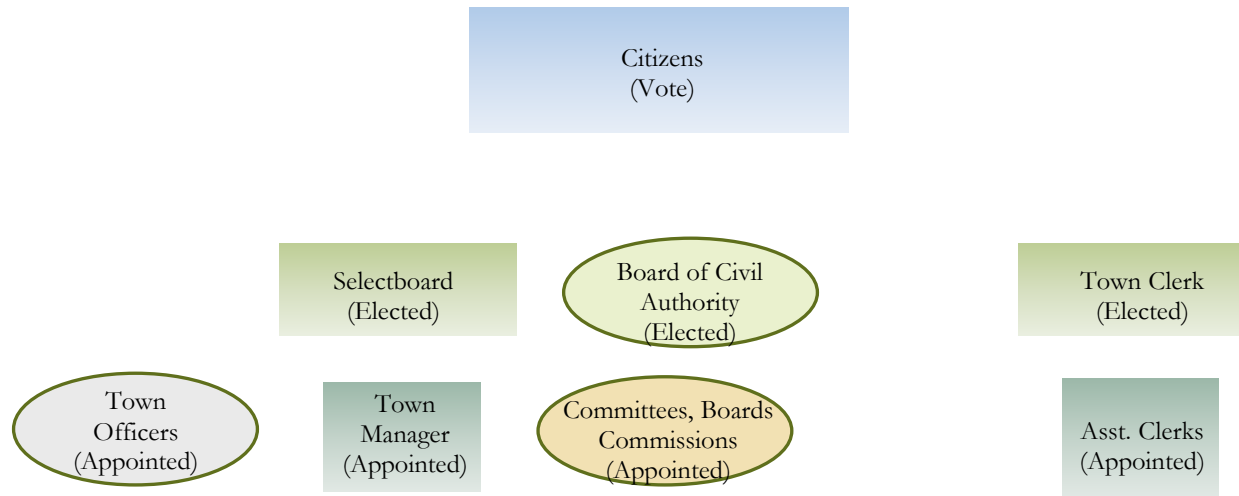
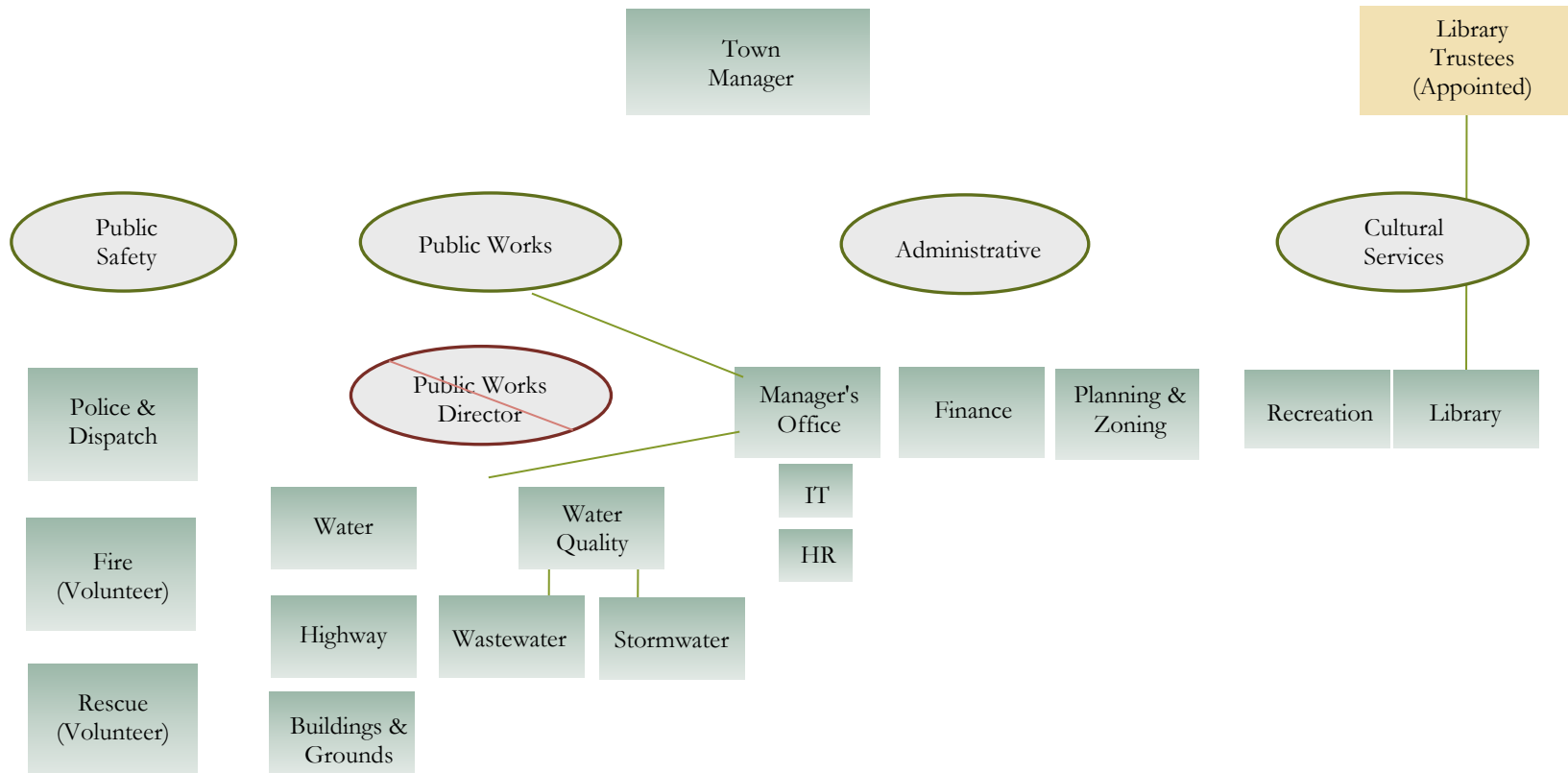


2017

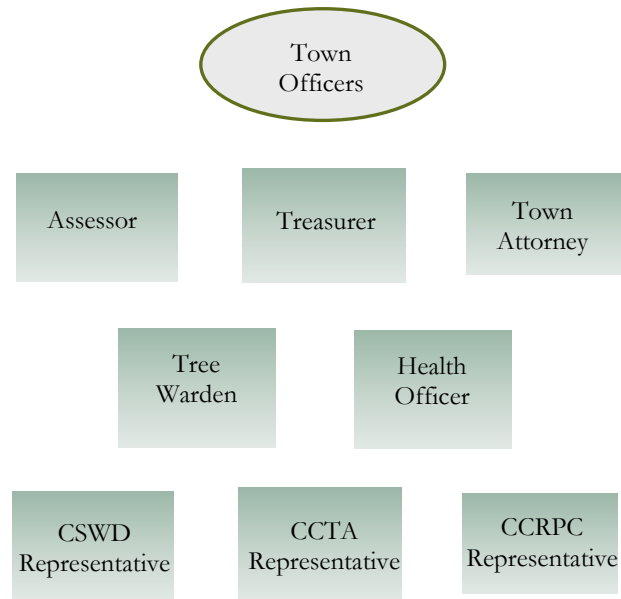
# Town Org Chart



2017



2017



2017



# Town Manager's Office

Town Manager  
(Full Time)

Director of  
Administration  
(Full Time)

Webmaster  
(20 hrs)

## Current

### Functions:

Town Manager Oversees all Town Administration  
Dir. of Administration focuses on Operations, Public Works, HR, and Communications

### Benefits

Manager's Office capable of high-level administration and technical project work

### Issues:

Not enough IT support for Town  
Dir. of Administration filling some gaps in absence of PW Director/PE  
Misunderstanding of Dir. Of Administration's role and level of responsibility

Town Manager  
(Full Time)

Webmaster  
(20 hrs)

Deputy Town  
Manager  
(Full Time)

IT Support  
(as needed)

HR  
(10 hours?)

## Future

### Functions:

Town Manager Oversees all Town Administration  
Dep. Town Manager focuses on Operations, Public Works, HR, and Communications  
IT Support

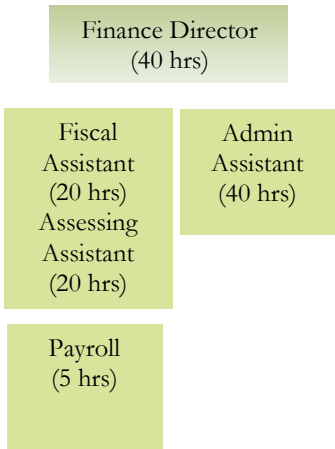
### Benefits

Manager's Office capable of high-level administration and technical project work  
Web and IT Management  
Manager's Office has more responsibility for care of Town offices

### Issues:

Dep. Town Manager filling many gaps in absence of PW Director/PE

# Finance Department



## Current

### Functions:

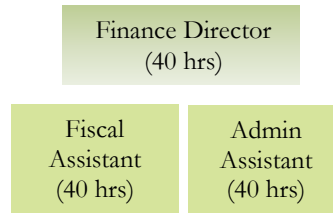
1. Bill & Collect prop. Taxes
2. Bill & Collect Wtr/Swr
3. Adjust wtr, swr & Tax accts as req'd (prebates, adjust for NSF, ETC)
4. Benefits Admin
5. Process Payroll
6. Process a/p's
7. Process a/p invoices
8. Coordinate Audit

### Benefits

"One stop" for water/sewer and tax payers

### Issues:

Segregation of billing & collecting duties



## Future 2-5 years

### Functions:

1. Same as current
2. Accept credit cards
3. Send tax & utility bills electronically
4. Resolve all recommendations in Audit mgmt. letter
5. Online access to property tax bills, acct balance info.

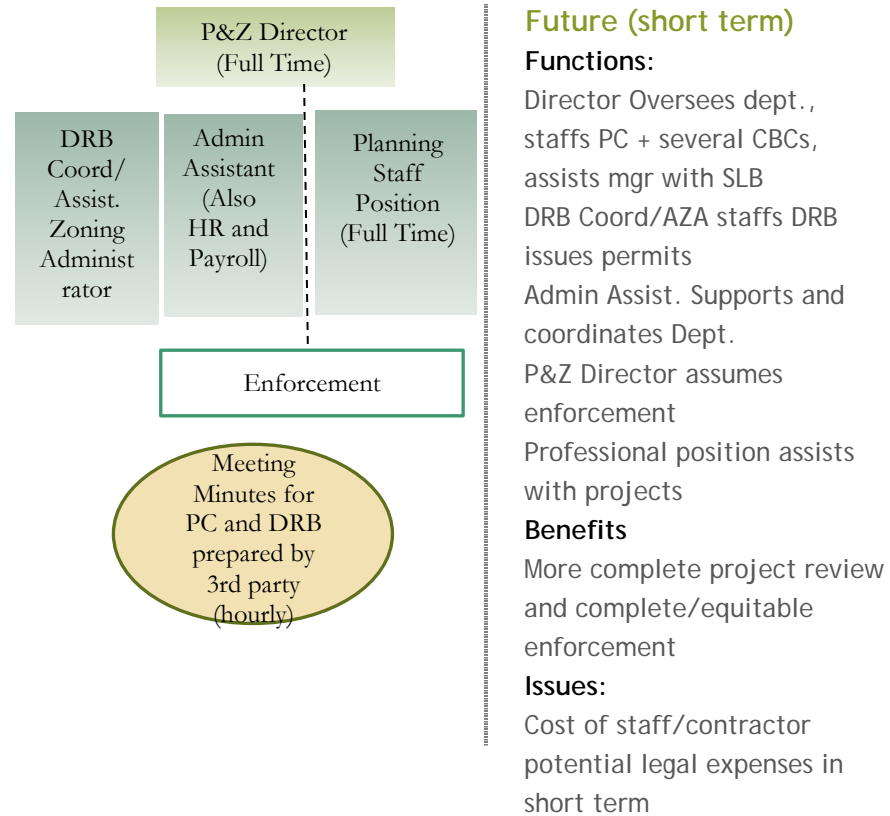
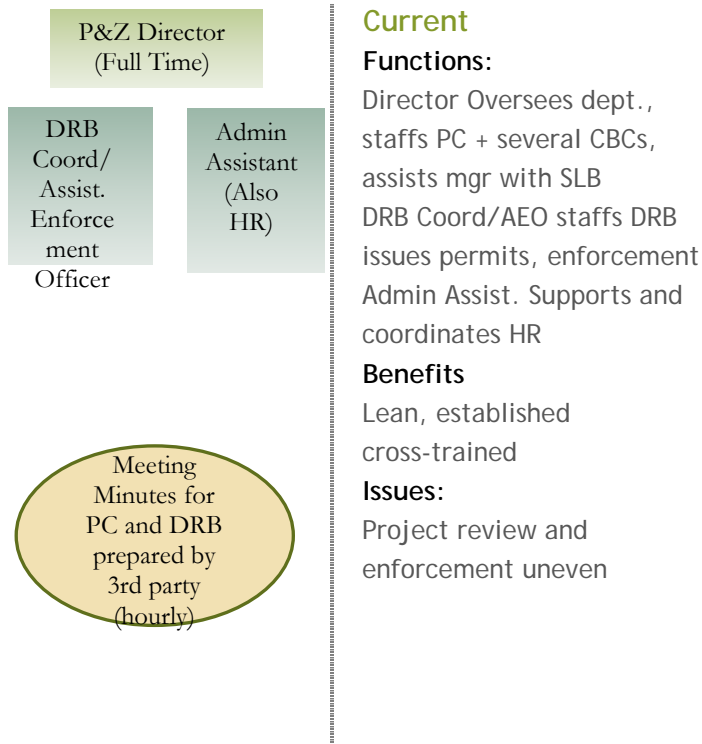
### Benefits

provide services in sync with electronic age

### Issues:

Segregation of billing & collecting duties

# Planning and Zoning Department



# Recreation Department



**Current**

**Functions:**

Administer wide variety of community programs  
 Schedule and coordinate beach, gym, parks, fields, activity room, Town Hall  
 Manage Town Beach  
 Coordinate maintenance of Rec assets (playgrounds, courts, paths, dog park, etc)  
 Manage 10 special events/yr  
 Supervise 150-200 volunteers/yr

**Benefits**

Provide many programs at low cost

**Issues**

Confusion of duties between Rec staff and Building/Grounds staff  
 Rec Admin staff line fields, move equip, manage facilities, which keeps them from programming



**Future**

**Functions:**

Administer wide variety of community programs  
 Schedule and coordinate beach, gym, parks, fields, activity room, Town Hall  
 Manage Town Beach  
 Coordinate maintenance of Rec assets (playgrounds, courts, paths, dog park, etc)  
 Manage 10 special events/yr  
 Supervise 150-200 volunteers/yr  
 Maintenance lines fields, moves equip, manages facility needs

**Benefits**

Provide many programs at low cost

Grounds maintenance would increase level of service  
 Full time Program Coordinator needed to cover evenings and weekends for supervision

**Issues**

Increase budget  
 Duties for Maintenance would need clarity with Buildings Maintenance



# Clerk's Office

Town Clerk  
(Full Time)

Assistant Clerk  
(32 hours, full-time benefits)

Assistant Clerk  
(30 hours, full-time benefits)

## Current

### Functions:

- Customer Service/Pub. Relations
- Preside over elections
- Land Recordings & Preservation
- Requests for information
- Minute Recordings
- Licensing & Permits
- Vital Records
- Passports
- Coordinate Meeting Rooms
- Support all Departments
- Assistant Treasurer

### Benefits

- High level of customer service
- Organized and knowledgeable
- Elections run smoothly

### Issues

- Lack ability to take credit cards at counter, aging computers, software, and election equip.
- Preservation

Town Clerk  
(Full Time)

Assistant Clerk  
(32 hours, full-time benefits)

Assistant Clerk  
(30 hours, full-time benefits)

## Future

### Functions:

- Customer Service/Pub. Relations
- Preside over elections
- Land Recordings & Preservation
- Requests for information
- Minute Recordings
- Licensing & Permits
- Vital Records
- Passports
- Coordinate Meeting Rooms
- Support all Departments
- Assistant Treasurer

### Benefits

- Continued excellent customer service
- Organized and knowledgeable
- Elections run smoothly

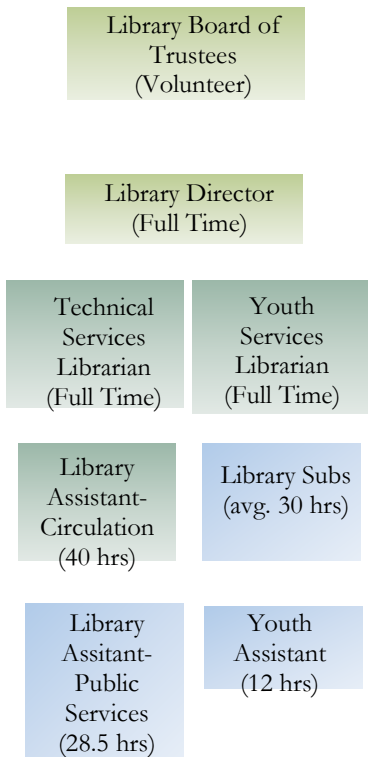
### Support for town employees

- New software/hardware

### Issues

- Need to increase storage space in vault
- Need coverage 5 days/week

# Library



## Current

### Functions:

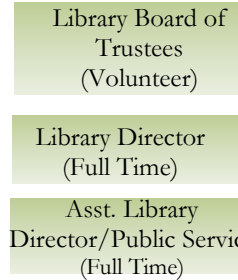
Director oversees staff and volunteers  
 Subs currently filling in for scheduling gaps

### Benefits

High level of service and community engagement  
 Open extended hours to meet needs of patrons

### Issues

Extended hours creates scheduling challenges  
 (Library open 47.5 hrs/wk, 50 hrs staff time)  
 Additional hours needed for Youth area coverage during programs



## Future

### Functions:

Director oversees staff and volunteers  
 Asst. Dir/Pub Services provides back-up and succession for Dir.

More dedicated, professional staff  
 Less scheduling, training, turnover

### Benefits

More adult & youth programs  
 Budgeting more reliable and accurate  
 Could be open more evenings and weekends

Allows for more reliable building coverage

### Issues

Increased benefits and salaries will raise the budget  
 9.5 hours more

# Buildings and Grounds Department

Maintenance  
Director  
(Full Time)

Technician  
(Full Time)

Seasonal  
Technician  
May-Aug  
(40 hours)



## Current

### Functions:

Director oversees and performs technician work  
Building systems, cleaning, landscaping, snow/ice removal  
Seasonal help May-Aug

### Benefits

Good configuration  
Serves other departments

### Issues

Limited staff  
Budget restraints  
Seasonal jobs undesirable - hard to find good help  
Staff must be physically capable to perform tasks  
Pay level may decrease  
motivation of staff

Maintenance  
Director  
(Full Time)

Technician  
(Full Time) +  
On Call

Seasonal  
Technician  
Summer +  
On Call  
(40 hours)



## Future

### Functions:

Director oversees and performs technician work  
Building systems, cleaning, landscaping, snow/ice removal, bike/trails and perennials  
Seasonal help in summer and other seasons on an on-call basis  
Better equipment and more competitive pay for technicians

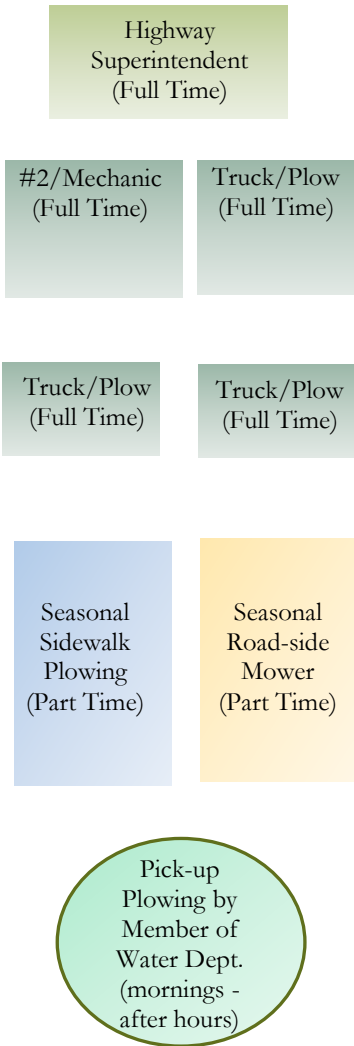
### Benefits

Able to do more jobs effectively  
Enough staff for seasonal issues

### Issues

Will cost a little more money

# Highway Department

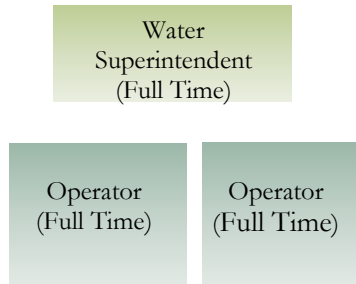


**Current**  
**Functions:**  
 Superintendent oversees and works in field  
 Mechanic works on all Town vehicles  
 Help in off hours from member of Water Dept.  
**Benefits**  
 Good configuration  
 Worked for 50 years  
**Issues**  
 Mileage increased but staffing same  
 Not enough staff to cover current workload  
 Not enough staff for safety  
 Seasonal jobs undesirable - hard to find good help  
 Staff underpaid for work they do



**Future**  
**Functions:**  
 Superintendent oversees and works in field  
 Mechanic works on all Town vehicles  
 Help whenever available from member of Water Dept.  
 Better pay to attract good help for hard jobs  
**Benefits**  
 Paul has been asking for more staff for 15 years  
 Greater safety for staff and vehicles  
 Enough staff to handle the current workload  
**Issues**  
 Snowfall unpredictable now

# Water Department



## Current

### Functions:

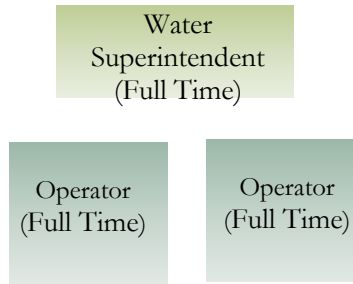
Superintendent oversees and performs operator work  
 System maintenance, meter reading  
 Manual meter reading

### Benefits

Good configuration  
 Enough staff to handle emergencies

### Issues

Meter reading takes up too much operator time (at least 16 weeks for 2 operators)  
 If Radio Read meters are installed, can keep configuration



## Future

### Functions:

Superintendent oversees and performs operator work  
 System maintenance, meter reading  
 Electronic meter reading  
 Cross training for back up

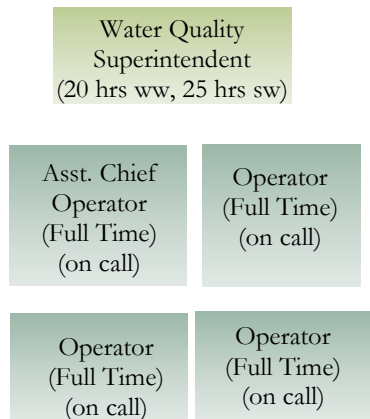
### Benefits

Another staff will understand water system - takes time  
 Good configuration  
 Enough staff to handle emergencies

### Issues

If Radio Read meters are installed, can keep current configuration

# Water Quality



**Current**

**Functions:**

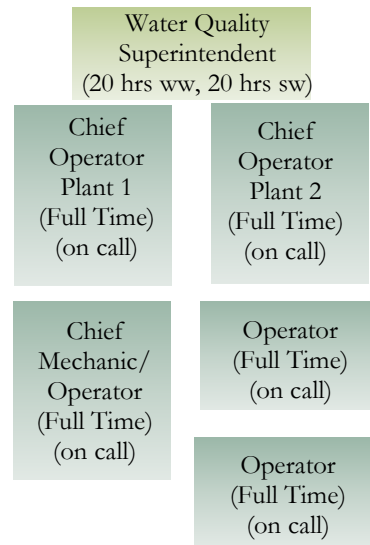
Operate two advanced wastewater facilities  
 Manage Town stormwater permits  
 Maintain Town collection system  
 ~35 miles sewer line  
 ~900 manholes  
 19 pump stations

**Benefits**

Professional staff  
 Costs low

**Issues**

Unable to keep up with stormwater requirements  
 Unable to keep up with wastewater requirements  
 Employees often alone - unsafe



**Future**

**Functions:**

Operate two advanced wastewater facilities  
 Manage Town stormwater permits  
 Maintain Town collection system  
 ~35 miles sewer line  
 ~900 manholes  
 19 pump stations

**Benefits**

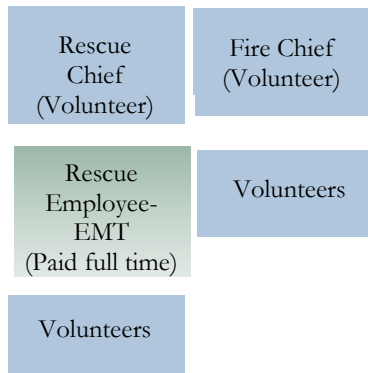
Professional staff  
 More administrative support  
 Able to meet more stormwater requirements  
 Employees not working alone

**Issues**

Increased budget

Agreement with South Burlington

# Fire & Rescue



**Current**

**Functions:**

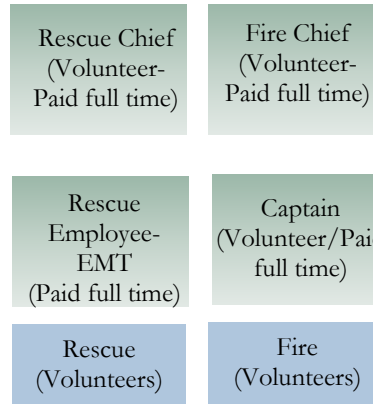
All volunteer Fire Department  
 All volunteer Rescue Department  
 One employee at Rescue

**Benefits**

Dedicated volunteers  
 Costs low

**Issues**

Fire: issue with day-time coverage  
 Fire and Rescue disconnected from management  
 Depts. covered by all aspects of Personnel Policy except, hours, compensation, outside employment, and political activity  
 (Covered by Worker's Comp, P&C Liability, Harrassment Laws, etc.)



**Future**

**Functions:**

Fire: 2 paid employees including Chief

Rescue: 2 paid employees

**Benefits**

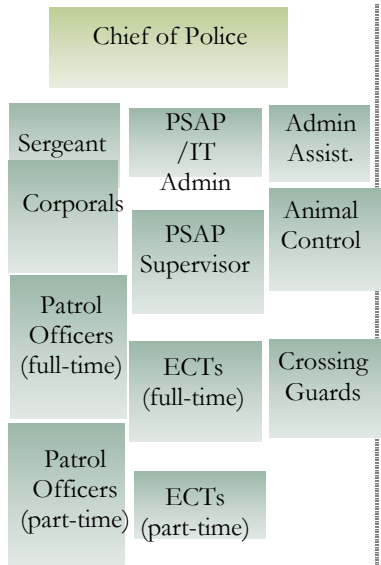
Dedicated volunteers  
 Professional staff reports to Town Manager - Management can help and beaware of issues  
 Fire: Ideal to have 2 people available for coverage of day-time calls

Rescue: Goal to have paramedic

**Issues**

Increased budget

# Police Department



## Current

### Functions:

Chief oversees all functions as well as administrative duties  
Sergeant assists Chief and maintains patrol schedule

Corporal oversees patrol, maintains training records, works with school  
Admin assistant does AP and receivables

### Benefits

Conventional system

Low cost

### Issues

Out of date policies and procedures



## Future

### Functions:

Chief oversees all functions, Lieutenant oversees administrative duties, Criminal Unit, school resources, PSAP and evidence management, records  
Lieutenant assists Chief, maintains schedule, oversees Traffic Unit and pursues grant opportunities

AP/receivables in Finance

PSAP managed by Officer until regionalized

Mental health expertise to resolve crisis situations

### Benefits

Enhanced policies, procedures, modernized, and well structured  
More administrative support  
More focus on community mental health

### Issues

Increased budget