



**TOWN OF PALMER LAKE
BOARD OF TRUSTEES - AGENDA MEMO**

DATE: February 9, 2023	ITEM NO.	SUBJECT: Review of Staff Time on Citizen Inquiries
Presented by: Town Administrator /Clerk		

In addition to CORA requests for specific documents, staff is currently receiving an increased number of general inquiries. The goal of staff is to make resident inquiries a priority; however, due to the depth of some inquiries, it is becoming extremely time consuming.

An example of this – I personally received seven messages within three days following the prior Board meeting and I spent six hours specifically on a Sunday afternoon attempting to research and provide a response. Some of the research activity requires going back to former code and piecing together what took place along with Board action. Unfortunately, our historical records are not quick and easy to navigate. We are working to improve this going forward, but the past is simply what we have inherited.

This is six hours of town business either put off or trying to fit in another time of a workweek already exceeding 60 hours. Being highly sensitive to the town’s past experience with administration, I want to provide a level of service that exceeds expectations; however, I cannot keep at this rate.

Thus, this item is to request Board direction on responding to non-CORA request inquiries which require staff time to research, gather documents, and/or otherwise respond. One option is for the Board to set an agreed upon amount of time each week that you will support staff spending in order to provide responses toward public inquiries. Again, this is not for specified CORA requests – they have rules of their own. For example, if a response can be completed within 10-15 minutes, I could respond to an average of 4-6 inquiries in a week. But those requests requiring more than one hour perhaps wait until higher priority items are completed. If a request is more voluminous than that, perhaps the Board would like me to bring it to the next meeting to seek guidance on a response or course of action.

The purpose in seeking your direction is 1) to request you set policy on the use of staff time in responding to non-CORA requested inquiries; 2) to request your support as we anticipate that the Board may hear from public members when an inquiry may be responded to as a low priority based on the amount of time it may take for staff to respond to it.

Please let me know any questions.