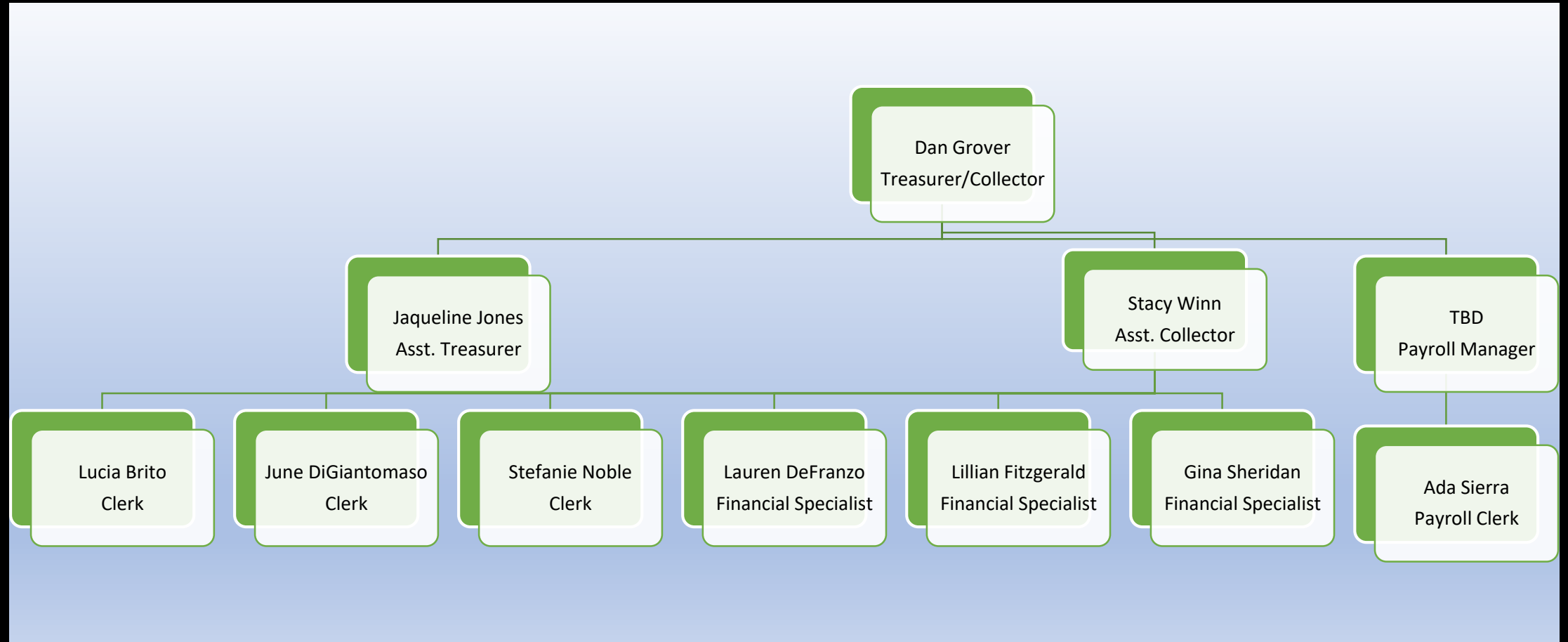




City of Malden Treasurer's Office Report February 2022

- February 1, 2022
- Provided to the City Council Finance Committee
- By Dan Grover Treasurer/Collector

Organization Chart



Treasurer Duties

- Bank and Vendor Relationships
- Provide support and guidance for staff
- DOR and IRS filings
- Maintain SAM Registrations
- Cash Management
 - Maximize yield and returns
 - Cash flow
 - Meet weekly AP
 - Bi-Weekly Payroll
 - Monthly Water/Sewer Assessment
 - Debt issuance and payments

Collector Duties

- Billing

- Real Estate
- Personal Property
- Motor Vehicle Excise
- Water/Sewer

- Key stats per annum
- PP 500
- RE 55,000
- MVEX 45,000 70% of population
- H2O 144,000

- Collecting

- Real Estate
- Personal Property
- Motor Vehicle Excise
- Water/Sewer
- Grants, Federal and State wire
- Rec Dept
- Cemetery
- City Clerk
- Parking and Compliance
- Permits and Inspections
- Licenses

Office by the numbers

- 10 FTE 1 PTE – Over 200 combined years experience –
 - Betty Christie longest tenured FT City Employee 48 years retired last week January 27, 2022
 - Marie DeVincentis retired Jan 6, 2022
 - June DiGiantasmo longest tenured FT turned PT employee 38 + 19 for 57 years
 - Two New hires started Jan 17, 2022 Ada Sierra and Stefanie Noble
 - 2 Payroll personnel responsible for All City (non school) employees inclusive of Police, Fire, DPW and Library
- 4 primary bill types RE, PP, MVEX, H2O making up 245,000 bills sent per annum
- 50 City bank accounts, 12 MRA bank accounts still open.
- Approximately \$260M in collections per annum
- 26 payroll runs for approx. \$90M per annum
- 1400 Municipal Lien Certificates per annum
- 450 Final water bill reads requested, coordinated and billed
- 1500 parking appeals processed per annum
- \$72M in Principal debt payable through 2039 (see graph on last page) \$9.6M P&I paid FY 2022

Constituent services by the numbers

- 4 languages spoken in the office, English, Italian, Portuguese, Spanish
- Point of Contact Volumes
 - Mail – Hundreds of pieces of mail daily, comprised of MLC's, Payments, Parking appeals
 - Telephone – in excess of 35,000 calls per annum
 - E-mail – Treasurer's box 1800 emails received, office wide in excess of 50,000 e-mails received
 - Collections Processed –
 - \$263,301,480.66 posted to the General Ledger
 - 27,000 transaction packets
 - 3,000 trash stickers, 750 sleeves of trash bags sold at Window
 - 60% of Transactions processed in house
 - 33% of total collections processed in house representing approximately \$86M per annum

FY 21/22 Goals and Accomplishments

- Goals

- Move off Invoice Cloud and close out relationship
- Add departmental functionality to CHS – Vital Records, MLC, Cemetery, Dog Licenses
- Parking ticket appeals brought online
- Offer staff training and development opportunities- In house training, remote and conferences
- Continue to evaluate and identify Efficiencies and Risk Mitigation opportunities
- Work with CFO and HR to evaluate time tracking payroll module
- Work with Cemetery Board to apply for the prudent man mandate for Perpetual care funds
- Continue to actively seek and identify opportunities to extract yield on Cash
- Monitor debt refinancing opportunities
- Build bench strength, succession planning, continuity planning

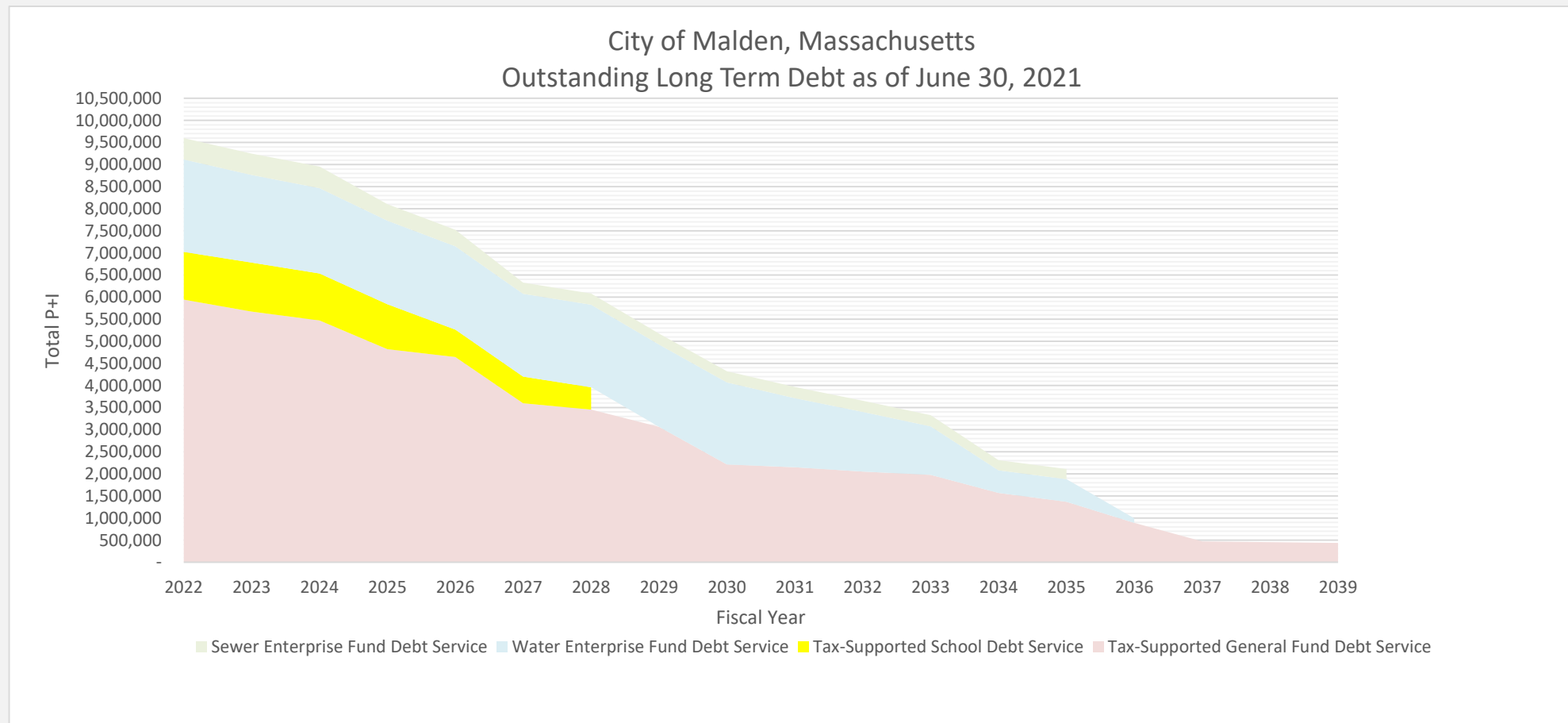
- Accomplishments

- Moved off Invoice Cloud, RE, PP, W/S on CHS
- Vital Records added to CHS, Dog Licenses in process
- Mistakes made but not too many, always learning
- All prior items on Mgt letter addressed
- Completed Tax Title process, first time in 4 years
- COVID-19 protocols continue to be adhered to
- Team atmosphere embraced and reinforced
 - Cross training and work overlap continues
- Completed 10 reviews with updated job descriptions. Incorporated Employee Self Eval
- Completed Online Professional Certificate in Municipal Finance (Councillor Winslow)
- Registered with Mark Pryor Learning for continued training modules for all staff.

FY 22/23 Goals

- Continue to add departmental functionality to CHS –Dog Licenses
- Bring Parking ticket appeals online
- Continue to offer staff training and development opportunities- In house training, remote and conferences
- Complete second annual review process with team members
- Continue to evaluate and identify Efficiencies and Risk Mitigation opportunities
- Looking to offer Credit Card as a payment option for Cash and Carry items only in the near future
- Work with Cemetery Board and Finance Committee to apply for the prudent man mandate for Perpetual care funds
- Continue to actively seek and identify opportunities to extract yield on Cash
- Build bench strength, succession planning, continuity planning

Outstanding Debt Chart



The background of the slide is a dark, blurred image of a pen writing on a document. A line graph is visible, with a dotted line and a solid line. The number '2,47' is written on the right side of the graph. The text 'City of Malden Treasurer's Office Report February 2022' is written in white on the left side of the slide.

City of Malden
Treasurer's
Office Report
February 2022

Q & A