Town of Lisbon

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MEMO

To: Glenn Michalowski, Town Manager / Sarah Bennett, Assistant Town Manager / Lisa Ward, Town Clerk
From: Samantha Bryant, Finance Director
Subject: Town Clerk Public Hours Change Request
Date: May 14, 2024

I would like to request that the public hours for the Town Clerk end at 4:00pm instead of 4:30pm to match the public hours of my department. Both departments would continue to work late monthly.

The Clerk department would still be working from 8:30am to 4:30pm each day, the change would solely affect hours for public transactions. My staff work a different schedule (8:15am to 4:15pm) and cannot adjust it to match the Clerk because they need the extra fifteen minutes at the beginning and end of each day to complete necessary opening and closing procedures.

The justification for this request is the following:

1. Search engines and digital assistants routinely state that the Town is open until 4:30PM. Residents then show up just after 4:00PM and are very irate to find out they can't get the services they need. Based on anecdotal evidence, these situations average once a day.
    a. This routinely results in minor damage to Town property (tearing down flyers, pounding walls, etc.)
    b. My staff are treated rudely and unprofessionally to the point where many of them try to get closeout done as quickly as possible, which increases the propensity for mistakes.
    c. Conversely, it disrupts my staff while they are trying to reconcile the day's payments, which slows them down, resulting in overtime, and distracts their focus, resulting in errors.
    d. Other Town employees trying to work in that area at that time (the Assessor and Clerk) have their work disrupted.
2. Since my department closes at 4:15PM and the Clerk closes at 4:30PM, the Clerk has challenges turning in cash and checks to my department.
3. Working, but being closed to the public from 4:00PM to 4:30PM would allow Clerk staff to focus on those their non public facing duties without interruption.
4. Reviewing February 2023 to May 2024, the Clerk department averages 0.44 transactions per workday from 4:00pm to 5:00pm each day, with most of those being on the day each month the office is open until 6:00PM. This change would have little impact on the public need for services from the Clerk.

Making this change and providing ample notice to residents should hopefully reduce the confusion around our hours, making it easier for residents to access the services they need and for Town staff to efficiently complete their duties.