

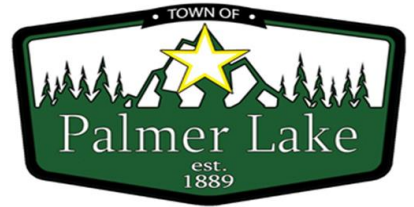


**TOWN OF PALMER LAKE
BOARD OF TRUSTEES - AGENDA MEMO**

DATE: February 9, 2023	ITEM NO.	SUBJECT: Year to Date Review of Administration
Presented by: Town Administrator /Clerk		

Subsequent to discussions with Admin staff about adjusting administrative functions in the office, a collective brain dump of the changes/improvements since mid-2020 took place - in no particular order - and we wanted to share this with the Board.

- Workers Comp agent change (no charge to the town) and rate deduction resulting in reduced MOD in 2023
- Property & Casualty insurance (CIRSA) successful audit and rate deduction
- Safety program implemented
- Playground inspection program implemented – structure/property audit is CIRSA approved
- Parking kiosk install and revenue realized
- Town electronic sign installed, promoting information
- Ped Bridge project completed, including required RR fence, and steps added on the west side at lot
- Elephant Rock property conveyed
- Updated property maintenance MOU established for disc golf course, ballfield
- Updated lease agreement established for motorbike track, Library, PLHS (addendum)
- Merge Parks and Roads into Public Works
- Special Events review procedure and application packet developed
- MS4 permit ordinance and compliance completed
- Community Master Plan completed and adopted including a 3-mile annexation plan
- Initiate review of land use codes (ongoing)
- Master Fee Schedule established and reviewed/updated annually
- PCI (Payment Card Industry) – use of credit cards compliance
- Glen Park Master Plan completed
- Begin design of downtown pedestrian safety – walkability, connectivity
- Improved, accurate water billing and account access
- Water tap recovery
- Improved cybersecurity
- Utility savings - decom 4 land lines and 1 internet connection
- Municode agenda management for meetings
- Livestream and post recorded meetings, promoting transparency
- Interactive zoning map and increased information to website (ongoing)
- Regular distribution of town web news and semi-annual newsletter, promoting communication
- Updated budget structure and reformed accounting codes per state
- Created replacement schedules for each dept., vehicles, large equipment
- Library/museum ramps replaced – ADA compliance
- Town Hall renovation
- Recodification project completed and adopted for one accessible, searchable municipal code
- NIBRS compliance (PD)
- eCitations (PD) – correlate with Court procedures
- Records management plan initiated to organize town records/files



- Completed employee handbook with supporting policies
- Internal standard operating procedures created/ revised accurately
- Short term rental regulations/permitting – tracked to report to Board
- Digital fingerprinting for licensing applicants
- Increased response to public (town staff standard/expectation)
- Generating FAQ on website
- Updated and fillable electronic forms (ongoing)
- Updated business licenses and directory
- Manage Grant activity – committee oversight
- Straightened out Unique Entity Identifier (UEI) - number issued by SAM to do business with federal government
- Electronic timesheets and payroll process
- Employee retirement plan
- Employee succession planning
- Regular local official training
- Let Bob retire 😊

Going forward, we are working to identify areas that will provide additional information to the Board members – ie., water account stats, additional land use data.

As an example, below is a 2022 summary of business license activity in the town. This annual data will begin to provide a year-to-year comparison for review –

49	NEW Business License – 4 of which were Change of Ownership
124	Renewed Business License
5	Pending (likely end of year renewals that have not renewed yet)
178	Total
6	Closed

Otherwise, we will continue to work on and incorporate the “contact us” inquiry report; the kiosk revenue report; land use data into a report.

As a side note, we currently have **340 subscribers** to the town news. Perhaps at an event or two, we can again provide sign-up forms to continue promoting subscription to town news.

We added a news item that lists upcoming meetings and possible agenda items to distribute each Friday.