

Clerk's Office FY 25 Budget Memo

1. Have there been any noteworthy changes or events that took place during FY23 in your department (staffing changes, technology upgrades, new regulations or procedures, etc.)?

Staffing Changes: January saw the senior clerk role filled, bringing the department to full complement (2 union positions/ 2 nonunion). After receiving extensive training, she has been fully prepared for the return of the annual street listing, the annual dog registrations and spring licenses that hit the department in Q1.

Upgrades: Key equipment purchases included:

- Supplementing the number of poll pads bringing this to election day and early voting needs of 1:1 allowing the process to be streamlined and efficient for voters.

Voting by mail continues to increase in popularity with Melrose voters. A byproduct of this widening expanse of accessibility is unfunded processing mandates. The former 3-step process (arrive at the poll, check-in, cast a ballot) now includes 13 processing steps (apply, process application, kit a ballot, postage, mail, receive/process internally, cast at the polls, etc). For state and federal elections, the Secretary of the Commonwealth provides postage paid kits. For ALL local elections the municipality bears ALL costs. In 2024 it is anticipated there will be two fall local elections and the spring federal presidential primary. As of this writing a local election is under discussion with the Mayor and City Council for June 2024.

Election Noteworthy:

- Staff continued to attend monthly virtual classes held by the state's Election Division regarding regulations and processing prior to state elections.
- The trend in voter registration information system (VRIS) research and certification requests continues as the legislated removal of the RMV opt-out provision was implemented.
- In continued partnership with DPW the election vault butterfly combination mechanism (installed circa 1995) was repaired ensuring all materials and equipment continue to remain secure and fireproof in compliance with the state mandated deadlines.

City Clerk Noteworthy:

- Our meeting and agenda software vendor has advised the product currently in use will be sunsetting. End of life for the MinuteTraq/IQM2 is 2027 but customer service will end earlier and they have advised to begin discussions on a replacement product by end of 2025.
- Staff continue to use the PocketTalk devices and mobile devices in collaboration with clients to navigate any language barriers.

Our overarching goal continues to be providing support and service to anyone who walks in the door, calls on the phone or emails either the clerk's or election office: both internal and external customers, state agencies, elected and appointed officials; to contribute to positive interactions with our customers.

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- 2. Do all of your department's salaries come from the same budget, if not, please identify the split among multiple budgets?**

City Clerk and Election staff salary and wages all come from the same budget.

- 3. Are there any significant changes to your FY25 budget compared to last year? Please explain.**

There are no significant changes at this time.





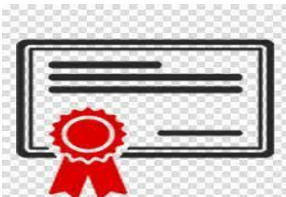







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4. Any events or changes you anticipate in your department for FY24?

We learned processes for incarcerated individuals are impacted by the Votes Act and changes will funnel through the Secretary of the Commonwealth's Elections Division to municipalities. Additionally, the much-anticipated redesign/upgrade of the state voter registration information system (VRIS) and requisite training is scheduled to roll out in FY24. Public records requests will likely double during election 'season' and we will continue our timely responsiveness. Participation in webinar trainings offered by our federal partner, Cybersecurity, and Infrastructure Security Agency (CISA) will continue and trainings for internal staff on de-escalation techniques, security best practices and wellness of the poll worker will be scheduled. We anticipate our Board of Registrars' participation in registration drives at the Victorian Fair and Melrose High School as part of our citizen engagement efforts – "to a lifetime of voting."

Similarly, on the clerk side, we are scheduled to hear from officials at the State Registry of Vital Records on the statewide system upgrade and mandatory training. We will continue our records management and preservation efforts reviewing the state municipal records retention schedule to purge duplicates and information beyond retention periods to preserve historical archives as purely as possible. Our ongoing efforts to manually digitize records will also continue.

CITY CLERK'S OFFICE YEAR IN REVIEW

VITAL RECORDS	LICENSING	CITY COUNCIL	ELECTIONS
 <ul style="list-style-type: none"> • 955 Registered Births • 3,204 Certified Copies of Birth Certificates Provided <ul style="list-style-type: none"> • 546 Registered Deaths • 1,864 Certified Copies of Death Certificates Provided  <ul style="list-style-type: none"> • 103 Marriage Intentions Filed • 101 Marriages Registered • 369 Certified Copies of Marriage Certificates Provided • 36 Marriages performed at City Hall  <ul style="list-style-type: none"> • 120 Amendments to Vital Records • 64 Vital Record Requests Received by Mail and Fulfilled 	 <ul style="list-style-type: none"> • 2,245 Dog Licenses Issued • 1 Special License Granted  <ul style="list-style-type: none"> • 66 Business Certificates Issued • 10 Raffle Permits Issued • 35 Common Victualler Licenses Issued  <ul style="list-style-type: none"> • 42 Gasoline & Storage Licenses Issued  <ul style="list-style-type: none"> • 6 Class II Motor Licenses Issued • 6 Livery Licenses Issued • 1 Hackney/Taxi License Issued • 2 Second Hand Junk Dealer Licenses Issued 	<ul style="list-style-type: none"> • 28 City Council Meeting Agendas and Minutes Created and Posted  <ul style="list-style-type: none"> • 433 Board and Committees Meeting Agendas Posted • 276 Minutes Received and Posted   <ul style="list-style-type: none"> • 130 Public Record Requests Received • 87% Conflict of Interest Completed • 39 Planning Board and Board of Appeals Accepted and Registered • 25+ Planning Board/ Board of Appeals Decision Letters Prepared and Issued 	 <ul style="list-style-type: none"> • 1,520 Newly Registered Voters  <div style="border: 1px solid black; padding: 5px; text-align: center; margin: 5px 0;"><i>Mayoral Preliminary</i></div> <ul style="list-style-type: none"> • 1,379 Vote By Mail Ballots Mailed • 706 Early In Person Voters • 5,520 Voters on Election Day <div style="border: 1px solid black; padding: 5px; text-align: center; margin: 5px 0;"><i>November Election</i></div> <ul style="list-style-type: none"> • 2,216 Vote By Mail Ballots Mailed • 1,163 Early In Person Voters • 8,961 Voters on Election Day <ul style="list-style-type: none"> • 5,952 State Initiative Petition Signatures Certified