FY21 reimbursement amount.



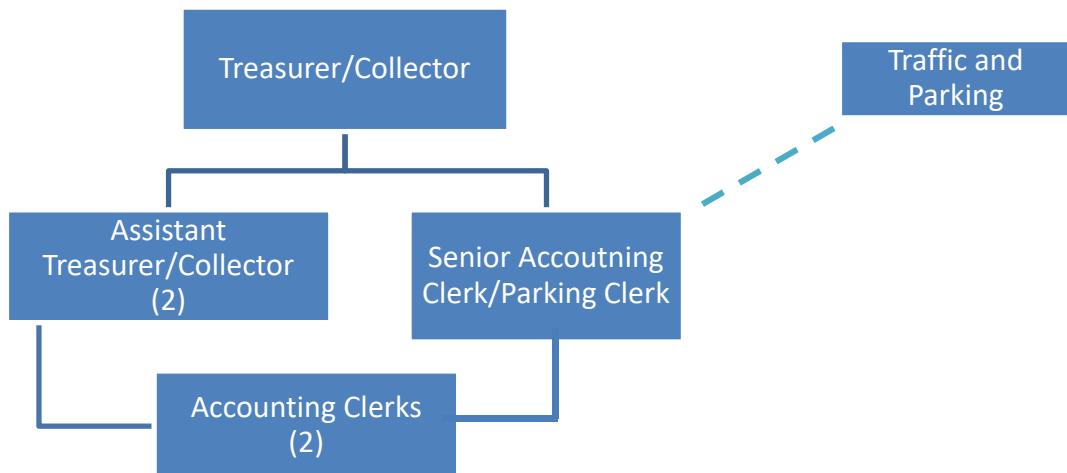
**Town of *Wellesley*
FY2022 Budget Request
Treasurer/Collector Department: Mission, Services & Priorities**

Mission

The mission of the Treasurer/Collector's office to provide the highest level of customer service and support to all of the Town's constituencies (i.e., taxpayers, employees, retirees or vendors), as well as satisfy the legal requirements set forth in Massachusetts General Laws and the Town's bylaws.

Organization

The department is comprised of Five full-time (4.5 FTE) employees: the Treasurer/Collector, 1.5 Assistant T/C's (1 full-time and 0.5 part-time), Sr. Accounting Clerk for Parking & Collections (funded half in this budget and half from Traffic & Parking), and 1.5 Accounting Clerks.



The office of the Treasurer/Collector is responsible for all cash management activities of the Town. Activities include:

- Collecting all taxes and certain other bills due to the Town
- Accounting for and investing all available cash (excluding the Retirement System and OPEB)
- Disbursing all Town funds requested by Financial Services via the accounts payable and payroll processes
- Maintaining all records for and properly disbursing the Town's various tax obligations; and administering all Town Trust Funds

The Treasurer/Collector administers the Town's employee group benefit programs (except retirement), including the following activities:

- Administering the group health insurance program, in conjunction with the Human Resources Department, and representing the Town on the regional joint purchase group that provides the plans
- Administering the Town's additional insurances program, including Life Insurance, Dental Insurance, AFLAC and Eyemed in conjunction with Human Resources

- Administering the Town's defined contribution plan; both the voluntary deferred compensation plan for benefit eligible employees and the mandatory plan for part-time, temporary and seasonal employees not eligible to join the retirement plans
- Administering the Town's Long Term Disability program in conjunction with the Human Resources Department

The Treasurer/Collector is responsible for the debt management activities of the Town, including:

- Producing all documentation required for both short and long term borrowing issues
- Working with the finance team and rating agencies to maintain the Town's bond rating
- and dispersing all town debt payments

Other responsibilities include:

- Administering the Town's self insured Workers' Compensation program in conjunction with Human Resources
- Serving as backup to the Office of the Parking Clerk, and providing assistance with the supervision of the Town's parking enforcement function in conjunction with the Police Department

Coordinating all incoming and outgoing mail activities for Town Hall

Prior Year Projects

Significant personnel changes within the Department in FY21. Long-time Treasurer/Collector retired in November 2020. Personnel restructuring allowed for internal succession and a considerable effort of training was made to plan for a smooth transition.

Goals

Additional staff to likely retire within the next several years. Continue the effort of cross-training and succession planning.

Base Level Budget

This budget is at guideline. The personnel changes allowed for a modest cost savings, which was re-allocated to the part-time help line with the goal of increasing staff cross-training. Expense increase primarily in bank fees due to more online and non-cash payment being encouraged.

PERMANENT STAFFING (FTEs)	FY18	FY19	FY20	FY21	FY22
	Actual	Actual	Actual	Budget	Request
Position Titles:					
Treasurer/Collector	1.0	1.0	1.0	1.0	1.0
Ass't. Treasurer/Collector	1.0	1.0	1.0	1.5	1.5
Sr. Accounting Clerk Parking & Collections	-	-	-	0.5	0.5
Accounting Clerks	2.0	2.0	2.0	1.5	1.5
Total Number of Positions	4.0	4.0	4.0	4.5	4.5

Treasurer/Collector Department Operating Request

Org	Obj	Account # 01-145 Account Title	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Budget	FY22 Request	\$ Variance FY21-22	% Variance FY21-22
PERSONAL SERVICES									
01145100	511010	Senior Administrator	\$ 119,693	\$ 122,087	\$ 125,487	\$ 120,840	\$ 115,974	\$ (4,866)	-4.03%
01145100	511015	Senior Accounting Clerk	\$ -	\$ -	\$ 26,239	\$ 32,061	\$ 32,060	\$ (1)	0.00%
01145100	511220	Other Professional Staff	73,446	74,915	92,550	121,944	121,943	\$ (1)	0.00%
01145100	511370	Clerical	95,551	99,955	56,108	54,401	55,496	\$ 1,095	2.01%
01145100	512290	Part-time Help	20,157	17,050	36,348	25,115	27,661	\$ 2,546	10.14%
01145100	515050	Longevity	300	300	300	-	-	\$ -	0.00%
			\$ 309,147	\$ 314,306	\$ 337,033	\$ 354,361	\$ 353,135	\$ (1,226)	-0.35%
EXPENSES									
01145200	524030	Equipment Maintenance	5,984	4,361	3,109	1,600	2,980	\$ 1,380	86.25%
01145200	527030	Equipment Rental/Lease	3,220	3,220	2,415	3,220	3,220	\$ -	0.00%
01145200	530900	Other Professional	46,055	40,574	48,281	45,000	50,000	\$ 5,000	11.11%
01145200	534010	Postage	34,543	32,107	34,327	35,000	36,000	\$ 1,000	2.86%
01145200	534030	Advertising - General	307	250	196	300	300	\$ -	0.00%
01145200	534040	Printing & Mailing	3,073	2,391	3,320	4,000	4,000	\$ -	0.00%
01145200	534060	Photocopying		-	-	-	-	\$ -	0.00%
01145200	542010	Office Supplies	1,077	3,302	5,285	6,000	6,000	\$ -	0.00%
01145200	571110	Conf. Meetings -	235	500	244	600	600	\$ -	0.00%
01145200	572110	Conf/Mtgs - Administrators	-	-	-	1,500	1,500	\$ -	0.00%
01145200	573010	Dues - Administrators	485	485	485	600	600	\$ -	0.00%
01145200	574120	Public Employee Bond	1,589	2,076	2,423	4,700	4,700	\$ -	0.00%
01145200	578035	Over/Short	100	2,388				\$ -	0.00%
01145200	569998	Check Error/Bank Fees	-	-	1,732	-	-	\$ -	0.00%
01145200	569999	IRS Penalties		1,276				\$ -	0.00%
01145200	595540	Tax Title Costs	4,174	3,714	3,469	5,000	5,000	\$ -	0.00%
			100,842	96,644	105,286	107,520	114,900	7,380	6.86%
		570000 Other Charges & Expenses	452	722	653		-	\$ -	0.00%
			\$ 410,441	\$ 411,672	\$ 442,972	\$ 461,881	\$ 468,035	6,154	1.33%



**Town of *Wellesley*
FY2022 Budget Request
Town Report Operating Narrative: Mission, Services & Priorities**

The operating request for the **Town Report** includes the costs of compiling the annual fiscal year reports from all boards and departments, and the production and distribution of the consolidated Annual Town Report of the Town of Wellesley.

Town Report Operating Request

Department: 195

Department Head: Meghan Jop, Executive Director