

TOWN of WINDHAM

FY 2015-2016 MUNICIPAL BUDGET

7510 - TOWN CLERK SERVICES

MISSION:

The mission of the Town Clerk's Office is to be the keeper of the town's record, to oversee voter registration and the conduct of elections, and provide other services and functions as required by law, charter, or ordinance.

VISION:

Back in the early days of town government, the town crier would call to order the rules and regulations set by the town, and then held a town meeting. As the Town Clerk's Office has expanded to modern rules and regulations, and is governed by state statutes, the town's charter and ordinances, the clerk and staff strive to keep up on everything, to give the public the best and most accurate service possible, and treat everyone fairly and with respect, integrity, and professionalism. Employees aim to answer all questions, and, when not sure, will put the customer in touch with someone who can help them.

VALUES:

We show compassion and courtesy to everyone, and knowledge is the first and foremost service where we specialize. We take responsibility very seriously and we hope the public gives us the same courtesy that we are giving them.

TOWN CLERK SERVICES:

Voter Registration	Birth, Marriage & Death Records	Concealed Weapons Apps.	Council Meetings/Minutes
Supervise All Elections	Business Licenses	Notary/Dedimus Service	Administer Oaths
Issue Marriage Licenses	Dog Licenses	Hunting/Fishing Licenses	Tax Payments
Auto Registrations	Boat/ATV/Snowmobiles	Ethics Disclosure Filings	

SUCCESS:

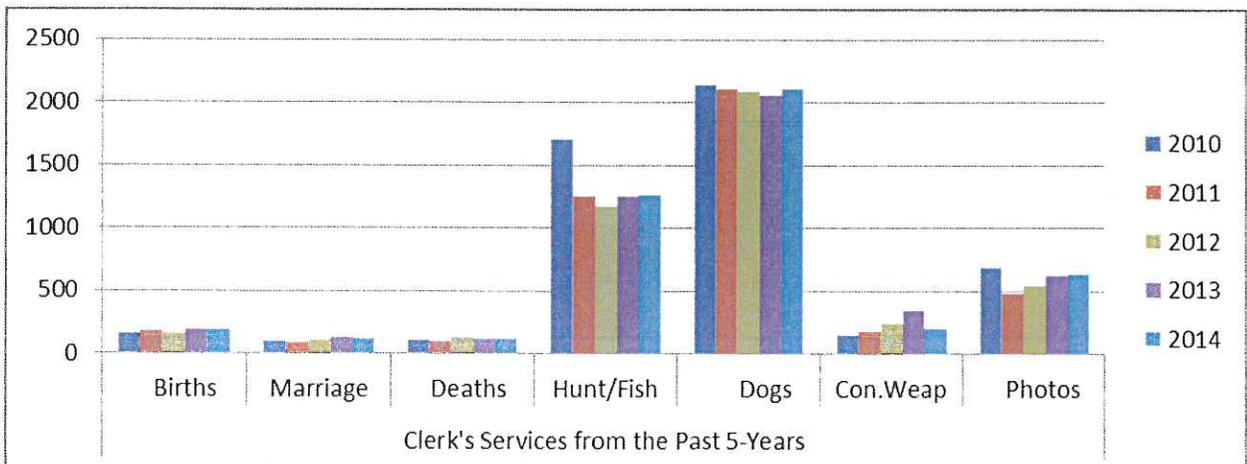
Success is willing to learn, grow, and change with ever-changing job requirements; the Clerk's Office does that. Staff is cross-trained with Auto Registration/Tax Collection a couple of years ago when staff was reduced due to budget cuts. This has proven very effective in reducing wait times for citizens. At certain times of the month/year, there are still lines but the office does its best to have the wait be no more than a few minutes. This office is responsible for so many different transactions it is most important to have staff keep abreast of all changes by learning new programs and attending classes.

MEASUREMENT:

The Clerk's Office keeps track of all types of business licenses that are renewed on a yearly basis in order to keep them current with the state laws and the town's ordinances.

Six different license reminders are sent out to ninety-six business owners by mail, one month before their current license expires. They come in to process their application, pay their fee and then they are added to the Council agenda for approval.

Many of the services provided in the Clerk's Office require monthly reporting with state agencies along with balancing to the penny on our reports. Once a week a quick check and balance is done on Inland Fisheries, Animal Welfare, Concealed Weapons and Vital Statistics accounts to make sure they match actual sales. These agencies send year-end reports showing that the accounts have balanced for the year.



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acct	description	FY 2014 actual	FY 2015 approved	FY 2015 ytd (2/28)	FY 2016 preliminary	FY 2016 manager	FY 2016 approved
41010	Compensation	96,121	99,792	67,414	100,638	100,638	
41030	Part-time Compensation	30,724	33,208	21,714	33,712	33,712	
42030	Professional Services	3,147	5,530	2,686	5,530	5,530	
42040	Print Services	1,441	4,000	3,358	4,000	4,000	
42050	Equipment Maintenance	55	900	526	900	900	
42060	Telephone	1,199	1,300	698	1,300	1,300	
42070	Advertising	3,179	3,300	2,257	3,300	3,300	
42080	Postage	1,227	1,100	1,975	1,100	1,100	
42090	Training/Conferences	680	750	420	750	750	
42100	Travel/Meals	1,501	2,200	1,267	2,200	2,200	
42110	Memberships	110	140	90	140	140	
43010	Supplies & Materials	2,899	3,000	1,455	3,000	3,000	
43030	Books, Maps & Publications	2,459	2,500	1,840	2,500	2,500	
		144,742	157,720	105,700	159,070	159,070	-

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ACCOUNT DETAIL

- 41010 Annual salaries and wages for positions as authorized:
 - Town Clerk (1.0 FTE)
 - Deputy Clerk (1.0 FTE)
 - Total current authorized positions (2.0 FTE)
- 41030 Part-time Compensation
 - Deputy Clerk (0.6 FTE)
- 42030 Programming memory sticks for elections, leasing two (2) extra voting machines, memory sticks, ballot bins yearly and paying Police Officers to be at the high school during June elections when school is in session and for crowd control on large November elections, i.e. Presidential and Gubernatorial.
- 42040 Printing ballots, voter registration cards, business cards, and dog notices.
- 42050 Maintenance and support on typewriters and voting machines.
- 42060 Telephone service
- 42070 Legal ads in the Portland Press Herald and non-legal ads & notices in the local Windham papers.
- 42080 Mailing absentee ballots, dog notices, birth & marriage letters, and voter registration notices, etc.
- 42090 Annual attendance for the Clerk and one Deputy to attend the Elections Conference for Title 21-A. The Clerk & Deputy Clerk also attends Title 30-A classes, Clerk's Networking Day, educational sessions on vital statistics so to stay current as the laws change and to keep our certifications up to date.
- 42100 Food for election workers, absentee voting mileage, and meetings the Clerk & Deputy Clerk attends.
- 42110 Memberships to CCMCA, MTCCA, & NEACTC for the Clerk and one Deputy Clerk, and the annual Conservation Easement Registry fee.
- 43010 This account is for all typical office supplies, and for the passport film.
- 43030 Restoration and binding of old birth, death, marriage books, and other town records, as well as fireproof storage of the records. The goal is to restore one to two books a year. This line also pays for binding the yearly book of Town Council Minutes, and buying any manuals that we need. There are several vital record books in the vault remaining to be restored, along with four very large town meeting books from the 1970's. The quoted price range to have those four books restored is \$1,631 to \$4,850 each; those figures depend on the size and condition of the books.

MISSION GAPS:

The room used to store election equipment is much too small and cannot fit all of the equipment. The ballot machines currently have to be stored in the Clerk's personal office as they need to be stored under lock and key by the Town Clerk, and there is no other secure space available.

A need in this department, as well as other departments, is the need to have a dedicated person to answer the phones. All calls could flow through that person, who then could direct the call to the appropriate office. Many calls are received in the clerk's office each day that need to be transferred to a different department. Such an administrative support person could also take messages when the office is especially busy, or short-staffed, and allow calls to be returned after those at the counter had been waited on.