

# **TOWN of WINDHAM**

## **FY 2017-2018 MUNICIPAL BUDGET**

### **6110 – CODE ENFORCEMENT & ZONING ADMINISTRATION**

#### MISSION:

The mission of Code Enforcement and Zoning Administration is to ensure the health and safety of the community through compliance with local, state, and federal laws and regulations regarding the use and construction of land and buildings.

#### SUCCESS:

Success is achieved through:

- Providing assistance, education and information to the public;
- Being accessible in the community to answer questions and provide guidance;
- Working with various departments, officials and the public to identify potential issues and to develop solutions before they arise; and
- Achieving compliance with local, state, and federal laws and regulations concerning the use and construction of land and buildings.

#### MEASUREMENT:

- Permits are issued in a in compliance with the code within 10 business days.
- Health and life safety complaints are addressed within 24 hours.
- Code Enforcement personnel are accessible to the public for assistance with questions or concerns.
- Literature for the public is available at all times both in the office and on the website.
- Inspections are scheduled within 5 business days.

# TOWN of WINDHAM

## FY 2016-2017 MUNICIPAL BUDGET

### 6110 - CODE ENFORCEMENT & ZONING ADMINISTRATION SERVICES

acct	description	FY 2016 actual	FY 2017 approved	FY 2017 ytd (12/31)	FY 2018 preliminary	FY 2018 manager	FY 2018 council
41010	Compensation	220,360	231,579	114,074	232,543	232,543	
41020	Overtime Compensation	-	-	292	-	-	
41030	Part-Time Compensation	2,345	-	441	-	-	
42030	Professional Services	9,000	12,960	4,500	13,000	13,000	
42040	Print Services	156	200	0	200	200	
42050	Equipment Maintenance	465	500	0	200	200	
42060	Telephone	3,901	3,900	1,450	3,900	3,900	
42070	Advertising	1,479	1,500	273	1,500	1,500	
42080	Postage	1,509	1,500	477	1,500	1,500	
42090	Training/Conferences	2,321	3,000	823	3,000	3,000	
42100	Travel/Meals	1,838	2,000	199	2,000	2,000	
42110	Memberships	250	500	70	390	390	
43010	Supplies & Materials	568	1,000	285	700	700	
43030	Books, Maps & Publications	1,148	1,000	122	500	500	
43140	Gas Products	1,914	1,512	816	1,890	1,890	
43220	Other Equipment	3,978	3,900	65	2,000	2,000	
43300	Copy Services	496	500	188	500	500	
		251,727	265,551	124,074	263,823	263,823	-

# TOWN of WINDHAM

## FY 2017-2018 MUNICIPAL BUDGET

### 6110 – CODE ENFORCEMENT & ZONING ADMINISTRATION

#### ACCOUNT DETAIL

41010	Annual Salaries and wages for positions as authorized (FTEs):	
	Director	1.0
	Administrative Assistant	1.0
	Code Enforcement Officer	2.0
	Total current authorized positions	4.0
42030	Professional Services	
	This item has increased due to anticipated increases in software contract expenses.	
42040	Print Services	
	Business cards, stop work orders, etc...	
42050	Equipment Maintenance	
	Annual server printer maintenance and parts, shared with Planning Department, Assessing, and WEDC	
42060	Telephone	
	Office and cellular phone charges	
42070	Advertising	
	Legal advertisements for Appeals Board	
42080	Postage	
	General correspondence, public hearing notifications to abutters, and ZBA notifications	
42090	Training/Conferences	
	Required education and training to maintain certifications	
42100	Travel/Meals	
	Travel/lodging/meals - seminars/conferences	
42110	Memberships	
	Professional memberships	
	MBOIA (\$35 each)	
	ICC (\$135)	
	Master Electrician (\$150)	
43010	Supplies and Materials	
	General office and color printer supplies (shared with the Planning Department, Assessing and WEDC)	
43030	Books, Maps & Publications	
	Publications and code books	
43140	Gas Products	
	Estimated use of 900 gallons at \$2.10 per gallon	
43220	Other Equipment	
	Equipment needed to perform inspections, safety equipment, inspection tools, etc...	
43300	Copy Services	
	Copier service contract, paper and copy supplies shared equally by Code Enforcement, Assessing, Planning, and Economic Development.	

# TOWN of WINDHAM

## FY 2017-2018 MUNICIPAL BUDGET

### 6120 –PLANNING SERVICES

#### MISSION:

The mission of the Planning Department is to provide professional advice and technical expertise to citizens, elected leaders and municipal officials to assist in understanding and addressing community issues and priorities. This is accomplished through a focus on long term economic vitality, environmental integrity, and quality of place through the development of high quality plans, plan implementation and development review services.

#### VISION:

The Windham Planning Department is dedicated to encourage, support and enable Windham's citizens, elected leaders and officials to:

- Articulate and formalize their visions and goals through the creation of the comprehensive master plan, programmatic and district plans and policies.
- Achieve the community's goals by implementing plans through ordinance and policy development, project management and the employment of a fair and predictable development review process.
- Contribute meaningful input and feedback through diverse methods at all stages of planning in order to continuously update and refine community goals, ensure transparency in planning services, and to build awareness for community issues and opportunities.

#### SUCCESS:

Elements of success for the department include:

- The Town has an adopted, State consistent, comprehensive plan that is updated every five years.
- Windham has focused plans for specific areas or programs within the community.
- Policies and ordinances are enacted that achieve the vision and goals of the comprehensive plan and area plans.
- Staff possesses a high level of technical expertise and motivation.
- A continuous and accessible system for public input is available to all citizens.
- The department has the resources to carry out long-range and short-range planning functions.
- Windham conducts a development review process that achieves the community's vision and goals in a manner that is equitable and efficient.

#### MEASUREMENT:

Success at the department's mission will be measured by:

- Days between receipt of a Planning Board application and notification of completeness for the applicant (ordinance allows up to 30 days).
- Number of Board and Committee meeting packets that go out on time, defined as four business days ahead of the meeting date.
- Number of hours of professional training for planning staff members annually (Goal of 16 hours each).

#### MISSION GAPS:

This budget is based on achievement of the mission, vision, success, and indicators expressed above. To accomplish the stated goals and tasks, the following changes are proposed from the approved FY 2014-2015 budget:

- Professional Services                      \$10,000 for miscellaneous expenses through the course of the year (i.e., pavement/gravel testing or design services), \$30,000 for Comprehensive Plan implementation items

**Note: \$25,000 was included in the manager's proposed budget for comprehensive plan implementation under account 6121.**

# TOWN of WINDHAM

## FY 2016-2017 MUNICIPAL BUDGET

### 6120 - PLANNING SERVICES

acct	description	FY 2016 actual	FY 2017 approved	FY 2017 ytd (12/31)	FY 2018 preliminary	FY 2018 manager	FY 2018 council
41010	Compensation	179,549	230,590	104,461	265,762	265,762	
42030	Professional Services	-	60,000	2,759	40,000	40,000	
42040	Print Services	-	1,000	79	1,000	1,000	
42050	Equipment Maintenance	-	500	0	500	500	
42060	Telephone	1,298	2,100	897	2,100	2,100	
42070	Advertising	6,858	5,000	3,302	7,500	7,500	
42080	Postage	1,689	1,200	481	1,200	1,200	
42090	Training/Conferences	1,164	3,000	115	3,000	3,000	
42100	Travel/Meals	479	3,000	1,344	3,000	3,000	
42110	Memberships	541	1,400	786	1,700	1,700	
43010	Supplies & Materials	689	1,500	329	1,500	1,500	
43030	Books, Maps & Publications	143	600	143	600	600	
43140	Fuel	-	300	0	300	300	
43220	Other Equipment	2,315	500	1,243	500	500	
43300	Copy Services	562	500	192	500	500	
		195,288	311,190	116,131	329,162	329,162	-

# TOWN of WINDHAM

## FY 2017-2018 MUNICIPAL BUDGET

### 6120 –PLANNING SERVICES

#### ACCOUNT DETAIL

41010 Annual salaries and wages for positions as authorized (FTEs):

Planning Director	1.0
Planner	1.0
Engineer	1.0
Planning Administrative Assistant	1.0
Total current authorized positions	4.0

*Note: The administrative assistant's position is budgeted as 1.0 FTE in the Planning Services budget, but is a shared resource (50%) with the Windham Economic Development Corporation.*

42030 Professional Services

These funds are used to hire consulting professionals that have technical skills or expertise beyond in-house staff or to add capacity beyond the full time staff level.

42040 Print Services

Outsourced print jobs that cannot be done in-house, including the production of planning documents, business cards, signage

42050 Equipment Maintenance

Annual printer maintenance and parts (Fixed Cost, shared with Assessing and Code Enforcement Departments).

42060 Telephone

Land lines (Fixed Cost, shared with Assessing and Code Enforcement Departments),  
Supplies cellular phone service for Director and Planner.

42070 Advertising

Legal advertisements for Planning Board meetings,  
Notices for public announcements or community meetings

42080 Postage

Mailing of letters and documents,  
Mailing of abutters' notices as part of the Planning Board review process, zoning change requests or planning projects.

42090 Training/Conferences

Registration for various workshops, including American Planning Association (APA) National Conference, state conferences, computer training.

Additional local conferences:

Local APA Chapter Conference,

Specialized training sessions on such topics as stormwater management, development review, and specific planning topics.

# TOWN of WINDHAM

## FY 2017-2018 MUNICIPAL BUDGET

### 6120 –PLANNING SERVICES

- 42100 Travel/Meals  
Travel expenses related to attendance and workshops, conferences, and meetings, including national conferences and/or regional meetings.
- 42110 Memberships  
Dues for professional associations, APA (National & Chapter), American Institute of Certified Planners (AICP), Maine Association of Planners (MAP), as well as National Society of Professional Engineers, American Society of Civil Engineers.
- 43010 Supplies & Materials  
General office supplies, contributions to shared costs related to color printer and plotter supplies.
- 43030 Books, Maps & Publications  
Purchase of planning reference books for staff and planning board members.  
Examples include:  
Journal of the American Planning Association,  
Planner's Advisory Service Publications – these are topic specific reference materials that assist in the completion of planning studies, ordinance amendments, and other related projects,  
Zoning Practice,  
Reference books for projects such impact fees, project management, and parking standards
- 43220 Other Equipment  
This line is for equipment used by the departments that are not supplies or books. This year, the Department will use these funds for protective covers for the recently purchased Planning Board tablets. In the past money from line has also been used for the purchase of items as the need arises, such as a letter folder shared by departments on the top floor or a new office chair.
- 43300 Copy Services  
Shared contract with Assessing and Code Enforcement.  
Money is deducted by the Town Manager's Office based on the amount of photocopies made on the Code, Assessing and Planning printer/photocopier. This is for the routine printing and copying needs of the Department.

# **TOWN of WINDHAM**

## **FY 2017-2018 MUNICIPAL BUDGET**

### **6121 – COMPREHENSIVE MASTER PLAN**

#### MISSION:

The purpose of this division of the planning department's budget is to support the implementation of an updated comprehensive master plan, a primary goal of the Town Council.

#### SUCCESS:

The definition of success for this budget division is to keep the implementation of an updated comprehensive master plan on schedule and on budget, as both may be adjusted by the Town Council.

#### MEASUREMENT:

Progress toward implementation of an updated comprehensive master plan will be reported to the Town Council along with its other goals or as needed or requested.



# TOWN of WINDHAM

## FY 2016-2017 MUNICIPAL BUDGET

### 6121 - COMPREHENSIVE MASTER PLAN

acct	description	FY 2016 actual	FY 2017 approved	FY 2017 ytd (12/31)	FY 2018 preliminary	FY 2018 manager	FY 2018 council
42030	Professional Services	3,929	-	2,293		25,000	
		3,929	-	2,293	-	25,000	-

# **TOWN of WINDHAM**

FY 2017-2018 MUNICIPAL BUDGET

## **6121 – COMPREHENSIVE MASTER PLAN**

### ACCOUNT DETAIL

- 42030 With the adoption of a new comprehensive master plan, these funds will be focused on professional services and other expenses related to implementation.

# TOWN of WINDHAM

## FY 2017-2018 MUNICIPAL BUDGET

### 6510 – ASSESSING SERVICES

#### MISSION:

The mission of the Assessing Office is defined by the Maine Constitution, which states: *All taxes upon real and personal estate, assessed by authority of this State shall be apportioned and assessed equally according to the just value thereof.*"

#### SUCCESS:

The Assessing Office's mission has four core elements, all of which seek to fulfill the Town's mission of "providing governance, services, and pursuing policies responsive to the needs of its citizens and the public in order to maintain, support, and improve the quality of life in the community". Those are:

- Assessing all real and personal property. Correctly list ownership interests in properties as interpreted from recorded deeds and other legal documents, maintain assessors maps, track new and deleted parcels, inspect for new construction and other property changes, track zoning changes and adjust properties accordingly, conduct sales analyses, develop valuation models that take into consideration all standard approaches to value, apply valuation conclusions through a computerized mass appraisal system, administer current use valuation (tree growth, farmland, open space), administer abatements and supplemental taxes.
- Administration and statutory duties. Develop a tax commitment with all related reports and work with the Town Manager and Council to develop an annual tax rate, track growth statistics for the LD1 tax cap, apply all types of property tax exemptions, administer 911 street numbering system, budget preparation, provide personnel training, administer state programs such as the Business Equipment Tax Reimbursement (BETE) and Business Equipment Tax Exemption (BETR) programs, administer the Tax Increment Financing programs, provide annual reports and assistance to Maine Revenue Services, and manage Internet data.
- Public relations. Provide information and notifications as needed to the Town Council, Town Manager, residents, the public, real estate brokers, appraisers, surveyors, and attorneys via mail, email, website, telephone, and walk-ins.
- Technical assistance and office coverage: Provide technical assistance to other departments in areas such as statistical analysis, computer software, and Geographical Information Systems (GIS), and support other departments with office coverage and scheduling.

#### MEASUREMENT:

Measures of success of the office's mission include:

- Property assessment: The primary measures of success in assessing from a statutory perspective are the assessment ratio and the quality rating. The assessment ratio measures the overall ratio of assessed value to market value. The statutory requirement is that the ratio must be greater than 70 percent and less than 110 percent. The Assessor's Office tries to keep the assessment between 90 and 100 percent of value. The quality rating is a statistical measurement of equity, the lower the number the better the equity. State law requires a quality rating of less than 20 percent and the goal is to keep the quality rating at less than 10. The latest assessment ratio study as conducted by the Assessor indicated an overall assessment ratio of 93% and a quality rating of 9%.
- Administrative measures: The Assessor's Office generates an annual summary of 20 reports that contain statistics that can be tracked from year to year. The Municipal Valuation Return provides statistics on valuation breakdowns, exemptions, and current use property statistics. The overall trend that is shown in these reports indicates that Windham is stable with a steady, moderate growth rate in many categories. All of these reports are public information and are available in the Assessor's Office. Measurements of success are rated in the Report of Assessment Review, an annual audit by the Maine Department of Revenue. The Assessor's Office ratings in the latest report show "good" in all categories.
- Public relations: The office provides property information to the public on-line through the Town's website and the Vision Government Solutions website. Most of the public inquires and requests for help come through the website and email, resulting in less walk-in traffic than in the past. For calendar year 2016 users looked at 333,305 parcels of real estate and viewed 763,701 pages of data on the Vision website; office staff visited or reviewed 1,402 properties; 783 deeds transfers were processed. Staff met with several taxpayers with a minimal number of complaints to the office.
- Assistance to other departments: The office provides administrative support to the planning department and code enforcement by scheduling inspections and assisting customers.

# TOWN of WINDHAM

## FY 2017-2018 MUNICIPAL BUDGET

### 6510 – ASSESSING SERVICES

#### MISSION GAPS:

To achieve the mission and successes outlined above, the following changes are proposed from the 2017-2018 budget:

- Value Update/Revaluation: The Town of Windham, Maine Strategic Plan states on Page 21, "Assessing 9.1. Maintaining Equitable Values. 9.1.1. Maintain continuous review of values to keep up with shifts among different classes of properties, and preserve equity in assessment as demonstrated by assessment ratios and quality ratings. Costs have not been determined but are expected to remain within the current budget. 9.1.2. Create and fund a reserve account for value updates/revaluation. Costs have not been determined". In following with 9.1.2. of the Strategic Plan I recommend a reserve account be established to set aside \$50,000 to fund the expense of hiring a commercial appraiser to review commercial assessments. The last professional review of commercial properties was conducted in 2006.
- Equipment Maintenance: A reduction of \$1,360 in Vision licensing expenses now that the initial licensing fee has been paid for additional users.
- Postage: Increase of \$100 to cover anticipated 1<sup>st</sup> class postage rates.
- Travel/Meals: A total increase of \$940. The current federal reimbursement rate is \$0.535 per mile. An estimated 2,000 miles with personal vehicles results in an increase of \$740. Personal vehicles are used to attend conferences and training programs. A \$200 increase for meals and mileage is recommended to accommodate additional staff in the department.
- Supplies and Materials: An additional \$200 is recommended to cover the increased costs of supplies and materials.
- Vehicle Expenses: Account #43390 - An increase of \$400 to cover the purchase of 4 studded snow tires for car 88. Car 88 is used by appraising staff for field work. Studded tires were purchased for car 87 this winter and proved beneficial for accessing properties located on roads and driveways that are not well maintained in the winter months.

# TOWN of WINDHAM

## FY 2016-2017 MUNICIPAL BUDGET

### 6510 - ASSESSING SERVICES

acct	description	FY 2016 actual	FY 2017 approved	FY 2017 ytd (12/31)	FY 2018 preliminary	FY 2018 manager	FY 2018 council
41010	Compensation	220,579	236,918	114,998	266,259	266,259	
42030	Professional Services	893	17,600	200	17,600	17,600	
42040	Print Services	405	500	79	500	500	
42050	Equipment Maintenance	10,661	14,035	3,301	12,675	12,675	
42060	Telephone	1,064	2,464	876	2,464	2,464	
42070	Advertising	104	800	0	800	800	
42080	Postage	1,265	2,753	386	2,753	2,753	
42090	Training/Conferences	935	1,655	1,522	1,655	1,655	
42100	Travel/Meals	1,486	1,780	302	2,720	2,720	
42110	Memberships	295	505	295	505	505	
43010	Supplies & Materials	2,699	2,000	1,317	2,200	2,200	
43030	Books, Maps & Publications	2,800	3,320	1,562	3,320	3,320	
43220	Other Equipment	668	-	190			
43390	Vehicle Expenses	417	714	124	1,114	1,114	
		244,271	285,044	125,151	314,565	314,565	-

# TOWN of WINDHAM

## FY 2017-2018 MUNICIPAL BUDGET

### 6510 – ASSESSING SERVICES

#### ACCOUNT DETAIL

41010	Compensation (FTEs):	
	Assessor/GIS Coordinator	1.0
	Assessor's Assistant	1.0
	Senior Appraiser	1.0
	Junior Appraiser	1.0
	Administrative Assistant	1.0
	Total current authorized positions	5.0
42030	Professional Services	
	Consultant services to cover special circumstances such as complex commercial abatement challenges and special programing for assessing software.	
		<u>\$17,600</u>
42040	Print Services	
	Print Services for tax map copies. We are doing more printing in-house, but mass copying of the tax maps needs to be done at a copy center.	
		<u>\$ 500</u>
42050	Equipment Maintenance	
	Photocopier share	\$ 1,150
	Vision web hosting	\$ 2,750
	Vision Appraisal Software (11-20 users)	<u>\$ 8,775</u>
		\$12,675
42060	Telephone	
	Office (\$42/month x 12 months)	\$ 520
	Cell phone (3 @ \$54/month)	<u>\$ 1,944</u>
		\$ 2,464
42070	Advertising	
	Assessment Review Board meeting notices	<u>\$ 800</u>
42080	Postage	
	Regular mailings	<u>\$ 2,753</u>
42090	Training/Conferences	
	State Property Tax School for two staff members	\$ 650
	MAAO Tax School registration for three	\$ 180
	Ten one-day training meetings of IAAO	\$ 250
	IAAO Annual conference registration	<u>\$ 575</u>
		\$1,655
42100	Travel/Meals	
	2000 miles with personal vehicles	\$ 1,070
	Meals and tolls for various functions	\$ 500
	IAAO annual conference airfare, room and meals	<u>\$ 1,150</u>

# TOWN of WINDHAM

## FY 2017-2018 MUNICIPAL BUDGET

### 6510 – ASSESSING SERVICES

42110	Memberships	\$ 2,720
	IAAO	\$ 255
	MAAO (4 @ \$25 each)	\$ 100
	Maine Chapter IAAO (4 @ \$30 each)	\$ 120
	NRAAO	\$ 30
	Total	\$ 505
43010	Supplies and Materials	
	Estimate of all office supplies and paper.	<u>\$2,200</u>
43030	Books, Maps & Publications	
	Recorded Deeds @ \$1 per page	\$2,800
	Valuation & Commitment Book	\$ 400
	Books and publications	<u>\$ 120</u>
	Total	\$3,320

# TOWN of WINDHAM

## FY 2017-2018 MUNICIPAL BUDGET

### 6520 – GEOGRAPHIC INFORMATION SYSTEMS

#### MISSION:

The mission of the Geographic Information Systems (GIS) division of the Assessing Office is to maintain an accurate, consistent, and complete core geographic database and to provide geographic information and maps to Town departments and the public.

#### SUCCESS:

The GIS Department is successful when policy makers, managers, and the public is able to use geographic information as a tool to make effective and relevant decisions and improve the delivery of services to the community. As such is it a part of the overall information infrastructure that provides a public benefit.

#### MEASUREMENT:

Quality control checks are periodically done to find out how closely spatial data conforms to real world information. Accuracy of updated datasets for distribution to various departments and made available online for public use are a reflection of the measurement of success of the department. Examples of datasets that are updated frequently include: Zoning Map; Voting District Map; Street Map; Tax Maps; and Stormwater Management Map.

Accuracy is accomplished by updating data sets with current information as well as physically measuring the location through the use of a GPS device and translating that to our mapping system. Various Town infrastructure assets, such as stormwater features, roadways, utilities, Town buildings, and cemeteries have been measured and mapped with information attributes connected to the spatial data.

#### MISSION GAPS:

To achieve the mission and successes outlined above the following change is proposed from the 2017-2018 budget:

- Professional Services: \$6,500 identified under Professional Services in 2016-2017 was moved to Assessing Compensation 41010 for accounting purposes. This amount was established to hire a Geography/Anthropology major or GIS Certificate student intern to perform in-depth analysis and update complex data sets. Last year's internship was very successful. A GIS Compensation line will be added to meet accounting requirements.

For several years the Professional Services account has held \$4,000. This account should continue to be funded at that amount to be used if substantial GIS projects are necessary or if a suitable GIS intern cannot be found.

- Equipment Maintenance: An increase of \$1,425 is requested to provide an ArcGIS Desktop license for the stormwater coordinator. After the initial purchase the annual fee will be reduced to \$300.



# TOWN of WINDHAM

## FY 2016-2017 MUNICIPAL BUDGET

### 6520 - GEOGRAPHIC INFORMATION SYSTEMS

acct	description	FY 2016 actual	FY 2017 approved	FY 2017 ytd (12/31)	FY 2018 preliminary	FY 2018 manager	FY 2018 council
41030	Part-time Compensation				6,600	6,600	
42030	Professional Services	-	6,500	-	4,000	4,000	
42050	Equipment Maintenance	3,747	3,750	747	5,175	5,175	
42090	Training/Conferences	-	1,200	25	1,200	1,200	
43010	Supplies & Materials	1,314	3,500	350	3,500	3,500	
43030	Books, Maps & Publications	514	500	-	500	500	
43220	Other Equipment	-	-	0			
		5,575	15,450	1,121	20,975	20,975	-

# TOWN of WINDHAM

## FY 2017-2018 MUNICIPAL BUDGET

### 6520 – GEOGRAPHIC INFORMATION SYSTEMS

#### ACCOUNT DETAIL

41010	Part-time Compensation (FTEs):	
	GIS Intern	.20
42030	Professional Services	
	Various Project Assistance	\$0
42050	Equipment Maintenance	
	AutoCAD License	\$ 750
	ESRI Licenses	\$4,425
	Total	\$5,175
42090	Training/ Conferences	
	This is an estimate for providing training for principal users of the GIS system.	
		\$1,200
43010	Supplies and Materials	
	Office supply costs may be incurred in the process of providing projects to the Town departments and to the public. Partially offset by fees.	
		\$3,500
43030	Books, Maps, and Publications	
	Cost associated with acquiring data layers and some printed publications may be needed.	
	Estimate is:	\$ 500

Fiscal Note: This account is funded through development district revenue (see revenue account R0498).