

CITY OF NEWTON

IN BOARD OF ALDERMEN

BUDGET

PROGRAMS & SERVICES COMMITTEE REPORT

WEDNESDAY, MAY 5, 2010

Present: Ald. Sangiolo (Chairman), Linsky, Merrill, Blazar, Hess-Mahan, Fischman, Rice and Baker

Also Present: Ald. Fuller, Johnson, Swiston, Albright and Lennon

Others Present: Maureen Lemieux (Chief Financial Officer), Anne Larner (President, Historic Newton), Cindy Stone (Director, Newton History Museum), David Olson (City Clerk/Clerk of the Board), John MacGillivray (Veterans Agent), Mitch Baker (Inspector, Weights and Measures), Craig Manseau (Executive Secretary, Elections), and Karyn Dean (Committee Clerk)

The Chair would like to extend her gratitude to the Department Heads for their excellent presentations and also wishes to thank Vice Chair Linsky for leading the discussion.

REFERRED TO FINANCE AND APPROPRIATE COMMITTEES

#121-10 HIS HONOR THE MAYOR, in accordance with Section 5-1 of the City of Newton Charter, submitting the FY' 11 Municipal/School Operating Budget totaling \$340,073,328, passage of which shall be concurrent with the FY' 11-FY' 15 Capital Improvement Program. [04/13/10 @ 7:09 PM]
EFFECTIVE DATE OF SUBMISSION: 04/20/10

REFERRED TO FINANCE AND APPROPRIATE COMMITTEES

#376-09 HIS HONOR THE MAYOR submitting the FY11-15 Capital Improvement Program, totaling \$140,377,285 and the FY10 Supplemental Capital budget, which require Board of Aldermen approval to finance new capital projects over the next five years.

NEWTON HISTORY MUSEUM BUDGET

VOTE TO REFER TO THE COMMITTEE OF THE WHOLE APPROVED 7-0 (Ald. Baker not voting)

Cindy Stone addressed the Committee. She explained that some personnel in her department are funded by the City, and others are funded by the Newton Historical Society. Having some positions funded by the Newton Historical Society allows them to expand their programs, reach out to more citizens and raise money.

Meeting FY10 Goals

Increase the visibility of the History Museum through Programs and Public Relations

Ms. Stone explained that there were two main types of collections at the museum: archives and manuscripts; and a 3-dimensional object collection which is made up of historical artifacts. The museum works at increasing access to the collections primarily through exhibits. They added an additional exhibit at the Library and did an exhibit at City Hall during the Inauguration, which included a slideshow of historic photographs of Newton.

Ms. Stone explained that the Durant Kenrick project was underway. The acquisition will double the resources of the museum. It is a 1732 building that the Newton Historical Society is acquiring. It was built by Edward Durant who was on the Committee of Correspondents for Newton. In the 19th century, the adjacent land was the site of the Kenrick Orchards which was the biggest nursery in all of New England. They are going through the permitting process for the Durant Kenrick house and are working on programming there.

The museum is incorporating more methods of marketing to the public which includes tweeter, email and facebook as well as the conventional methods they have used in the past.

Establish the Structure and Find Resources for a Successful Capital Campaign

Have Sufficient Resources to Meet our Goals

They have been conducting a major Capital Campaign and their goal is to raise \$5.6M. Towards that goal, they are receiving \$2.7M of Community Preservation Act (CPA) money to restore the Durant Kenrick House and to put a preservation easement on the adjacent lot. The money for the easement will be put into an endowment to run the house without having to do too much annual fundraising. The other major need of the museum beside the Durant Kenrick project is improvements to the Jackson Homestead. One major issue is to address better housing of their collections, specifically the archives. The Campaign is well under way and they are just approximately \$860K short of reaching their goal. They have raised money from grants, foundations and individuals. The Avery family, who are Durant descendants, have pledged money as well.

Continue Offering Quality Programs and Exhibitions to the Public and School-aged Children

Celebrate the Anniversary of the Jackson Homestead

Ms. Stone said that museum attendance at public programs went up by 25%. This was partly due to wonderful programs by local authors and photographers. There was a program on slavery and race in New England as well as a family program called HayFest which was part of the anniversary celebration for the Jackson Homestead. There is also a walking tour program that is very well attended with between 40 and 100 people at a time. An Annual House Tour is coming up soon and it includes Durant Kenrick along with 8 other houses.

FY11 Goals

- Complete the Historic Newton \$5.5M Campaign by the summer of 2011
- Complete the permitting process and acquire the Durant-Kenrick house and grounds by the second quarter of FY11 and begin restoration of the property

- Increase participation in programs by 10%. They are planning to bring a program into the schools on historical mapping
- Strengthen their public-private partnership by increasing membership during FY11 by 10% and increase number of donors by 15%
- Address the institutional space issues by beginning construction of archives project; resolving appropriate storage for 3-D collection; and developing plans for increasing working space for staff and interns

Committee Questions

City Hall War Museum

Ald. Merrill expressed concern over the War Museum in City Hall. He felt repairs should be made, security measures put in place, and ongoing care established for the exhibits there. John MacGillivray, Veterans Agent, and Cindy Stone said they were both interested in working together to find a way to improve the situation. Mr. MacGillivray said there needed to be repairs to the building as water has leaked into the dioramas causing further damage. It was a complicated issue. Ms. Stone said perhaps they could put together a CPA application.

Historic Burying Grounds

Ald. Linsky asked about the progress of the Historic Burying Grounds project. Ms. Stone explained that they received a grant to address the three historic burying grounds in Newton and have completed the conservation of all the headstones. The tombs have been assessed and the budget is being revised based on the assessment. Requests for Proposals will go out soon for masons to work on the tombs.

Non-City Funding

Ald. Fuller asked what the non-city funding has looked like in the past and if there has been a trend of increases in that source. Ms. Stone said it has been going up. Her first year at the museum, a gala raised a large amount of money. They try to do a better job with fundraising all the time and to be more systematic about it. In addition to the Museum Board, two years ago they added the Museum Council as secondary supporters. Ms. Larner explained that in the last five years, they have more than doubled or perhaps tripled the annual contribution for annual operating funds from the Board. They have also increased their outreach to people for annual support through the annual fund and other fundraising events. Ald. Fuller asked if the non-city funded personnel have increased and Ms. Larner said yes. With Durant-Kenrick coming on board, they will be looking to staff that as well and that would be through Newton Historical Society funds.

VETERAN'S SERVICES BUDGET

VOTE TO REFER TO THE COMMITTEE OF THE WHOLE APPROVED 7-0 (Ald. Baker not voting)

Veterans Department Summary

John MacGillivray, Veteran's Agent, addressed the Committee. He noted that he started as the Veteran's Agent in September, 2009 and it has been a learning process for him. Mr. MacGillivray said he has been doing more outreach work which includes having office hours at the Senior Center, involvement in more public events, and development of partnerships with

other departments. On May 27th, they will be doing a seminar at the Library about Veterans from Iraq and Afghanistan and he is looking to further partner with the Library to develop an oral history project or displays of different artifacts and memorabilia. These are all ways to let Veteran's and their families know that the department is available to help them and to provide resources. He is working on developing a cable show at NewTV to help get the word out as well. Mr. MacGillivray said they help many veterans and their families receive benefits from the Veteran's Administration. Over \$1M comes through Newton from the VA for veterans. The Veteran's agent also helps with burials and other services.

Veterans Budget Summary

Mr. MacGillivray said that his budget is down by 5% because he is getting paid a little less than the previous Veteran's agent, but all other aspects are basically level-funded. Mr. MacGillivray said he had to come for a supplemental increase of \$30,000 during FY10 because of a higher need by the veterans. The FY11 budget removes that increase. He felt it was best to start out this way and come back to the Board if the need increases once again.

He explained that the Veterans Agent is under MGL Chapter 115 and is a state mandated program. The City of Newton is tasked with interviewing applicants, determining eligibility and sending applications into the state for benefits. When the state concurs with the expense, the payment is made by the City of Newton to the veteran or family member. The state will then reimburse Newton 75% of what was expended. If funds are deemed eligible by the state for a veteran and the veteran's agent requests the money from the City and the City refuses, the state will pay the benefit, but will assess the municipality 100% of the cost.

Licensing Budget Summary

The Licensing budget does not include any administrative costs as that is included in the Veteran's Agents budget. There is \$1800 for Licensing to cover postage, forms, office supplies, etc. Mr. MacGillivray said that Patricia Sweeney does a fantastic job and licensing has brought in about \$280K in fees and license renewals.

Weights and Measures Department

Mitch Baker, Inspector of Weights and Measures, said that his function is usually funded through a smaller department in cities and towns – generally the veterans agent. At one time, it was in Inspectional Services in Newton and it did not work well. The work was handed off to electrical and plumbing inspectors who were not qualified to do this work and who were not authorized by their unions to do so. Mr. Baker was brought in as a certified inspector, but Mayor Cohen felt it was best to move this position out the Inspectional Services Department and put it in with the Veteran's Agent. Mr. MacGillivray explained that Mr. Baker is the hearing officer for non-criminal complaints for code violations for the City of Newton. He renders decisions so he can not be connected to any department that comes in front of him for a hearing such as Inspectional Services or the Fire Department.

Mr. Baker said he has been very busy especially with the water crisis. There is a new Star Market and it took a lot of work to get all their equipment inspected. The cost of gas is rising again and there are regulations regarding the posting of the prices. It costs many thousands of

dollars for the new signs and can be difficult for the station owners. The taxis can adjust their rates every six months based on the cost of gas. There is a fee to get taxi meters changed.

Price verification is also a part of his job and he has to check scanners in all the stores in the City. This is very time consuming and he takes 15-20 complaints calls a month to which he also has to respond. The calibrations saved merchants in the City over \$3K over a year and consumers about \$1300 a year on mispriced items. He also calibrates all the gas pumps in the City. At one gas station, he calibrated the pumps and the calibration saved the station owner \$16K over a year. On all the other gas stations combined, the calibrations saved the station owners \$11K for the year and about \$4K for the consumer. His responsibility is to all the people who live, work and shop and run businesses Newton, both consumers and merchants.

Committee Questions

Plaques/Memorials

Ald. Hess-Mahan was concerned about the recent thefts of bronze plaques around this and other cities. Mr. MacGillivray said he was working on building an atmosphere of higher respect for veterans and memorials in the City. He noted that an Honor Roll in front of City Hall was destroyed in a hurricane or a car accident many years ago and feels that it should be replaced. He also noted that Newton does not dedicate “squares” to veterans yet there are close to 300 veterans that were killed in action and more that died in service. That is something else he would like to see implemented. He would like to replace the bronze plaques that have been stolen but he would also like to look into these other initiatives. Ald. Rice said that all the World War I, World War II and Vietnam War memorials from the old high school are being moved into the new high school. Mr. MacGillivray thought the rededication of these memorials should be advertised so that people can be there.

Flagpoles

Ald. Hess-Mahan also asked about the painting of the flagpoles. Mr. MacGillivray says there is a flagpole in the middle of Newtonville Square that is an eyesore, and no flag is flying from it. He does not know what the answer is to getting the flagpoles painted. Ald. Sangiolo recalled that an estimate made in the past came in at \$14K for one flagpole. Mr. MacGillivray said he has no money in his budget for this purpose. Mitch Baker thought the restoration of the flagpole in the Veterans’ Circle at City Hall cost \$15K and it was covered with a material that would withstand weather and last a long time. Mr. MacGillivray said that when he was the veterans service agent in Natick, the US Soldiers Systems Command that was based in Natick got a group together that refurbished the flagpole on the town common. He suggested contacting the guard or the reserves to see if they would be willing to do the work. He would like to explore some alternatives.

Burials

Ald. Merrill was concerned about the cremated remains of veterans that are still sitting in urns at funeral homes because family members have not collected them. He wished there was something they could do to give them a decent burial.

Active Military

Ald. Blazar asked how many residents of Newton were serving in the military right now. Mr. MacGillivray said there is no way to know that as there is no reporting system. He only sees them when they become veterans. He said the Mayor has a strong desire to help the veterans as well as those on active duty and their families. Mr. MacGillivray thought it might be a good idea to gather information from families, if they so desired, and highlight the soldiers on NewTV in some way.

ELECTION COMMISSION BUDGET

VOTE TO REFER TO THE COMMITTEE OF THE WHOLE APPROVED 6-0 (Ald. Baker and Sangiolo not voting)

Personnel Changes

Craig Manseau, Executive Secretary, Newton Election Commission, addressed the Committee. He noted that this June will be his third year with the City of Newton. The FY10 department consisted of the Executive Secretary, the Deputy Secretary, Supervisor of Data, plus three other assistants to register voters. Mr. Manseau explained that two positions have been eliminated in his FY11 budget. These eliminations were not due to any performance issues whatsoever. With the City looking for ways to be more efficient and save some money, he made an assessment and found this to be a difficult, but good decision. Mr. Manseau feels very confident that his department will be able to meet all its goals with the current staff.

Mr. Manseau said the Elections office was responsible for elections, the census and campaign finance. The new campaign finance laws require that mayoral candidates will have to file with the campaign finance office in Boston. That will leave the Newton office to deal with Aldermen and School Committee candidates only.

Mr. Manseau pointed out that his budget does not change much year to year with the exception of election years. With state elections the state will provide the ballots, but local elections require the City to take on the cost of printing ballots.

Ongoing Function of Department

Mr. Manseau explained that work on the elections and the census comes in waves but they are predictable. He is utilizing the Senior Tax Work Off program as well as seasonal employees to support his office in performing tasks like filing, supplies, etc., but are not used on an everyday basis. This will free up his staff for the more specialized work. The Data Office has been reorganized and is now very clean and uncluttered. The senior citizens really enjoy working there.

Mr. Manseau reported that their office is in the middle of certifying nomination papers and sending their second mailing notice of the census forms. They have certified over 6,000 signatures and a 1st mailing of 29,630. Much of this work has come in after the lay-offs and they are up-to-date.

Committee Questions

Access to Information

Ald. Hess-Mahan was concerned about sensitive information and work being handled by seasonal or senior citizen workers. Mr. Manseau assured the Committee that they only have access to the scanner to scan census forms that have no changes. Any forms with changes are handled by the Elections staff. The Secretary of State has rules relative to who is allowed access to the VRIS system and none of the seasonal or senior citizens would have access. The parking control officers will continue to collect the ballots from the elections and nothing changes there whatsoever.

Status of Equipment

Ald. Hess-Mahan asked if the City's machinery was all up to date and in compliance with all laws. Mr. Manseau said they were. Mr. Manseau said he re-organized his vault when he came on board and, ultimately, that saved all the permanent records and equipment that was stored there during the recent flooding of City Hall.

Un-enrolled Representation

Ald. Sangiolo asked if it was possible to get an un-enrolled representative on the Election Commission. Mr. Manseau said that was a Charter issue.

Polling Locations

Ald. Sangiolo asked if any progress was made on moving the polling station out of the Zervas School into the Waban branch library building. Mr. Manseau said that in its current state of disrepair and problems with access, it could not be used. He would like to see it brought up to code as he thinks it would be a great location. He has spoken to the principal at the Zervas School to address some of the issues there and they will have a police officer inside and outside as well during elections. Ald. Linsky asked if the new Newton North will be used as a polling station. As soon as the new Chairman of the Elections Commission has been appointed, he will work with them to address this issue. The new chairman may have some other recommendations. The Senior Center may be an option.

Ald. Linsky said that it was his understanding that there would be a partnership with people in City Hall who would be trained to help the Elections office. Mr. Manseau said he has three retirees that he can use immediately, but he may not need them. He feels very comfortable handling the work within the department. There will be the occasional unusual circumstance, such as a presidential election wherein he would be looking for more assistance.

Census/Voting

Mr. Manseau said that the census is mailed, a second mailing notice goes out and a confirmation mailing goes out. This happens within 5 weeks and is pretty successful. Voters are not removed from the active voter list until 4 years have passed without any communication from the resident. Should the resident show up at a polling station to vote, they can vote that day. They simply need to fill out a form to verify their residency right there at the polling station. Ald. Sangiolo asked if there was any way to fill out the census online. Mr. Manseau said that a signature is required to make any change to voting records. An electronic signature is not valid.

CITY CLERK/CLERK OF THE BOARD
VOTE TO REFER TO THE COMMITTEE OF THE WHOLE APPROVED 6-0 (Ald. Baker and Sangiolo not voting)

Budget Summary

David Olson, City Clerk/Clerk of the Board, addressed the Committee. He explained that the budget for his department was level-funded. The one small adjustment is the removal of \$4K for inaugural event funds. It is restored every other year to coincide with the School Committee and Aldermanic elections.

Meeting FY10 Goals

Continue to expand and organize information available by the website.

The website was redesigned thanks to Ald. Shapiro and there is now an online Friday Packet folder from the Alderman's home page and an online electronic posting board available from the City's webpage. There is also a new online application and information page for board appointed Boards and Commissions. Since that went up a month ago, 13 people have sent in applications that President Lennon is reviewing.

Develop a genealogical resource website with the Library and the Musuem.

Mr. Olson said there is a successful CPA application for funds to preserve and scan 19th and 20th century material from the City Archives, the Library and the History Museum. The City directories from the mid-1800s through 1935 will be scanned and will become available online on all three department's websites. The indexes for births, deaths and marriage records have been scanned up to 1970 and all records up to 1900 are available online. It is the policy of the Registry of Vital Records that anything after 1916 should not be available online as those individuals could still be alive. This information has to be requested.

Exploring the acceptance of online vital records requests

Mr. Olson said not much was accomplished in this area due to technical difficulties. The Treasury's office was very busy this year and was unable to assist in this effort. Also, on January 1, 2011, the state will be implementing a new vital records system and records will be created at the hospitals and available to the City electronically. The Clerk's office will no longer be receiving paper copies. Newton will have the ability to issue a birth certificate for anyone born in the state of Massachusetts not just those born in Newton as is the current capability. The fees may have to be adjusted for birth records but there is talk of a uniform fee for the state. Newton currently charges \$10 for a certified copy and the state currently charges \$35.

Continue to develop policy and procedure manuals for the office

Mr. Olson reported that manuals have been assembled for committee appointments, vital records processing, digital records management, paper reduction policy, committee procedures and open meeting compliance.

Other Accomplishments

Mr. Olson explained that the new ethics reform laws require that ethics summaries are delivered to every employee every year. He thanked the IT Department and the Law Department for turning that into an electronic process instead of a paper process. The summary has been sent to

almost all employees and board/commission members electronically and they electronically confirmed receipt. There is also online ethics training exam that had to go out to all employees and board/commission members as well which went out online. The state exam was used but more specific exams will be developed for schools and municipalities. The training exam will be administered every two years and the ethics summary is distributed every year.

There are also new open meeting requirements with the new ethics reform laws. These requirements have to be sent to everyone who staffs a board, commission or committee so they understand the new requirements of posting and record keeping. That effort is underway. The dog licensing program has done very well this year. Last year, 3,106 dogs were registered for the entire year, and to date for this year (registration starts in April) 3,016 are registered.

FY11 Goals

- Continue with the technological process of data and information
- Encourage the adoption of cross departmental software to avoid duplication
- Continue to improve processing time for mailed-in requests
- Develop a plan to inventory archival material across all city departments. This is a request from the Community Preservation Committee (CPC). Every department has its own archives so the CPC has asked Mr. Olson, Ms. Perlow and Ms. Stone to put together a proposal to hire someone to work to gather and inventory the archives across the City.
- Continue to encourage cross departmental collaboration to better utilize staff
- Continue to seek ways to reinstate a full time archivist. This was a part time position two years ago but was cut due to budget constraints. This would have been very helpful during the recent flooding of the City Hall vaults as many materials were damaged. Mr. Olson worked with departments on disposal schedules of materials and documentation of materials lost, but an archivist would have been helpful.

Committee Questions

Software

Ald. Hess-Mahan said he appreciated having the Friday packet online and utilizes it every week. He was hoping the City would standardize its software. Opening up scanned documents is difficult and pdf documents would be so much more efficient. The documents from the Clerk's office are all pdf but other departments are not. Mr. Olson explained that the standardization of software and the funds established for that is to update everyone to Word, Excel, and PowerPoint 2010. It does not include Adobe Acrobat at this point. He hopes it will be the next component because not every department has it. Mr. Olson said he would like to get some software like LaserFiche or a document management program. LaserFiche is in place in the Assessing Department. If that can become a city wide standard it will help in the sharing of documents and allow them to be accessible on the website.

War Museum

Ald. Linsky asked if there was any role for the Clerk's office in the War Museum at City Hall as discussed earlier by Ald. Merrill. Mr. Olson said the Public Buildings Preservation Task Force took a look at the museum a few years ago and there was some talk of a CPA application. That never happened and the task force disbanded. Every now and then Susan Abele from the History

Museum and Mr. Olson provided some guidance to the former Veteran's Agent. At this point it is a money issue. Conservators need to be hired to stabilize some of the materials as the first step.

Special Permits

Ald. Fischman asked how special permits were stored. Mr. Olson explained that the Clerk's office, in the aldermanic records, has all the materials up to the point that the Board has voted on the special permit and the board order is signed. The applicant then has to take the board order to the Registry of Deeds and record it. The applicant is then required to bring a recorded copy back to the Planning Department. The special permit is not in effect until it is recorded with the Registry of Deeds and the Clerk's office would not know that unless the Planning Dept. informed them. If the city had a LaserFiche program, the Planning Dept. could scan that recorded copy and the Clerk's office would have access. The Planning Dept. would also have all the information in the aldermanic files leading up the issuance of the special permit. Ald. Fischman asked how someone might receive a history of a special permit. Mr. Olson said the Clerk's office could provide all the material up to the point of the board order. For recorded copies, one would have to go the Planning Dept. Anything prior to 1998 is only in paper form and can be researched and obtained with a little time. Records after that are available electronically as well and those files are more easily accessible.

Motion to adjourn.

Respectfully Submitted,

Amy Mah Sangiolo, Chairman

City Clerk/Clerk of the Board of Aldermen

Year at a Glance FY10

Accomplishments in FY2010

Technology

- **Goal:** Continue to expand and organize information available via the web. **Accomplished:** Website was redesigned and new on-line Friday Packet folder and on-line Electronic Posting Board created. New on-line application and information for Board committee appointments.
- **Goal:** Develop a genealogical resources website with Library and Museum. **Accomplished:** Successful CPA application for preserving and scanning 19th and 20th century material from the three departments for presentation and access of material via the City website.
- **Goal:** Explore acceptance of On-line payments for Vital Records requests. **Accomplished:** Initial inquiries were made and technical difficulties in processing were discovered. New Stateside Vitals system may assist with this problem.

Policy and Procedure Manuals for Operations.

- **Goal:** Continue to develop Policy and Procedure Manuals for the Office. **Accomplished:** Manuals for Committee Appointments, Vital Record Processing, Digital Records Management, Paper Reduction Policy, Committee Procedures and Open Meeting compliance were completed.

New Ethics Law Requirements

- Attended training sessions through the Massachusetts City and Town Clerks Associations to get information on new requirements.
- Worked with IT Department, Human Resources Department, School Department, and Law Department to distribute Summaries of the Conflict of Interest Law to all City Employees, School Department Employees, Board & Commission Members, and Volunteers.
- Worked with IT Department, Human Resources, and Law Department to provide on-line Ethics Training and encourage city and school department staff compliance.
- Developing Training Program for Boards and Commissions on open meeting compliance.

Dog Licensing

- Initiatives to increase the number of licensed dogs continued. The theme for the licensing campaign for 2010 is "One Size Fits All." Posters were placed around the city and featured on the city's website. Licensing reached a high of 3,106 dogs in 2009, an increase of 708 dogs over 2008. To date for 2010, the office has registered 3,016 dogs.

Goals for FY2011

Continue with the technological processing of data and information.
Encourage adoption of cross department software to eliminate duplication.
Continue to improve processing times for mailed in requests.
Develop plan to inventory archival material across departments.
Encourage cross department collaboration to better utilize staff.
Continue to seek ways to reinstate full-time Archivist.



Friday Packet available on-line



Scanning of City Directories

Stand Out!

Volunteer to serve on a committee or commission.

Visit the City website for details.



Board and Commission webpage

One Size Fits All

Please don't forget to License your Dog by April 1, 2010.

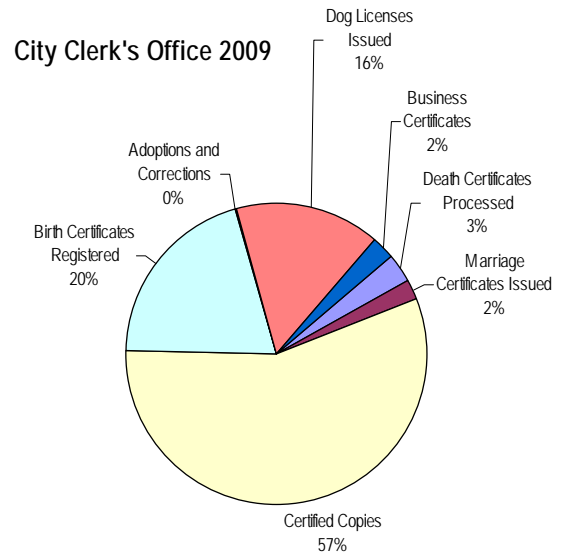
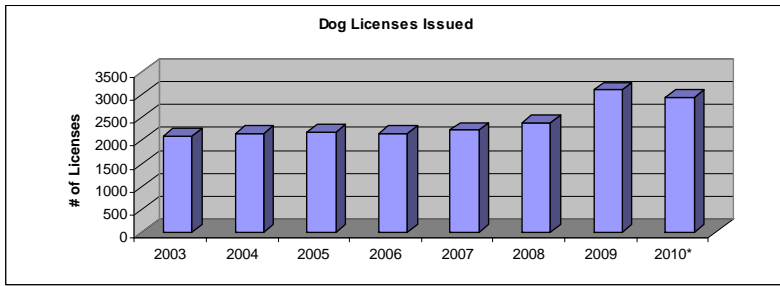
Information is available on line at: www.ci.newton.ma.us or in the City Clerk's Office.



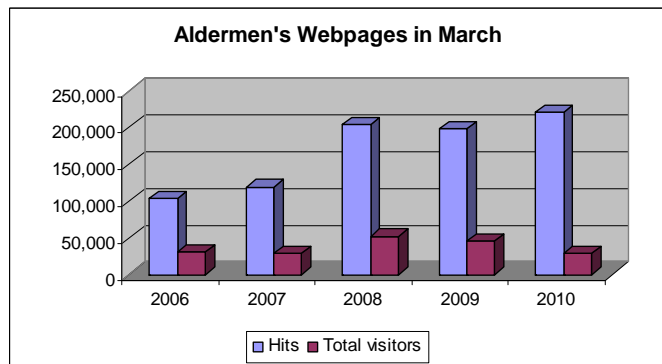
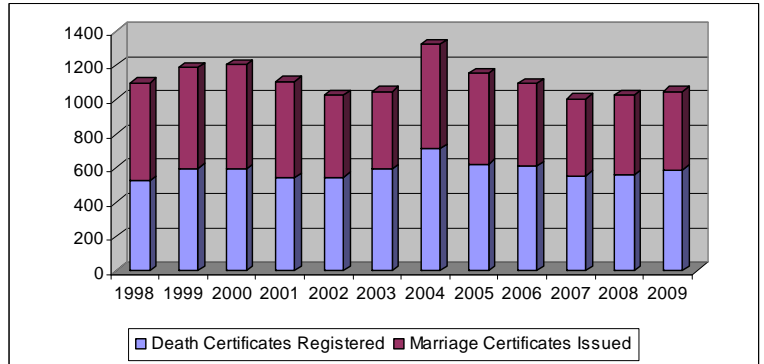
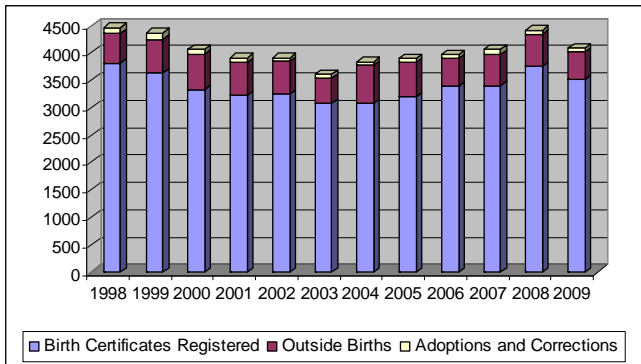
Dog License Awareness Promotion

City Clerk/Clerk of the Board of Aldermen

Service Level Dashboard



	2006	2007	2008	2009
Birth Certificates Registered	3,388	3,408	3,763	3,516
Outside Births	515	568	580	501
Adoptions and Corrections	75	88	75	83
Death Cert. Registered	612	555	561	588
Marriage Cert. Issued	480	451	467	461



Income 2009

