

Mission Statement:

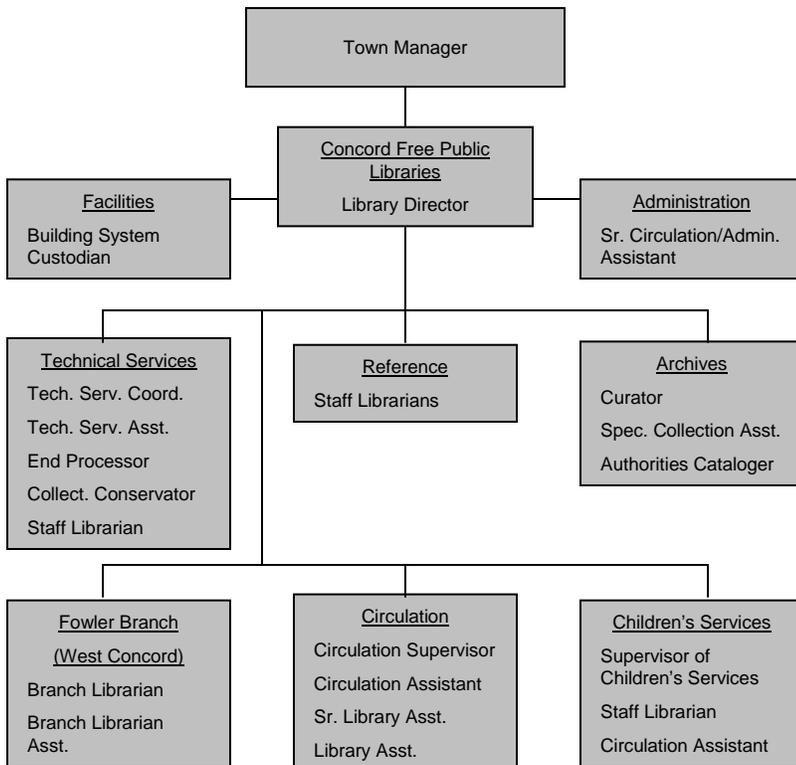
The mission of the Library is to serve as an access point to a broad spectrum of information, ideas, and recreational materials for all in the community.

Budget Highlights:

- This budget represents a 2.0% increase in operating expenses over that of the FY11 budget.
- In the spring of 2011, the newly renovated Fowler Branch Library is to reopen with double the square footage. With the increased service area on two floors, it is proposed that staffing be increase by an addition part-time position, so that there is at least two staff members on site during operating hours.
- Anticipated increases for custodial services, electricity, and natural gas at the Fowler Branch will add approximately \$18,800 to the operating budget.
- The budget line for Library books and materials (\$95,140) will be augmented by a one-year increase of \$50,000 in the Library Corporation’s contribution to the library book and material account.
- The FY12 capital budget request includes \$175,000 for the implementation of Radio Frequency Identification (RFID) technology at the Library.

Expenditure Summary

	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed
General Fund	\$ 1,757,070	\$ 1,779,225	\$ 1,736,924	\$ 1,771,924
Other Funds	\$ 14,000	\$ 14,000	\$ 17,378	\$ 17,383
Total Expenditures	\$ 1,771,070	\$ 1,793,225	\$ 1,754,302	\$ 1,789,307



Description:

The Library provides, in an accessible and attractive manner, a collection of informational and recreational materials both online and from the main Library in Concord Center and the Fowler Branch in West Concord.

In the spring of 2011, the Fowler Branch Library will reopen after a major renovation. This project has enhanced the historical detail of the original design, brought building access up-to-code, and doubled the library’s service area. Funding for the project has primarily come from private contributions.

The Trustees of the Concord Free Public Library Corporation own the building and grounds, and are responsible for all maintenance and capital improvements. The Library Director oversees the budget of the Library Corporation. The Town budget funds the staffing and operations of the Library.

HUMAN SERVICES: Library

Item 25

Expenditure Detail					
	Previous Fiscal Years			FY12	
	FY09 Actual	FY10 Actual	FY11 Budgeted	Department Request	Town Manager's Proposed
Personnel Services	\$ 1,356,772	\$ 1,375,753	\$ 1,410,487	\$ 1,435,622	\$ 1,435,622
Purchased Services	112,105	112,721	95,930	104,178	104,178
Supplies	155,290	149,637	105,550	105,550	95,690
Other Charges	7,216	3,249	4,900	4,900	4,900
Capital Outlay	13,327	45,745	10,000	10,000	10,000
Library Corp. Costs	126,359	106,120	127,435	138,917	138,917
Totals	\$ 1,771,070	\$ 1,793,225	\$ 1,754,302	\$ 1,799,167	\$ 1,789,307

Funding Plan					
	FY11 Budgeted	% of Budget	FY12 Proposed	% of Budget	% Change in Dollars
General Fund	\$ 1,736,924	99.01%	\$ 1,771,924	99.03%	2.02%
Library Corporation	3,378	0.19%	3,383	0.19%	0.15%
State Aid	14,000	0.80%	14,000	0.78%	0.00%
Totals	\$ 1,754,302	100.00%	\$ 1,789,307	100.00%	2.00%

Capital Outlay Plan							
Ref. #	Description	FY11 Budgeted	FY12 Proposed	FY13 Proposed	FY14 Proposed	FY15 Proposed	FY16 Proposed
M-1	Computer Equipment	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000
	Totals	\$ 10,000					

Utility Performance Information						
Utility	Cost				Efficiency	
	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed	FY10 Actual \$/ Sq.Ft.	Units/Sq.Ft.
Electricity (Main)	\$54,249	\$51,557	\$60,540	\$58,800	1.074	8.623
Electricity (Fowler)	\$7,658	\$4,640	\$5,140	\$13,065	0.928	8.640
Natural Gas (Main)	\$21,399	\$16,299	\$22,755	\$22,755	0.340	0.297
Natural Gas (Fowler)	\$5,689	\$5,151	\$4,340	\$9,064	1.030	0.704
Water	\$1,735	1,757.29	\$1,744	\$1,908	0.037	0.008
Sewer	\$3,766	3,332.40	\$3,916	\$4,324	0.069	0.008

The Library has a square footage of 48,000 (Main) and 5,000 (Fowler) and is used daily.
 Units are defined as follows: Electricity (kWhs), Natural Gas (Therms), Water and Sewer (100 Cubic Feet).

HUMAN SERVICES: Library

Item 25

Personnel Services Summary					
		FY11 Budgeted		FY12 Proposed	
Code	Position Title	# of Positions	\$ Amount	# of Positions	\$ Amount
5111	Library Director	1.00	\$ 96,390	1.00	\$ 96,390
	Technical Services Coordinator	1.00	78,550	1.00	78,550
	Curator	1.00	76,426	1.00	76,426
	Supervisor of Children's Services	1.00	75,816	1.00	75,816
	Circulation Supervisor	1.00	66,958	1.00	66,958
	Head of Adult Services	1.00	71,862	1.00	71,862
	Staff Librarian	2.80	179,433	2.80	179,433
	Staff Librarian (Ref. Lib.)	0.75	46,195	0.75	46,195
	Technical Services Assistant	1.88	91,803	1.88	91,847
	Sr. Circulation/Admin. Asst.	1.00	54,036	1.00	54,121
	Circulation Assistant	1.88	82,881	1.88	82,881
	Building Systems Custodian	1.00	44,746	1.00	44,746
	Building Maintenance Custodian	0.00	-	0.00	-
		Sub Total	<u>15.30 FTEs</u>	<u>\$ 965,096</u>	<u>15.30 FTEs</u>
5112	Branch Librarian	1.35	\$ 102,380	1.35	\$ 102,380
	Special Collections Assistant	0.50	25,946	0.50	25,952
	Sr. Library Assistant	1.18	59,152	1.18	59,152
	Branch Library Assistant	0.75	36,974	0.75	36,974
	Library Assistant	1.71	67,035	1.71	67,035
	Sub Total	<u>5.49 FTEs</u>	<u>\$ 291,487</u>	<u>5.49 FTEs</u>	<u>\$ 291,493</u>
5115	Branch Assistant	0 hrs.	\$ -	1044 hrs.	\$ 25,000
	Circulation Assistant	157 hrs.	3,345	157 hrs.	3,345
	Library Assistant	2150 hrs.	35,862	2150 hrs.	35,862
	Authorities Cataloguer	783 hrs.	18,134	783 hrs.	18,134
	Librarian	1462 hrs.	33,612	1462 hrs.	33,612
	Maintenance Custodian	522 hrs.	9,519	522 hrs.	9,519
	Collections Conservator	940 hrs.	19,224	940 hrs.	19,224
	End Processor	940 hrs.	12,132	940 hrs.	12,132
	Prof. Project Specialist	365 hrs.	9,250	365 hrs.	9,250
	Library Page	1103 hrs.	8,826	1103 hrs.	8,826
	Sub Total	<u>4.03 FTEs</u>	<u>\$ 149,904</u>	<u>4.53 FTEs</u>	<u>\$ 174,904</u>
5130	Custodial Overtime	94 hrs.	2,500	94 hrs.	2,500
5191	Tuition Reimbursement	0 hrs.	1,500	0 hrs.	1,500
5171	Recruitment Expense	N/A	-	N/A	-
	Total	<u>24.82 FTEs</u>	<u>\$ 1,410,487</u>	<u>25.31 FTEs</u>	<u>\$ 1,435,622</u>

Program Implementation

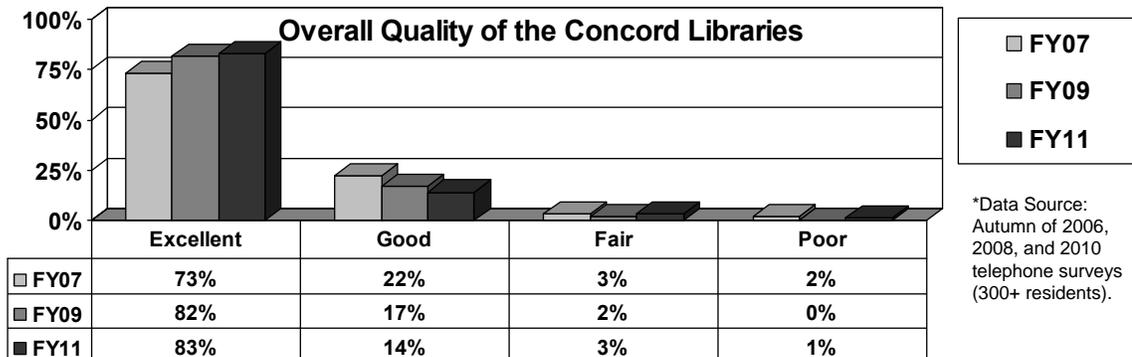
The FY12 budget provides \$95,140 for books and materials. With additional allocations from the Library Corporation of \$125,000, and contributions from the Friends of the Library of \$13,500, the total resources available for books and materials is projected to be \$233,640. This represents a 4.0% decrease over FY11.

In accordance with the terms of a 1987 agreement between the Board of Selectmen and the Library Corporation, the Town pays for the certain building operating costs including electricity (\$71,865), natural gas (\$31,819), and telephone service (\$10,000).

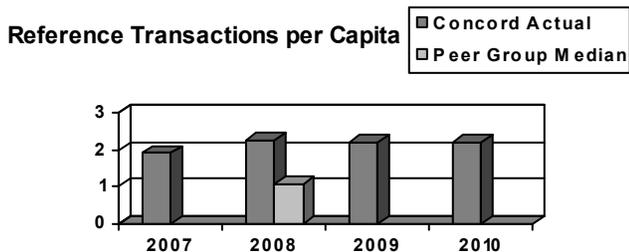
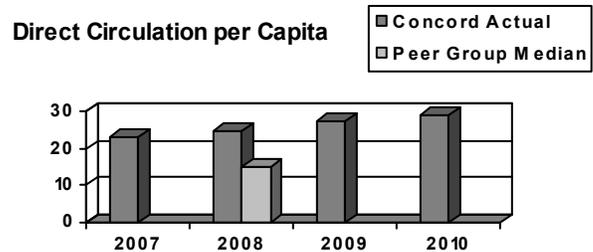
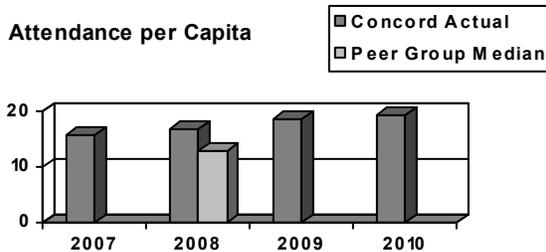
During the fall of FY11 the Library received an LSTA grant in the amount of \$10,000 to improve its reader's advisory services to the community. This has resulted in the purchase of books and databases associated with reader's advisory, additional efforts to promote library collections, and training opportunities for Library staff.

The FY12 capital budget request includes \$175,000 to implement Radio Frequency Identification Technology (RFID) at the Concord Free Public Library. This proven technology, implemented in several Minuteman Library Network libraries, will assist staff in expediting the circulation and inventory process for library materials.

In addition to the funds appropriated by the Town, the Library also is supported by grant funds, private contributions, and the Library Corporation. The Library Corporation supplements the library's operating budget with approximately \$200,000 of additional funding. Total FY12 resources from the Town budget and the Library Corporation together are estimated to be about \$1.98 million.



Discussion: The vast majority of respondents from the latest resident survey had a positive view of the quality of Concord's Public Libraries, with 83% describing the quality as "Excellent."



Discussion: The Concord Free Public Library system continues to see a rising trend in attendance, direct circulation, and reference transactions per capita. These levels are also far above the levels seen by its peer group.*

*The latest data available for the peer group, at the time of this writing, is from 2008.

Mission Statement:

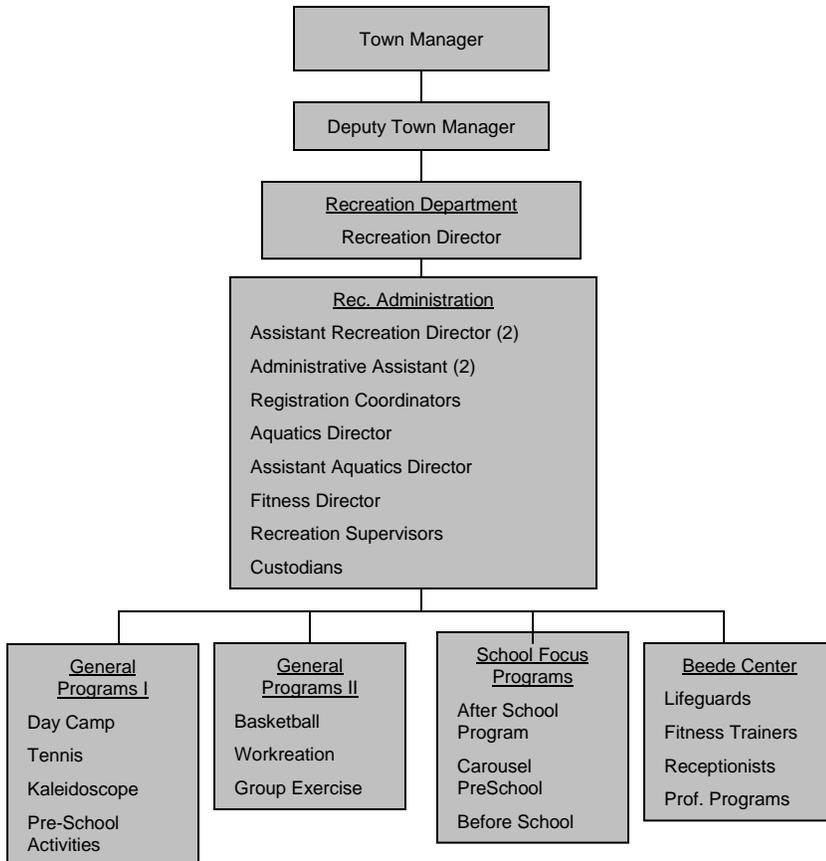
The mission of Recreation Administration is to provide high-quality activities designed to meet the year-round recreation interests of the community in an efficient, cost-effective, affordable, and inclusive manner.

Budget Highlights:

- This budget represents no change in operating expenses from that of the FY11 budget.
- The General Fund supports only the personnel costs associated with the Recreation Director. All other costs are supported by the Recreation Fund, which relies on program fees for funding.
- In FY12, an amount of \$10,808 is to be transferred from the Beede Swim & Fitness Center account to the Recreation Administration account to partially fund the salary of the Recreation Director who is in charge of the Beede Center.

Expenditure Summary

	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed
General Fund	\$ 95,219	\$ 97,537	\$ 88,644	\$ 88,644
Other Funds	\$ 1,394,974	\$ 1,381,451	\$ 1,344,321	\$ 1,344,495
Total Expenditures	\$ 1,490,193	\$ 1,478,988	\$ 1,432,965	\$ 1,433,139



Description:

The Recreation Department provides activities that are designed to meet the year-round recreational interests of the community. Seventy employees serve program participants in the fall, winter, and spring, while 90 work in the summer. Approximately 80 work at the Beede Swim & Fitness Center. The Department's services are grouped into four major categories:

- Child Care Programs
- Summer Activities
- Sports Activities
- Swim & Fitness Center

HUMAN SERVICES: Recreation Administration

Item 26

Expenditure Detail					
	Previous Fiscal Years			FY12	
	FY09 Actual	FY10 Actual	FY11 Budgeted	Department Request	Town Manager's Proposed
Personnel Services	\$ 1,234,393	\$ 1,221,152	\$ 1,345,309	\$ 1,345,169	\$ 1,345,169
Purchased Services	159,073	188,030	37,248	37,248	37,248
Supplies	23,451	23,860	5,850	5,850	5,850
Other Charges	379	420	-	-	-
Capital Outlay	20,149	1,062	-	-	-
Rec. Fund Contribution	52,748	44,464	44,558	44,933	44,872
Totals	<u>\$ 1,490,193</u>	<u>\$ 1,478,988</u>	<u>\$ 1,432,965</u>	<u>\$ 1,433,200</u>	<u>\$ 1,433,139</u>

Funding Plan					
	FY11 Budgeted	% of Budget	FY12 Proposed	% of Budget	% Change in Dollars
General Fund	\$ 88,644	6.19%	\$ 88,644	6.19%	0.00%
Recreation Fund	1,333,513	93.06%	1,333,687	93.06%	0.01%
Swim and Fitness Fund	10,808	0.75%	10,808	0.75%	N/A
Totals	<u>\$ 1,432,965</u>	100.00%	<u>\$ 1,433,139</u>	100.00%	0.01%

Capital Outlay Plan							
Ref. #	Description	FY11 Budgeted	FY12 Proposed	FY13 Proposed	FY14 Proposed	FY15 Proposed	FY16 Proposed
	None	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Totals	<u>\$ -</u>					

HUMAN SERVICES: Recreation Administration

Item 26

Personnel Services Summary					
		FY11 Budgeted		FY12 Proposed	
Code	Position Title	# of Positions	\$ Amount	# of Positions	\$ Amount
5111	Recreation Director	1.00	\$ 98,252	1.00	\$ 98,252
5157	Car Allowance	N/A	1,200	N/A	1,200
	General Fund Sub Total	<u>1.00 FTEs</u>	<u>\$ 99,452</u>	<u>1.00 FTEs</u>	<u>\$ 99,452</u>
5111	Assistant Recreation Director	1.00	76,972	1.00	76,972
	Recreation Supervisor	2.90	142,808	2.90	142,616
	Senior Administrative Assistant	1.00	58,193	1.00	58,193
5112	Recreation Clerk	0.56	20,432	0.56	20,484
	Sub Total	<u>5.46 FTEs</u>	<u>\$ 277,973</u>	<u>5.46 FTEs</u>	<u>\$ 277,781</u>
X	Other Rec. Fund Personnel Costs	39486 hrs.	966,884	39486 hrs.	966,936
5157	Car Allowance	N/A	1,000	N/A	1,000
	Sub Total	<u>18.91 FTEs</u>	<u>\$ 967,884</u>	<u>18.91 FTEs</u>	<u>\$ 967,936</u>
	Recreation Fund Sub Total	<u>24.37 FTEs</u>	<u>\$ 1,245,857</u>	<u>24.37 FTEs</u>	<u>\$ 1,245,717</u>
	Total	<u>25.37 FTEs</u>	<u>\$ 1,345,309</u>	<u>25.37 FTEs</u>	<u>\$ 1,345,169</u>

Program Implementation

In calendar year 2010, the Recreation Department served over 9,000 participants and had total program revenues of \$3.7 million (\$1.5 million in various program fees and \$2.2 million associated with the Beede Center).

Programs are provided at the Hunt Recreation Center, Emerson Playground, Harvey Wheeler Community Center, 105 Everett Street, Ripley Gymnasium, and the Beede Swim & Fitness Center located at 498 Walden Street.

Under the FY12 proposed budget, the general fund supports approximately 90% of the cost of the Recreation Administrator. All other costs, including the cost of employee benefits, are covered by program revenues and are part of the Recreation Fund or the Swim and Fitness Fund (i.e., the Beede Center).

In addition, program fees are used to fund most of the cost of the summer and school-year scholarship programs, which provides an average of \$100,000 in support of Concord families that otherwise would no be able to participate. The Recreation Department produces community fundraising events such as The Shamrock Ball, The Concord Open Golf Tournament and the Middle School Halloween Dance to support scholarships.

Recreation Administration Programs

Program 1 – Recreation Administration Operations:

Objective: To manage the Recreation Department in an efficient and effective manner.

Performance Measure 1: Summer Activities

The goal of the Recreation Department is to meet the recreation interests of the community by offering a variety of financially self-supporting activities. In pursuit of this goal, the Department offers an array of programs, camps and clinics during the summer season.

The most significant program the Department offers during the summer is the Day Camp, which averages 175 children each day and relies on a support staff of over 75 employees.

2010 Summer Service Level				
Activity	Participants	Revenue	Expenses	Net
Basketball Clinics	106	20,000	15,996	3,999
Extended Day AM/PM	377	14,833	9,546	5,287
Post Camp	35	11,905	8,838	3,067
Kaleidoscope/PreSchool Adv.	150	26,513	26,513	0
Ultimate Frisbee/Disc Sports	26	5,800	4,060	1,740
Brine Lacrosse	146	19,950	19,652	298
Theatre Camps (2)	69	18,258	15,381	2,877
Tennis Clinic	44	8,471	7,200	1,271
Workreation	182	32,059	18,510	13,549
Summer Adventures	54	12,049	10,150	1,899
Swim Programs				
Swim Lessons (Children’s Center)	60	11,020	10,360	600
Family Swim	196	8,636	8,036	600
Adult Programs				
Group Exercise (June-August)	138	16,899	15,371	1,528
Minuteman Road Race	322	6,720	5,581	1,139
Concord Open				
Concord Open – 2010	98	58,824	44,977	13,847
Day Camp				
Day Camp – 2010	979	298,119	281,132	16,987

Mission Statement:

The purpose of this funding is to provide for the costs of operating and maintaining the Hunt Recreation Center and 105 Everett Street in an efficient and cost-effective manner, and to provide office and program space supporting activities designed to meet the year-round recreational needs of the community.

Budget Highlights:

- This budget represents a 7.0% increase in operating expenses over that of the FY11 budget.
- The increase is mostly due to the funding of costs for operating the Rideout Playground restroom facilities, which is budgeted at \$7,500. The largest part of this new budget item is \$4,900 for custodial services.
- The routine maintenance of the building is paid for by the Recreation Fund, and is not a General Fund Capital Improvement Program expense.
- This budget includes \$4,838 of funding for utilities at the 105 Everett Street building.

Expenditure Summary

	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed
General Fund	\$ 112,553	\$ 76,023	\$ 75,982	\$ 82,945
Other Funds	\$ 32,700	\$ 24,700	\$ 24,730	\$ 24,833
Total Expenditures	\$ 145,253	\$ 100,723	\$ 100,712	\$ 107,778

Description:

The Hunt Recreation Center houses the Recreation Department’s main office and approximately one-half of the Department’s programs. It is located at 90 Stow Street adjacent to the Emerson Playground. The facility underwent a \$1.2 million renovation in 1988, prior to which it had been vacant and unused for a ten year period. The facility’s locker rooms were renovated in Fall 2005 at a cost of approximately \$100,000. The building has offices, conference and multi-purpose rooms, a large second floor gymnasium, and shower facilities. Adjacent to the building on Emerson Playground is a small teaching swimming pool used during summer camp, a children’s spray fountain, basketball/tennis courts (which were rehabilitated in Fall 2006), a state-of-the-art running track (which was resurfaced in Fall 2008), and playground equipment which was completed in April 2009. The center also contains the public restroom for Emerson Playground.

The Hunt Recreation Center operates from 8:00 a.m. to 10:00 p.m. Monday through Friday, 8:00 a.m. to 6:00 p.m. on Saturday, and 8:00 a.m. to 10:00 p.m. on Sunday. The primary summer activity is the day camp that operates Monday through Friday. The summer season also includes a family swim program. The Center is also very busy throughout the year with activities that include the following: girl’s basketball, men’s and women’s basketball, co-ed volleyball, aerobics, and “Saturday Night Live” dances for middle school students. The Center is also home for the Department’s Grades 3-to-6 after-school childcare program, which operates from September through June. In addition, the Center can be rented for private events and is used by several community and sports organizations and by Town committees for meetings. It is also the polling site for Precinct 5.

HUMAN SERVICES: Hunt Recreation Center

Item 27

Expenditure Detail					
	Previous Fiscal Years			FY12	
	FY09 Actual	FY10 Actual	FY11 Budgeted	Department Request	Town Manager's Proposed
Personnel Services	\$ 41,387	\$ 42,803	\$ 40,085	\$ 40,194	\$ 40,194
Purchased Services	40,241	36,200	41,725	42,046	42,046
Supplies	4,474	5,870	12,200	13,200	13,200
105 Everett Street	6,151	10,350	6,702	4,838	4,838
Rideout Fieldhouse	-	-	-	7,500	7,500
Capital Outlay	53,000	5,500	-	-	-
Totals	\$ 145,253	\$ 100,723	\$ 100,712	\$ 107,778	\$ 107,778

Funding Plan					
	FY11 Budgeted	% of Budget	FY12 Proposed	% of Budget	% Change in Dollars
General Fund	\$ 75,982	75.44%	\$ 82,945	76.96%	9.16%
Recreation Fund	24,730	24.56%	24,833	23.04%	0.42%
Totals	\$ 100,712	100.00%	\$ 107,778	100.00%	7.02%

Capital Outlay Plan							
Ref. #	Description	FY11 Budgeted	FY12 Proposed	FY13 Proposed	FY14 Proposed	FY15 Proposed	FY16 Proposed
	None	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Totals	\$ -					

Personnel Services Summary					
		FY11 Budgeted		FY12 Proposed	
Code	Position Title	# of Positions	\$ Amount	# of Positions	\$ Amount
5111	Building Maintenance Custodian	1.00	\$ 40,085	1.00	\$ 40,194
	Total	1.00 FTEs	\$ 40,085	1.00 FTEs	\$ 40,194

Utility Performance Information						
Utility	Cost				Efficiency	
	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed	FY10 Actual \$/ Sq.Ft.	Units/Sq.Ft.
Electricity	\$ 13,693	\$ 10,583	\$ 13,621	\$ 12,600	0.847	8.128
Natural Gas	11,239	10,600	11,310	11,803	0.849	0.705
Water	976	753	1,560	1,320	0.060	0.031
Sewer	2,114	1,662	3,504	2,990	0.133	0.031

The Hunt Gym has a square footage of 631 and is used daily.

Units are defined as follows: Electricity (kWhs), Natural Gas (Therms), Water and Sewer (100 Cubic Feet).

Mission Statement:

The purpose of this funding is to provide for the costs of operating and maintaining the Harvey Wheeler Community Center as office and program space for the Council on Aging and as general meeting space for other Town departments and community groups.

Budget Highlights:

- This budget represents a 0.8% increase in operating expenses over that of the FY11 budget.
- The increase in the proposed HWCC budget for FY12 is due mainly to the additional funds for plumbing and custodial supplies used to better maintain the facility.

Expenditure Summary

	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed
General Fund	\$ 125,921	\$ 130,057	\$ 133,083	\$ 134,076
Other Funds	\$ -	\$ -	\$ -	\$ -
Total Expenditures	\$ 125,921	\$ 130,057	\$ 133,083	\$ 134,076

Description:

The space at the Harvey Wheeler Community Center (HWCC) provides a location for Council on Aging offices and programs, as well as Recreation Department pre-school and after-school programs.

During calendar year 2010, HWCC was also used during the evenings and on the weekends by over 12 different Town departments, 26 local not-for-profit groups and 7 private individuals. These groups include the Planning Department, Warner’s Pond Stewardship Committee, Community Education, Community Chest, Youth Hockey, Concord Minutemen, Minuteman ARC, National Charity League and many more. In calendar year 2010, income from rent and donations for use of HWCC totaled approximately \$17,000. This building fills a need in the community for small to medium-sized meeting spaces with adequate parking.

Utility Performance Information

Utility	Cost				Efficiency	
	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed	FY10 Actual \$/ Sq.Ft.	Units/Sq.Ft.
Electricity	\$ 16,643	\$ 14,572	\$ 18,543	\$ 18,948	1.015	8.307
Natural Gas	21,935	17,074	20,415	19,575	1.190	1.011
Water	517	426	522	488	0.030	0.009
Sewer	1,046	877	1,774	1,232	0.061	0.009

The Harvey Wheeler Center has a square footage of 14,350 and is used on weekdays and evenings.

Units are defined as follows: Electricity (kWhs), Natural Gas (Therms), Water and Sewer (100 Cubic Feet).

HUMAN SERVICES: Harvey Wheeler Community Center

Item 28

Expenditure Detail					
	Previous Fiscal Years			FY12	
	FY09 Actual	FY10 Actual	FY11 Budgeted	Department Request	Town Manager's Proposed
Personnel Services	\$ 57,729	\$ 58,336	\$ 62,648	\$ 62,648	\$ 62,648
Purchased Services	56,434	51,228	58,897	58,599	58,599
Supplies	9,150	5,493	6,478	7,769	7,769
Other Charges	-	-	60	60	60
Capital Outlay	2,609	15,000	5,000	10,000	5,000
Totals	\$ 125,921	\$ 130,057	\$ 133,083	\$ 139,076	\$ 134,076

Funding Plan					
	FY11 Budgeted	% of Budget	FY12 Proposed	% of Budget	% Change in Dollars
General Fund	\$ 133,083	100.00%	\$ 134,076	100.00%	0.75%
Totals	\$ 133,083	100.00%	\$ 134,076	100.00%	0.75%

Capital Outlay Plan							
Ref. #	Description	FY11 Budgeted	FY12 Proposed	FY13 Proposed	FY14 Proposed	FY15 Proposed	FY16 Proposed
O-1	HWCC Building Improvements	\$ 5,000	\$ 5,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000
	Totals	\$ 5,000	\$ 5,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000

Personnel Services Summary					
Code	Position Title	FY11 Budgeted		FY12 Proposed	
		# of Positions	\$ Amount	# of Positions	\$ Amount
5111	Building Maintenance Custodian	1.00	\$ 48,400	1.00	\$ 48,400
	Sub Total	<u>1.00 FTEs</u>	\$ 48,400	<u>1.00 FTEs</u>	\$ 48,400
5115	Part-Time Custodian	783 hrs.	12,920	783 hrs.	\$12,920
5130	Overtime	80 hrs.	1,328	80 hrs.	\$1,328
	Total	<u>1.38 FTEs</u>	<u>\$ 62,648</u>	<u>1.38 FTEs</u>	<u>\$ 62,648</u>

Mission Statement:

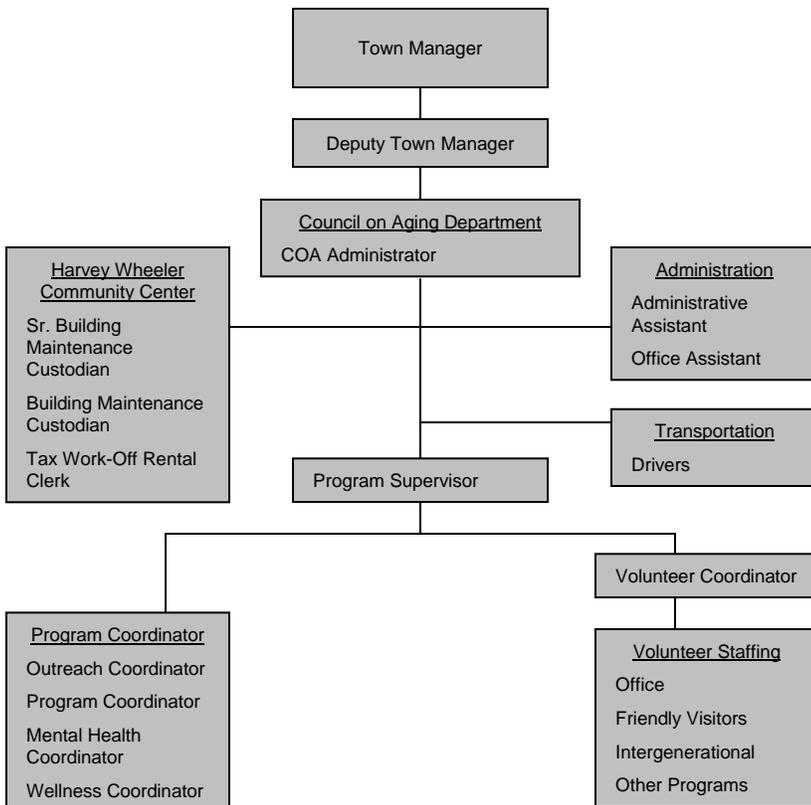
The mission of the Council on Aging is to assist Concord citizens over the age of 60 in maintaining their dignity, self-esteem, independence, and ability to participate in the community.

Budget Highlights:

- This budget represents a 1.7% increase in operating expenses over that of the FY11 budget.
- The State Formula Grant for FY 2012 is expected to be \$25,207, which provides funding for the following positions: Wellness Clinic Coordinator (\$9,108), Program Coordinator (\$4,400), and Outreach Coordinator (\$6,864). In addition, \$4,795 is provided for training.
- A gift from the Community Chest of \$21,800 will be used to fund the Outreach Coordinator (\$7,200), Mental Health Worker (\$9,600), and Volunteer Coordinator (\$5,000).
- The COA continues to be challenged by the growing number of senior citizens in Concord and the increasing referrals for help to frail elders through our Outreach Program.

Expenditure Summary

	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed
General Fund	\$ 217,932	\$ 220,963	\$ 237,017	\$ 242,053
Other Funds	\$ 32,063	\$ 49,900	\$ 54,781	\$ 54,781
Total Expenditures	\$ 249,995	\$ 270,863	\$ 291,798	\$ 296,834



Description:

The Council on Aging (COA) provides a variety of essential services to Concord citizens over the age of 60. These services include information and referral, counseling, crisis intervention, transportation, educational programs, and recreational activities. The COA also cooperates with other local and regional elder service providers to ensure the wellbeing of elders in Concord.

HUMAN SERVICES: Council on Aging

Item 29

Expenditure Detail					
	Previous Fiscal Years			FY12	
	FY09 Actual	FY10 Actual	FY11 Budgeted	Department Request	Town Manager's Proposed
Personnel Services	\$ 226,465	\$ 225,787	\$ 262,416	\$ 266,077	\$ 266,077
Purchased Services	12,128	32,716	16,280	18,298	18,298
Supplies	7,940	7,673	9,114	9,114	9,114
Other Charges	3,463	1,688	3,988	3,345	3,345
Capital Outlay	-	3,000	-	-	-
Totals	<u>\$ 249,995</u>	<u>\$ 270,863</u>	<u>\$ 291,798</u>	<u>\$ 296,834</u>	<u>\$ 296,834</u>

Funding Plan					
	FY11 Budgeted	% of Budget	FY12 Proposed	% of Budget	% Change in Dollars
General Fund	\$ 237,017	81.23%	\$ 242,053	81.54%	2.12%
EOEA Grant	25,207	8.64%	25,207	8.49%	0.00%
Friends of the Aging	7,774	2.66%	7,774	2.62%	0.00%
Community Chest Gift	21,800	7.47%	21,800	7.34%	0.00%
Totals	<u>\$ 291,798</u>	100.00%	<u>\$ 296,834</u>	100.00%	1.73%

Capital Outlay Plan							
Ref. #	Description	FY11 Budgeted	FY12 Proposed	FY13 Proposed	FY14 Proposed	FY15 Proposed	FY16 Proposed
	None	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Totals	<u>\$ -</u>					

Personnel Services Summary					
		FY11 Budgeted		FY12 Proposed	
Code	Position Title	# of Positions	\$ Amount	# of Positions	\$ Amount
5111	COA Administrator	1.00	\$ 70,603	1.00	\$ 70,603
	COA Supervisor	1.00	51,865	1.00	51,901
	Administrative Assistant	1.00	52,118	1.00	52,118
	Sub Total	<u>3.00 FTEs</u>	\$ 174,586	<u>3.00 FTEs</u>	\$ 174,622
5115	Van Drivers	2221 hrs.	26,722	2221 hrs.	\$26,722
	Office Assistant	726 hrs.	7,623	726 hrs.	7,623
	Wellness Clinic Coordinator	528 hrs.	9,108	528 hrs.	9,108
	Program Coordinator	480 hrs.	4,440	480 hrs.	\$4,440
	Outreach Coordinator	864 hrs.	18,264	1440 hrs.	\$18,264
	Mental Health Worker	288 hrs.	9,600	529 hrs.	\$13,225
	Volunteer Coordinator	800 hrs.	10,000	800 hrs.	\$10,000
5130	Overtime	60 hrs.	2,073	60 hrs.	\$2,073
	Total	<u>5.83 FTEs</u>	\$ 262,416	<u>6.22 FTEs</u>	\$ 266,077

Program Implementation

The FY12 budget recommendation provides funding to cover the full-time positions of the Administrator and COA Program Supervisor; one full time Administrative Assistant; a ten hour-a-week office assistant; pay for 8 Van Drivers who cover 40 hours of van service per week plus special trips and a portion of the COA Outreach Worker's and Volunteer Coordinator's hours.

The State Formula Grant, received from the Executive Office of Elder Affairs (EOEA), is expected to remain the same in FY 2012. This Grant provides full funding for a Wellness Clinic Coordinator (\$9,108), a Program Coordinator (\$4,440), as well as partially fund the Outreach Coordinator (\$6,864). EOEA funds of \$4,795 are expected to be available for staff training.

A gift from Concord Carlisle Community Chest (CCCC) is expected to partially fund a Volunteer Coordinator (\$5,000), Outreach Coordinator (\$7,200), and Mental Health Coordinator (\$9,600).

Funding for the van in FY12 includes \$18,948 Town appropriation and a \$7,774 gift from the Concord Friends of the Aging for van drivers' wages. In addition, the budget funds \$6,808 for gas, \$255 for tires, and \$4,480 for vehicle maintenance.

Council on Aging Programs

Program 1 – COA Operations:

Objective: To offer COA services effectively and efficiently.

Performance Measures

Sample of the activities provided to seniors:

- 26,345 phone calls came into the COA office for general information.
- 8,425 round trips were provided on the COA van.
- 1,300 health screenings were provided (blood pressure, blood sugar, cholesterol, etc.).
- 250 flu shots were given.
- 179 outreach clients received 389 home visits..
- A total of 3,460 participated in recreational and social activities at the COA.

Volunteer statistics:

	2004	2005	2006	2007	2008	2009	2010
Number of Volunteers	258	275	320	361	375	350	370
Hours of Service	8528 hrs.	8939 hrs.	9169 hrs.	12,475 hrs.	12,483 hrs.	9,152 hrs.	9,125 hrs.
Value of Hours*	\$131,245	\$142,300	\$160,457	\$225,174	\$225,693	\$178,555	\$190,256

•Value of hours based on the hourly value of \$20.84 established by the Points of Light Foundation.

A small sample of what COA volunteers do:

- 4 Income Tax Counselor Volunteers helped over 60 seniors to file their state and federal taxes.
- 8 Volunteer Nurses devoted 393 hours to blood pressure, cholesterol and blood sugar testing for seniors.
- 8 Reception Desk Hosts provided 270 hours
- 6 “Concord on Call” volunteers provided 144 hours running errands for “shut-in” seniors
- 175 “Dream Team” members (youth groups and their leaders) provided 1000 hours of yard work for seniors.

Satisfaction survey of referral sources for Outreach program:

- In 2010, the Police and Fire Departments, Emerson Hospital’s Emergency Room, the Housing Authority and local banks and businesses continued to be our most frequent referral sources for Outreach Services.
- A recent informal survey of these referral sources showed that 87% of those surveyed felt that the COA’s response was excellent and 13% rated the COA’s response as very good.
- During calendar 2010 the COA Outreach Program has provided case management to 213 seniors, crisis interventions 13 times, general information and referral to 408 people and assistance to 48 families of seniors.
- In regards to the outcome of those referrals, those surveyed felt that the COA brought the situation to an excellent end 73% of the time. 20% rated the COA’s intervention as having a very good outcome and 7% fair.

Mission Statement:

The mission of Veterans Services and Benefits is to provide information, advice, and assistance to veterans in need of service, including assistance regarding benefits to veterans and their dependants.

Budget Highlights:

- This budget represents a 1.2% decrease in operating expenses from that of the FY11 budget.
- The benefits portion of this account reflects one qualifying resident currently receiving monetary benefits, with a small contingency included to address the ever-present possibility of a mid-year addition of another qualifying resident.
- Purchased services for this account include a small increase from \$1,291 to \$1,404 to cover telephone service and telephone maintenance costs for the Veterans' Agent.
- Funds are allocated for office supplies, gasoline, vehicle supplies, and conference/training expenses.

Expenditure Summary

	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed
General Fund	\$ 29,476	\$ 30,190	\$ 30,583	\$ 30,222
Other Funds	\$ -	\$ -	\$ -	\$ -
Total Expenditures	\$ 29,476	\$ 30,190	\$ 30,583	\$ 30,222

Description:

The Veterans Services Program is mandated according to Massachusetts General Law, Ch. 115, and is administered under State guidelines. Every city and town in the Commonwealth is required to have a benefits program for its resident veterans and their dependents, as well as a full-time Director of Veterans Services/Veterans Agent. State law also requires that the Town's Director of Veterans Services/Veterans Agent be a war-era veteran, and be available on a full-time basis to provide assistance.

The purpose of this program is to provide information, advice, and assistance regarding benefits to veterans and their dependents. The Town is reimbursed by the State for 75% of benefits paid under the mandated program. The reimbursement occurs about 12-15 months after the expenditure and is received as state aid revenue rather than as a credit to this appropriation account. Administrative costs, including salary, are not reimbursable.

The Office of Veterans Services serves as a one-stop human service office, with the top priority of providing services that improve the quality of life for every one of the Town's veterans, as well as their families and surviving dependents.

HUMAN SERVICES: Veterans Services & Benefits

Item 30

Expenditure Detail					
	Previous Fiscal Years			FY12	
	FY09 Actual	FY10 Actual	FY11 Budgeted	Department Request	Town Manager's Proposed
<u>Veterans Services</u>					
Personnel Services	\$ 18,238	\$ 18,212	\$ 18,550	\$ 18,550	\$ 18,550
Purchased Services	1,260	1,287	1,291	1,404	1,404
Supplies	399	363	517	468	468
Other Charges	130	351	725	800	800
Sub Total	\$ 20,027	\$ 20,214	\$ 21,083	\$ 21,222	\$ 21,222
<u>Veterans Benefits</u>					
Other Charges	\$ 9,449	\$ 9,976	\$ 9,500	\$ 9,000	\$ 9,000
Totals	\$ 29,476	\$ 30,190	\$ 30,583	\$ 30,222	\$ 30,222

Funding Plan					
	FY11 Budgeted	% of Budget	FY12 Proposed	% of Budget	% Change in Dollars
General Fund	\$ 30,583	100.00%	\$ 30,222	100.00%	-1.18%
Totals	\$ 30,583	100.00%	\$ 30,222	100.00%	-1.18%

Capital Outlay Plan							
Ref. #	Description	FY11 Budgeted	FY12 Proposed	FY13 Proposed	FY14 Proposed	FY15 Proposed	FY16 Proposed
	None	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Totals	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Personnel Services Summary					
		FY11 Budgeted		FY12 Proposed	
Code	Position Title	# of Positions	\$ Amount	# of Positions	\$ Amount
5115	Veterans Service Agent	783 hrs.	18,550	783 hrs.	18,550
	Total	<u>0.38 FTEs</u>	<u>\$ 18,550</u>	<u>0.38 FTEs</u>	<u>\$ 18,550</u>

Mission Statement:

The purpose of this funding is to provide the community with efficient and cost-effective services in planning for and carrying-out Concord's annual, tradition-rich, public ceremonies and celebrations.

Budget Highlights:

- This budget represents a 0.2% increase in operating expenses over that of the FY11 budget.
- Public safety (police overtime) remains a significant but necessary portion of this Public Ceremonies account at \$10,090.
- Additional Public Ceremonies expenses remain unchanged at \$10,950. This amount includes band and musician fees, honored-citizen related expenses, horse and carriage rentals, and more.
- Flag replacement remains an important element of this account for the annual purchase of Memorial Day flags as well as for maintenance of the street flags which are placed out for various significant days and events during the year. This line was reduced in FY11 due to budget constraints, and remains at \$2,500.

Expenditure Summary

	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed
General Fund	\$ 23,855	\$ 23,636	\$ 23,483	\$ 23,540
Other Funds	\$ -	\$ -	\$ -	\$ -
Total Expenditures	\$ 23,855	\$ 23,636	\$ 23,483	\$ 23,540

Description:

This budget provides funding for equipment and activities associated with several distinctly separate functions that are related to various Concord ceremonies and celebrations. Committees and volunteers, with the assistance of staff from the Town departments, carry out the related activities. Notable public ceremonies supported by this account include the Veteran's Day Flag Retirement Ceremony, the Honored Citizen Reception, the Meriam's Corner Exercise, and Patriots' Day and Memorial Day events. Net of Public Safety coverage for the various ceremonies and events, a very austere budget remains to cover other Town-wide event-related expenses.

HUMAN SERVICES: Ceremonies & Celebrations

Item 31

Expenditure Detail					
	Previous Fiscal Years			FY12	
	FY09 Actual	FY10 Actual	FY11 Budgeted	Department Request	Town Manager's Proposed
Public Ceremonies	\$ 20,734	\$ 20,621	\$ 20,983	\$ 21,040	\$ 21,040
Memorial Day Flags	1,705	1,960	1,500	1,500	1,500
Street Flags	1,416	1,055	1,000	1,000	1,000
Totals	<u>\$ 23,855</u>	<u>\$ 23,636</u>	<u>\$ 23,483</u>	<u>\$ 23,540</u>	<u>\$ 23,540</u>

Funding Plan					
	FY11 Budgeted	% of Budget	FY12 Proposed	% of Budget	% Change in Dollars
General Fund	\$ 23,483	100.00%	\$ 23,540	100.00%	0.24%
Totals	<u>\$ 23,483</u>	100.00%	<u>\$ 23,540</u>	100.00%	0.24%

Capital Outlay Plan							
Ref. #	Description	FY11 Budgeted	FY12 Proposed	FY13 Proposed	FY14 Proposed	FY15 Proposed	FY16 Proposed
	None	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Totals	<u>\$ -</u>					

Mission Statement:

The purpose of this funding is to provide for the costs of operating and maintaining the Visitors Center and Restroom in an efficient and cost-effective manner, to provide free public restroom service in the same manner, and to provide space for an information services program.

Budget Highlights:

- This budget represents a 13.2% decrease in operating expenses from that of the FY11 budget.
- This budget does not include payment to the Chamber of Commerce for providing Visitors Center Services. \$2,000 was allocated for this purpose in FY11
- Daily restroom cleaning of this highly used facility remains a high priority, with cleaning costs split between part-time staff custodial costs (weekends) and contract cleaning (weekdays).
- Custodial supplies also remain a significant portion of this account.

Expenditure Summary

	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed
General Fund	\$ 25,601	\$ 27,162	\$ 25,962	\$ 22,854
Other Funds	\$ -	\$ -	\$ -	\$ -
Total Expenditures	\$ 25,601	\$ 27,162	\$ 25,962	\$ 22,854

Description:

This account provides for utility costs, daily restroom cleaning expenses, and building maintenance expenditures for the Visitors' Center/Public Restroom Facility located on Main Street. The Concord Chamber of Commerce is a tenant in the Visitors' Center portion of the building and manages the information service. The Chamber compensates the Town for a proportionate share of natural gas and electric costs for the building and is responsible for cleaning costs within its occupied space. Care and maintenance of the facility is coordinated by the Town Manager's Office. The public restrooms are open 365 days-a-year and are cleaned and re-stocked with supplies at least once each day.

Utility Performance Information

Utility	Cost				Efficiency	
	FY09 Actual	FY10 Actual	FY11 Budgeted	FY12 Proposed	FY10 Actual \$/ Sq.Ft.	Units/Sq.Ft.
Electricity	\$ 724	\$ 702	\$ 655	\$ 823	0.627	7.586
Natural Gas	948	681	475	543	0.608	0.554
Water	629	674	552	698	0.602	0.171
Sewer	1,364	1,491	1,241	1,582	1.332	0.171

The Visitors Center has a square footage of 1,120 and is used daily.

Units are defined as follows: Electricity (kWhs), Natural Gas (Therms), Water and Sewer (100 Cubic Feet).

HUMAN SERVICES: Visitors Center Restroom

Item 32

Expenditure Detail					
	Previous Fiscal Years			FY12	
	FY09 Actual	FY10 Actual	FY11 Budgeted	Department Request	Town Manager's Proposed
Personnel Services	\$ 6,822	\$ 8,090	\$ 7,338	\$ 2,340	\$ 2,340
Purchased Service	9,825	8,796	10,244	13,964	13,964
Supplies	2,954	3,154	3,880	4,050	4,050
Other Charges and Expenses	-	-	2,000	-	-
Capital Outlay	6,000	7,122	2,500	5,000	2,500
Totals	<u>\$ 25,601</u>	<u>\$ 27,162</u>	<u>\$ 25,962</u>	<u>\$ 25,354</u>	<u>\$ 22,854</u>

Funding Plan					
	FY11 Budgeted	% of Budget	FY12 Proposed	% of Budget	% Change in Dollars
General Fund	\$ 25,962	100.00%	\$ 22,854	100.00%	-11.97%
Totals	<u>\$ 25,962</u>	100.00%	<u>\$ 22,854</u>	100.00%	-11.97%

Capital Outlay Plan							
Ref. #	Description	FY11 Budgeted	FY12 Proposed	FY13 Proposed	FY14 Proposed	FY15 Proposed	FY16 Proposed
A-5	Building Improvements	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500	\$ 2,500
	Totals	<u>\$ 2,500</u>					

Personnel Services Summary					
Code	Position Title	FY11 Budgeted		FY12 Proposed	
		# of Positions	\$ Amount	# of Positions	\$ Amount
5115	Limited Status (custodian)	0 hrs.	\$ -	156 hrs.	\$ 2,340
5130	Overtime (custodian)	252 hrs.	7,338	0 hrs.	-
	Total		<u>\$ 7,338</u>		<u>\$ 2,340</u>