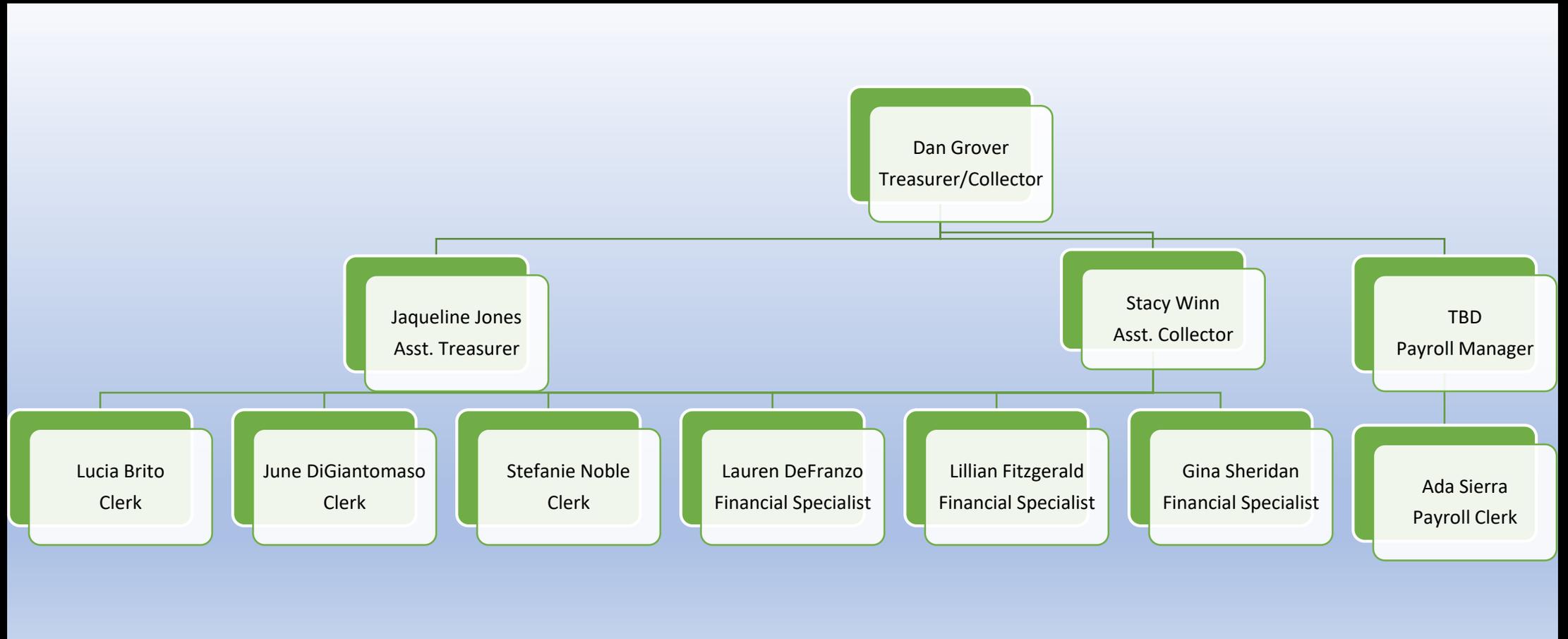


City of Malden  
Treasurer's  
Office Report  
February 2022

- 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

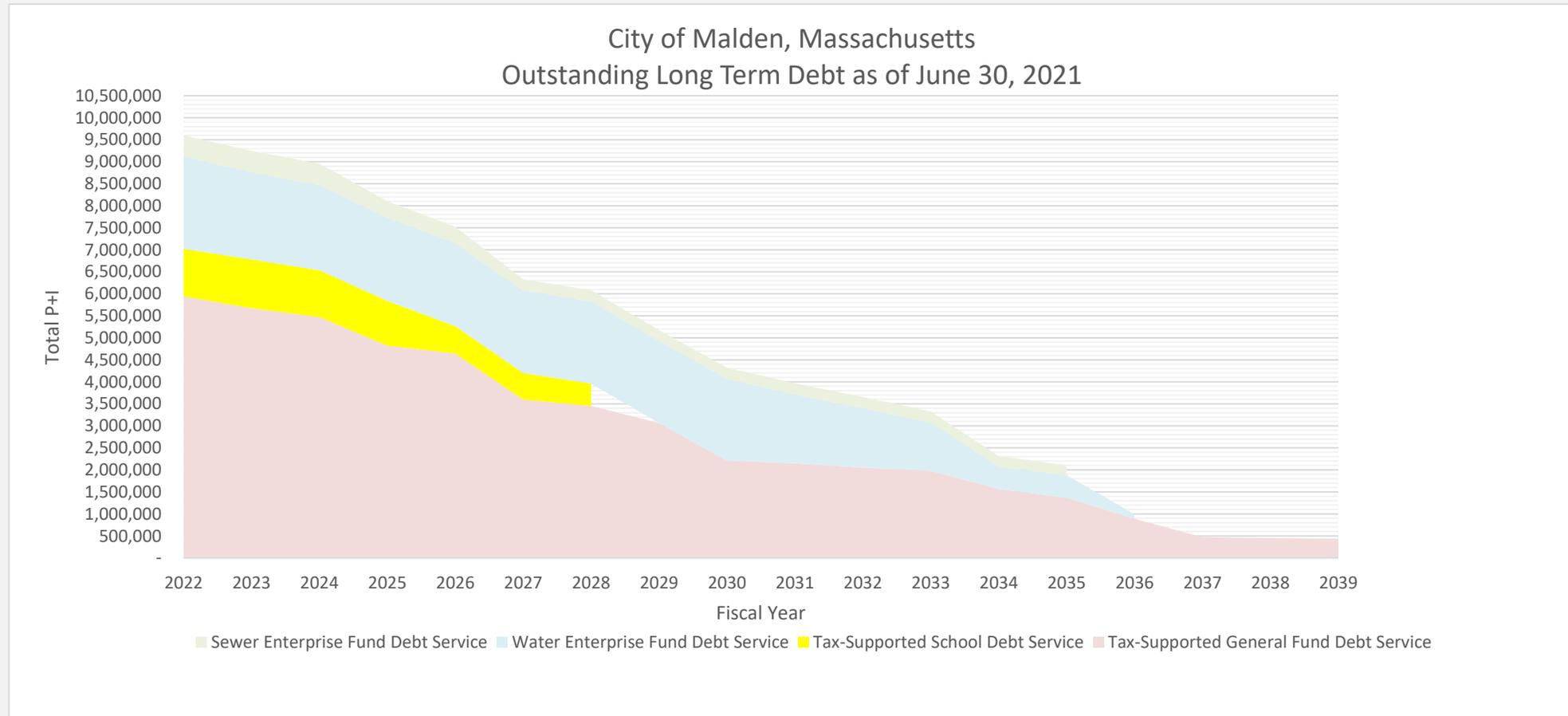
- Accomplishments

- 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



City of Malden  
Treasurer's  
Office Report  
February 2022

Q & A