

Administration & Finance

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Administration & Finance

Lisa Calise Signori, Director of Administration & Finance and Collector

Cabinet Mission

To oversee the day-to-day management of the government of the City. The Administration & Finance Cabinet ensures that the performance of City managers at all levels is of high quality, high ethical standards, financially prudent, responsive to the needs of the citizens of Boston, and consistent with the laws and ordinances governing municipal government.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Office of Administration & Finance	624,883	915,103	846,796	835,534
	Assessing Department	6,412,743	6,479,171	6,543,002	6,393,003
	Auditing Department	2,258,875	2,284,654	2,309,441	2,270,036
	Budget Management	2,832,701	3,187,802	2,730,478	2,693,657
	Execution of Courts	3,499,841	4,805,672	3,500,000	3,500,000
	Graphic Arts Department	1,514,891	1,514,907	1,276,624	0
	Health Insurance	182,583,082	186,480,707	196,076,530	207,414,861
	Human Resources	3,075,990	3,184,827	3,223,206	3,223,203
	Labor Relations	1,349,570	1,507,046	1,480,725	1,410,881
	Library Department	29,600,665	31,211,210	29,714,691	30,369,149
	Medicare Payments	5,718,699	6,169,605	6,595,000	7,250,000
	Pensions & Annuities - City	4,100,000	4,100,000	4,100,000	4,100,000
	Pensions & Annuities - County	44,023	48,132	100,000	100,000
	Purchasing Division	1,340,534	1,365,567	1,251,390	1,720,203
	Registry Division	912,205	946,084	974,293	995,597
	Treasury Department	4,565,296	4,394,549	4,306,703	3,656,701
	Unemployment Compensation	12,275	13,970	50,000	350,000
	Workers' Compensation Fund	2,199,700	2,409,471	1,900,000	2,200,000
	Total	252,645,973	261,018,477	266,978,879	278,482,825

<i>Capital Budget Expenditures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Estimated '10</i>	<i>Projected '11</i>
Library Department	8,517,554	3,887,377	5,549,392	5,183,412
Total	8,517,554	3,887,377	5,549,392	5,183,412

<i>External Funds Expenditures</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
Auditing Department	0	0	0	214,982
Human Resources	0	0	20,424	0
Library Department	12,373,485	12,161,748	7,639,520	5,649,670
Total	12,373,485	12,161,748	7,659,944	5,864,652

Office of Administration & Finance Operating Budget

Lisa Calise Signori, Director Appropriation: 144

Department Mission

The Office of Administration and Finance supports the long-term growth and stability of the City through sound fiscal stewardship and results driven management of the City's human and financial resources.

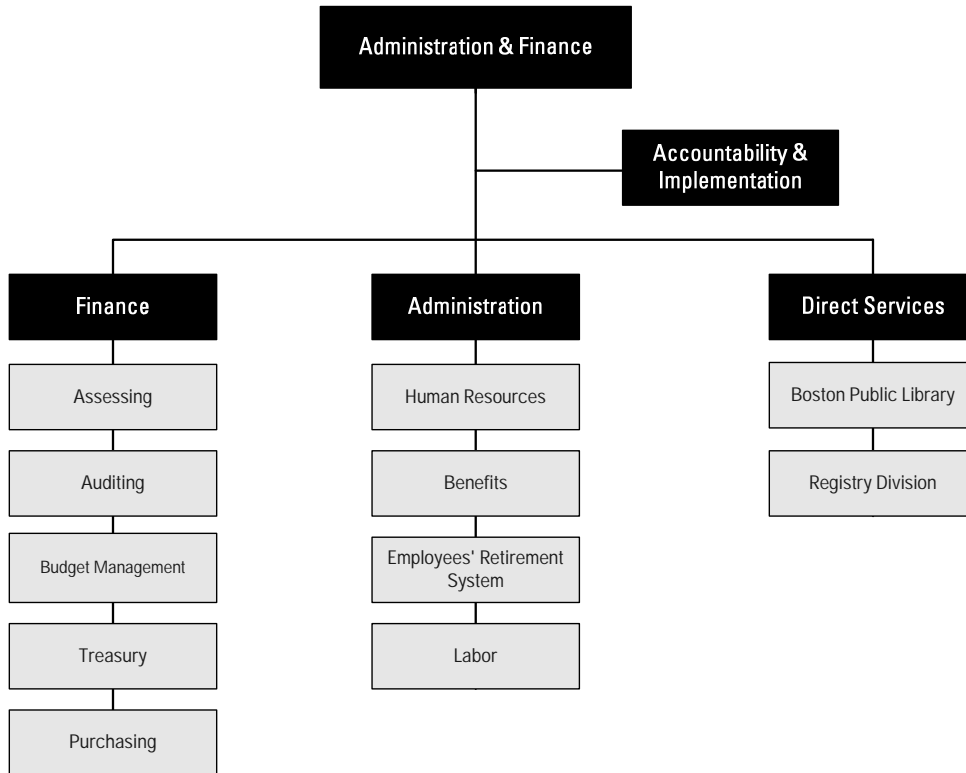
FY11 Performance Strategies

- To attract and retain the personnel needed for the City's continuous growth and improvement.
- To continuously improve the services the City provides.
- To ensure financial accountability and preserve the City's long-term fiscal stability.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Administration & Finance	624,883	915,103	846,796	835,534
	Total	624,883	915,103	846,796	835,534

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	441,379	746,726	744,646	766,174
Non Personnel	183,504	168,377	102,150	69,360
Total	624,883	915,103	846,796	835,534

Office of Administration & Finance Operating Budget



Description of Services

The Office of Administration and Finance, by working with all departments of the City, works to implement the Mayor's strategic goals, increase organizational performance and manage the City's overall fiscal and administrative health.

Department History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	441,379	746,726	744,646	766,174	21,528
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	0	0	0	0	0
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	0	0	0	0	0
Total Personnel Services	441,379	746,726	744,646	766,174	21,528
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	7,967	8,856	8,100	7,660	-440
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	0	126	1,000	1,000	0
52800 Transportation of Persons	0	0	0	0	0
52900 Contracted Services	159,569	154,416	90,650	57,700	-32,950
Total Contractual Services	167,536	163,398	99,750	66,360	-33,390
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	1,215	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	3,189	1,997	2,000	2,000	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	0	0	0	0	0
Total Supplies & Materials	3,189	3,212	2,000	2,000	0
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	181	152	400	1,000	600
Total Current Chgs & Oblig	181	152	400	1,000	600
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	0	0	0
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	12,598	1,615	0	0	0
Total Equipment	12,598	1,615	0	0	0
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	624,883	915,103	846,796	835,534	-11,262

Department Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary	
Dir-Administrative Services	CDH	NG	1.00	146,198	Prin Admin Asst	EXM	10	1.00	80,721	
Spec Asst	MYN	NG	1.00	111,281	Exec Asst	EXM	10	2.00	173,085	
Dep Director Fiscal Affairs	CDH	NG	1.00	125,156	Prin Admin Asst	EXM	08	1.00	86,844	
Adm Sec	EXM	14	1.00	40,910	Data Proc Systems Anl	EXM	06	1.00	72,313	
					Total				9	836,509
					Adjustments					
					Differential Payments				0	
					Other				9,665	
					Chargebacks				-80,000	
					Salary Savings				0	
					FY11 Total Request				766,174	

Program 1. Administration & Finance

Lisa Calise Signori, Director Organization: 144100

Program Description

The Administration & Finance Program assists in supporting the City's long-term growth and stability by working with all departments to strengthen and improve the City's financial and administrative resources.

Program Strategies

- To attract and retain the personnel needed for the City's continuous growth and improvement.
- To continuously improve the services the City provides.
- To ensure financial accountability and preserve the City's long-term fiscal stability.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of city workforce - people of color	33%	35%	36%	37%
% of city workforce - women	32%	31%	31%	32%
Average return on city investments	4.4%	2.0%	0.36%	0.1%
Property tax collection rate	98.7%	98.8%	98.8%	98.9%

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	441,379	746,726	744,646	766,174
Non Personnel	183,504	168,377	102,150	69,360
<i>Total</i>	<i>624,883</i>	<i>915,103</i>	<i>846,796</i>	<i>835,534</i>

Assessing Department Operating Budget

Ronald W. Rakow, Commissioner Appropriation: 136

Department Mission

The mission of the Assessing Department is to accurately assess property and provide prompt and courteous responses to requests for service from the public.

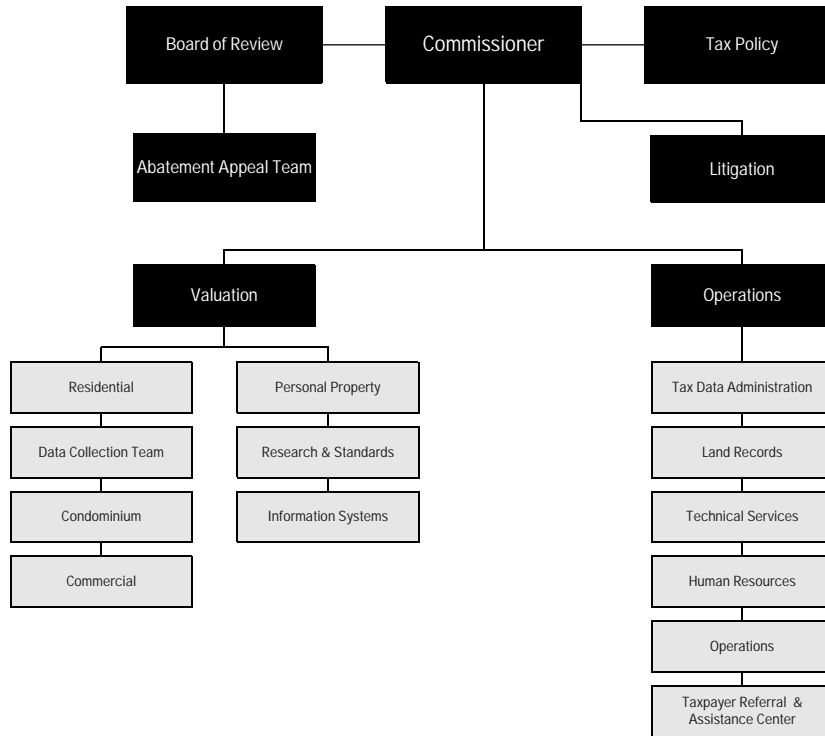
FY11 Performance Strategies

- To maintain and ensure data quality for all real and personal property to produce consistent and accurate values.
- To resolve abatement appeal cases in a satisfactory manner through withdrawals, settlement, or trial.
- To resolve abatements in a timely and responsive manner.
- To resolve taxpayer inquiries in a timely and responsive manner.

Operating Budget	Program Name	Total Actual '08	Total Actual '09	Total Approp '10	Total Budget '11
	Assessing Operations	1,953,748	1,868,531	1,876,019	1,988,291
	Valuation	2,978,069	3,025,968	2,946,529	2,870,940
	Executive	1,480,926	1,584,672	1,720,454	1,533,772
	Total	6,412,743	6,479,171	6,543,002	6,393,003

Selected Service Indicators		Actual '08	Actual '09	Approp '10	Budget '11
	Personnel Services	5,270,991	5,553,533	5,555,437	5,671,729
	Non Personnel	1,141,752	925,638	987,565	721,274
	Total	6,412,743	6,479,171	6,543,002	6,393,003

Assessing Department Operating Budget



Authorizing Statutes

- Organizations, CBC St. 6 §§ 100-107; CBC Ord. §§ 6-2.1-6-2.5.
- Taxation, M.G.L.A. cc. 59, 60A-B, 61A-B, 121A.
- Abatement of Back Taxes, M.G.L.A. c. 58, § 8.
- Classification, M.G.L.A. c.59, § 2A; M.G.L.A. c. 40, § 56.
- Annual Assessment, M.G.L.A. c. 59 § 21C.
- Proposition 2 1/2, M.G.L.A. c. 59 § 21C.
- Cherry Sheets - State Aid, M.G.L.A. c. 58, §§ 18B, 18C, 18F, 20A, 25, 25A; M.G.L.A. c. 29, §§ 20, 71.

Description of Services

The Assessing Department is responsible for the valuation and assessment of all real and personal property in the City of Boston for the purpose of taxation. Assessment records are reviewed annually to reflect new construction, fire damage, and changes in ownership. The department conducts a revaluation program every three years. The department conducts research on assessment practices and provides the necessary accounting control and other related clerical support to properly assess real and personal property. The department maintains official maps, records of assessment and ownership, abatements and related property description data.

Department History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	5,253,357	5,535,523	5,543,437	5,660,829	117,392
51100 Emergency Employees	0	571	0	0	0
51200 Overtime	15,350	10,825	12,000	10,900	-1,100
51600 Unemployment Compensation	2,284	6,614	0	0	0
51700 Workers' Compensation	0	0	0	0	0
Total Personnel Services	5,270,991	5,553,533	5,555,437	5,671,729	116,292
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	114,536	99,630	112,496	99,997	-12,499
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	32,668	16,738	22,500	17,000	-5,500
52800 Transportation of Persons	0	859	0	0	0
52900 Contracted Services	709,660	653,546	697,900	458,154	-239,746
Total Contractual Services	856,864	770,773	832,896	575,151	-257,745
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	6,038	4,142	9,823	9,823	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	63,818	48,490	44,000	44,000	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	0	0	0	0	0
Total Supplies & Materials	69,856	52,632	53,823	53,823	0
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	301	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	133,535	85,141	92,300	92,300	0
Total Current Chgs & Oblig	133,836	85,141	92,300	92,300	0
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	17,092	17,092	8,546	0	-8,546
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	64,104	0	0	0	0
Total Equipment	81,196	17,092	8,546	0	-8,546
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	6,412,743	6,479,171	6,543,002	6,393,003	-149,999

Department Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary	
Commissioner (ASN)	CDH	NG	1.00	130,602	Title Examiner	SU4	13	1.00	38,319	
Asst Dir-Assessing Plan Maint	AFJ	19A	1.00	80,539	Head Clerk	SU4	12	6.00	226,892	
Sr Assessing Draftsperson	AFJ	18A	1.00	54,389	Exec Asst (Assess Oper Mgmt)	EXM	12	3.00	333,421	
Supv-Asst Assessors	AFL	18	9.00	615,673	Prin Data Proc Systems Analyst	SE1	10	2.00	201,801	
Research Assessor	AFL	18	1.00	71,599	Property Officer (Asn)	SU4	10	1.00	32,365	
Admin Asst (Finance)	SU4	18	1.00	74,521	Exec Asst (Asn)	EXM	10	3.00	302,703	
Sr Research Analyst	SU4	18	2.00	130,382	Prin Admin Asst (Asn, Parks)	EXM	09	1.00	93,276	
Asst Assessor	AFL	16A	4.00	230,112	Prin Admin Asst	SE1	09	2.00	186,552	
Jr Assessing Draftsperson	AFJ	16A	2.00	110,310	Sr Data Proc Sys Analyst	SE1	08	1.00	65,300	
Office Manager	SU4	16	3.00	183,833	Prin Admin Assistant	SE1	08	6.00	499,246	
Adminis Assistant	SU4	16	2.00	122,556	Prin AdminAsst	EXM	08	1.00	72,184	
Research Analyst (Asn)	SU4	16	3.00	145,049	Dir-Assessing Services	SE1	07	5.00	347,503	
Adm Asst	SU4	15	3.00	153,003	DP Sys Anl	SE1	06	2.00	144,627	
Asst Assessor (Trainee II)	AFL	14	4.00	160,839	Data Proc Info Mgr	SE1	06	1.00	72,313	
Adm Anlst	SU4	14	11.00	534,445	Sr Adm Anl	SE1	06	3.00	201,341	
Head Clerk & Secretary	SU4	13	1.00	39,215	Management Analyst(TRAC)	SE1	06	1.00	72,313	
					AdminSecretary(ASN)	SE1	03	1.00	54,923	
					Total				89	5,782,147
					Adjustments					
					Differential Payments					0
					Other					32,000
					Chargebacks					0
					Salary Savings					-153,317
					FY11 Total Request					5,660,830

Program 1. Assessing Operations

Emmanuel Dikibo, Manager Organization: 136100

Program Description

The Operations program provides administration, fiscal, human resources, and other related administrative services to all operating units within the department. It also provides management and technical support for fleet administration, facilities and office management, and office technology, including ownership and physical description changes to real property that are maintained by the Tax Data Administration and Land Records units. The Taxpayer Referral and Assistance Center (TRAC) provides a single point of contact to taxpayers seeking information, assistance or referrals regarding excise, personal property and real estate. TRAC handles inquiries by phone, mail and email.

Program Strategies

- To maintain accurate parcel and ownership data so as to ensure a fair assessment system.
- To process personal exemption applications in a timely and responsive manner.
- To process residential exemption applications in a timely and responsive manner.
- To resolve taxpayer inquiries in a timely and responsive manner.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of map requests completed in 5 days	100%	100%	100%	100%
% of personal exemption applications processed within 20 days	100%	100%	100%	100%
Map requests received	1,439	633	574	700
Personal exemption applications received	5,438	5,054	4,678	5,600
Residential exemption applications received	10,851	9,542	7,550	8,500

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	1,565,583	1,697,481	1,695,552	1,826,370
Non Personnel	388,165	171,050	180,467	161,921
Total	1,953,748	1,868,531	1,876,019	1,988,291

Program 2. Valuation

Gayle Willett, Manager Organization: 136200

Program Description

The Valuation program establishes and records the full and fair cash value of all real and personal property in the City of Boston as of January 1st of each year. Program staff also conducts research to develop sales models and valuation standards to produce market-based assessments.

Program Strategies

- To maintain accurate parcel and ownership data so as to ensure a fair assessment system.
- To maintain and ensure data quality for all real and personal property to produce consistent and accurate values.
- To resolve abatements in a timely and responsive manner.

Performance Measures	Actual '08	Actual '09	Projected '10	Target '11
% of commercial abatement applications reviewed	100%	100%	100%	100%
% of maintenance parcels inspected	100%	100%	100%	100%
First time commercial abatement applications filed	456	632	404	350
Maintenance parcels inspected		2,791	6,542	7,500
Personal property sites inspected				1,000
Residential and condo abatement applications reviewed	1,483	1,317	1,344	2,300

Selected Service Indicators	Actual '08	Actual '09	Approp '10	Budget '11
Personnel Services	2,723,405	2,809,758	2,791,129	2,721,841
Non Personnel	254,664	216,210	155,400	149,099
Total	2,978,069	3,025,968	2,946,529	2,870,940

Program 3. Executive

Ronald W. Rakow, Commissioner Organization: 136300

Program Description

The Executive program provides support services to the Commissioner, including tax policy and information coordination and dissemination. In addition, both the Board of Review and Litigation units handle rulings on all abatement applications and representation at the state's Appellate Tax Board regarding these applications.

Program Strategies

- To resolve abatement appeal cases in a satisfactory manner through withdrawals, settlement, or trial.
- To resolve taxpayer inquiries in a timely and responsive manner.

Performance Measures	Actual '08	Actual '09	Projected '10	Target '11
% of annual abatement cases closed	19%	18%	18%	36%
% of public requests to Commissioner's office addressed within 3 days	100%	100%	100%	100%
Public requests received	1,010	690	698	600

Selected Service Indicators	Actual '08	Actual '09	Approp '10	Budget '11
Personnel Services	982,003	1,046,294	1,068,756	1,123,518
Non Personnel	498,923	538,378	651,698	410,254
Total	1,480,926	1,584,672	1,720,454	1,533,772

Auditing Department Operating Budget

Sally D. Glora, City Auditor Appropriation: 131

Department Mission

The mission of the Auditing Department is to present a complete and accurate statement of the City's financial condition.

FY11 Performance Strategies

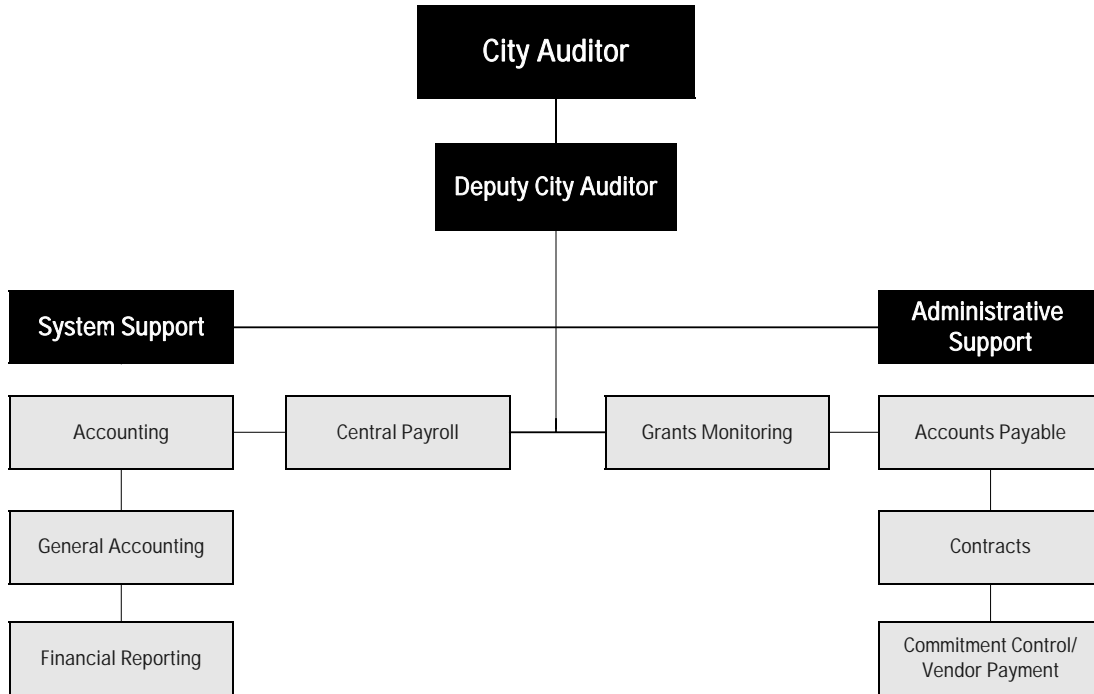
- To ensure the City's financial records are complete and accurate.
- To ensure the efficient management of payroll records and provide timely responses to all requests for information.
- To process payrolls and related transactions completely, accurately, and on-time.
- To provide a support structure for effective management and operations.
- To review, process, and record financial transactions in a timely fashion and undertake custody of financial records.
- To review, process, and record financial transactions in a timely fashion.
- To review, process, and record financial transactions.

Operating Budget	Program Name	Total Actual '08	Total Actual '09	Total Approp '10	Total Budget '11
	Administration	506,874	482,735	473,346	419,398
	Accounting	558,094	552,940	605,121	591,652
	Central Payroll	410,350	469,920	473,888	495,440
	Grants Monitoring	203,209	215,550	224,811	168,995
	Accounts Payable	580,346	563,509	532,275	594,551
	Total	2,258,873	2,284,654	2,309,441	2,270,036

External Funds Budget	Fund Name	Total Actual '08	Total Actual '09	Total Approp '10	Total Budget '11
	ARRA - Earned Indirect	0	0	0	214,982
	Total	0	0	0	214,982

Selected Service Indicators		Actual '08	Actual '09	Approp '10	Budget '11
	Personnel Services	2,091,446	2,132,013	2,151,496	2,131,393
	Non Personnel	167,427	152,641	157,945	138,643
	Total	2,258,873	2,284,654	2,309,441	2,270,036

Auditing Department Operating Budget



Authorizing Statutes

- Annual Audit, 31 U.S.C. § 7502; M.G.L.A. c. 41, §§ 50, 53; M.G.L.A. c. 44, §§ 40, 53D; M.G.L.A. c. 60 § 97; Tregor, 1982 Mass. Acts ch. 190, § 14; CBC Ord. § 6-1.5.
- Annual Appropriation, M.G.L.A. c. 41, §§ 57-58; 1982 Mass. Acts 190, § 18; 1986 Mass. Acts ch. 701, § 3, 7-10; CBC St. 6 § 252; CBC Ord. § 6-1.10.
- Execution of Contracts, M.G.L.A. c 41, § 17; CBC St. 4 §§ 7-8; CBC Ord. § 5-5.28.
- Payment of Bills, M.G.L.A. c.41, §§ 51, 56; CBC Ord. § 5-5.27; CBC Ord. §§ 6-1.4-6-1.6; CBC Ord. § 11-6.37.
- Payment of Payrolls, M.G.L.A. c. 41, § 56; Tregor, 1982 Mass. Acts ch. 190 § 18; 1986 Mass. Acts ch. 701 § 9; CBC Ord. § 5-5.29; CBC Ord. § 6-1.3.
- Debt Service, Tregor, 1982 Mass. Acts ch. 190 §§ 4,8; M.G.L.A. c.41, § 57, CBC St. 6 §§ 254-255; CBC Ord. § 6-1.2.
- Financial Accounting and Reporting, 31 U.S.C. § 7502; M.G.L.A. c.41, §§ 54, 57-58, 61; M.G.L.A. c.44, § 43; CBC St.6 §§ 2-3; CBC Ord. § 5-5.34 ;CBC Ord. §§ 6-1.7-6-1.8.

Description of Services

The Department prepares the City's annual financial statements, reviews and processes all financial transactions for accuracy, completeness, and compliance, implements fiscal controls over departmental spending, and provides technical assistance to departments and agencies.

Department History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	2,060,141	2,098,326	2,106,947	2,121,313	14,366
51100 Emergency Employees	0	17,470	33,349	0	-33,349
51200 Overtime	31,305	16,217	11,200	10,080	-1,120
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	0	0	0	0	0
Total Personnel Services	2,091,446	2,132,013	2,151,496	2,131,393	-20,103
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	10,713	10,343	11,000	10,629	-371
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	6,942	7,839	6,800	6,800	0
52800 Transportation of Persons	4,281	200	200	200	0
52900 Contracted Services	102,285	104,215	109,500	97,500	-12,000
Total Contractual Services	124,221	122,597	127,500	115,129	-12,371
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	10,059	11,156	11,900	11,900	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	0	0	1,000	1,000	0
Total Supplies & Materials	10,059	11,156	12,900	12,900	0
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	5,688	5,610	5,217	4,450	-767
Total Current Chgs & Oblig	5,688	5,610	5,217	4,450	-767
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	10,172	12,328	12,328	6,164	-6,164
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	17,287	950	0	0	0
Total Equipment	27,459	13,278	12,328	6,164	-6,164
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	2,258,873	2,284,654	2,309,441	2,270,036	-39,405

Department Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary
City Auditor	CDH	NG	1.00	121,457	Prin Admin Analyst (Aud)	SE1	07	2.00	158,918
Asst Prin Accountant	SU4	14	2.00	100,788	Senior Admin Asst	SE1	07	1.00	79,459
Sr Accountant	SU4	13	4.00	186,418	Sr Adm Anl	SE1	06	1.00	71,736
Head Account Clerk	SU4	12	4.00	161,603	Sr Adm Anl (SpProjStff)(Aud)	SE1	06	3.00	174,742
Dep City Auditor	EXM	11	1.00	107,091	Supv-Acctng (Auditing)	SE1	05	2.00	132,715
P Admin Asst	SE1	10	2.00	201,801	Supv-Acctng (TransDiv)(Aud)	SE1	05	1.00	66,358
Sr Data Proc Sys Anl (Budget)	SE1	09	1.00	88,846	Admin Asst	SE1	05	1.00	44,651
Asst City Auditor	SE1	09	2.00	186,552	Admin Analyst (Aud)	SE1	04	2.00	100,869
Prin Admin Assistant	SE1	08	2.00	151,580	Sr Research Analyst	SE1	03	3.00	164,769
					Sr Res Anl (GrantsUnit)(Aud)	SE1	03	1.00	36,722
					Total			36	2,337,076
					Adjustments				
					Differential Payments				0
					Other				29,689
					Chargebacks				-108,953
					Salary Savings				-136,498
					FY11 Total Request				2,121,314

External Funds History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	0	0	0	114,982	114,982
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	0	0	0	0	0
51300 Part Time Employees	0	0	0	0	0
51400 Health Insurance	0	0	0	0	0
51500 Pension & Annuity	0	0	0	0	0
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	0	0	0	0	0
51800 Indirect Costs	0	0	0	0	0
51900 Medicare	0	0	0	0	0
Total Personnel Services	0	0	0	114,982	114,982
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	0	0	0	0	0
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	0	0	0	0	0
52800 Transportation of Persons	0	0	0	0	0
52900 Contracted Services	0	0	0	100,000	100,000
Total Contractual Services	0	0	0	100,000	100,000
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	0	0	0	0	0
53700 Clothing Allowance	0	0	0	0	0
53900 Misc Supplies & Materials	0	0	0	0	0
Total Supplies & Materials	0	0	0	0	0
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	0	0	0	0	0
Total Current Chgs & Oblig	0	0	0	0	0
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	0	0	0
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	0	0	0	0	0
Total Equipment	0	0	0	0	0
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	0	0	0	214,982	214,982

External Funds Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary	
					Senior Administrative Analyst	EXM	06	1.00	49,497	
					Total			1	49,497	
					Adjustments					
					Differential Payments					0
					Other					0
					Chargebacks					65,485
					Salary Savings					0
					FY11 Total Request					114,982

Program 1. Administration

Dennis Coughlin, Manager Organization: 131100

Program Description

The Administration Program is responsible for executive operations and provides administrative and human resource support to all programs.

Program Strategies

- To provide a support structure for effective management and operations.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of information requests processed within 10 days	75%	94%	83%	90%
% of personnel transactions accurately processed in 5 days	90%	85%	100%	95%
% of vendor invoices accurately processed within 3 days	91%	87%	99%	100%

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	452,181	409,464	393,220	398,123
Non Personnel	54,693	73,271	80,126	21,275
Total	506,874	482,735	473,346	419,398

Program 2. Accounting

Paul F. Waple, Manager Organization: 131200

Program Description

The primary responsibility of the Accounting Program is to provide accurate and complete financial data and technical assistance to all City departments. The Program also oversees the coordination of the City's Annual Financial Audit and the publication of the Comprehensive Annual Financial Report (CAFR).

Program Strategies

- To ensure the City's financial records are complete and accurate.
- To review, process, and record financial transactions in a timely fashion.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of account reconciliations completed within 5 days	100%	100%	100%	100%
% of journal vouchers completed within 3 days	100%	99%	99%	99%
% of payrolls posted within 7 days of pay period end	100%	100%	100%	95%
Account reconciliations completed	875	892	903	900
Journal vouchers processed accounting	22,822	21,459	21,958	18,500
Major auditing reports issued		5	5	5
Monthly financial reports distributed	1,056	913	812	900
Pay periods posted within 7 days	52	52	52	50

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	553,024	548,444	593,996	580,842
Non Personnel	5,070	4,496	11,125	10,810
Total	558,094	552,940	605,121	591,652

Program 3. Central Payroll

Diane O'Malley, Manager Organization: 131300

Program Description

The primary responsibility of the Central Payroll Program is the timely and accurate processing of wages for all employees for both pay frequencies in compliance with all local, state, and federal laws, and in conformity with the City's collective bargaining agreements.

Program Strategies

- To ensure the efficient management of payroll records and provide timely responses to all requests for information.
- To process payrolls and related transactions completely, accurately, and on-time.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of payroll confirms met within scheduled time frame	100%	87%	65%	75%
Payroll reviews				6
Payrolls confirmed within scheduled time frame	52	45	34	39
Scheduled payroll confirms	52	52	52	52

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	406,170	467,119	467,072	488,929
Non Personnel	4,180	2,801	6,816	6,511
Total	410,350	469,920	473,888	495,440

Program 4. Grants Monitoring

Mary L. Raysor, Manager Organization: 131400

Program Description

The primary responsibility of the Grants Monitoring Program is to establish and monitor Special Revenue for all City departments and to provide technical assistance in the process. The program also oversees and coordinates the City's Annual Single Audit for Federal Financial Assistance Programs and also produces the City's Cost Allocation Plan.

Program Strategies

- To review, process, and record financial transactions in a timely fashion and undertake custody of financial records.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of journal vouchers processed within 3 days	80%	78%	85%	90%
Journal vouchers processed grants	1,511	1,591	1,588	1,400
Journal vouchers processed within 3 days	1,206	1,245	1,346	1,260
Subrecipient findings cleared	21	10	11	11
Subrecipient findings reported	21	10	12	12

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	199,535	213,404	219,469	163,997
Non Personnel	3,674	2,146	5,342	4,998
Total	203,209	215,550	224,811	168,995

Program 5. Accounts Payable

Julie Ann Tippett, Manager Organization: 131500

Program Description

The Accounts Payable Program is responsible for approving procurement documents and processing payment documents completely, accurately, and on-time while maintaining expenditure controls to limit deficit spending citywide.

Program Strategies

- To review, process, and record financial transactions.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of contracts routed within 3 days of receipt	84%	79%	81%	85%
% of procurement documents approved within 3 days	96%	90%	91%	90%
% of vendor invoices processed within 5 days	95%	98%	99%	95%
Procurement documents approved	17,947	15,314	14,753	15,700

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	480,536	493,582	477,739	499,502
Non Personnel	99,810	69,927	54,536	95,049
Total	580,346	563,509	532,275	594,551

Budget Management Operating Budget

Karen A. Connor, Director Appropriation: 141

Department Mission

The mission of the Office of Budget Management is to allocate all financial resources available to the City through the operating and capital budgets enabling the City to deliver the best mix of services and to invest in the appropriate capital assets needed to support present and anticipated future service delivery needs at the lowest possible cost.

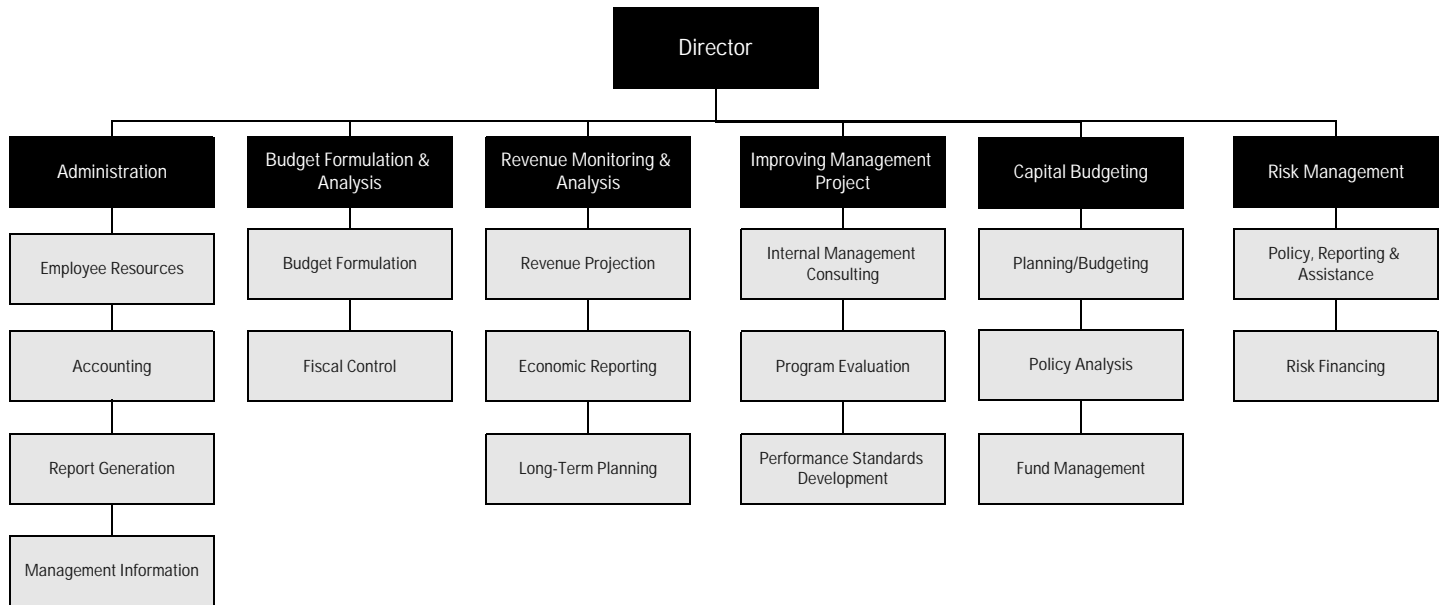
FY11 Performance Strategies

- To conduct accurate, objective, and independent analysis of City programs.
- To develop and implement a city-wide risk financing strategy.
- To ensure a balanced budget that achieves its stated goals.
- To monitor service delivery and its relationship to financial resources.

Operating Budget	Program Name	Total Actual '08	Total Actual '09	Total Approp '10	Total Budget '11
	Budget Administration	1,496,415	1,811,916	1,588,094	1,511,676
	Budget Formulation	488,765	522,872	553,959	586,317
	Revenue Monitoring	251,357	254,035	262,421	270,349
	Improving Management Project	9,842	57,990	62,014	66,868
	Capital Budgeting	445,046	450,275	98,363	88,546
	Risk Management	141,276	90,714	165,627	169,901
	Total	2,832,701	3,187,802	2,730,478	2,693,657

Selected Service Indicators	Actual '08	Actual '09	Approp '10	Budget '11
Personnel Services	1,888,945	2,012,866	1,681,738	1,743,417
Non Personnel	943,756	1,174,936	1,048,740	950,240
Total	2,832,701	3,187,802	2,730,478	2,693,657

Budget Management Operating Budget



Authorizing Statutes

- Annual Appropriation Process, Tregor, 1982 Mass. Acts ch. 190 § 15; 1986 Mass. Acts ch. 701, § 2.
- Reserve Fund, 1986 Mass. Acts ch. 701, § 7.
- Budget Allotment Process and Reallocations, Tregor, 1982 Mass. Acts ch. 190 § 18; 1986 Mass. Acts ch. 701, § 8-9.
- Duties of Supervisor of Budgets, CBC Ord. § 5-1.5.
- Transfer of Appropriations, Tregor, 1982 Mass. Acts ch. 190 § 23; 1986 Mass. Acts ch. 701, § 3.
- Penalty for Overspending Budget, Tregor, 1982 Mass. Acts ch. 190, § 17.

Description of Services

The Office of Budget Management coordinates the analysis and presentation of the Mayor's operating budget and capital plan. The Office also assembles, analyzes and presents data with respect to revenue and debt management. In addition, the Office assists line departments to evaluate programs and to establish and use performance measures to improve the quality, effectiveness, and efficiency of City services while minimizing the cost of program delivery.

Department History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	1,850,887	1,987,436	1,661,738	1,723,417	61,679
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	34,548	23,547	20,000	20,000	0
51600 Unemployment Compensation	3,510	0	0	0	0
51700 Workers' Compensation	0	1,883	0	0	0
Total Personnel Services	1,888,945	2,012,866	1,681,738	1,743,417	61,679
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	37,987	37,763	37,015	37,015	0
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	1,171	1,787	2,500	2,500	0
52800 Transportation of Persons	285	275	275	275	0
52900 Contracted Services	699,612	965,776	817,000	718,500	-98,500
Total Contractual Services	739,055	1,005,601	856,790	758,290	-98,500
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	2,172	1,861	4,600	4,600	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	936	0	2,000	2,000	0
Total Supplies & Materials	3,108	1,861	6,600	6,600	0
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	0	1,011	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	190,657	156,511	185,350	185,350	0
Total Current Chgs & Oblig	190,657	157,522	185,350	185,350	0
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	9,952	9,952	0	0	0
55600 Office Furniture & Equipment	854	0	0	0	0
55900 Misc Equipment	130	0	0	0	0
Total Equipment	10,936	9,952	0	0	0
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	2,832,701	3,187,802	2,730,478	2,693,657	-36,821

Department Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary
Supv-Budget	CDH	NG	1.00	114,562	Sr Data Proc Sys Anl (Budget)	SE1	09	1.00	93,276
Administrative Assistant	SU4	16	1.00	61,278	Prin Budget Analyst (Ads-Bdd)	SE1	09	1.00	93,276
Deputy Director	MYO	14	1.00	98,929	Prin_Admin_Assistant	SE1	08	1.00	86,844
Admin Sec	SU4	14	1.00	39,979	Sr Management Analyst	SE1	08	3.00	217,510
Budget Supervisor	MYO	12	1.00	89,597	Budget Policy Analyst	MYO	07	1.00	63,692
Exec Asst(Management Serv,Asd)	EXM	12	1.00	111,140	Prin Admin Asst (Asd)	EXM	07	1.00	54,563
Sr Finance Manager	MYO	10	1.00	80,591	Management Analyst (Obpe)	SE1	06	7.00	412,324
Exec Asst (Obpe)	EXM	10	4.00	403,604	Sr Adm Anl (SpProjStff)(Aud)	SE1	06	1.00	72,313
					Total			27	2,093,479
					Adjustments				
					Differential Payments				0
					Other				23,015
					Chargebacks				-294,238
					Salary Savings				-98,839
					FY11 Total Request				1,723,417

Program 1. Budget Administration

Karen A. Connor, Manager Organization: 141100

Program Description

The Administration Program provides both overall direction and management to the Department, and support services such as internal budget preparation, personnel administration, MIS support and training, and internal report production.

Program Strategies

- To maintain the operational efficiency of the department to support achievement of department objectives.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of available regular hours worked	97%	98%	98%	99%

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	642,130	663,792	635,654	657,736
Non Personnel	854,285	1,148,124	952,440	853,940
<i>Total</i>	<i>1,496,415</i>	<i>1,811,916</i>	<i>1,588,094</i>	<i>1,511,676</i>

Program 2. Budget Formulation

James M. Williamson, Manager Organization: 141200

Program Description

The Budget Formulation and Analysis Program is responsible for the development and implementation of the City's operating budget. Program staff analyze program and fiscal management issues throughout City government.

Program Strategies

- To ensure a balanced budget that achieves its stated objectives.
- To monitor service delivery and its relationship to financial resources.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
Balanced budget submitted to City Council	1	1	1	1
Monthly expenditure variance reports available to city departments	10	10	10	10

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	476,989	511,166	540,959	573,317
Non Personnel	11,776	11,706	13,000	13,000
Total	488,765	522,872	553,959	586,317

Program 3. Revenue Monitoring

Chris Giuliani, Manager Organization: 141300

Program Description

The Revenue Monitoring and Fiscal Analysis Program works to improve Boston's ability to deliver services by maximizing its revenue. The program also provides economic and fiscal analyses as an aid in fiscal decision-making by the Mayor, the Director of Administration & Finance, and the Budget Director.

Program Strategies

- To ensure a balanced budget that achieves its stated goals.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% by which actual revenues exceed actual expenditures	0.7%	0.2%	0.2%	0.2%

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	247,938	250,636	258,721	266,649
Non Personnel	3,419	3,399	3,700	3,700
Total	251,357	254,035	262,421	270,349

Program 4. Improving Management Project

Karen A. Connor, Manager Organization: 141400

Program Description

The primary mission of the Improving Management Project is evaluating City programs and services to inform the allocation of resources. This program encourages organizational changes or operational improvements that increase the effectiveness or productivity of City departments. The program provides reliable, objective, and independent information to City managers about department performance and operations, assists in reviewing the effectiveness of service delivery, and identifies the extent to which programs overlap or duplicate one another. In addition, we assist departments and cabinets in establishing performance standards to determine the effectiveness of programs. The program also invests in department personnel through training.

Program Strategies

- To conduct accurate, objective, and independent analysis of City programs.
- To plan, develop, and deliver training programs in response to needs to strengthen and upgrade workplace skills.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
Hours of continuing Professional Education Training	64	223	195	150
Program or service analyses completed	3	3	3	3
Project benefits realized	2	2	2	2

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	6,423	54,591	58,314	63,168
Non Personnel	3,419	3,399	3,700	3,700
Total	9,842	57,990	62,014	66,868

Program 5. Capital Budgeting

Laurie Pessah, Manager Organization: 141500

Program Description

The Capital Budgeting Program manages the capital plan of the City. It prepares a multi-year capital plan, oversees capital construction projects, equipment acquisitions, and contracts, and manages all capital fund appropriations and related revenue including bonds, and grants.

Program Strategies

- To effectively manage the capital appropriation system.
- To maintain debt service costs at 7% or less of operating budget expenditures.

Performance Measures	Actual '08	Actual '09	Projected '10	Target '11
% of anticipated external revenue collected	90%	90%	90%	90%
% of funds expended in accordance with bond requirements	100%	100%	100%	100%
Debt service costs as a % of operating expenditures	5%	5%	6%	6%

Selected Service Indicators	Actual '08	Actual '09	Approp '10	Budget '11
Personnel Services	438,968	444,233	91,463	81,646
Non Personnel	6,078	6,042	6,900	6,900
Total	445,046	450,275	98,363	88,546

Program 6. Risk Management

Lynda Fraley, Manager Organization: 141600

Program Description

The Risk Management Program develops and implements the City's integrated risk financing program, which includes self-insurance and commercial policies. The program also assists other City departments in their efforts to minimize costs related to property losses and legal injury and medical claims.

Program Strategies

- To develop and implement a city-wide risk financing strategy.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
Risk financing strategy implemented	87%	87%	87%	87%

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	76,497	88,448	96,627	100,901
Non Personnel	64,779	2,266	69,000	69,000
<i>Total</i>	<i>141,276</i>	<i>90,714</i>	<i>165,627</i>	<i>169,901</i>

Execution of Courts Operating Budget

Appropriation: 333

Department Mission

The Execution of Courts appropriation provides for funding for settlements, awards, and court orders. These result from claims against the City of Boston and its agencies and employees for damages to persons or property. The appropriation also funds interest on tax abatements.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Execution of Courts	3,499,842	4,805,672	3,500,000	3,500,000
	<i>Total</i>	<i>3,499,842</i>	<i>4,805,672</i>	<i>3,500,000</i>	<i>3,500,000</i>

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	0	0	0	0
Non Personnel	3,499,842	4,805,672	3,500,000	3,500,000
<i>Total</i>	<i>3,499,842</i>	<i>4,805,672</i>	<i>3,500,000</i>	<i>3,500,000</i>

Graphic Arts Department Operating Budget *

Paul Dennehy, Superintendent Appropriation: 145

Department Mission

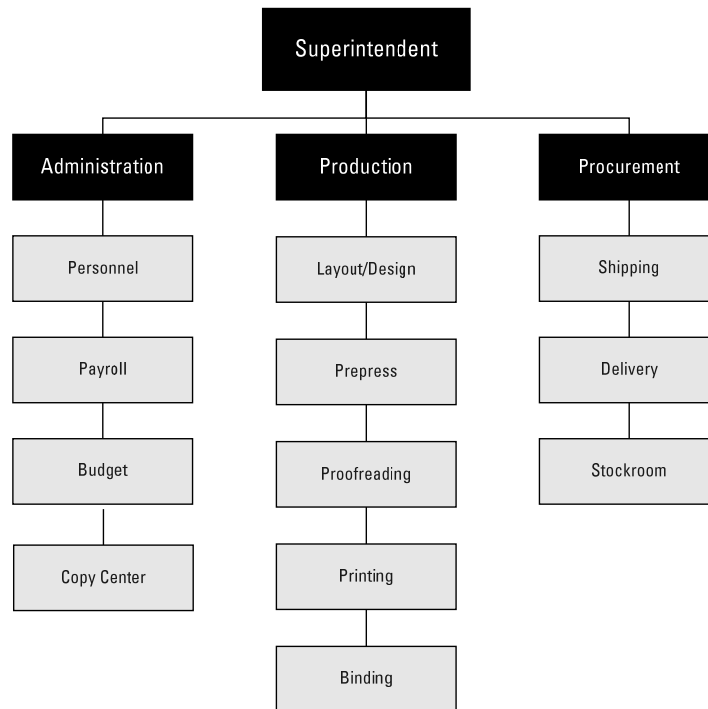
The mission of the Graphic Arts Department is to supply quality, timely and reasonably priced design, prepress, printing and binding services to City Departments.

*** The FY11 budget reflects the final implementation of a year and a half process to close the City's printing plant and procure all printing services going forward in the Purchasing Department.**

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Graphic Arts Administration	373,098	385,404	523,047	0
	Production	1,141,793	1,129,503	753,577	0
	Total	1,514,891	1,514,907	1,276,624	0

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	1,232,544	1,254,736	958,111	0
Non Personnel	282,347	260,171	318,513	0
Total	1,514,891	1,514,907	1,276,624	0

Graphic Arts Department Operating Budget



Authorizing Statutes

- Printing Plant; Union Label, CBC Ord. § 5-1.9.
- City Documents, CBC Ord. § 5-1.10.
- Departmental Charges, CBC Ord. § 6-1.6.
- Printing and Office Supplies, CBC Ord. § 5-5.24.

Description of Services

The Graphic Arts Department supplied design, typesetting, printing and binding services to City departments.

Department History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	1,174,768	1,197,031	933,111	0	-933,111
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	31,594	22,946	15,000	0	-15,000
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	26,182	34,759	10,000	0	-10,000
Total Personnel Services	1,232,544	1,254,736	958,111	0	-958,111
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	9,357	9,764	9,000	0	-9,000
52200 Utilities	113,591	97,538	118,697	0	-118,697
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	640	724	1,000	0	-1,000
52600 Repairs Buildings & Structures	1,289	12,595	0	0	0
52700 Repairs & Service of Equipment	48,916	31,632	45,000	0	-45,000
52800 Transportation of Persons	0	0	0	0	0
52900 Contracted Services	14,293	14,692	20,200	0	-20,200
Total Contractual Services	188,086	166,945	193,897	0	-193,897
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	1,704	1,239	1,500	0	-1,500
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	1,436	999	1,500	0	-1,500
53500 Med, Dental, & Hosp Supply	173	74	300	0	-300
53600 Office Supplies and Materials	1,018	456	2,000	0	-2,000
53700 Clothing Allowance	2,250	2,000	2,250	0	-2,250
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	596	256	500	0	-500
Total Supplies & Materials	7,177	5,024	8,050	0	-8,050
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	8,892	22,622	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	3,911	3,716	3,500	0	-3,500
Total Current Chgs & Oblig	12,803	26,338	3,500	0	-3,500
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	5,372	10,743	52,066	0	-52,066
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	4,181	0	0	0	0
Total Equipment	9,553	10,743	52,066	0	-52,066
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	64,728	51,121	61,000	0	-61,000
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	64,728	51,121	61,000	0	-61,000
Grand Total	1,514,891	1,514,907	1,276,624	0	-1,276,624

Program 1. Graphic Arts Administration

Paul Dennehy, Manager Organization: 145100

Program Description

The Administration Program provided overall management, and financial and clerical services to the department. It developed budget estimates, maintains department records, prepared weekly payrolls, and submitted billing for printing services. This section procured the materials needed for printing and maintains the physical plant.

Program Strategies

- To produce copies at lower than commercially available costs.
- To provide printing services at the lowest possible cost and maintain high utilization.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
Department chargebacks as a % of direct operating cost	32	28	25	

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	356,280	373,469	469,840	0
Non Personnel	16,818	11,935	53,207	0
Total	373,098	385,404	523,047	0

Program 2. Production

Brian Leard, Manager Organization: 145200

Program Description

The Production Program was responsible for layout, design, press room operations, and binding of finished materials. The program allocated paper stock and other supplies, assigned jobs, oversaw shipping and delivery of orders, and ensured the quality of printed materials.

Program Strategies

- To provide quality printing to all city departments.
- To provide timely printing services.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of jobs completed by client deadline	98%	97%	98%	
Overall level of satisfaction; average of graded survey responses	97	96	96	

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	876,264	881,267	488,271	0
Non Personnel	265,529	248,236	265,306	0
<i>Total</i>	<i>1,141,793</i>	<i>1,129,503</i>	<i>753,577</i>	<i>0</i>

Health Insurance Operating Budget

Appropriation: 148

Department Mission

The Health Insurance appropriation provides funding for a variety of health insurance, dental care, vision care, and life insurance plans to approximately 28,275 active employee and retiree subscribers within the guidelines of MGL Chapter 32B.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Health Insurance	182,583,082	186,480,707	196,076,530	207,414,861
	<i>Total</i>	<i>182,583,082</i>	<i>186,480,707</i>	<i>196,076,530</i>	<i>207,414,861</i>

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	0	0	0	0
Non Personnel	182,583,082	186,480,707	196,076,530	207,414,861
<i>Total</i>	<i>182,583,082</i>	<i>186,480,707</i>	<i>196,076,530</i>	<i>207,414,861</i>

Human Resources Operating Budget

Vivian Leonard, Director Appropriation: 142

Department Mission

The mission of the Office of Human Resources is to help departments attract, motivate, retain, manage, and develop qualified and productive employees. The Office also provides unemployment benefits where necessary, as well as health and life insurance and workers' compensation benefits.

FY11 Performance Strategies

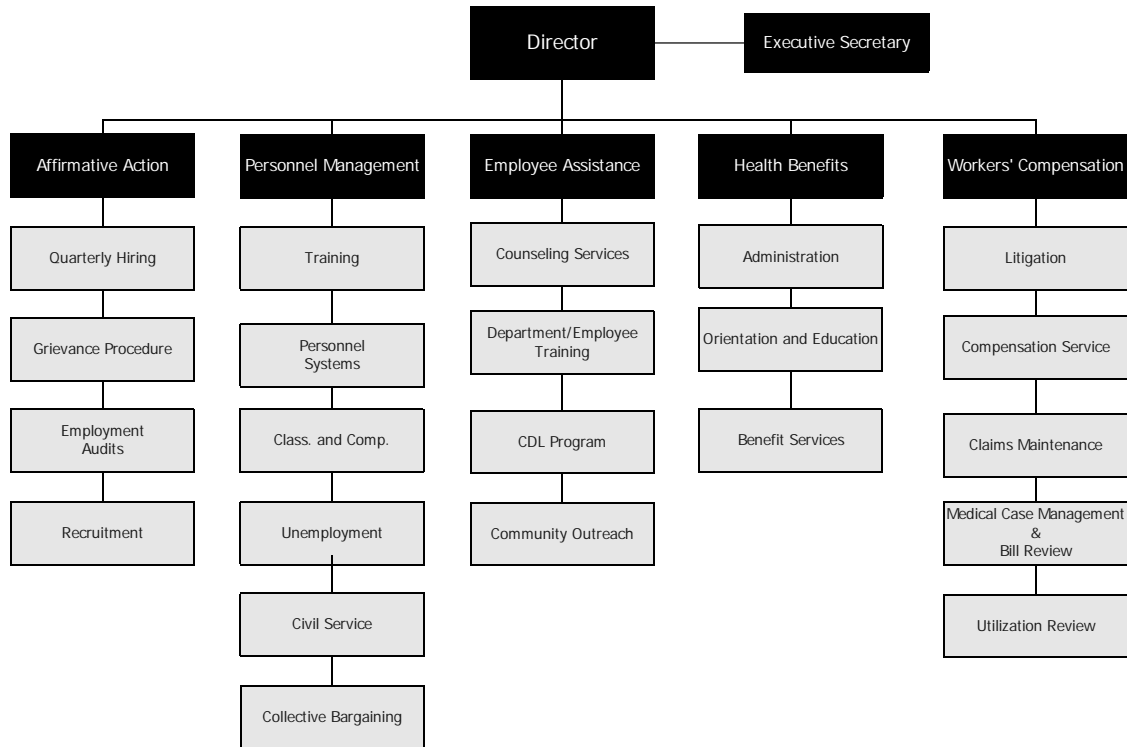
- To recruit and sustain a workforce that reflects Boston's diverse population.
- To reduce medical and indemnity costs associated with workers' compensation claims.
- To return injured employees to work as soon as possible.
- To track all new hires by race, gender and salary on a monthly basis.

Operating Budget	Program Name	Total Actual '08	Total Actual '09	Total Approp '10	Total Budget '11
	Personnel	1,387,662	1,621,917	1,622,817	1,631,985
	Affirmative Action	140,876	81,454	84,445	87,445
	Health Benefits & Insurance	518,221	538,241	567,449	568,410
	Employee Assistance	161,429	153,878	136,341	96,447
	Workers Comp	867,802	789,337	812,152	838,917
	Total	3,075,990	3,184,827	3,223,204	3,223,204

External Funds Budget	Fund Name	Total Actual '08	Total Actual '09	Total Approp '10	Total Budget '11
	Occupational Safety & Health Education & Training	0	0	20,424	0
	Total	0	0	20,424	0

Selected Service Indicators		Actual '08	Actual '09	Approp '10	Budget '11
	Personnel Services	2,787,283	2,914,905	2,999,904	2,946,171
	Non Personnel	288,707	269,922	223,300	277,033
	Total	3,075,990	3,184,827	3,223,204	3,223,204

Human Resources Operating Budget



Authorizing Statutes

- Civil Service, M.G.L.A. c. 31.
- Collective Bargaining, M.G.L.A. C. 150E.
- Compensation of Employees; CBC Ord. § 5-5.18; M.G.L.A. c. 41, § 41.
- Employees Subject to Civil Service Laws, CBC St. 5 § 110.
- Duties of Supervisor of Personnel, CBC Ord. § 5-1.6.
- Generally, M.G.L.A. c. 152.
- County Employees Salary Classification, M.G.L.A. c. 35, § 56.
- Third Parties; Subrogation, M.G.L.A. c. 152, § 15.
- Group Insurance Plan to Municipalities, M.G.L.A. c. 32B, §§ 1-19.
- Operation As Self-Insurer, M.G.L.A. c. 152, § 25.
- Second Injury Reimbursement, M.G.L.A. c. 152, § 37.
- Special Fund; Trust Fund; Assessment Base and Rates; Payments; Reports; Audits, M.G.L.A. c. 152, § 65.

Description of Services

Human Resources supplies departments with systems with which to manage hiring, compensation, and promotion. It pursues good labor relations, monitors unemployment benefits, and conducts affirmative action and recruitment programs as well as a full range of training programs. Additionally, the Department operates elements of the City's risk management program including employee assistance and managing attendance. As a direct service to both active and retired employees, the Department provides comprehensive and economical health insurance and life insurance, as well as access to all records.

Department History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	2,740,379	2,842,376	2,934,727	2,895,788	-38,939
51100 Emergency Employees	36,159	72,529	65,179	50,383	-14,796
51200 Overtime	1,434	0	0	0	0
51600 Unemployment Compensation	9,311	0	0	0	0
51700 Workers' Compensation	0	0	0	0	0
Total Personnel Services	2,787,283	2,914,905	2,999,906	2,946,171	-53,735
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	70,875	49,475	41,000	50,000	9,000
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	1,766	1,874	2,000	2,000	0
52800 Transportation of Persons	0	0	0	0	0
52900 Contracted Services	47,996	46,355	32,350	42,850	10,500
Total Contractual Services	120,637	97,704	75,350	94,850	19,500
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	136	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	30,656	26,903	25,225	25,225	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	0	0	0	0	0
Total Supplies & Materials	30,656	27,039	25,225	25,225	0
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	99,653	135,576	114,271	152,730	38,459
Total Current Chgs & Oblig	99,653	135,576	114,271	152,730	38,459
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	4,227	8,454	8,454	4,227	-4,227
55600 Office Furniture & Equipment	18,801	0	0	0	0
55900 Misc Equipment	14,733	1,149	0	0	0
Total Equipment	37,761	9,603	8,454	4,227	-4,227
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	3,075,990	3,184,827	3,223,204	3,223,204	0

Department Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary	
Supervisor of Personnel	CDH	NG	1.00	112,892	Sr Adm Asst (PPerAnl/C&C)	EXM	09	1.00	93,275	
Alcoholism Coord I	SU4	18	1.00	69,815	Prin Admin Asst Asd Pers	EXM	09	1.00	93,275	
Personnel Asst (Ads/Psd)	SU4	17	3.00	180,976	Exec Asst (EAP/OHR)	EXM	09	1.00	93,275	
Supv-Management Svcs	SU4	17	3.00	176,730	Asst Corp Counsel III	EXM	08	1.00	86,844	
Adm Asst	SU4	15	1.00	56,667	Employee Devel Coord(Supv/Pers)	SE1	08	1.00	86,844	
Adm Sec	SU4	14	1.00	50,394	Sr Adm Asst (OHR)	SE1	08	1.00	86,844	
Employee Servs Representative	SU4	14	2.00	51,078	Prin Admin Assistant	SE1	08	2.00	173,689	
Claims Investigator	SU4	14	1.00	50,394	Senior Admin Asst	SE1	07	2.00	158,918	
Adm Anlst	SU4	14	1.00	50,394	Prin Admin Asst (ASD)	SE1	07	1.00	79,459	
Head Clerk & Secretary	SU4	13	1.00	46,605	DP Sys Anl	SE1	06	1.00	72,313	
Asst Director (HR)	EXM	12	2.00	206,948	Sr Adm Asst (WC)	SE1	06	2.00	144,627	
Head Clerk	SU4	12	4.00	106,250	Sr Adm Assistant	SE1	06	1.00	72,313	
Health Insurance Coordinator	EXM	12	1.00	111,140	Utilization Review Spec	SE1	06	1.00	68,303	
Head Account Clerk	SU4	12	3.00	121,769	Prin Research Analyst	SE1	06	1.00	50,508	
Workmen's Compensation Agent	EXM	11	1.00	107,091	Internship & Fellowship recruiter	SE1	05	1.00	52,362	
Principal Clerk	SU4	10	1.00	41,449	Personnel Analyst	SE1	05	1.00	65,534	
Supvising Claims Agent	EXM	09	1.00	83,784	Affirm Action Monitor	SE1	05	1.00	66,358	
					Admin Secretary (ASD)	SE1	04	1.00	60,402	
								Total	49	3,229,520
Adjustments										
								Differential Payments	0	
								Other	45,236	
								Chargebacks	-300,893	
								Salary Savings	-78,073	
								FY11 Total Request	2,895,790	

External Funds History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	0	0	0	0	0
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	0	0	0	0	0
51300 Part Time Employees	0	0	0	0	0
51400 Health Insurance	0	0	0	0	0
51500 Pension & Annuity	0	0	0	0	0
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	0	0	0	0	0
51800 Indirect Costs	0	0	1,336	0	-1,336
51900 Medicare	0	0	0	0	0
Total Personnel Services	0	0	1,336	0	-1,336
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	0	0	0	0	0
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	0	0	0	0	0
52800 Transportation of Persons	0	0	0	0	0
52900 Contracted Services	0	0	19,088	0	-19,088
Total Contractual Services	0	0	19,088	0	-19,088
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	0	0	0	0	0
53700 Clothing Allowance	0	0	0	0	0
53900 Misc Supplies & Materials	0	0	0	0	0
Total Supplies & Materials	0	0	0	0	0
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	0	0	0	0	0
Total Current Chgs & Oblig	0	0	0	0	0
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	0	0	0
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	0	0	0	0	0
Total Equipment	0	0	0	0	0
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	0	0	20,424	0	-20,424

Program 1. Personnel

Vivian Leonard, Manager Organization: 142100

Program Description

The Personnel Program provides personnel services to all City departments. Through Personnel, departments are provided with management systems with which to hire, classify, compensate and promote employees, pursue good labor relations and management practices, provide unemployment benefits and, in each process, have access to relevant records. The program also carries out a variety of training and assistance programs to encourage and enhance human resource management in the City of Boston.

Program Strategies

- To improve attendance by monitoring and reducing absenteeism (non-public safety/BPS).
- To track all new hires by race, gender and salary on a monthly basis.
- To track city-wide promotions by race, gender, and salary on a monthly basis.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of city workforce earning over median salary - people of color		29%	30%	31%
% of city workforce earning over median salary - women		20%	19%	22%
% of total new hires - people of color	37%	44%	40%	44%
% of total new hires - women	40%	50%	39%	44%
% of total promotions - people of color	23%	18%	17%	33%
% of total promotions - women	23%	27%	20%	28%
Citywide - % of total person hours absent	3.79	3.90	4.17	TBR
Citywide - Hours absent per employee	70.66	72.76	78.40	TBR
Median salary of City employees	55,568	58,014	60,395	TBR
Total employees in city workforce	8,695	8,392	8,020	TBR
Total new hires	646	325	265	TBR
Total promotions	73	107	126	TBR

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	1,190,094	1,422,765	1,467,952	1,447,432
Non Personnel	197,568	199,152	154,865	184,552
Total	1,387,662	1,621,917	1,622,817	1,631,984

Program 2. Affirmative Action

Vivian Leonard, Manager Organization: 142200

Program Description

The Affirmative Action Program is responsible for implementing the City's Affirmative Action Plan. It reviews the city's hiring practices and employment policies, audits affirmative action statistics, implements anti-harassment policies, ensures city compliance with federal and state EEO requirements and provides affirmative action assistance to all city departments.

Program Strategies

- To recruit and sustain a workforce that reflects Boston's diverse population.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of city workforce - people of color	33%	35%	36%	37%
% of city workforce - women	32%	31%	31%	32%

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	130,877	71,455	74,446	77,445
Non Personnel	9,999	9,999	10,000	10,000
Total	140,876	81,454	84,446	87,445

Program 3. Health Benefits & Insurance

Eugene Pastore, Director Organization: 142300

Program Description

The Health Benefits and Insurance Program is responsible for providing life insurance, dental and vision care, and a variety of health insurance plans to active and retired employees of the City of Boston as efficiently and economically as possible within the guidelines of MGL Chapter 32B.

Program Strategies

- To provide eligible employees and retirees with life and health insurance benefits that meet as many of their individual needs as possible at a reasonable cost to the City.

Performance Measures	Actual '08	Actual '09	Projected '10	Target '11
% of active employees enrolled in HMOs		92%	93%	93%
Active employees enrolled in health insurance	16,143	15,273	15,716	15,716
Employee % share of total healthcare costs - Family plan			17.6%	17.4%
Employees enrolled in dental/vision benefit plan	6,339	6,323	6,166	6,166
Employer cost of most utilized HMO family plan		14,528	15,690	17,180
Health insurance premiums as % of total City budget		11.0%	12.2%	12.7%

Selected Service Indicators	Actual '08	Actual '09	Approp '10	Budget '11
Personnel Services	476,844	504,265	537,499	537,535
Non Personnel	41,377	33,976	29,950	30,875
Total	518,221	538,241	567,449	568,410

Program 4. Employee Assistance

Jay Donovan, Director Organization: 142400

Program Description

The Employee Assistance Program is designed to attract and assist employees who experience personal problems. The program will assist employees in the identification and resolution of productivity problems associated with employees impaired by personal concerns including but not limited to: health, marital, financial, alcohol, drug, emotional stress and other personal concerns which may adversely affect job performance.

Program Strategies

- To provide immediate and proper response to those seeking assistance through EAP.

<i>Performance Measures</i>		<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
Assessments completed		310	321	333	330
Referrals made		315	316	332	334

<i>Selected Service Indicators</i>		<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services		161,429	153,878	136,341	96,447
Non Personnel		0	0	0	0
Total		161,429	153,878	136,341	96,447

Program 5. Workers' Compensation

Vivian Leonard, Manager Organization: 142500

Program Description

The Workers' Compensation Program implements all procedures for the processing of workers' compensation claims and approved medical and related bills. It also distributes workers' compensation information and statistics to City departments and works with the Law Department to develop legal strategies to resolve workers' compensation cases in an appropriate manner.

Program Strategies

- To process injury claims promptly.
- To reduce medical and indemnity costs associated with workers' compensation claims.
- To return injured employees to work as soon as possible.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
Average number of claimants on Workers Compensation payroll (non-uniform)	239	255	245	250
Total medical costs paid to Workers Compensation claimants (non-uniform)	2,247,584	3,001,265	2,622,104	2,900,000
Total reported injuries (non-uniform)	1,285	1,284	1,101	1,150
Total wages paid to Workers Compensation claimants (non-uniform)	8,139,892	8,885,737	9,000,323	9,200,000
Total Workers Compensation payroll as a % of total City payroll				1.02%

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	828,039	762,542	783,668	787,312
Non Personnel	39,763	26,795	28,485	51,605
Total	867,802	789,337	812,153	838,917

External Funds Projects

Occupational Safety and Health Education and Training Program

Project Mission

This one year grant from the Commonwealth of MA Department of Industrial Accidents funds a pilot safety training program for employees in order to decrease work related injuries.

Labor Relations Operating Budget

John Dunlap, Director Appropriation: 147

Department Mission

The mission of the Office of Labor Relations is to create and promote a productive work environment that fosters an efficient and effective relationship between labor and management.

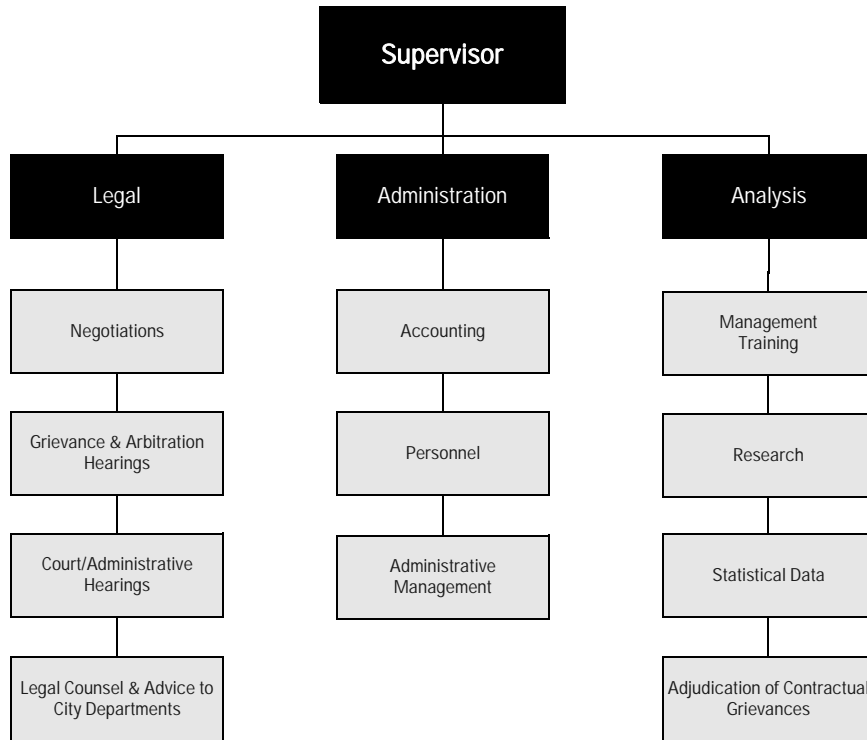
FY11 Performance Strategies

- To negotiate labor contracts and meet other bargaining obligations with the City's labor unions.
- To provide training and education on labor/employment issues.
- To resolve and/or arbitrate contract disputes which arise between the City and Labor.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Labor Relations	1,349,570	1,507,046	1,480,725	1,410,881
	Total	1,349,570	1,507,046	1,480,725	1,410,881

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	762,308	765,479	758,812	785,345
Non Personnel	587,262	741,567	721,913	625,536
Total	1,349,570	1,507,046	1,480,725	1,410,881

Labor Relations Operating Budget



Authorizing Statutes

- Duties of Supervisor of Labor Relations, CBC Ord. 5, s. 4.

Description of Services

The Office of Labor Relations represents the Mayor and City departments in all labor relations matters before state and federal courts, state agencies, and in various other forums. The Office is responsible for negotiating and administering collective bargaining agreements with approximately 24 unions covering 7,500 employees. Additionally, the Office advises City managers and supervisors on labor matters regarding policy issues.

Department History

<i>Personnel Services</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees		758,768	745,980	753,806	780,339	26,533
51100 Emergency Employees		3,540	7,545	5,006	5,006	0
51200 Overtime		0	0	0	0	0
51600 Unemployment Compensation		0	11,954	0	0	0
51700 Workers' Compensation		0	0	0	0	0
Total Personnel Services		762,308	765,479	758,812	785,345	26,533
<i>Contractual Services</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications		6,549	6,055	6,660	6,660	0
52200 Utilities		0	0	0	0	0
52400 Snow Removal		0	0	0	0	0
52500 Garbage/Waste Removal		0	0	0	0	0
52600 Repairs Buildings & Structures		0	0	0	0	0
52700 Repairs & Service of Equipment		1,237	214	2,750	2,750	0
52800 Transportation of Persons		3,525	1,200	1,200	1,200	0
52900 Contracted Services		548,260	697,283	674,335	577,950	-96,385
Total Contractual Services		559,571	704,752	684,945	588,560	-96,385
<i>Supplies & Materials</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies		31	0	627	626	-1
53200 Food Supplies		0	0	0	0	0
53400 Custodial Supplies		0	0	0	0	0
53500 Med, Dental, & Hosp Supply		0	0	0	0	0
53600 Office Supplies and Materials		3,323	4,018	4,351	4,350	-1
53700 Clothing Allowance		0	0	0	0	0
53800 Educational Supplies & Mat		0	0	0	0	0
53900 Misc Supplies & Materials		0	0	0	0	0
Total Supplies & Materials		3,354	4,018	4,978	4,976	-2
<i>Current Chgs & Oblig</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical		0	0	0	0	0
54400 Legal Liabilities		0	0	0	0	0
54500 Aid To Veterans		0	0	0	0	0
54600 Current Charges H&I		0	0	0	0	0
54700 Indemnification		0	0	0	0	0
54900 Other Current Charges		24,337	32,127	31,990	32,000	10
Total Current Chgs & Oblig		24,337	32,127	31,990	32,000	10
<i>Equipment</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment		0	0	0	0	0
55400 Lease/Purchase		0	0	0	0	0
55600 Office Furniture & Equipment		0	0	0	0	0
55900 Misc Equipment		0	670	0	0	0
Total Equipment		0	670	0	0	0
<i>Other</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation		0	0	0	0	0
57200 Structures & Improvements		0	0	0	0	0
58000 Land & Non-Structure		0	0	0	0	0
Total Other		0	0	0	0	0
Grand Total		1,349,570	1,507,046	1,480,725	1,410,881	-69,844

Department Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary
Supv-Labor Relations	CDH	NG	1.00	114,975	Asst Corp Counsel III	EXM	08	5.00	371,361
Legal Secretary (OLR)	EXM	14	1.00	39,487	Execn Asst (LaborRelations)	EXM	06	1.00	72,313
Asst Supv/Labor Relations	EXM	11	1.00	107,091	Labor Relations Anl (LabRel)	EXM	04	1.00	60,402
					Total			10	765,629
					Adjustments				
					Differential Payments				0
					Other				14,710
					Chargebacks				0
					Salary Savings				0
					FY11 Total Request				780,339

Program 1. Labor Relations

John Dunlap, Manager Organization: 147100

Program Description

The Office of Labor Relations represents the Mayor and City departments in all labor relations litigation matters before state and federal courts, state administrative agencies, and in various other forums. The Office also advises City managers/department heads on all labor and employment related matters. The attorneys in the Office of Labor Relations serve as chief negotiators for collective bargaining negotiations and handle all interim bargaining matters.

Program Strategies

- To negotiate labor contracts and meet other bargaining obligations with the City's labor unions.
- To provide training and education on labor/employment issues.
- To resolve and/or arbitrate contract disputes which arise between the City and Labor.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of city collective bargaining contracts settled	92%	96%	92%	100%
% of grievances filed for arbitration	47%	55%	60%	60%
Training programs that OLR has presented or co-presented for City employees	14	6	17	10

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	762,308	765,479	758,812	785,345
Non Personnel	587,262	741,567	721,913	625,536
Total	1,349,570	1,507,046	1,480,725	1,410,881

Library Department Operating Budget

Amy Ryan, President Appropriation: 110

Department Mission

The Boston Public Library's mission is to preserve and provide access to the historical record of our society, and to serve the cultural, educational, and informational needs of the City and the Commonwealth.

FY11 Performance Strategies

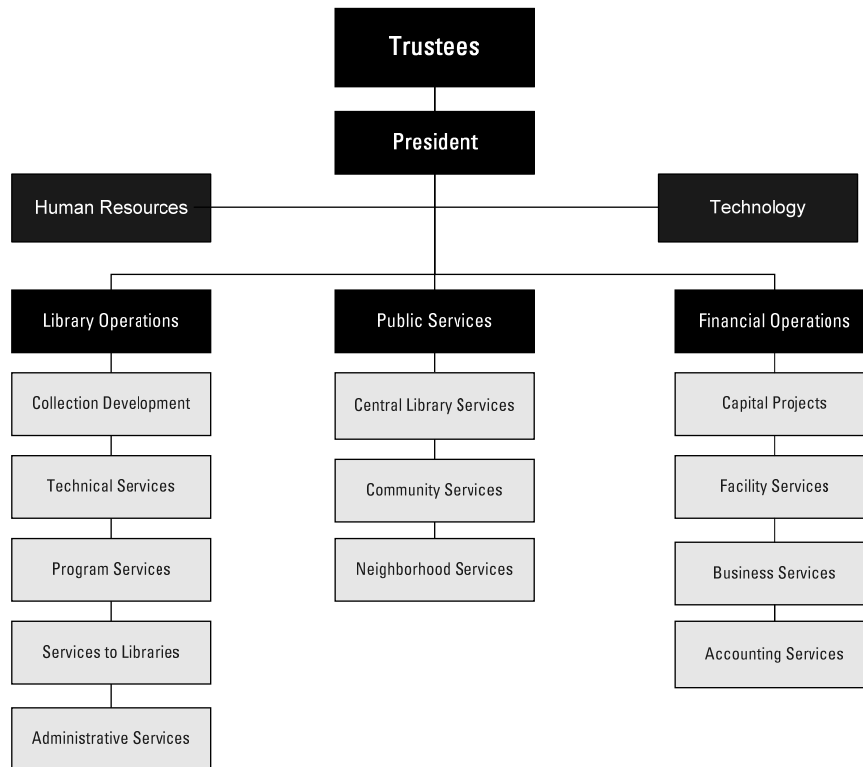
- To assist people of all ages, backgrounds, and stages of learning by offering a variety of programs to meet identified needs and interests.
- To compile and deliver, via www.bpl.org, online resources.
- To implement recommendations of a system-wide preservation team created to ensure ongoing preservation of irreplaceable materials from the library collection.
- To provide access to and encourage the use of print and non-print resources that respond to the needs and interests of all segments of the population.
- To provide and preserve access to information and collections by supporting the acquisition, maintenance, preservation, and access to materials and information in all fields of knowledge.

Operating Budget	Program Name	Total Actual '08	Total Actual '09	Total Approp '10	Total Budget '11
	Library Administration	16,071,900	17,118,410	15,809,139	17,303,699
	Community Library Services	11,179,267	11,496,411	11,638,878	11,294,274
	Research Library Services	2,349,498	2,596,393	2,266,675	1,771,170
	Total	29,600,665	31,211,214	29,714,692	30,369,143

External Funds Budget	Fund Name	Total Actual '08	Total Actual '09	Total Approp '10	Total Budget '11
	Boston Regional Library System	881,551	932,338	901,469	0
	Donations	509,834	555,063	450,000	450,000
	Library of Last Recourse	7,598,851	7,069,135	2,564,587	1,840,000
	State Aid to Libraries	702,767	559,057	561,238	561,238
	Trust Fund Income	2,680,482	3,046,155	3,162,229	2,798,434
	Total	12,373,485	12,161,748	7,639,522	5,649,672

Selected Service Indicators		Actual '08	Actual '09	Approp '10	Budget '11
	Personnel Services	19,603,370	20,009,716	20,274,032	20,467,514
	Non Personnel	9,997,295	11,201,498	9,440,660	9,901,628
	Total	29,600,665	31,211,214	29,714,692	30,369,143

Library Department Operating Budget



Authorizing Statutes

- Power of City to Establish and Maintain a Library, 1848 Mass. Acts ch. 52, §1.
- Library Department: Trustees of the Public Library, Appointment, Compensation, etc., 1878 Mass. Acts ch. 114, §3; 1994 Mass. Acts ch. 157, §3.
- Organization of Board; Powers and Duties, 1878 Mass. Acts ch. 114, §4-5.
- Librarian and Other Officers, 1878 Mass. Acts ch. 114, §1-2, 6; 1943 Mass. Acts ch. 218; 1953 Mass. Acts ch. 167.
- Reports to Mayor and City Council, 1887 Mass. Acts ch. 60.
- Incorporation of the Trustees, Duties, 1878 Mass. Acts ch. 114 §1.
- Authority of Corporation to Take and Hold Property; Limitation, 1878 Mass. Acts ch. 114 §2.

Description of Services

The Boston Public Library system consists of the Central Library at Copley Square, the Edward Kirstein Business Library, branch libraries located throughout Boston's neighborhoods, nine lead libraries, and three remote storage facilities. Library staff assists users in locating and using resources, and provides public programming, exhibits, and outreach. Internet, wireless, and online technology resources connect people to informational resources aimed at enriching individuals, organizations, and the entire community.

Department History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	19,107,538	19,414,781	19,822,186	19,912,514	90,328
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	340,321	462,402	266,846	275,000	8,154
51600 Unemployment Compensation	56,042	23,439	105,000	200,000	95,000
51700 Workers' Compensation	99,469	109,094	80,000	80,000	0
Total Personnel Services	19,603,370	20,009,716	20,274,032	20,467,514	193,482
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	45,000	90,000	45,000	45,000	0
52200 Utilities	4,204,225	3,842,104	3,862,153	3,826,187	-35,965
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	1,812,104	1,826,310	1,519,565	1,629,235	109,670
52700 Repairs & Service of Equipment	57,161	458,677	165,392	187,298	21,906
52800 Transportation of Persons	35,810	58,934	65,500	59,300	-6,200
52900 Contracted Services	796,875	1,508,129	929,866	1,213,319	283,453
Total Contractual Services	6,951,175	7,784,155	6,587,476	6,960,339	372,864
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	6,720	19,565	6,739	6,739	0
53500 Med. Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	67,555	53,000	3,000	4,194	1,194
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	2,639,571	2,717,116	2,609,788	2,609,788	0
Total Supplies & Materials	2,713,846	2,789,681	2,619,527	2,620,721	1,194
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	23,720	30,668	20,000	20,000	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	245,524	251,876	188,657	275,568	86,911
Total Current Chgs & Oblig	269,244	282,544	208,657	295,568	86,911
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	0	0	0
55600 Office Furniture & Equipment	0	121,631	0	0	0
55900 Misc Equipment	36,051	198,486	0	0	0
Total Equipment	36,051	320,117	0	0	0
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	26,980	25,000	25,000	25,000	0
Total Other	26,980	25,000	25,000	25,000	0
Grand Total	29,600,665	31,211,214	29,714,692	30,369,143	654,450

Department Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary
Library Aide	EXO	NG	155.00	311,001	Branch Librarian II	PSA	04	8.00	589,499
President	CDH	NG	1.00	175,481	Chief-Cataloging	PSA	04	1.00	77,259
Dir Public Services	PL2	NG	1.00	117,379	Curator-Microtext & Newspapers	PSA	04	0.65	50,218
Dir Operations	PL2	NG	1.00	125,845	Jr Building Custodian	AFP	04	2.00	68,951
Asst Supv Of Custodians	PL2	11	2.00	138,436	Jr Bldg Cust	AFP	04	17.00	479,475
Accountant	AFP	09	1.00	68,152	Laborer	AFP	04	3.00	117,066
Technical Specialist	AFP	09	2.00	124,102	Sr Reader & Info Librarian I	PSA	04	1.00	77,259
Special Library Asst V	AFP	08	11.50	527,360	Spec Library Asst I	AFP	04	9.75	146,759
Special Library Asst V	PL1	08	1.00	59,674	Interlibrary Loan Officer	PSA	04	1.00	77,259
Wkg Frprs Carpenter	AFP	08	1.00	52,820	Curator-Professional Lib V	PSA	04	1.95	150,654
Wkg Frperson Painter	AFP	08	1.00	51,048	Branch Librarian	PSA	04	2.00	154,517
Regional Administrator	PL2	08	1.00	111,828	Head Central Child S erv	PSA	04	1.00	77,259
Systems Officer	PL2	08	1.00	111,828	Head,GeneralRefService	PSA	04	0.65	12,329
Wkg Foreprs,Oper/Labor BPL	AFP	08	1.00	52,820	CuratorOfSocialSciences	PSA	04	0.65	12,155
Manager of Budget & Finance	PL2	08	1.00	97,328	PublicRelationsWrite/Editor	PSA	04	1.00	76,758
Special Library Assistant V	PL1	08	1.00	62,053	Digital Systems Librarian IV	PSA	04	1.00	57,916
Events Planner	PL1	08	0.35	16,744	Asst Prin Acct	PSA	03	1.00	68,555
Central Library Services Manager	PL2	08	1.00	111,828	Cleaner	AFP	03	1.00	10,439
Neigh Library Service Manager	PL2	08	1.00	89,691	Clerk	AFP	03	3.00	111,685
Spec Library Asst V (BPL)	AFP	08	3.00	201,770	Prin Library Asst	AFP	03	29.00	1,002,017
Carpenter	AFP	07	2.00	94,959	Branch Librarian I	PSA	03	13.00	803,333
Hvy Mtr Equip Oper & Lbr	AFP	07	1.00	49,658	Curator-Manuscripts	PSA	03	0.65	36,725
Painter	AFP	07	1.00	36,238	Professional Librarian III	PSA	03	3.00	104,622
Spec Library Asst IV	AFP	07	2.00	70,581	Reader & Inf Librarian III	PSA	03	1.00	68,555
Budget & Procurement Manager	PL2	07	1.00	101,443	Sr Cataloger & Classifier	PSA	03	1.00	68,555
Technical Services Manager	PL2	07	1.00	101,443	Business Analyst	PSA	03	1.00	68,555
Assoc Neigh Serv Manager	PL2	07	1.00	101,443	Acquisitions Librarian III	PSA	03	1.00	70,252
Keeper of Special Collections	PL2	07	0.65	65,938	Prin Library Assistant	PL1	03	1.00	36,209
Human Resources Manager (BPL)	PL2	07	1.00	101,443	Programs Librarian	PSA	03	1.00	50,829
Special Library Asst IV	PL1	07	1.00	56,671	Web Services Librarian	PSA	03	1.00	50,829
Sr Bldg Cust	AFP	06	23.00	917,684	HdOfBibliographicServMetrBLNet	PSA	03	0.50	34,277
Sr Bldg Cust(T)	AFP	06	1.00	46,826	SeniorLibraryAsst(Branch)	AFP	03	44.00	1,464,886
Spec Library Asst III	AFP	06	4.30	144,564	AdultsLibrarianII	PSA	02	5.65	317,670
Supn-Library Buildings	PL2	06	1.00	92,615	ChildrensLibrarianII	PSA	02	19.00	1,038,141
Supv-Accounting	PL2	06	1.00	92,042	Reader&InfoLibrarianII	PSA	02	3.00	94,863
Communications Manager	PL2	06	1.00	88,397	ReferenceLibrarianII	PSA	02	3.25	196,133
Network & Server Manager	PL2	06	1.00	92,607	Sr Lib Asst	AFP	02	36.25	1,017,840
Jr Bld Cust-Traveling	AFP	06	2.00	84,531	Young Adults Librarian II	PSA	02	2.00	116,167
Network Services Manager	PL2	06	1.00	92,042	Cataloger & Classifier II	PSA	02	1.00	63,906
Coord of Regional Admin Serv	PL2	06	1.00	92,042	Generalist II	PSA	02	7.00	381,214
Operating System & Progr Mangr	PL2	06	1.00	68,593	Systems Librarian II	PSA	02	0.65	41,539
Sp Library Asst II (Branch)	AFP	06	8.00	375,210	Development Office Asst	PL1	02	2.00	115,273
Collection Development Manager	PL2	06	1.00	80,104	S Library Asst	AFP	02	5.00	81,191
Coord of Services to Libraries	PL2	05	0.50	41,743	InterLibrary Loan Librarian	PSA	02	0.65	41,539
Motor_Equip_Operator_&_Lbr	AFP	05	2.00	87,970	Technical Support Analyst	PSA	02	1.00	62,209
Sr Clerk	AFP	05	2.00	94,452	Collection Librarian II	PSA	02	1.00	63,906
Spec Library Asst II	AFP	05	14.30	591,061	CatalogerAndClassifierI	PSA	01	3.00	173,935
Staff Officer-SpecialProjects	PL2	05	1.00	83,487	Children's Librarian I	PSA	01	8.00	390,650
Coord-Ship&Rec&Stocks&Supplies	PL2	05	1.00	83,487	Reader & Info Librarian I	PSA	01	3.00	165,446
Coord of Literacy Services	PL2	05	1.00	79,883	Reference Librarian I	PSA	01	10.15	480,548
Manager of Education, Interpr & Outreach	PL2	05	1.00	83,999	Young Adults Librarian I	PSA	01	4.00	191,976
Quality Services Manager	PL2	05	1.00	83,487	Generalist I	PSA	01	6.00	295,894
DigitalImaging Production Manger	PL2	05	1.00	78,997	Acquisitions Librarian I	PSA	01	1.00	50,174
Asst Neighborhood Services Mgr	PL2	05	2.00	156,457	Spec Collection Lib I	PSA	01	1.00	58,148

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary	
Special Lib Asst I (Branch)	AFP	05	21.00	864,444	InterLibraryLoan LibrarianI	PSA	01	0.65	37,794	
Programming Coordinator	PL2	05	0.35	24,067	Collections Librarian	PSA	01	1.00	41,858	
Book Conservator ProjDirec	PSA	04	0.65	50,218	Digital Librarian I	PSA	01	1.00	48,757	
					Floater Librarian I	PSA	01	2.00	103,796	
					Total				576.65	20,004,231
					Adjustments					
					Differential Payments	0				
					Other	674,871				
					Chargebacks	0				
					Salary Savings	-766,589				
					FY11 Total Request	19,912,513				

External Funds History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	4,904,933	4,949,340	3,248,745	1,701,913	-1,546,832
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	84,062	3,051	0	0	0
51300 Part Time Employees	0	0	0	0	0
51400 Health Insurance	166,095	194,874	183,954	110,748	-73,206
51500 Pension & Annuity	95,297	113,332	107,415	72,754	-34,661
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	0	0	0	0	0
51800 Indirect Costs	0	0	0	0	0
51900 Medicare	11,184	9,802	17,550	11,722	-5,828
Total Personnel Services	5,261,571	5,270,399	3,557,664	1,897,137	-1,660,527
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	47,566	8,365	2,300	2,300	0
52200 Utilities	103,057	103,201	499,738	222,595	-277,143
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	28,955	16,676	4,950	376,283	371,333
52700 Repairs & Service of Equipment	79,403	183,948	35,750	3,000	-32,750
52800 Transportation of Persons	121,879	59,668	37,000	37,000	0
52900 Contracted Services	2,223,265	2,533,273	998,455	658,032	-340,423
Total Contractual Services	2,604,125	2,905,131	1,578,193	1,299,210	-278,983
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	9,077	27,946	0	0	0
53400 Custodial Supplies	98,880	91,021	70,151	70,151	0
53500 Med, Dental, & Hosp Supply	0	1,442	0	0	0
53600 Office Supplies and Materials	9,567	16,784	27,194	0	-27,194
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Materials	51,493	64,184	0	0	0
53900 Misc Supplies & Materials	3,677,012	3,057,395	1,594,004	1,621,261	27,257
Total Supplies & Materials	3,846,029	3,258,774	1,691,349	1,691,412	63
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	479,640	427,216	568,474	543,111	-25,363
Total Current Chgs & Oblig	479,640	427,216	568,474	543,111	-25,363
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	0	0	0
55600 Office Furniture & Equipment	1,787	31,895	25,000	0	-25,000
55900 Misc Equipment	180,323	268,331	218,840	218,800	-40
Total Equipment	182,110	300,226	243,840	218,800	-25,040
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	12,373,485	12,161,748	7,639,520	5,649,670	-1,989,850

External Funds Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary	
Library Aide	EXO	NG	3.00	6,019	Curator of Social Sciences	PSA	04	0.35	6,545	
Special Library Asst V	AFP	08	0.50	31,026	Principal Library Asst(Branch)	AFP	04	1.00	41,564	
Events Planner	PL1	08	0.65	31,097	Prin Library Asst	AFP	03	6.00	162,979	
Keeper of Special Collections	PL2	07	0.35	35,505	Curator-Manuscripts	PSA	03	0.35	19,775	
Spec Library Asst III	AFP	06	0.70	36,259	Professional Librarian III	PSA	03	2.00	140,483	
Coord of Services to Libraries	PL2	05	0.50	41,743	Asst Keeper of Prints	PSA	03	1.00	70,241	
Spec Library Asst II	AFP	05	2.70	66,901	HdOfBibliographicServMetrBLNet	PSA	03	0.50	34,277	
Applications Manager	PL2	05	1.00	70,088	Adults Librarian II	PSA	02	0.35	5,492	
Programming Coordinator	PL2	05	0.65	44,697	Reference Librarian I	PSA	02	2.75	121,290	
Book Conservator Proj Direc	PSA	04	0.35	27,040	Sr Lib Asst	AFP	02	4.75	112,722	
Curator-Microtext&Newspapers	PSA	04	0.35	27,040	Systems Librarian II	PSA	02	0.35	22,367	
Spec Library Asst I	AFP	04	2.25	44,947	InterLibrary Loan Librarian	PSA	02	0.35	22,367	
Curator-ProfessionalLibIV	PSA	04	2.05	158,369	Literacy Specialist II (BPL)	PSA	02	1.00	56,410	
Head,GeneralRefService	PSA	04	0.35	6,638	Reference Librarian I	PSA	01	4.85	246,295	
					InterLibrary Loan Librarian I	PSA	01	0.35	20,351	
					Total				41.35	1,710,529
					Adjustments					
					Differential Payments				0	
					Other				0	
					Chargebacks				0	
					Salary Savings				-8,614	
					FY11 Total Request				1,701,915	

Program 1. Library Administration

Amy Ryan, President Organization: 110100

Program Description

The Administration Program proposes goals and objectives to the Board of Trustees, manages the library to continuously improve service to the public, and provides centralized functional support for the library. The program functions through the centralized offices of the President, Human Resources, Finance, Facilities, Systems, Technical Services, and Communications and Community Affairs. Support for the ReadBoston and WriteBoston initiatives is also included.

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	6,140,601	5,959,718	6,427,187	7,460,777
Non Personnel	9,931,301	11,158,691	9,381,953	9,842,921
Total	16,071,902	17,118,409	15,809,140	17,303,698

Program 2. Community Library Services

Amy Ryan, President Organization: 110200

Program Description

The Community Library Services Program supports the strategic goal of the library being a center for, and facilitator of, lifelong learning. Its objective is to assist people of various ages, backgrounds, and stages of learning through the development of a variety of materials and programs, including those designed to teach information literacy.

Program Strategies

- To assist people of all ages, backgrounds, and stages of learning by offering a variety of programs to meet identified needs and interests.
- To compile and deliver, via www.bpl.org, online resources.
- To provide access to and encourage the use of print and non-print resources that respond to the needs and interests of all segments of the population.

Performance Measures	Actual '08	Actual '09	Projected '10	Target '11
Adults using library cards	291,679	315,613	321,215	315,000
Books and audiovisual materials borrowed and downloaded	3,116,540	3,403,538	3,587,136	3,500,000
Books and audiovisual materials borrowed and downloaded by Boston residents	2,471,436	2,610,877	2,801,710	2,800,000
Boston residents signing up for new library cards	33,305	40,332	38,358	40,000
Boston residents using library cards	284,554	314,104	321,811	315,000
BPL website visits	4,560,465	5,284,022	7,731,111	8,000,000
Children using library cards	58,838	66,980	65,527	65,000
Digital downloads of books, music, videos and maps	62,874	86,964	124,780	
English as a Second Language (ESL) Programs	1,232	1,520	1,858	1,700
Homework Assistance Program (HAP) participants	12,431	15,535	25,374	20,000
Program attendance total	185,905	187,621	213,936	185,000
Public use of BPL computers	673,735	678,069	738,867	735,000
Public wireless internet sessions	108,365	158,572	207,779	275,000
Student programs (visits to and from schools)	1,965	2,044	3,361	1,800
Teens using library cards	26,613	29,840	30,421	28,000

Selected Service Indicators	Actual '08	Actual '09	Approp '10	Budget '11
Personnel Services	11,116,713	11,461,532	11,580,171	11,235,572
Non Personnel	62,555	34,876	58,707	58,707
Total	11,179,268	11,496,408	11,638,878	11,294,279

Program 3. Research Library Services

Amy Ryan, President Organization: 110300

Program Description

The Research Library Services Program provides and preserves access to information and collections in all fields of knowledge for users at the local, state, and national levels through the assistance of professionally skilled staff. The program also provides Internet use and wireless access to the Internet.

Program Strategies

- To implement recommendations of a system-wide preservation team created to ensure ongoing preservation of irreplaceable materials from the library collection.
- To provide and preserve access to information and collections by supporting the acquisition, maintenance, preservation, and access to materials and information in all fields of knowledge.

Performance Measures	Actual '08	Actual '09	Projected '10	Target '11
Books and other materials provided to other libraries via the InterLibrary Loan Program	18,925	22,003	18,668	10,000
Books and other materials received from other libraries via the InterLibrary Loan Program	15,832	17,780	19,538	15,000
Computers available for public access	513	520	613	700
Digital images available in all of BPL's digital collections				43,600
In-building use of library materials	888,088	892,210	764,526	750,000

Selected Service Indicators	Actual '08	Actual '09	Approp '10	Budget '11
Personnel Services	2,346,054	2,588,464	2,266,673	1,771,172
Non Personnel	3,446	7,929	0	0
Total	2,349,500	2,596,393	2,266,673	1,771,172

External Funds Projects

Boston Regional Library System

Project Mission

The Boston Regional Library System (BRLS) was one of six systems funded by the Commonwealth to provide supplemental services to libraries in the cities of Boston, Malden and Chelsea. Due to budget cuts, the Massachusetts Board of Library Commissioners has led a process to consolidate regional services into a single organization called Massachusetts Regional Library System. The BRLS, formerly housed at the Boston Public Library, will be absorbed into this merged system. Libraries in the cities of Boston, Malden and Chelsea will receive their services from them.

Donations

Project Mission

Donations are gifts and grants received from individuals, governmental organizations, corporations, foundations, and other private donors for the benefit of the public library. Donations are often one-time funding sources for specific programs or projects that are generally of a temporary nature.

Library of Last Recourse

Project Mission

The Library of Last Recourse provides reference and research services for individual residents of the Commonwealth at the Boston Public Library through developing, maintaining, and preserving comprehensive collections of a research and archival nature to supplement library resources available throughout Massachusetts. The Massachusetts Board of Library Commissioners provides this appropriation for the Library to maintain the human resources, expertise, and bibliographic skills needed to develop and provide access to these reference and research collections. The appropriation is calculated on a statewide per capita basis and distributed annually.

State Aid To Libraries

Project Mission

The Library Incentive Grant/Municipal Equalization Grant is granted by the Commonwealth of Massachusetts Board of Library Commissioners to the Trustees of the Public Library of the City of Boston annually. The Library is required to meet certain minimum standards of free public service established by the Board to receive the grant. Standards considered include but are not limited to: meeting the Municipal Appropriation Requirement, the percent of the total budget spent on library materials, the hours of operation, and the ability to lend books to other libraries in the Commonwealth. Funds are used to buy goods and services to support library operations.

Trust Fund Income

Project Mission

The majority of the Library's assets are held in trust in accordance with the intentions of the donors. The principal of the trust funds is invested in various types of investment securities that generate income. This income is used to purchase library materials and support certain library positions and functions.

Library Department Capital Budget

Overview

Fiscal year 2011 capital investments will further enhance the Boston Public Library by continuing to preserve existing buildings and build new library spaces to provide better services for all.

FY11 Major Initiatives

- Complete extensive renovation work at the Brighton Branch library. The City will apply for U.S. Green Building Council LEED certification of this project.
- Procure the City's first energy savings contract to implement an energy conservation program at the Johnson Library in Copley Square.
- Upgrade the software and components of the Integrated Library System, the key public service delivery system of the library and all the branches.

<i>Capital Budget Expenditures</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Estimated '10</i>	<i>Total Projected '11</i>
<i>Total Department</i>	<i>8,517,554</i>	<i>3,887,377</i>	<i>5,549,392</i>	<i>5,183,412</i>

Library Department Project Profiles

ADAMS BRANCH LIBRARY

Project Mission

Assess interior space requirements of the Children and Adult sections. Replace front doors, roof and flooring. Repair or replace windows. Improve handicap access and lighting. Install a new circulation desk.

Managing Department, Construction Management **Status,** To Be Scheduled

Location, Dorchester **Operating Impact,** No

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	605,000	0	845,000	0	1,450,000
Grants/Other	0	0	0	0	0
Total	605,000	0	845,000	0	1,450,000

Expenditures (Actual and Planned)

Source	Thru	FY10	FY11	FY12-15	Total
	6/30/09				
City Capital	1,609	0	100,000	1,348,391	1,450,000
Grants/Other	0	0	0	0	0
Total	1,609	0	100,000	1,348,391	1,450,000

BRIGHTON BRANCH LIBRARY

Project Mission

Major renovation including HVAC systems, windows, interior upgrade and installation of an elevator.

Managing Department, Construction Management **Status,** In Construction

Location, Allston/Brighton **Operating Impact,** Yes

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	5,540,610	0	0	0	5,540,610
Grants/Other	0	0	0	0	0
Total	5,540,610	0	0	0	5,540,610

Expenditures (Actual and Planned)

Source	Thru	FY10	FY11	FY12-15	Total
	6/30/09				
City Capital	361,788	3,400,000	1,043,412	735,410	5,540,610
Grants/Other	0	0	0	0	0
Total	361,788	3,400,000	1,043,412	735,410	5,540,610

Library Department Project Profiles

CRITICAL FACILITY REPAIRS

Project Mission

A critical repair fund to be used for emergency repairs to library facilities including roofs, windows, masonry, electrical and HVAC systems.

Managing Department, Library Department **Status,** Annual Program

Location, Citywide **Operating Impact,** No

Authorizations

Source	Existing	FY11	Future	Non Capital Fund	Total
City Capital	1,250,000	0	500,000	0	1,750,000
Grants/Other	0	0	0	0	0
Total	1,250,000	0	500,000	0	1,750,000

Expenditures (Actual and Planned)

Source	Thru 6/30/09	FY10	FY11	FY12-15	Total
City Capital	631,152	150,000	250,000	718,848	1,750,000
Grants/Other	0	0	0	0	0
Total	631,152	150,000	250,000	718,848	1,750,000

EAST BOSTON LIBRARY STUDY

Project Mission

Develop a library program, evaluate existing and potential sites and begin design for a new branch library.

Managing Department, Construction Management **Status,** Study Underway

Location, East Boston **Operating Impact,** No

Authorizations

Source	Existing	FY11	Future	Non Capital Fund	Total
City Capital	120,000	2,500,000	0	0	2,620,000
Grants/Other	0	0	0	0	0
Total	120,000	2,500,000	0	0	2,620,000

Expenditures (Actual and Planned)

Source	Thru 6/30/09	FY10	FY11	FY12-15	Total
City Capital	28,066	47,000	1,000,000	1,544,934	2,620,000
Grants/Other	0	0	0	0	0
Total	28,066	47,000	1,000,000	1,544,934	2,620,000

Library Department Project Profiles

EGLESTON SQUARE BRANCH LIBRARY

Project Mission

Improve driveway, parking, and garden path areas. Replace fence and install window treatment at south wall. Add lighting to rear of lecture hall and install a handicap ramp. Perform partial window glazing at garden window wall and upgrade HVAC system.

Managing Department, Construction Management **Status,** To Be Scheduled

Location, Roxbury **Operating Impact,** No

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	206,267	0	710,000	0	916,267
Grants/Other	0	0	0	0	0
Total	206,267	0	710,000	0	916,267

Expenditures (Actual and Planned)

Source	Thru	FY10	FY11	FY12-15	Total
	6/30/09				
City Capital	2,145	0	0	914,122	916,267
Grants/Other	0	0	0	0	0
Total	2,145	0	0	914,122	916,267

FANEUIL BRANCH LIBRARY PHASE II

Project Mission

Upgrade HVAC system, install new fire alarm system, repoint stairs, refurbish interior finishes and improve interior lighting. Provide exterior signage and improve access.

Managing Department, Construction Management **Status,** To Be Scheduled

Location, Allston/Brighton **Operating Impact,** No

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	358,650	0	760,000	0	1,118,650
Grants/Other	0	0	0	0	0
Total	358,650	0	760,000	0	1,118,650

Expenditures (Actual and Planned)

Source	Thru	FY10	FY11	FY12-15	Total
	6/30/09				
City Capital	8,373	0	0	1,110,277	1,118,650
Grants/Other	0	0	0	0	0
Total	8,373	0	0	1,110,277	1,118,650

Library Department Project Profiles

HVAC REPLACEMENT AT 3 BRANCH LIBRARIES

Project Mission

Replace HVAC systems at branch libraries in Charlestown, Roslindale and the West End.

Managing Department, Construction Management **Status,** To Be Scheduled

Location, Various neighborhoods **Operating Impact,** Yes

Authorizations

Source	Existing	FY11	Future	Non Capital		Total
				Fund		
City Capital	0	300,000	1,635,000	0		1,935,000
Grants/Other	0	0	0	0		0
Total	0	300,000	1,635,000	0		1,935,000

Expenditures (Actual and Planned)

Source	Thru		FY11	FY12-15	Total
	6/30/09	FY10			
City Capital	0	0	100,000	1,835,000	1,935,000
Grants/Other	0	0	0	0	0
Total	0	0	100,000	1,835,000	1,935,000

INTEGRATED LIBRARY SYSTEM

Project Mission

Upgrade the software and components of the Integrated Library System, the key public service delivery system of the library and all the branches.

Managing Department, Department of Innovation and Technology **Status,** New Project

Location, Citywide **Operating Impact,** No

Authorizations

Source	Existing	FY11	Future	Non Capital		Total
				Fund		
City Capital	0	2,500,000	0	0		2,500,000
Grants/Other	0	0	0	0		0
Total	0	2,500,000	0	0		2,500,000

Expenditures (Actual and Planned)

Source	Thru		FY11	FY12-15	Total
	6/30/09	FY10			
City Capital	0	0	500,000	2,000,000	2,500,000
Grants/Other	0	0	0	0	0
Total	0	0	500,000	2,000,000	2,500,000

Library Department Project Profiles

JAMAICA PLAIN BRANCH LIBRARY

Project Mission

Construct an addition and renovate the existing branch to improve access and programming.

Managing Department, Construction Management **Status**, To Be Scheduled

Location, Jamaica Plain **Operating Impact**, No

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	500,000	0	8,000,000	0	8,500,000
Grants/Other	0	0	0	0	0
Total	500,000	0	8,000,000	0	8,500,000

Expenditures (Actual and Planned)

Source	Thru 6/30/09	FY10	FY11	FY12-15	Total
Grants/Other	0	0	0	0	0
Total	0	0	0	8,500,000	8,500,000

JOHNSON BUILDING

Project Mission

Assess building system needs, waterproofing, accessibility and other infrastructure repairs in conjunction with McKim IID.

Managing Department, Construction Management **Status**, In Construction

Location, Back Bay/Beacon Hill **Operating Impact**, No

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	750,000	0	0	0	750,000
Grants/Other	0	0	0	0	0
Total	750,000	0	0	0	750,000

Expenditures (Actual and Planned)

Source	Thru 6/30/09	FY10	FY11	FY12-15	Total
Grants/Other	0	0	0	0	0
Total	0	70,000	40,000	640,000	750,000

Library Department Project Profiles

JOHNSON BUILDING ENERGY IMPROVEMENTS

Project Mission

Implementation of comprehensive energy study recommendations for the main branch at Copley Square.

Managing Department, Construction Management **Status**, In Design

Location, Back Bay/Beacon Hill **Operating Impact**, Yes

Authorizations

Source	Existing	FY11	Future	Non Capital Fund	Total
City Capital	350,000	0	1,900,000	0	2,250,000
Grants/Other	0	0	0	0	0
Total	350,000	0	1,900,000	0	2,250,000

Expenditures (Actual and Planned)

Source	Thru 6/30/09	FY10	FY11	FY12-15	Total
City Capital	0	55,000	250,000	1,945,000	2,250,000
Grants/Other	0	0	0	0	0
Total	0	55,000	250,000	1,945,000	2,250,000

MCKIM LIBRARY PHASE II C SIGNAGE

Project Mission

Update directional and room signage in conjunction with the ongoing restoration project.

Managing Department, Library Department **Status**, To Be Scheduled

Location, Back Bay/Beacon Hill **Operating Impact**, No

Authorizations

Source	Existing	FY11	Future	Non Capital Fund	Total
City Capital	492,545	0	0	0	492,545
Grants/Other	7,455	0	0	0	7,455
Total	500,000	0	0	0	500,000

Expenditures (Actual and Planned)

Source	Thru 6/30/09	FY10	FY11	FY12-15	Total
City Capital	0	0	100,000	392,545	492,545
Grants/Other	6,015	0	0	1,440	7,455
Total	6,015	0	100,000	393,985	500,000

Library Department Project Profiles

MCKIM LIBRARY PHASE II D

Project Mission

Extraordinary repairs and rehabilitation of the McKim Library. Phase II D includes renovations to the Print Gallery, Music and Fine Arts Departments, Rare Books and Manuscripts Department.

Managing Department, Construction Management **Status,** To Be Scheduled

Location, Back Bay/Beacon Hill **Operating Impact,** No

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	2,150,000	0	0	0	2,150,000
Grants/Other	380,571	0	0	0	380,571
Total	2,530,571	0	0	0	2,530,571

Expenditures (Actual and Planned)

Source	Thru		FY11	FY12-15	Total
	6/30/09	FY10			
City Capital	63,630	0	0	2,086,370	2,150,000
Grants/Other	380,571	0	0	0	380,571
Total	444,201	0	0	2,086,370	2,530,571

MCKIM LIBRARY PHASE II D MAP CENTER

Project Mission

Renovate space within the McKim Library to house the Leventhal Map Center. Renovation work includes painting, flooring, HVAC modifications, lighting and electrical upgrades, furnishings and signage.

Managing Department, Construction Management **Status,** New Project

Location, Back Bay/Beacon Hill **Operating Impact,** No

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	0	0	0	0	0
Grants/Other	1,800,000	0	0	0	1,800,000
Total	1,800,000	0	0	0	1,800,000

Expenditures (Actual and Planned)

Source	Thru		FY11	FY12-15	Total
	6/30/09	FY10			
City Capital	0	0	0	0	0
Grants/Other	0	50,000	1,200,000	550,000	1,800,000
Total	0	50,000	1,200,000	550,000	1,800,000

Library Department Project Profiles

MCKIM LIBRARY WATERPROOFING

Project Mission

Comprehensive investigation of water infiltration in the basement.

Managing Department, Construction Management **Status**, Study Underway

Location, Back Bay/Beacon Hill **Operating Impact**, No

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	50,000	0	0	0	50,000
Grants/Other	0	0	0	0	0
Total	50,000	0	0	0	50,000

Expenditures (Actual and Planned)

Source	Thru	FY10	FY11	FY12-15	Total
	6/30/09				
City Capital	0	50,000	0	0	50,000
Grants/Other	0	0	0	0	0
Total	0	50,000	0	0	50,000

NORTH END BRANCH LIBRARY

Project Mission

Upgrade HVAC system, interior repairs, lighting upgrade, new circulation desk, repair or replace windows, replace roof and install new exterior signage.

Managing Department, Construction Management **Status**, To Be Scheduled

Location, North End **Operating Impact**, No

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	865,000	0	610,000	0	1,475,000
Grants/Other	0	0	0	0	0
Total	865,000	0	610,000	0	1,475,000

Expenditures (Actual and Planned)

Source	Thru	FY10	FY11	FY12-15	Total
	6/30/09				
City Capital	4,183	0	100,000	1,370,817	1,475,000
Grants/Other	0	0	0	0	0
Total	4,183	0	100,000	1,370,817	1,475,000

Library Department Project Profiles

PARKER HILL LIBRARY

Project Mission

Replace windows and repoint masonry walls.

Managing Department, Construction Management **Status**, To Be Scheduled

Location, Roxbury **Operating Impact**, No

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	0	0	2,400,000	0	2,400,000
Grants/Other	0	0	0	0	0
Total	0	0	2,400,000	0	2,400,000

Expenditures (Actual and Planned)

Source	Thru		FY11	FY12-15	Total
	6/30/09	FY10			
City Capital	0	0	0	2,400,000	2,400,000
Grants/Other	0	0	0	0	0
Total	0	0	0	2,400,000	2,400,000

ROOF REPLACEMENT AT 5 BRANCH LIBRARIES

Project Mission

Replace roof and repair/replace windows at Fields Corner, South End and West Roxbury. Replace roof at West End and repair/replace roof and windows at the Charlestown branch.

Managing Department, Construction Management **Status**, In Design

Location, Various neighborhoods **Operating Impact**, No

Authorizations

Source	Existing	FY11	Non Capital		Total
			Future	Fund	
City Capital	4,836,126	0	0	0	4,836,126
Grants/Other	0	0	0	0	0
Total	4,836,126	0	0	0	4,836,126

Expenditures (Actual and Planned)

Source	Thru		FY11	FY12-15	Total
	6/30/09	FY10			
City Capital	395,180	1,104,000	500,000	2,836,946	4,836,126
Grants/Other	0	0	0	0	0
Total	395,180	1,104,000	500,000	2,836,946	4,836,126

Library Department Project Profiles

SECURITY AUDIT RECOMMENDATIONS IMPLEMENTATION

Project Mission

Implement security upgrades at all branch library locations.

Managing Department, Construction Management **Status,** To Be Scheduled

Location, Citywide **Operating Impact,** No

Authorizations

Source	Existing	FY11	Future	Non Capital Fund	Total
City Capital	500,000	0	0	0	500,000
Grants/Other	0	0	0	0	0
Total	500,000	0	0	0	500,000

Expenditures (Actual and Planned)

Source	Thru 6/30/09	FY10	FY11	FY12-15	Total
City Capital	0	0	0	500,000	500,000
Grants/Other	0	0	0	0	0
Total	0	0	0	500,000	500,000

TELEPHONE SYSTEM UPGRADE

Project Mission

Replace the department's telephone system with a new voice over Internet protocol (VoIP) system. The new technology will run over the Library's network infrastructure. The project is eligible for partial E-rate funding support.

Managing Department, Library Department **Status,** In Construction

Location, Citywide **Operating Impact,** Yes

Authorizations

Source	Existing	FY11	Future	Non Capital Fund	Total
City Capital	250,000	0	0	0	250,000
Grants/Other	0	0	0	958,580	958,580
Total	250,000	0	0	958,580	1,208,580

Expenditures (Actual and Planned)

Source	Thru 6/30/09	FY10	FY11	FY12-15	Total
City Capital	0	250,000	0	0	250,000
Grants/Other	0	0	0	0	0
Total	0	250,000	0	0	250,000

Library Department Project Profiles

UPHAMS CORNER LIBRARY (NEW)

Project Mission

Site acquisition, design, construction and furnishings for the development of a new branch library.

Managing Department, Construction Management **Status**, To Be Scheduled

Location, Dorchester **Operating Impact**, No

Authorizations

Source	Existing	FY11	Future	Non Capital Fund	Total
City Capital	690,000	0	12,290,000	0	12,980,000
Grants/Other	0	0	0	0	0
Total	690,000	0	12,290,000	0	12,980,000

Expenditures (Actual and Planned)

Source	Thru 6/30/09	FY10	FY11	FY12-15	Total
City Capital	0	0	0	12,980,000	12,980,000
Grants/Other	0	0	0	0	0
Total	0	0	0	12,980,000	12,980,000

Medicare Payments Operating Budget

Appropriation: 139

Department Mission

The Medicare Payments appropriation supports federal regulations that extend mandatory Medicare coverage to municipal employees. Federal law requires the City of Boston and County of Suffolk to pay the Social Security Trust Fund a Medicare insurance premium amounting to 1.45% of an employee's salary up to \$125,000 for each employee hired after March 31, 1986. The Medicare Payments appropriation reflects the amount of this contribution. The City's payment is matched by an equal contribution from the employee.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Medicare Payments	5,718,699	6,169,605	6,595,000	7,250,000
	Total	5,718,699	6,169,605	6,595,000	7,250,000

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	5,718,699	6,169,605	6,595,000	7,250,000
Non Personnel	0	0	0	0
Total	5,718,699	6,169,605	6,595,000	7,250,000

Pensions & Annuities - City Operating Budget

Appropriation: 374

Department Mission

The Pensions and Annuities appropriation funds the City's payments to retired City officials and employees who were not members of the contributory retirement systems. There are approximately 161 individuals currently in the City's non-contributory system. These are largely members who qualify under the Veteran's Retirement Law as being World War II veterans, having 30 years of service, and being employed prior to 1939. Also included are approximately 32 Police and Fire members who received special legislation retirements due to extreme workplace injuries.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Pensions & Annuities - City	4,100,000	4,100,000	4,100,000	4,100,000
	<i>Total</i>	<i>4,100,000</i>	<i>4,100,000</i>	<i>4,100,000</i>	<i>4,100,000</i>

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	4,100,000	4,100,000	4,100,000	4,100,000
Non Personnel	0	0	0	0
<i>Total</i>	<i>4,100,000</i>	<i>4,100,000</i>	<i>4,100,000</i>	<i>4,100,000</i>

Pensions & Annuities - County Operating Budget

Appropriation: 749

Department Mission

The Pensions and Annuities appropriation funds the County's payments to retired County officials and employees who were not members of the contributory retirement systems. Individuals paid under this system are veterans of World War II, have 30 years of service, and were employed prior to 1939.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Pensions & Annuities - County	44,023	48,132	100,000	100,000
	<i>Total</i>	<i>44,023</i>	<i>48,132</i>	<i>100,000</i>	<i>100,000</i>

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	44,023	48,132	100,000	100,000
Non Personnel	0	0	0	0
<i>Total</i>	<i>44,023</i>	<i>48,132</i>	<i>100,000</i>	<i>100,000</i>

Purchasing Division Operating Budget

Barry Fadden, Acting Purchasing Agent Appropriation: 143

Department Mission

The mission of the Purchasing Department is to purchase the best quality products at the lowest possible price and to deliver those products to City departments promptly. The Department is also responsible for surplus property, processing mail, providing copier service and publishing the City Record.

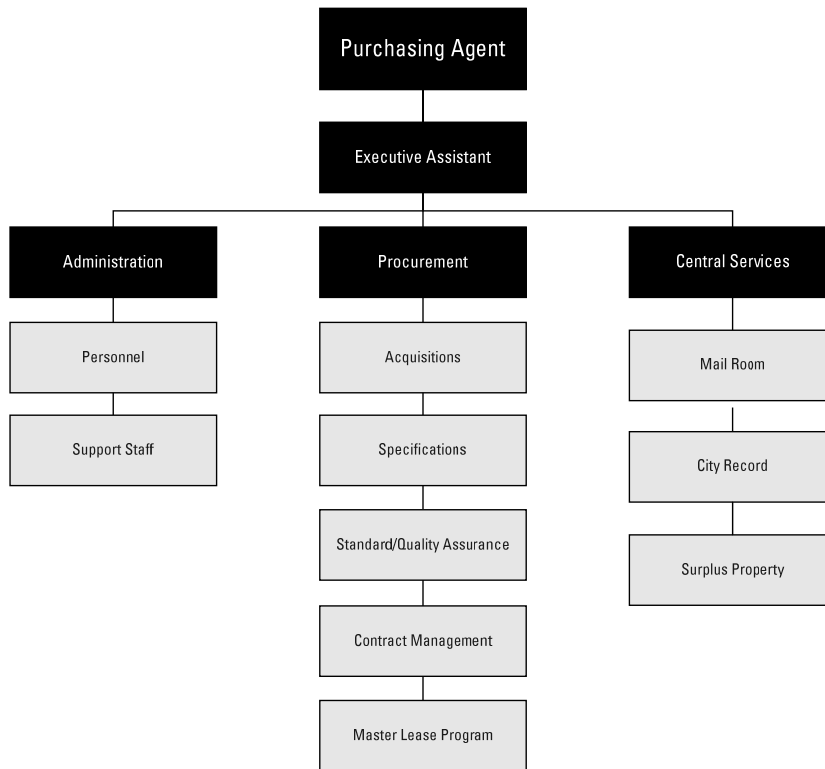
FY11 Performance Strategies

- To ensure the price the City pays for electricity and gasoline is less than alternatives.
- To increase items purchased through a purchase contract.
- To promote the purchasing of goods in compliance with the Environmentally Preferred Procurement guidelines.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Purchasing Administration	233,820	240,351	232,068	240,183
	Procurement	779,521	800,901	745,297	1,156,946
	Central Services	327,193	324,315	274,025	323,074
	Total	1,340,534	1,365,567	1,251,390	1,720,203

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	1,191,870	1,234,794	1,176,275	1,553,228
Non Personnel	148,664	130,773	75,115	166,975
Total	1,340,534	1,365,567	1,251,390	1,720,203

Purchasing Division Operating Budget



Authorizing Statutes

- Enabling Legislation, M.G.L.A. c.41, § 103.
- Duties of the Purchasing Agent, CBC Ord. § 5-1.8.
- Content and Sale, CBC St. 2 § 650.
- Uniform Procurement Act, M.G.L.A. c. 30B.

Description of Services

The Purchasing Department procures all supplies, materials, and equipment for City and County departments. The Department selects vendors through public bidding and processes purchase orders and contracts. The Central Services Unit ensures the efficient and economical disposal of all surplus City property excluding land and buildings, and processes and posts all outgoing, inter-office, and incoming mail. This unit also produces the City Record and operates the Copy Center.

Department History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	1,191,462	1,234,794	1,176,275	1,553,228	376,953
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	408	0	0	0	0
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	0	0	0	0	0
Total Personnel Services	1,191,870	1,234,794	1,176,275	1,553,228	376,953
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	16,283	15,983	16,488	18,000	1,512
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	5,000	5,000
52600 Repairs Buildings & Structures	0	0	0	2,000	2,000
52700 Repairs & Service of Equipment	30,748	32,939	22,593	20,875	-1,718
52800 Transportation of Persons	14	0	0	0	0
52900 Contracted Services	26,792	22,465	21,379	32,000	10,621
Total Contractual Services	73,837	71,387	60,460	77,875	17,415
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	14,425	12,437	10,200	29,550	19,350
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	0	0	0	0	0
Total Supplies & Materials	14,425	12,437	10,200	29,550	19,350
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	3,743	1,251	1,962	3,855	1,893
Total Current Chgs & Oblig	3,743	1,251	1,962	3,855	1,893
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	47,090	45,698	2,493	46,695	44,202
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	9,569	0	0	3,000	3,000
Total Equipment	56,659	45,698	2,493	49,695	47,202
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	6,000	6,000
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	6,000	6,000
Grand Total	1,340,534	1,365,567	1,251,390	1,720,203	468,813

Department Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary
Purchasing Agent	CDH	NG	1.00	116,284	Adm Anlst	SU4	14	1.00	42,402
Director	CDH	NG	1.00	104,598	Asst Buyer	SU4	12	1.00	44,818
Sr Buyer	SU4	17	3.00	198,799	Exec Asst	EXM	11	1.00	107,091
Adm Assistant	SU4	17	1.00	66,267	Prin Acct Clerk	SU4	10	1.00	34,083
Buyer/Purchasing	SU4	16	3.00	155,320	Asst Purchasing Agent	SE1	09	2.00	185,534
Adminis Assistant	SU4	16	1.00	52,384	Prin Admin Assistant	SE1	08	1.00	86,844
Mailroom Equipment Operator	SU4	15	1.00	48,929	Sr Adm Anl	SE1	06	1.00	72,313
Adm Asst	SU4	15	2.00	110,113	Admin Asst	SE1	05	1.00	66,358
					Sr Adm Asst	SE1	05	1.00	66,358
					Total			23	1,558,495
					Adjustments				
					Differential Payments				0
					Other				61,407
					Chargebacks				-66,674
					Salary Savings				0
					FY11 Total Request				1,553,228

Program 1. Purchasing Administration

Barry Fadden, Manager Organization: 143100

Program Description

The Administration Program provides administrative, fiscal and human resource support to the Department.

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	218,715	228,659	224,244	231,943
Non Personnel	15,105	11,692	7,824	8,240
<i>Total</i>	<i>233,820</i>	<i>240,351</i>	<i>232,068</i>	<i>240,183</i>

Program 2. Procurement

Vincent Caiani, Manager Organization: 143200

Program Description

The Procurement Program procures goods and materials for use by City departments. This program selects vendors through the public bid process, and initiates purchase orders and contracts consistent with appropriateness of cost, quality, delivery requirements, and vendor service. The program maintains the major vendor account for the City's Copier Lease/Purchase Program.

Program Strategies

- To ensure the price the City pays for electricity and gasoline is less than alternatives.
- To increase items purchased through a purchase contract.
- To promote the purchasing of goods in compliance with the Environmentally Preferred Procurement guidelines.

Performance Measures	Actual '08	Actual '09	Projected '10	Target '11
% of requisition items purchased on contract	90%	92%	92%	92%
Average per gallon price the City pays for gasoline	2.81	2.17	2.31	2.35
Dollar amount that the City pays on average for gasoline below the quoted fixed price		0.85	0.12	0.10
Dollar value of items purchased meeting EPP guidelines			3,471,859	3,000,000
Total purchase orders	6,674	5,805	5,743	7,500

Selected Service Indicators	Actual '08	Actual '09	Approp '10	Budget '11
Personnel Services	765,266	787,662	727,210	1,085,586
Non Personnel	14,255	13,239	18,087	71,360
Total	779,521	800,901	745,297	1,156,946

Program 3. Central Services

Barry Fadden, Acting Purchasing Agent Organization: 143300

Program Description

The Central Services Program provides mail service, disposal of surplus property, and publishing of the City Record. This program is responsible for handling all incoming and outgoing mail for departments within City Hall. The Surplus Property Unit ensures the efficient and economical disposal of all the City's surplus property excluding land and buildings. This program is responsible for publishing, distribution, billing, and marketing of the City Record.

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	207,889	218,473	224,821	235,699
Non Personnel	119,304	105,842	49,204	87,375
<i>Total</i>	<i>327,193</i>	<i>324,315</i>	<i>274,025</i>	<i>323,074</i>

Registry Division Operating Budget

Judith A. McCarthy, Registrar Appropriation: 163

Department Mission

The mission of the Registry Division is to respond to public requests for certified births, marriages, and deaths promptly and accurately and maintain compliance with the State Registrar's Office.

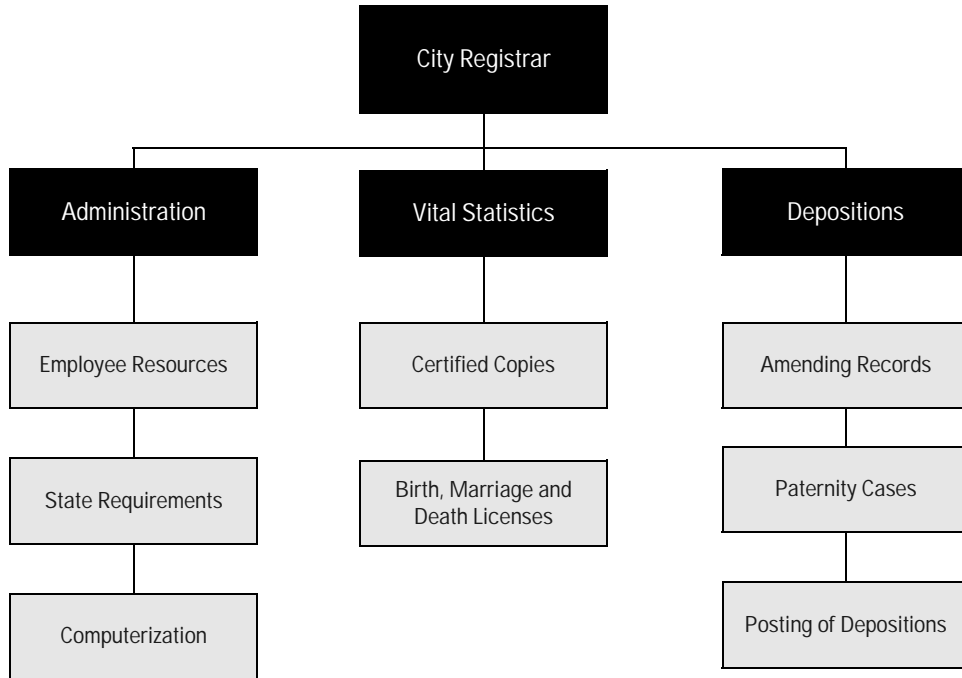
FY11 Performance Strategies

- To achieve overall customer satisfaction.
- To record and deliver correct information in accordance with MGL.
- To reduce waiting time for handling of birth, marriage and death requests.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Administration	259,105	250,353	245,405	248,060
	Vital Statistics	549,466	587,238	612,685	627,075
	Depositions	103,634	108,493	116,203	120,462
	Total	912,205	946,084	974,293	995,597

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	839,672	890,455	919,129	936,997
Non Personnel	72,533	55,629	55,164	58,600
Total	912,205	946,084	974,293	995,597

Registry Division Operating Budget



Authorizing Statutes

- Civil Service, M.G.L.A. c. 31.
- Births, Marriages, Deaths, and Depositions, M.G.L.A. cc. 46, 207, 209c, 210; M.G.L.A. c.190, § 7; M.G.L.A. c. 272, § 96.
- Fees & Charges, CBC Ord. § 18-1.2.

Description of Services

The Registry Division maintains custody of all birth, marriage, and death records dating back to 1630. Each year the Division adds approximately 37,000 new entries and issues more than 100,000 copies of certified records.

Department History

Personnel Services					
	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	839,360	890,455	919,129	936,997	17,868
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	0	0	0	0	0
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	312	0	0	0	0
Total Personnel Services	839,672	890,455	919,129	936,997	17,868
Contractual Services					
	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	7,215	7,003	7,200	7,200	0
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	7,405	3,996	4,100	4,100	0
52800 Transportation of Persons	940	0	0	0	0
52900 Contracted Services	35,305	31,641	28,500	28,500	0
Total Contractual Services	50,865	42,640	39,800	39,800	0
Supplies & Materials					
	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	12,619	11,948	13,564	17,000	3,436
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	528	0	750	750	0
Total Supplies & Materials	13,147	11,948	14,314	17,750	3,436
Current Chgs & Oblig					
	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	1,372	261	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	807	780	1,050	1,050	0
Total Current Chgs & Oblig	2,179	1,041	1,050	1,050	0
Equipment					
	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	0	0	0
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	6,342	0	0	0	0
Total Equipment	6,342	0	0	0	0
Other					
	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	912,205	946,084	974,293	995,597	21,304

Department Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary
Admin Sec	SU4	14	1.00	50,394	Principal Clerk	SU4	10	4.00	157,077
Head Cashier(Vitals/Registry)	SU4	14	1.00	50,394	Prin Clerk(Vitals/Registry)	SU4	10	8.00	317,715
Deposition Clerk	SU4	13	1.00	46,605	First Asst City Registrar	SE1	07	1.00	79,459
City Registrar	CDH	NG	1.00	105,107	Asst City Registrar	SE1	05	2.00	130,246
					Total			19	936,997
					Adjustments				
					Differential Payments				0
					Other				0
					Chargebacks				0
					Salary Savings				0
					FY11 Total Request				936,997

Program 1. Administration

Marie D. Reppucci, Manager Organization: 163100

Program Description

The Administration Program maintains an efficient staff, complies with the State Registrar's Office requirements, and provides for the effective management of the day-to-day operations of the Division.

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	231,513	235,091	235,741	234,960
Non Personnel	27,592	15,262	9,664	13,100
<i>Total</i>	<i>259,105</i>	<i>250,353</i>	<i>245,405</i>	<i>248,060</i>

Program 2. Vital Statistics

Marie D. Reppucci, Manager Organization: 163200

Program Description

The Vital Statistics Program issues certified copies of birth, marriage, and death certificates, and processes marriage licenses. The program also responds to requests for information from federal, state, and local authorities.

Program Strategies

- To achieve overall customer satisfaction.
- To reduce waiting time for handling of birth, marriage and death requests.

Performance Measures	Actual '08	Actual '09	Projected '10	Target '11
% of customers surveyed who rate services as satisfactory	99%	99%	99%	99%
Average waiting time for counter requests (mins)	8	8	9	8
Average waiting time for mail requests (days)	3	4	6	5
Counter requests for certificates	80,592	72,174	67,440	66,000
Customers rating services as satisfactory	1,887	1,969	1,706	1,600
Customers surveyed	1,911	1,990	1,717	1,800
Mail requests for certificates	29,604	29,136	29,361	28,000

Selected Service Indicators	Actual '08	Actual '09	Approp '10	Budget '11
Personnel Services	506,978	549,252	574,685	589,075
Non Personnel	42,488	37,986	38,000	38,000
Total	549,466	587,238	612,685	627,075

Program 3. Depositions

Rosalie Boylan, Manager Organization: 163300

Program Description

The Depositions Program is responsible for recording correct information in accordance with Massachusetts General Laws.

Program Strategies

- To record and deliver correct information in accordance with MGL.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
Affidavits completed	2,690	2,208	2,640	2,000

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	101,181	106,112	108,703	112,962
Non Personnel	2,453	2,381	7,500	7,500
Total	103,634	108,493	116,203	120,462

Treasury Department Operating Budget

Lisa Calise Signori, Collector-Treasurer Appropriation: 137

Department Mission

The mission of the Treasury Department is to collect and transfer all funds due to the City. The Department also deposits and invests City funds, manages the City's borrowings, and makes all disbursements.

FY11 Performance Strategies

- To conduct monthly account reconciliations between Collecting and Auditing.
- To issue tax bills in compliance with statutory requirements.
- To manage debt issuance.
- To maximize the collection of current year taxes.
- To maximize the collection of delinquent taxes.
- To monitor the City return on Trust Fund investments.
- To optimize the return on invested City funds.
- To prepare an instrument of taking for each delinquent property tax account.

<i>Operating Budget</i>	<i>Division Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Collecting Division	2,476,410	2,432,417	2,461,459	1,879,398
	Treasury Division	2,088,886	1,962,132	1,845,244	1,777,303
	Total	4,565,296	4,394,549	4,306,703	3,656,701

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	2,906,928	2,796,524	2,840,549	2,858,259
Non Personnel	1,658,368	1,598,025	1,466,154	798,442
Total	4,565,296	4,394,549	4,306,703	3,656,701

Treasury Department Operating Budget

Authorizing Statutes

- Bonding Requirements, M.G.L.A. c. 41, § 35.
- Deposit on Funds, M.G.L.A. c. 40, § 35; M.G.L.A. c. 41, § 46; M.G.L.A. c. 44, §§ 53-55; M.G.L.A. c. 94C, § 47.
- Custody and Safekeeping of Municipal Funds, M.G.L.A. c. 40, § 5B; M.G.L.A. c. 41, §§ 36, 44, 46; M.G.L.A. c. 44, §§ 53-55.
- Payment of Bills, Payrolls, Withholding, M.G.L.A. c. 41, §§ 35, 41-43, 52, 56, 65-67; M.G.L.A. c.71, § 37B; M.G.L.A. c.149, §§ 148, 178B; M.G.L.A. c. 62B, § 2; M.G.L.A. c. 62, § 10; M.G.L.A. c. 32, § 22; M.G.L.A. c. 32B, § 7; M.G.L.A. c.154, § 8; M.G.L.A. c.175, §§ 138A, 193R; M.G.L.A. c. 180, § 17; 26 U.S.C. §§ 3401-3403, 3405-3406.
- Reporting of Indebtedness, M.G.L.A. c. 41, § 59; M.G.L.A. c.44, §§ 22-28.
- Appropriated Expenditures, M.G.L.A. c. 44, §§ 31, 53, 62-63.
- Tax Title Responsibilities, M.G.L.A. c. 60, §§ 61-63, 76-77, 79-80.
- Tax Rate Determination/Classification, M.G.L.A. c. 59, §§ 23, 38, 43, 53-55.
- Tax Abatements, M.G.L.A. c.58, § 8; M.G.L.A. c.59, §§ 5, 59, 63, 69.
- Collection of Local Taxes, M.G.L.A. c. 60, §§ 61-63, 76-77, 79-80.
- General Authorizing Statutes, 1943 Mass. Acts ch. 434, § 7.
- Motor Vehicle Excise Tax, M.G.L.A. c. 60A.
- Gifts and Grants, M.G.L.A. c. 44, § 53A.
- Municipal Indebtedness, M.G.L.A. c. 44, §§ 11,20.
- Sale/Disposal of Realty/Public Land, M.G.L.A. c. 44, §§ 63-63A.
- Excise on Boats, Ships & Vessels in Lieu of Local Property Taxes, M.G.L.A. c. 60B.

Description of Services

The Treasury Department receives, deposits, and invests funds and pays all warrants, drafts, and orders. The Department issues, redeems, and pays interest on all bonds and notes and maintains custody of all trusts and bequests left to the City. Additionally, the Department issues payroll and required federal and state tax forms. The Department issues and collects all current and delinquent tax billings and departmental revenue. The Department also prepares petitions for land court proceedings and municipal liens and processes abatements and refunds. Additionally, the Department prepares tax certifications and tax takings, and researches tax problems.

Department History

<i>Personnel Services</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees		2,861,863	2,747,217	2,794,499	2,827,709	33,210
51100 Emergency Employees		0	0	0	0	0
51200 Overtime		45,065	47,463	46,050	30,550	-15,500
51600 Unemployment Compensation		0	0	0	0	0
51700 Workers' Compensation		0	1,844	0	0	0
Total Personnel Services		2,906,928	2,796,524	2,840,549	2,858,259	17,710
<i>Contractual Services</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications		60,382	57,743	53,042	53,042	0
52200 Utilities		0	0	0	0	0
52400 Snow Removal		0	0	0	0	0
52500 Garbage/Waste Removal		0	0	0	0	0
52600 Repairs Buildings & Structures		0	0	0	0	0
52700 Repairs & Service of Equipment		15,234	18,098	35,062	22,350	-12,712
52800 Transportation of Persons		0	0	0	0	0
52900 Contracted Services		347,403	442,791	122,850	117,850	-5,000
Total Contractual Services		423,019	518,632	210,954	193,242	-17,712
<i>Supplies & Materials</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies		0	0	0	0	0
53200 Food Supplies		0	0	0	0	0
53400 Custodial Supplies		0	0	0	0	0
53500 Med, Dental, & Hosp Supply		0	0	0	0	0
53600 Office Supplies and Materials		550,016	533,121	587,800	587,800	0
53700 Clothing Allowance		0	0	0	0	0
53800 Educational Supplies & Mat		0	0	0	0	0
53900 Misc Supplies & Materials		0	0	100	100	0
Total Supplies & Materials		550,016	533,121	587,900	587,900	0
<i>Current Chgs & Oblig</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical		0	143	0	0	0
54400 Legal Liabilities		0	0	0	0	0
54500 Aid To Veterans		0	0	0	0	0
54600 Current Charges H&I		0	0	0	0	0
54700 Indemnification		0	0	0	0	0
54900 Other Current Charges		77,613	23,143	17,300	17,300	0
Total Current Chgs & Oblig		77,613	23,286	17,300	17,300	0
<i>Equipment</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment		0	0	0	0	0
55400 Lease/Purchase		0	0	0	0	0
55600 Office Furniture & Equipment		0	0	0	0	0
55900 Misc Equipment		16,272	0	0	0	0
Total Equipment		16,272	0	0	0	0
<i>Other</i>		FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation		591,448	522,986	650,000	0	-650,000
57200 Structures & Improvements		0	0	0	0	0
58000 Land & Non-Structure		0	0	0	0	0
Total Other		591,448	522,986	650,000	0	-650,000
Grand Total		4,565,296	4,394,549	4,306,703	3,656,701	-650,002

Department Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary	
Sr Programmer	SU4	15	1.00	56,667	Prin Accountant	SU4	16	8.00	461,123	
Tax Title Supv	SU4	15	2.00	113,335	First Asst Coll-Trs	SE1	14	1.00	122,553	
Adm Asst	SU4	15	1.00	48,605	Adm Analyst	SU4	14	1.00	50,394	
Head Administrative Clerk	SU4	14	1.00	50,394	Exec Asst (Treas/Trea)	SE1	11	1.00	107,091	
Sr Legal Asst	SU4	14	1.00	43,803	Prin Admin Asst(Fin Cabinet)	EXM	10	1.00	100,901	
Deputy Collector	SU4	13	6.00	279,628	Second Asst Coll-Trs	SE1	10	1.00	100,901	
Teller	SU4	13	4.00	167,035	Asst Corp Counsel V	EXM	10	1.00	100,901	
Head Clerk	SU4	12	3.00	115,936	Exec Sec (Treasury/Trust)	SE1	09	1.00	93,276	
First Asst Coll-Trs	SE1	11	1.00	107,091	Supervisor Accounting	SE1	08	5.00	434,222	
Supervisor Accounting	SE1	08	2.00	173,689	Prin Admin Asst (Treas/Treas)	SE1	06	1.00	72,313	
Data Proc Sys Analyst 1	SE1	07	1.00	79,459	Sr Adm Anl	SE1	06	1.00	72,313	
Prin Admin Asst(Trs/Col)	SE1	06	3.00	209,777	Exec Asst (Treasury)	SE1	06	1.00	72,313	
Collector-Treasurer	CDH	NG	1.00	145,911	Sr Adm Asst	SE1	05	3.00	199,073	
Adm Secretary	SU4	17	1.00	48,443	Admin Asst (Trs/Col)	SE1	04	1.00	58,842	
					Total				55	3,685,990
					Adjustments					
					Differential Payments				0	
					Other				39,445	
					Chargebacks				-804,476	
					Salary Savings				-93,249	
					FY11 Total Request				2,827,710	

Treasury Division Operating Budget

Vivian M. Leo, Division Head Appropriation: 138

Division Mission

The Treasury Division receives and has care and custody of all monies, property, and securities acquired by virtue of any statute, ordinance, gift, devise, bequest, or deposit. In addition, the Division pays all warrants, drafts, bonds, and approved executions against the City.

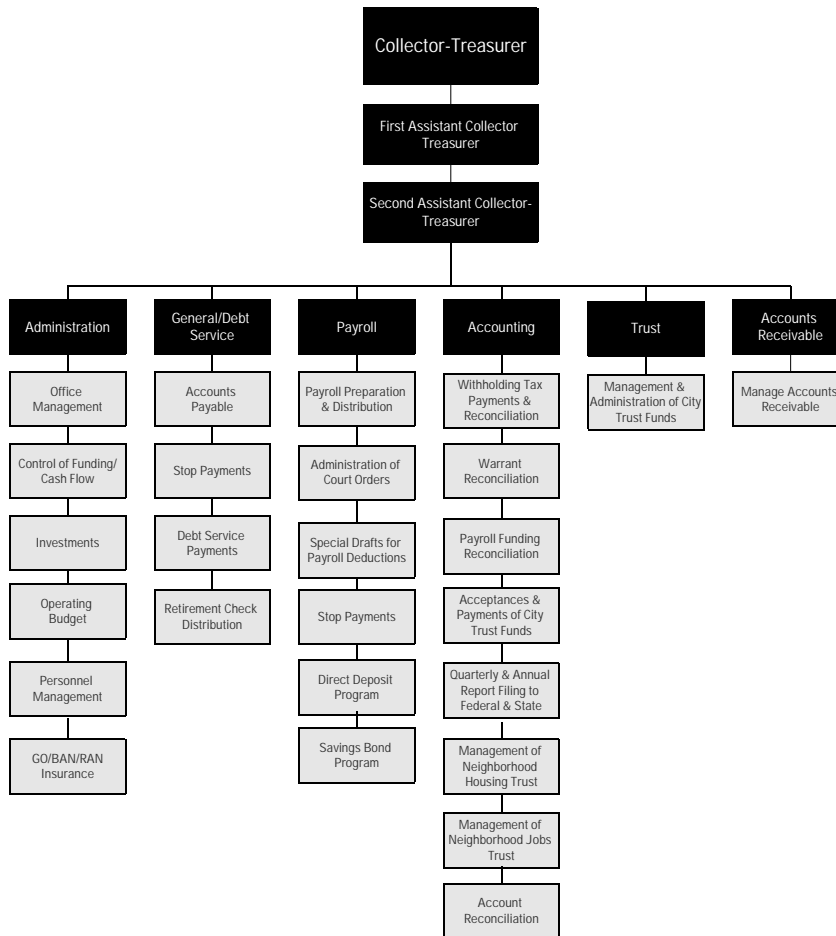
FY11 Performance Strategies

- To manage debt issuance.
- To monitor the City return on Trust Fund investments.
- To optimize the return on invested City funds.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Treasury Administration	815,031	694,749	524,575	471,471
	General Service/Debt Service	340,425	281,079	251,298	255,890
	Payroll	399,890	346,729	421,951	380,964
	Treasury Accounting	200,066	227,786	232,189	241,814
	Accounts Receivable	318,476	411,789	415,231	427,164
	Trust	14,998	0	0	0
	Total	2,088,886	1,962,132	1,845,244	1,777,303

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	1,616,472	1,422,268	1,406,382	1,366,641
Non Personnel	472,414	539,864	438,862	410,662
Total	2,088,886	1,962,132	1,845,244	1,777,303

Treasury Division Operating Budget



Description of Services

The Treasury Division invests all City funds, including amounts held by the Collector-Treasurer as custodian of all City trust funds, is responsible for managing the City's tax-exempt debt transactions, processes the salaries of all City employees, makes payments on all warrants, drafts and orders, and processes disbursements to all City vendors and contractors. The Treasury Division is also responsible for making debt service payments on outstanding City bonds, notes and other tax-exempt financing.

Division History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	1,604,709	1,407,777	1,391,982	1,359,291	-32,691
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	11,763	12,647	14,400	7,350	-7,050
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	0	1,844	0	0	0
Total Personnel Services	1,616,472	1,422,268	1,406,382	1,366,641	-39,741
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	26,783	26,680	23,062	23,062	0
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	13,460	12,795	19,050	15,850	-3,200
52800 Transportation of Persons	0	0	0	0	0
52900 Contracted Services	144,527	245,042	100,350	75,350	-25,000
Total Contractual Services	184,770	284,517	142,462	114,262	-28,200
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	277,104	241,702	286,300	286,300	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	0	0	0	0	0
Total Supplies & Materials	277,104	241,702	286,300	286,300	0
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	0	143	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	10,540	13,502	10,100	10,100	0
Total Current Chgs & Oblig	10,540	13,645	10,100	10,100	0
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	0	0	0
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	0	0	0	0	0
Total Equipment	0	0	0	0	0
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	2,088,886	1,962,132	1,845,244	1,777,303	-67,941

Division Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary
Collector-Treasurer	CDH	NG	1.00	145,911	Asst Corp Counsel V	EXM	10	1.00	100,901
Adm Secretary	SU4	17	1.00	48,443	Exec Sec (Treasury/Trust)	SE1	09	1.00	93,276
Prin Accountant	SU4	16	8.00	461,123	Supervisor Accounting	SE1	08	5.00	434,222
First Asst Coll-Trs	SE1	14	1.00	122,553	Prin Admin Asst (Treas/Treas)	SE1	06	1.00	72,313
Adm Analyst	SU4	14	1.00	50,394	Sr Adm Anl	SE1	06	1.00	72,313
Exec Asst (Treas/Treas)	SE1	11	1.00	107,091	Exec Asst(Treasury)	SE1	06	1.00	72,313
Prin Admin Asst (Fin Cabinet)	EXM	10	1.00	100,901	Sr Adm Asst	SE1	05	3.00	199,073
Second Asst Coll-Trs	SE1	10	1.00	100,901	Admin Asst (Trs/Col)	SE1	04	1.00	58,842
					Total			29	2,240,572
					Adjustments				
					Differential Payments				0
					Other				16,445
					Chargebacks				-804,476
					Salary Savings				-93,249
					FY11 Total Request				1,359,292

Program 1. Treasury Administration

Vivian M. Leo, Manager Organization: 138100

Program Description

The Administration Program hires, trains, and manages all Treasury Division personnel and ensures overall effective and efficient fund management.

Program Strategies

- To manage debt issuance.
- To optimize the return on invested City funds.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
Average return on city investments	4.4%	2.0%	.36%	.1%
Bank statements analyzed	12	12	12	12
GO, BAN/RAN, refundings, lease financings	4	3	4	3

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	630,423	416,578	382,429	355,675
Non Personnel	184,608	278,171	142,146	115,796
<i>Total</i>	<i>815,031</i>	<i>694,749</i>	<i>524,575</i>	<i>471,471</i>

Program 2. General Service/Debt Service

Judith Cataldo, Manager Organization: 138200

Program Description

The program is responsible for the processing and distribution of accounts payable, payroll deductions and garnishment payments, issuance of refund payments for real estate tax overpayments, and issuance of tax title payments. In addition, the program is responsible for the processing of payments and manual warrants, as well as the issuance and distribution of retirement benefit payments. The program maintains schedules for principal and interest on City borrowings.

Program Strategies

- To pay all registered interest and registered debt of the City.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of interest and principal paid by the due date	100%	100%	100%	100%
Non-payroll payments prepared monthly	10,724	21,120	18,000	18,000

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	276,232	223,018	183,783	191,025
Non Personnel	64,193	58,061	67,515	64,865
Total	340,425	281,079	251,298	255,890

Program 3. Payroll

Priscilla Russell, Manager Organization: 138300

Program Description

The Payroll Program issues, on a timely basis, all payroll for City employees. Additionally, the program pays all deductions and garnishments.

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	237,302	194,231	242,755	200,968
Non Personnel	162,588	152,498	179,196	179,996
<i>Total</i>	<i>399,890</i>	<i>346,729</i>	<i>421,951</i>	<i>380,964</i>

Program 4. Treasury Accounting

Marirose Graham, Manager Organization: 138400

Program Description

The Accounting Program records and reconciles on a daily basis the cash and investment balances of the City. It reports daily on all financial transactions. Additionally, the program prepares and files federal and state forms and ensures payment of withholding taxes to state and federal agencies. The program is also responsible for ensuring the timely reconciliation of bank statements and city records.

Program Strategies

- To monitor and reconcile all withheld taxes.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of withheld taxes paid on due date	100%	100%	100%	100%

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	192,066	220,592	220,949	230,574
Non Personnel	8,000	7,194	11,240	11,240
Total	200,066	227,786	232,189	241,814

Program 5. Accounts Receivable

Maureen Garceau, Manager Organization: 138500

Program Description

The Accounts Receivable Program is responsible for establishing policies and procedures, monitoring compliance, and providing a central resource to revenue generating departments that utilize the accounts receivable and billing systems.

Program Strategies

- To increase the number of units utilizing the AR and billing system.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
Billable units utilizing the accounts receivable and billing system	20	22	23	23

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	265,451	367,849	376,466	388,399
Non Personnel	53,025	43,940	38,765	38,765
Total	318,476	411,789	415,231	427,164

Program 6. Trust

Robert Fleming, Manager Organization: 138600

Program Description

The Trust Program is charged with the responsibility of providing technical assistance to the City's various boards of trustees in the oversight of the investment programs for the more than 250 testamentary trust funds that have been entrusted to the City while ensuring that all beneficiary distributions are made in accordance with each benefactor's instructions.

Program Strategies

- To monitor the City return on Trust Fund investments.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
Annual Trust Fund investment return	2%	-14%	12.8%	4%

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	14,998	0	0	0
Non Personnel	0	0	0	0
Total	14,998	0	0	0

Collecting Division Operating Budget

Lisa Calise Signori, Collector Treasurer Appropriation: 137

Division Mission

The Collecting Division collects property and excise taxes and fees due to the City using statutorily permitted collection techniques. The Division is also responsible for recording and depositing collections of monies from other City departments with the Treasury Division.

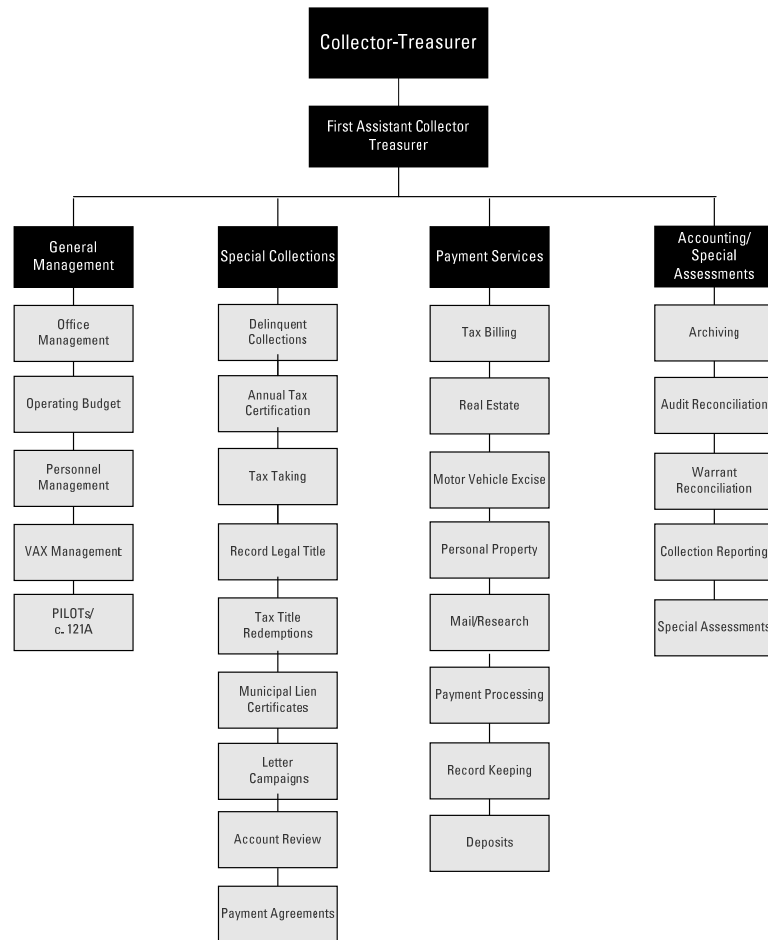
FY11 Performance Strategies

- To conduct monthly account reconciliations between Collecting and Auditing.
- To issue tax bills in compliance with statutory requirements.
- To maximize the collection of current year taxes.
- To maximize the collection of delinquent taxes.
- To prepare an instrument of taking for each delinquent property tax account.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	General Management	600,594	644,656	379,293	396,847
	Special Collections	1,247,757	533,860	1,269,674	617,328
	Payment Services	581,336	1,230,402	753,534	792,165
	Accounting/Special Assessments	46,723	23,499	58,958	73,058
	Total	2,476,410	2,432,417	2,461,459	1,879,398

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	1,290,456	1,374,256	1,434,167	1,491,618
Non Personnel	1,185,954	1,058,161	1,027,292	387,780
Total	2,476,410	2,432,417	2,461,459	1,879,398

Collecting Division Operating Budget



Description of Services

The Collecting Division mails all tax bills and collects both current and delinquent taxes. The Division also prepares and files tax takings and tax certification liens, issues municipal lien certificates, and prepares petitions for foreclosures with the Law Department. Additionally, the Division prepares property redemption certificates, collects fees and fines and all other City revenue through teller windows.

Division History

<i>Personnel Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
51000 Permanent Employees	1,257,154	1,339,440	1,402,517	1,468,418	65,901
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	33,302	34,816	31,650	23,200	-8,450
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	0	0	0	0	0
Total Personnel Services	1,290,456	1,374,256	1,434,167	1,491,618	57,451
<i>Contractual Services</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
52100 Communications	33,599	31,063	29,980	29,980	0
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	1,774	5,303	16,012	6,500	-9,512
52800 Transportation of Persons	0	0	0	0	0
52900 Contracted Services	202,876	197,749	22,500	42,500	20,000
Total Contractual Services	238,249	234,115	68,492	78,980	10,488
<i>Supplies & Materials</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	272,912	291,419	301,500	301,500	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	0	0	100	100	0
Total Supplies & Materials	272,912	291,419	301,600	301,600	0
<i>Current Chgs & Oblig</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	67,073	9,641	7,200	7,200	0
Total Current Chgs & Oblig	67,073	9,641	7,200	7,200	0
<i>Equipment</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	0	0	0
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	16,272	0	0	0	0
Total Equipment	16,272	0	0	0	0
<i>Other</i>	FY08 Expenditure	FY09 Expenditure	FY10 Appropriation	FY11 Adopted	Inc/Dec 10 vs 11
56200 Special Appropriation	591,448	522,986	650,000	0	-650,000
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	591,448	522,986	650,000	0	-650,000
Grand Total	2,476,410	2,432,417	2,461,459	1,879,398	-582,061

Division Personnel

Title	Union Code	Grade	Position	FY11 Salary	Title	Union Code	Grade	Position	FY11 Salary
Sr Programmer	SU4	15	1.00	56,667	Teller	SU4	13	4.00	167,035
Tax Title Supv	SU4	15	2.00	113,335	Head Clerk	SU4	12	3.00	115,936
Adm Asst	SU4	15	1.00	48,605	First Asst Coll-Trs	SE1	11	1.00	107,091
Head Administrative Clerk	SU4	14	1.00	50,394	Supervisor Accounting	SE1	08	2.00	173,689
Sr Legal Asst	SU4	14	1.00	43,803	Data Proc Sys Analyst 1	SE1	07	1.00	79,459
Dep Collector	SU4	13	6.00	279,628	Prin Admin Asst (Trs/Col)	SE1	06	3.00	209,777
					Total			26	1,445,418
					Adjustments				
					Differential Payments				0
					Other				23,000
					Chargebacks				0
					Salary Savings				0
					FY11 Total Request				1,468,418

Program 1. General Management

Celia M. Barton, Manager Organization: 137100

Program Description

The General Management Program is responsible for hiring, training, and supervising Collection Division staff and systems.

Program Strategies

- To maximize the collection of current year taxes.
- To use enhanced technology to improve service delivery in the Collecting Division.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
PILOT accounts monitored	45	44	44	44
Property tax collection rate	98.7%	98.8%	98.8%	98.9%
Real estate bills paid online	17,475	20,297	29,500	35,000

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	328,184	374,676	334,861	352,427
Non Personnel	272,410	269,980	44,432	44,420
Total	600,594	644,656	379,293	396,847

Program 2. Special Collections

Michael Hutchinson, Manager Organization: 137200

Program Description

The Special Collections Program is responsible for collecting delinquent real estate, personal property and motor vehicle excise taxes. It manages City's recording of its legal title to properties with delinquent and actions involving each account up through and including foreclosure or payment of the tax liability.

Program Strategies

- To certify subsequent delinquent property taxes to existing tax title accounts.
- To maximize the collection of delinquent taxes.
- To prepare an instrument of taking for each delinquent property tax account.

Performance Measures	Actual '08	Actual '09	Projected '10	Target '11
Annual certification amount	8,313,385	9,574,117	8,087,979	8,000,000
Annual certifications	2,786	3,309	3,062	3,000
Annual tax taking amount	7,790,075	6,246,228	5,251,294	5,800,000
Annual tax takings	3,349	2,787	2,138	2,300
Delinquent motor vehicle excise tax collected	6,928,788	8,019,189	7,558,425	7,500,000
Delinquent personal property taxes collected	2,818,186	349,482	6,399,550	400,000
Delinquent real estate taxes collected	8,156,882	7,122,513	7,809,773	7,500,000
Municipal lien certificates processed	16,962	17,474	15,794	15,000
Tax title accounts resolved	3,095	2,709	2,351	2,300
Tax title amount collected	16,879,927	16,136,799	14,794,187	14,500,000

Selected Service Indicators	Actual '08	Actual '09	Approp '10	Budget '11
Personnel Services	510,598	530,452	587,250	588,904
Non Personnel	737,159	3,408	682,424	28,424
Total	1,247,757	533,860	1,269,674	617,328

Program 3. Payment Services

Ellen Higginbottom, Manager Organization: 137300

Program Description

The Payment Services Program processes all funds received by the City from taxpayers and City departments. It mails all current tax notices, resolves questions from taxpayers and financial institutions, provides duplicate tax bills, and processes all refunds and abatements.

Program Strategies

- To issue tax bills in compliance with statutory requirements.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
Boat excise bills issued	2,805	2,314	2,867	2,900
Delinquent real estate notices sent	59,148	58,639	54,081	57,000
Personal property tax bills issued	28,848	22,785	23,335	24,000

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	406,737	449,777	459,006	483,637
Non Personnel	174,599	780,625	294,528	308,528
Total	581,336	1,230,402	753,534	792,165

Program 4. Accounting/Special Assessments

Celia Barton, Manager Organization: 137400

Program Description

The Accounting/Special Assessments Program is responsible for maintaining the books of the Collecting Division, as well as managing the database used for controlling Collecting Division activities.

Program Strategies

- To conduct monthly account reconciliations between Collecting and Auditing.

<i>Performance Measures</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Projected '10</i>	<i>Target '11</i>
% of reports completed by the tenth of the month	100%	100%	100%	100%

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	44,937	19,351	53,050	66,650
Non Personnel	1,786	4,148	5,908	6,408
Total	46,723	23,499	58,958	73,058

Unemployment Compensation Operating Budget

Appropriation: 199

Department Mission

The Unemployment Compensation appropriation provides funds to carry out provisions of the Massachusetts Unemployment Security Law, MGLA c. 151A, as it pertains to former City and County employees. The appropriation facilitates payment of unemployment claims.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Unemployment Compensation	12,275	13,970	50,000	350,000
	<i>Total</i>	<i>12,275</i>	<i>13,970</i>	<i>50,000</i>	<i>350,000</i>

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	12,275	13,970	50,000	350,000
Non Personnel	0	0	0	0
<i>Total</i>	<i>12,275</i>	<i>13,970</i>	<i>50,000</i>	<i>350,000</i>

Workers' Compensation Fund Operating Budget

Appropriation: 341

Department Mission

The Workers' Compensation Fund provides for proper payments of compensation benefits, medical treatment and, if necessary, rehabilitation for employees permanently injured in work related accidents prior to July, 1995, or for employees from former City departments, e.g. Department of Health and Hospitals.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '08</i>	<i>Total Actual '09</i>	<i>Total Approp '10</i>	<i>Total Budget '11</i>
	Workers' Compensation Fund	2,199,701	2,409,472	1,900,000	2,200,000
	<i>Total</i>	<i>2,199,701</i>	<i>2,409,472</i>	<i>1,900,000</i>	<i>2,200,000</i>

<i>Selected Service Indicators</i>	<i>Actual '08</i>	<i>Actual '09</i>	<i>Approp '10</i>	<i>Budget '11</i>
Personnel Services	0	0	0	0
Non Personnel	106,222	430,439	1,900,000	2,200,000
<i>Total</i>	<i>106,222</i>	<i>430,439</i>	<i>1,900,000</i>	<i>2,200,000</i>