

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET 2014-2015

6110 - CODE ENFORCEMENT & ZONING ADMINISTRATION SERVICES

| acct | description | FY 2013 actual | FY 2014 approved | FY 2014 ytd (1/8) | FY 2015 preliminary | FY 2015 manager | FY 2015 approved |
|-------|----------------------------|-------------------|---------------------|----------------------|------------------------|--------------------|---------------------|
| 41010 | Compensation | 141,898 | 160,321 | 74,913 | 211,196 | 160,359 | 160,359 |
| 42030 | Professional Services | 250 | 1,000 | 100 | 9,000 | 9,000 | 9,000 |
| 42040 | Print Services | 75 | 200 | 0 | 200 | 200 | 200 |
| 42050 | Equipment Maintenance | 66 | 500 | 0 | 500 | 500 | 500 |
| 42060 | Telephone | 2,081 | 1,800 | 570 | 2,500 | 2,500 | 2,500 |
| 42070 | Advertising | 667 | 1,200 | 0 | 1,500 | 1,500 | 1,500 |
| 42080 | Postage | 584 | 800 | 89 | 800 | 800 | 800 |
| 42090 | Training/Conferences | 1,778 | 2,000 | 265 | 3,000 | 3,000 | 2,000 |
| 42100 | Travel/Meals | 979 | 1,000 | 436 | 2,000 | 2,000 | 1,200 |
| 42110 | Memberships | 195 | 195 | 465 | 530 | 530 | 500 |
| 43010 | Supplies & Materials | 928 | 900 | 192 | 1,500 | 1,500 | 1,000 |
| 43030 | Books, Maps & Publications | 1,372 | 1,500 | - | 2,000 | 2,000 | 1,500 |
| 43140 | Gas Products | 1,145 | 1,200 | 702 | 2,700 | 2,700 | 1,500 |
| 43220 | Other Equipment | 493 | 1,000 | 774 | 1,800 | 1,800 | 1,000 |
| 43300 | Copy Services | 659 | 1,040 | (122) | 1,000 | 1,000 | 500 |
| | | <u>153,169</u> | <u>174,656</u> | <u>78,384</u> | <u>240,226</u> | <u>189,389</u> | <u>184,059</u> |

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6110 – CODE ENFORCEMENT & ZONING ADMINISTRATION

MISSION:

To protect the life safety, health, and welfare of the citizens of the Town of Windham through consistent and fair enforcement of applicable federal, state and local codes and regulations.

SUCCESS:

Core functions defining success in accomplishing the mission of code enforcement are:

- *Floodplain Management* - All structures newly built or remodeled are in full compliance with the State of Maine Floodplain regulations.
- *Enforcement of local zoning and licensing codes* - All commercial and residential properties in the Town of Windham are in compliance with the local zoning regulations through effective complaint resolution and inspections of new and remodeled structures.
- *Enforcement of Land Development Regulations/Excavations* - All land development activities associated with excavations and earthmoving is in compliance with the Town of Windham Land Use Ordinance and remains so over their permitted lifetime if applicable. A continuous and accessible system for public input is available to all citizens.
- *Zoning* - Enforce the Land Use Ordinance; Conduct Zoning and Environmental permit review; conduct on-site inspections for Zoning and environmental as required; process and review all commercial and residential development applications/ development review; process and review Variance and Appeal applications; assist the public with building, environmental and zoning inquiries
- *Enforcement of Maine Uniform Building and Energy Code and other associated building-related codes* - All newly constructed or remodeled structures are built in full compliance with the provisions of the Maine Uniform Building and Energy Code. Unsafe structures or areas of the Town of Windham are identified and appropriately handled to protect the life safety, health and welfare of the citizens of The Town of Windham.

MEASUREMENT:

Two key indicators of success are voluntary compliance of MUBEC and local ordinances, and the consistent timely review of permit applications and plans:

- Public education can be a primary measure to achieve voluntary compliance of the Maine Uniform Building and Energy Code and the Town of Windham land use ordinance. This budget proposal includes an increase in funding to be able to provide public education opportunities.
- Plan review times are a good form of measurement. Current software systems lack the ability to capture the data, this proposal includes additional funding for a software program that would meet that need as well as create a more transparent department and improve the efficiency of staff. It has the ability to email directly to an applicant when the review process has been started, send requests for additional information, allows them to submit electronically, and notify them when their permit is available. It also allows the inspector to take notes in the field directly in the record, notifying the permit holder of the inspection results.

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6110 – CODE ENFORCEMENT & ZONING ADMINISTRATION

ACCOUNT DETAIL

41010 Annual Salaries and wages for positions as authorized:

Director (1.0 FTE)

Administrative Assistant (1.0 FTE)

Code Enforcement Officer (1.0 FTE)

Code Enforcement Officer (1.0 FTE) *Mission position*

Total current authorized positions (3.0 FTE)

In 2009, a time when the department had 3 code enforcement officers, we saw a decline in the housing market and staffing levels were reduced to remain consistent with the demand. Today, the housing market is rebounding and the number of permits has increased significantly. At the State level there have been codes that have been implemented that require more inspections than previously required. There were 854 permits issued in 2009 and 1266 inspections performed. In the fiscal year to date there have been 1002 permits issued and 1423 inspections performed with 5 months remaining and a busy building season ahead of the department. Aside from single family home permits, there has been a significant increase in other areas as well. (Plumbing, subsurface wastewater, electrical, residential renovations, commercial renovations, etc...) Development seems to be making a comeback with increased activity of residential subdivisions at the planning board level as well. In anticipation of the approvals and the increase of permits we are receiving on a consistent basis, there is concern about the responsiveness that our department can provide. Last year inspections were heavy and response times for scheduling inspections were at level that caused concern in the development community. In recognition of that demand, inspections were performed on the weekends, photo documented (simple items only), and weekend text messages and phone calls were answered regarding inspection and building questions. To become successful in achieving our mission, I feel it is necessary to add a mission position to help ensure we meet that mission.

42030 Contracted Services – *This is a proposal for updating and adding permit applications to the MyGov permitting software. This software has the ability to increase the efficiency and responsiveness of the department staff as well as create a transparency of the day to day operations as they pertain to permitting and inspections. It would allow for a more mobile department as*

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6110 – CODE ENFORCEMENT & ZONING ADMINISTRATION

inspection reports are created in the field and emailed directly to the applicant, creating timestamps for each interaction and the ability to better measure the performance of the department. Website application submittal would become available with the ability to submit support documents via the web module. Public Works is also looking at this software; this would allow us to share information easily between us. With the increase in permitting activity and the request for additional staffing, it would eliminate the need for additional support staff. Current support staff levels could be maintained due to the functionality of the software and its ability to lessen the back office workload of support staff that is required for each permit as well as automatic generation of reports that are needed on a monthly basis.

- 42040 Business cards, stop work orders.
- 42050 Annual server printer maintenance and parts, shared with Planning Department, Assessing, and WEDC.
- 42060 Office and cellular phone charges. *This is a reflection of the need for an additional cellular phone for additional staffing.*
- 42070 Legal advertisements for Appeals Board - 12 meetings
- 42080 Postage for general office correspondence, public hearing notifications to abutters.
- 42090 Initial and ongoing training for Code Enforcement Officers to maintain certifications. *Continued training is required to maintain code enforcement officer and building inspector certifications. The certifications required to perform our job duties include Land Use, Shoreland Zoning, 80K Court Rule, Residential Building, Commercial Building, Residential Energy, Commercial Energy, Residential Ventilation, Commercial Ventilation and Radon Standards. With the State offering "basic" training on a limited level and additional staffing, this reflects mission success and the ability to attend advanced level training for our inspectors and gains confidence within the community. Outside training opportunities also allows our department to maintain an acceptable level of staffing during training events as they can be scheduled at rotating intervals.*

Reduced in the finance committee's recommendation to remove costs associated with a third code officer included in the preliminary budget. See FY 2014-2015 budget amendment digest, amendment F7.

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6110 – CODE ENFORCEMENT & ZONING ADMINISTRATION

42100 Meetings for Code Enforcement, this includes food expenses for Contractor Quarterly Forum meetings. *With the lack of public education at the State level regarding the changes in the building codes our department would like to work in conjunction with surrounding communities to provide a forum for community involvement.*

Reduced in the finance committee's recommendation to remove costs associated with a third code officer included in the preliminary budget. See FY 2014-2015 budget amendment digest, amendment F7.

42110 ICC (\$125), Maine Building Officials & Inspectors Association (\$135) *an increase of \$35 in MBOIA membership fee for proposed staff increase*, Maine Rural Water Association (\$270) *MRWA membership includes blanket membership for applicable town staff and ensures applicable departments receive CEU's for soil and erosion and storm water management.*

Reduced in the finance committee's recommendation to remove costs associated with a third code officer included in the preliminary budget. See FY 2014-2015 budget amendment digest, amendment F7.

43010 General office and color printer supplies (shared with the Planning Department, Assessing and WEDC).

Reduced in the finance committee's recommendation to remove costs associated with a third code officer included in the preliminary budget. See FY 2014-2015 budget amendment digest, amendment F7.

43030 Publications and code books. *When the Legislature enacted MUBEC (Maine Uniform Building and Energy Code) part of that legislation stated that the State cannot be more than one code cycle behind the national publication which is produced every 3 years. Currently MUBEC consists of the 2009 ICC codes. It is anticipated that within this budget cycle books will be needed for the code cycle update. A set of these code books is need for each inspector to perform their job duties.*

Reduced in the finance committee's recommendation to remove costs associated with a third code officer included in the preliminary budget. See FY 2014-2015 budget amendment digest, amendment F7.

43140 Estimated use of 900 gallons at \$3.00 per gallon. *The additional staff member would create a need to increase fuel consumption. It is anticipated that the additional staff would allow more in office support; however there will be times that*

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6110 – CODE ENFORCEMENT & ZONING ADMINISTRATION

the staff would be needed in the field, particularly during the development season ensure a level of responsiveness that is expected from developers and citizens.

Reduced in the finance committee's recommendation to remove costs associated with a third code officer included in the preliminary budget. See FY 2014-2015 budget amendment digest, amendment F7.

43220 Equipment needed to perform inspections, safety equipment, inspection tools, etc... *With the proposal of an additional staff member to effectively meet our mission, additional tools and equipment would be required to accommodate the additional staff member.*

Reduced in the finance committee's recommendation to remove costs associated with a third code officer included in the preliminary budget. See FY 2014-2015 budget amendment digest, amendment F7.

43300 Copier service contract, paper and copy supplies shared equally by Code Enforcement, Assessing, Planning, and Economic Development. Adjustment based on prior years' experience. *With the addition of the new copy machines within the department we determined that if we are consistent with charging for the copies that are requested by customers we have the ability to generate revenue to offset the cost of heavy copy usage.*

Reduced by \$500 in the finance committee's recommendation. See FY 2014-2015 budget amendment digest, amendment F8.

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET 2014-2015

| 6120 - PLANNING SERVICES | | | | | | | |
|--------------------------|----------------------------|-------------------|---------------------|----------------------|------------------------|--------------------|---------------------|
| acct | description | FY 2013 actual | FY 2014 approved | FY 2014 ytd (1/8) | FY 2015 preliminary | FY 2015 manager | FY 2015 approved |
| 41010 | Compensation | 166,594 | 175,410 | 71,658 | 170,695 | 170,695 | 170,695 |
| 42030 | Professional Services | 7,852 | 10,000 | 2,554 | 10,000 | 10,000 | 10,000 |
| 42040 | Print Services | 697 | 750 | 0 | 750 | 750 | 750 |
| 42050 | Equipment Maintenance | 307 | 500 | 0 | 500 | 500 | 500 |
| 42060 | Telephone | 1,372 | 1,800 | 405 | 1,800 | 1,800 | 1,800 |
| 42070 | Advertising | 4,648 | 5,000 | 2,163 | 5,000 | 5,000 | 5,000 |
| 42080 | Postage | 745 | 1,000 | 447 | 1,000 | 1,000 | 1,000 |
| 42090 | Training/Conferences | 720 | 2,000 | 344 | 2,000 | 2,000 | 2,000 |
| 42100 | Travel/Meals | 1,215 | 2,000 | 455 | 2,000 | 2,000 | 2,000 |
| 42110 | Memberships | 897 | 900 | 388 | 900 | 900 | 900 |
| 43010 | Supplies & Materials | 916 | 1,500 | 305 | 1,500 | 1,500 | 1,500 |
| 43030 | Books, Maps & Publications | 409 | 500 | 0 | 500 | 500 | 500 |
| 43300 | Copy Services | 681 | 500 | 109 | 500 | 500 | 500 |
| | | <u>187,055</u> | <u>201,860</u> | <u>78,828</u> | <u>197,145</u> | <u>197,145</u> | <u>197,145</u> |

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6120 –PLANNING SERVICES

MISSION:

The mission of the Planning Department is to assist the community's elected leaders, municipal officials and citizens in the creation of a vision and plans for future growth and stewardship, and to assist in implementing the community's vision and plans through the formulation of land use and transportation policies, attainment of funding, and application of the development review process.

VISION:

The Windham Planning Department is dedicated to encouraging, supporting, and enabling:

- The elevation of the inspirations, visions and goals of Windham's citizens, elected leaders and officials through the creation and implementation of the community's plans and policies.
- The achievement of the community's vision through the formulation of policies, the facilitation of civic improvements, and the employment of a fair and predictable development review process.
- The opportunity for Windham's citizens, elected leaders and officials to provide input that will continuously help to define the community's vision, goals and policies.

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.

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6120 –PLANNING SERVICES

MEASUREMENT:

- Percentage of quarterly milestones achieved on time in the, “Windham Comprehensive Plan: Process Timeline,” dated February, 2014 (or timeline as amended by the Town Council).

MISSION BASED BUDGET:

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 2012-2013 budget:

- Professional Services: The level of professional services required will be similar to 2013-2014, with anticipated work in the upcoming year on additional impact fees, potential for engineering related to the PACTS application for funding improvements at the River Road/Route 302 intersection, and assistance on ordinance standards.
- Advertising: After a reduction last year, and based on year to date advertising costs, the advertising budget appears to be stable at the current level of funding.
- Training/Conferences: A highly trained Staff is one indicator of the department’s success. Actual spending on training for 2013-2014 does not reflect the training needs anticipated in 2014-2015, because for much of the year, the department was staffed with only one planner. Training needs will be similar to prior budget years. If a national level conference is attended (APA National registration is \$695), the money remaining for more local trainings is minimal.
- Travel/Meals: Along the lines of training/conferences, this line item has should be kept at the current level. This funding amount may limit the department’s ability to attend regional and national level conferences. Outside of conferences, the department spends very little on travel and meals.
- Supplies & Materials: The proposed increase will cover purchases beyond basic daily supplies. For example, the department has in the past purchased computer software and supplies for public meetings (portable projector, easels, flip charts, foam board).

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6120 –PLANNING SERVICES

41010 Annual salaries and wages for positions as authorized:

- Planning Director (1.0 FTE)
- Planner (1.0 FTE)
- Planning Secretary (1.0 FTE)

Total current authorized positions (3.0 FTE)

42030 Professional Services

- Consulting for Plans, Studies or Projects

42040 Print Services

- Duplication of:
 - Large format engineering plans,
 - Comprehensive Plans (color),
 - Land Use Ordinances,
 - General photocopies

42050 Equipment Maintenance

- Annual printer maintenance and parts (Fixed Cost).

42060 Telephone

- Land lines (Fixed Cost),
- Supplies cellular phone service for Director and Assistant Planner.

42070 Advertising

- Legal advertisements for Planning Board meetings (Fixed Cost),
- Notices for public announcements or community meetings

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6120 –PLANNING SERVICES

42080 Postage

- Mailing of letters and documents,
- Mailing of abutters' notices as part of the Planning Board review process.

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.

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), APA (Chapter), American Institute of Certified Planners (AICP), Maine Association of Planners (MAP).

43010 Supplies & Materials

- General office supplies, contributions 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,

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6120 –PLANNING SERVICES

- Zoning Practice,
- Reference books for projects such as the Ordinance Update Committee,

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.

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET 2014-2015

6121 - COMPREHENSIVE MASTER PLAN

| acct | description | FY 2013 actual | FY 2014 approved | FY 2014 ytd (1/8) | FY 2015 preliminary | FY 2015 manager | FY 2015 approved |
|-------|-----------------------|-------------------|---------------------|----------------------|------------------------|--------------------|---------------------|
| 42030 | Professional Services | 7,000 | 25,000 | 2,342 | - | - | - |
| 42070 | Advertising | | | | | | |
| 42100 | Travel/Meals | | | | | | |
| 43010 | Supplies & Materials | | | | | | |
| | | 7,000 | 25,000 | 2,342 | - | - | - |

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6121 – COMPREHENSIVE MASTER PLAN

42030 Professional services associated with drafting a revised/updated comprehensive master plan. Costs are expected to be spread over two fiscal years, 2013 and 2014, roughly two-thirds and one-third, as outlined below:

| | |
|--|-----------|
| Public process facilitation | \$ 15,000 |
| Survey | 25,000 |
| Online forum, public participation (Mindmixer) | 10,000 |
| Mapping | 10,000 |
| Writing/editing | 1,000 |
| Meeting expenses | 5,000 |
| <hr/> | |
| Subtotal | \$ 66,000 |
| Contingency | 9,000 |
| <hr/> | |
| Total | \$ 75,000 |
| | |
| FY 2013 | \$50,000 |
| FY 2014 | \$25,000 |

The Council reduced the total amount for FY 2013 by \$10,000 and having as much mapping done “in house” as possible. Through FY 2014 a total of \$65,000 had been allocated to the comprehensive plan update. No additional funds are requested for FY 2015.

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET 2014-2015

| 6510 - ASSESSING SERVICES | | | | | | | |
|---------------------------|----------------------------|-------------------|---------------------|----------------------|------------------------|--------------------|---------------------|
| acct | description | FY 2013 actual | FY 2014 approved | FY 2014 ytd (1/8) | FY 2015 preliminary | FY 2015 manager | FY 2015 approved |
| 41010 | Compensation | 210,151 | 214,698 | 102,395 | 219,183 | 222,359 | 222,359 |
| 42030 | Professional Services | 125 | 3,000 | 3 | 3,000 | 3,000 | 3,000 |
| 42040 | Print Services | - | 500 | - | 500 | 500 | 500 |
| 42050 | Equipment Maintenance | 9,340 | 19,560 | 10,285 | 19,760 | 19,760 | 19,760 |
| 42060 | Telephone | 481 | 804 | 118 | 804 | 804 | 804 |
| 42070 | Advertising | 276 | 500 | 173 | 500 | 500 | 500 |
| 42080 | Postage | 1,984 | 2,673 | 319 | 2,673 | 2,673 | 2,673 |
| 42090 | Training/Conferences | 765 | 1,655 | 974 | 1,655 | 1,655 | 1,655 |
| 42100 | Travel/Meals | 1,520 | 1,780 | 1,368 | 1,780 | 1,780 | 1,780 |
| 42110 | Memberships | 675 | 900 | 725 | 900 | 900 | 900 |
| 43010 | Supplies & Materials | 1,908 | 1,600 | 768 | 1,600 | 1,600 | 1,600 |
| 43030 | Books, Maps & Publications | 2,086 | 3,320 | 1,036 | 3,320 | 3,320 | 3,320 |
| 43220 | Other Equipment | - | - | - | - | - | - |
| 43390 | Vehicle Expenses | 574 | 600 | 195 | 700 | 700 | 700 |
| | | <u>229,885</u> | <u>251,590</u> | <u>118,359</u> | <u>256,375</u> | <u>259,551</u> | <u>259,551</u> |

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

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 Department as part of its mission has four core functions, all of which will contribute to the success of the assessing function of the mission and to the success of the Town of Windham. Those are:

- Assessing all real and personal property. This involves correctly listing ownership interests in properties as interpreted from recorded deeds and other legal documents, maintaining assessors maps, tracking new and deleted parcels, inspecting for new construction and other property changes, tracking zoning changes and adjusting properties accordingly, conducting sales analyses, developing valuation models that take into consideration all standard approaches to value, applying valuation conclusions through a computerized mass appraisal system, administering current use valuation (tree growth, farmland, open space), administering abatements and supplemental taxes
- Administration and Statutory Duties. Examples are: developing a tax commitment with all related reports and working with the Town Manager and Council to develop an annual tax rate, tracking growth statistics for the LD1 tax cap, applying all types of property tax exemptions, administering 911 street numbering system, budgeting, providing personnel training, administering state programs such as the Business Equipment Reimbursement and Business Equipment Tax Exemption programs, administering the local Tax Increment Financing program, providing annual reports and assistance to the Maine Dept. of Revenue, and managing Internet data.
- Public Relations. We provide information as needed to the Town Council and Town Manager, provide information and notices to property owners in a timely and understandable form, provide information to the public, real estate brokers, appraisers, surveyors, attorneys via mail, email, website, telephone, walk-ins
- Technical Assistance and Office Coverage: This is primarily providing technical help to other departments in areas such as statistical analysis, computer software, and Geographical Information Systems (GIS), and assisting other departments with office coverage and scheduling.

MEASUREMENT:

- 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 the ratio must be greater – 102 – percent and less than 110 percent. The Assessor’s office tries

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6510 – ASSESSING SERVICES

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. Our goal is to keep the quality rating at less than 10. The latest assessment ratio study as conducted by the Assessor indicated an assessment ratio of 98% and a quality rating of 8.78%. This is considered an excellent assessment rating.

- Administrative measures: The Assessor's Office generates annual an annual summary of twenty reports that contain statistics that can be tracked from year to year. For example, one of those reports, the Municipal Valuation Return has 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. Our ratings in the latest report show "good" in all categories.
- Public Relations. We provide property information to the public through our on-line information on the Town's website and the Vision Government Solutions website. Most of the public inquires and requests for help go through the websites and through emails. We have much less walk-in traffic than in the past. For the 2013 calendar year 18,114 customers looked at 405,214 pages of data on the Vision website. We visited 1,753 properties in calendar year 2013 and met with several taxpayers with a minimal number of complaints to our department. We also supply various special reports and research assistance to the public, the numbers of which have not been tracked, but it is a significant effort.
- Assistance to other Departments. This is a major function of the department. We work closely with the Code Enforcement Department, scheduling inspections and assisting customers. We provide information and support to other departments, particularly when land use data is needed in statistical or mapping formats.

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6510 – ASSESSING SERVICES

ACCOUNT DETAIL

41010 Compensation

Assessor (1.0 FTE)
Assistant Assessor (1.0 FTE)
Appraiser (1.0 FTE)
Administrative Assistant (0.8 FTE)

Total current authorized positions (3.8 FTE)

42030 Professional Services

Consultant services to cover special circumstances such as a complex abatement challenges and having special programming done to the assessing software.

\$3,000

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.

\$ 500

42050 Equipment Maintenance

| | |
|--------------------------------------|-----------------|
| Photocopier share | \$ 1,100 |
| Vision web hosting | \$ 3,200 |
| Vision Appraisal Software (10 users) | \$ 7,460 |
| Vision V7 Upgrade | <u>\$ 8,000</u> |
| Total | \$19,760 |

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6510 – ASSESSING SERVICES

42060 Telephone

| | |
|---------------------------------|---------------|
| Office (\$42/month x 12 months) | \$ 504 |
| Cell phone (\$25/month) | <u>\$ 300</u> |
| | \$ 804 |

42070 Advertising

| | |
|---|---------------|
| This is for Assessment Review Board if needed | <u>\$ 500</u> |
|---|---------------|

42080 Postage

| | |
|------------------|----------------|
| Regular mailings | <u>\$2,673</u> |
|------------------|----------------|

42090 Training/Conferences

| | |
|---|---------------|
| State Property Tax School for two staff members | <u>\$ 650</u> |
| 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

| | |
|---|-----------------|
| 1600 miles with personal vehicles | \$ 330 |
| meals and mileage various functions | \$ 300 |
| IAAO conference airfare, room and meals | <u>\$ 1,150</u> |
| | \$ 1,780 |

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6510 – ASSESSING SERVICES

42110 Memberships

| | |
|------------------------------------|---------------|
| IAAO | \$ 255 |
| MAAO (3 @ \$25 each) | \$ 75 |
| Maine Chapter IAAO (3 @ \$30 each) | \$ 90 |
| NRAAO | \$ 30 |
| STATE APPRAISAL LICENSE | <u>\$ 450</u> |
| Total | \$ 900 |

43010 Supplies and Materials

| | |
|--|----------------|
| Estimate of all office supplies and paper. | <u>\$1,600</u> |
|--|----------------|

43030 Books, Maps & Publications

| | |
|---------------------------------|---------------|
| Deeds 2,200 deeds @ \$1.50 each | \$2,800 |
| Valuation & Commitment Book | \$ 400 |
| Books and publications | <u>\$ 120</u> |
| Total | \$3,320 |

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET 2014-2015

6520 - GEOGRAPHIC INFORMATION SYSTEMS

| acct | description | FY 2013 actual | FY 2014 approved | FY 2014 ytd (1/8) | FY 2015 preliminary | FY 2015 manager | FY 2015 approved |
|-------|----------------------------|-------------------|---------------------|----------------------|------------------------|--------------------|---------------------|
| 42030 | Professional Services | 4,863 | 4,000 | 2,291 | 4,000 | 4,000 | 4,000 |
| 42050 | Equipment Maintenance | 3,318 | 3,613 | 679 | 3,647 | 3,647 | 3,647 |
| 42090 | Training/Conferences | 1,241 | 1,200 | 25 | 1,200 | 1,200 | 1,200 |
| 43010 | Supplies & Materials | 1,395 | 2,000 | 161 | 2,000 | 2,000 | 2,000 |
| 43030 | Books, Maps & Publications | - | 500 | - | 500 | 500 | 500 |
| 43220 | Other Equipment | - | | 0 | | | |
| | | <u>10,817</u> | <u>11,313</u> | <u>3,156</u> | <u>11,347</u> | <u>11,347</u> | <u>11,347</u> |

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6520 – GEOGRAPHIC INFORMATION SYSTEMS

Mission:

The mission of the GIS Department is to maintain accurate GIS records and to provide geographic information and maps to the Town departments and to 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. As such it is a part of the overall information infrastructure that provides a public benefit.

Measurement

It is difficult to quantify or measure how well the GIS function performs. Quality control checks are periodically done to find out how closely our spatial data conforms to real world information and we constantly seek to improve it. The best way to improve accuracy is by physically measuring the location through the use of a GPS device and translating that to our mapping system. We have done some of that, but we can improve our data considerably by doing more GPS measuring and post-processing. Various Town infrastructure, such as stormwater features, roadways, utilities, Town buildings, and cemeteries have been measured and mapped with information attributes connected to the spatial data. Another improvement is training. We have focused and continue to focus on additional training to get the most out of our system.

ACCOUNT DETAIL

42030 Professional Services

Various Project Assistance

\$4,000

TOWN of WINDHAM

APPROVED MUNICIPAL BUDGET FY2014-2015

6520 – GEOGRAPHIC INFORMATION SYSTEMS

42050 Equipment Maintenance

| | |
|-----------------|----------------|
| AutoCAD License | \$ 613 |
| ESRI Licenses | <u>\$3,034</u> |
| Total | \$3,647 |

42090 Training/ Conferences

This is an estimate for providing 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. \$2,000

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).