

# TOWN STATUS REPORT

August 28, 2023

## 1. Town Hall 4 ½ Day Work Week

The modified hours for the Town Hall began on May 1, 2023 with intent of responding to the request for services, offer additional flexibility to residents/property owners/development community, and provide a tool/benefit to retain/recruit employees. To assess the effectiveness and demand for services over the course of the five months, staff collected the number of in-person visits, business related emails, phone calls during the extended hours and on Fridays. Prior to the conclusion of trial period, Staff would re-assess the alternative hours using the data collected and outreach to the public to determine the preferred level of service and hours of operation.

The following table summarizes the results of the collected information through August:

| <u>Category</u>                    | <u>Number</u> |
|------------------------------------|---------------|
| Number of phone calls after 4:30pm | 146           |
| Number of walk-ins after 4:30pm    | 85            |
| Number of emails after 4:30 pm     | 329           |

Based on the collected information, the Town Hall did not see a significant increase in activity after 4:30pm. Further, based on discussions with staff, residents, and the development community, there was not a demonstrable expressed benefit to the 4 ½ day work week.

The Town Clerk’s Office with hours of operation are 7:30 to 5:30 Monday, Wednesday, Thursday, Tuesday 7:30 am to 6:30 pm, and closed on Fridays, experienced a slight increase in the number walk-ins in the evening. However, the additional 30 minutes in the morning has proven to be effective and residents have expressed their support for the extended hours.

Upon conclusion, it is recommended that the Town Hall hours of operation (excluding the Town Clerks Office) return to a 5 day work schedule, 8:00 am to 4:30 pm Monday – Friday effective September 4, 2023. The Town Clerks Office will continue to operate on a 4 day work week with extended morning and evening hours. To inform the public, staff will post and publish the Town Hall hours of operation on the Town’s website and various social media location.

## 2. Wadleigh Memorial Library Roof Replacement

Town Staff and Library Staff/Trustees met with the C.K. Landmark Corporation to finalize the construction details and project coordination for the Wadleigh Memorial Library replacement roof project. The project will begin mid-September and the first phase is anticipated to be completed by the end of the month. Completion of second and final phase is dependent upon the when the installation of the facilities HVAC system occurs. The roof installation has be structured/organized to minimize impact to the library operations and to residents.

## 3. Whitten Road Culvert Crossing

Upon inspections performed by the Public Works Department Director and Town Engineer, the culvert/crossing on Whitten Road located between Lorden Drive and Heron Pond Road will need to be replaced in its entirety due to roadway structural integrity and failing culvert. The Public Work Department is currently evaluating a cost estimate with a proposed construction completion date of Summer 2024.

**4. Town Hall HVAC Project Update**

The Request for Proposals for the Town Hall HVAC system project was published earlier this month. The bids for the project were due September 29, 2023 and included a mandatory pre-proposal meeting on August 24, 2023. Said pre-proposal meeting was held, however, no prospective bidders attended. As such, the project will need to be re-published with modified deadline dates.

**5. Board, Commission, Committee Volunteers**

The Town is actively seeking volunteers seeking to serve on the various boards, commissions, and committees. The following is a listing of current vacancies:

- Board of Adjustment 2 Alternate Positions
- Budget Advisory Committee TBD
- Capital Improvement Advisory Committee 7 Full Time Positions
- Conservation Commission 2 Alternate Positions
- Economic Development Advisory Council TBD
- Granite Town Media 1 Full Time Position
- Recycling Committee 1 Full Time Position
- Planning Board 2 Alternate Positions

If you are interested in applying, please contact the Administration Office or visit the Town website at [www.milford.nh.gov](http://www.milford.nh.gov) and download /complete the volunteer application.