


Monthly Report from the Town Clerk

TO: Town Manager & Town Council
FROM: Linda Morrell, Town Clerk 
DATE: January 8, 2019
RE: Monthly Report for December 2018

The mission of the Town Clerk's Office is to ensure the towns permanent records are recorded and preserved. We prepare for and run elections striving to be professional, knowledgeable, and proficient. We are here to serve the residents and assist them with their daily business in a professional and courteous manner.

Our month was busy with dog licensing and finishing up with the November election and all the post-election duties.

We had to capture voter participation history, run a report, then match it with our Election Day check-in list to make sure they match, and they did. With 8,493 voters, it took quite a bit of time to do this.

We licensed 824 dogs this month, with 193 of those being done on-line through the state's website. On-line dog licensing is a great convenience for the pet owner, and a lot of work for us. Please look at the attached Online Dog License Procedure I had my deputy Pam Cleaves do up for me. She did it step by step and involves 44 steps! One morning we opened the site and 50 people had licensed their dogs overnight.

Sales for December 2018:

Burial Permits	15	Liquor License	2	Recycle Bins	0
Certified Births	23	Marriage License	6	Register Business Name	2
Certified Deaths	89	Marriages Performed	3	Rescue payments	0
Certified Marriage	27	Mass Gathering Permit	0	Scrap Metal	0
Coin-op License	10	Mobile Food License	0	Special Amusement	1
Concealed Weapon Apps	14	Motion Picture License	0	Street Map Sales	0
Dog Licenses	631	Notary Service	12	Street Opening Fees	2
Dog Licenses on-line	193	One-Day Catering permit	0	Street Sign/Post/Bracket	0
Dog Fines	1	Park Fees	0	Trash Bags	0
Genealogy Searches	0	Pawnbroker's Permit	1	Victualer's Permit	1
Home Solicitation Permit	0	Petition Certification	62pages	Victualer's Summerfest	0
Hunting/Fishing Licenses	217	Photo Copy Fees	0	Voter List/Disc Fee	0
Library Fines	0	Pole Location Permit	0	Waste Hauler's License	0
		Public Hearing Fees	2	Wrecker Rotation	1

Helping Auto/Reg Tax Collection:
Autos 249
Taxes 19

Online Dog License Procedure

1. Go to Dept of Agriculture Dog Licensing portal.
2. Enter User name & password.
3. Click on "View Online Transaction Totals" on Administrative Options menu.
4. Choose correct month from drop down menu.
5. Choose correct year from drop down menu.
6. Choose correct municipality from drop down menu.
7. Monthly totals will show (new and renewed totals). Click on number beside Monthly total.
8. Scroll to newest entries (at bottom of list) Click on blue license ID number (will turn gray after being opened).
9. Customer's information will appear. Right click on screen and print 1st page only.
10. Use back arrow to return to list, print all new entries.
11. Retrieve all printed sheets from printer. Collect same number of dog tags and hooks.
12. Retrieve customer card from file for each dog.
13. If new dog (never been registered in Windham), fill out new card for each dog in duplicate.
 - a. List today's date and license expiration date.
 - b. List owner's mailing and street address, phone number, and email (from online form).
 - c. List rabies tag number and expiration date.
 - d. List dog's name, age, sex, Neuter/Spay information, breed, color/markings, and Veterinarian/clinic name.
14. Update contact information on dog's card as needed.
15. Assign tag number to dog (imprinted on bottom of dog tag).
 - a. Write tag # on top right corner of online form.
16. Update back of dog's card with today's date, licensing year, tag #, rabies tag #, rabies expiration date, and fee charged.
17. Tape dog tags and hooks to index card folded in half length wise. If multiple tags, write dog's name under appropriate tag. Tape card closed on left side (per USPS instructions).
18. Hand write receipt for customer & our records. Customer receives top half, we keep bottom half. Include date, "Online dog license", Owner's named, dog's name, and tag number.
19. Tape calendar reminder sticker to customer's receipt.
20. Insert receipt, index card with tag, and (if new) new dog license form in envelope.
 - a. Note: taped side of card must be facing the stamp end of envelope (so it doesn't get caught in machine at post office).
21. Create & print label for mailing. Attach label to envelope. Seal envelope.
22. Repeat steps 12 through 21 for each dog.
23. Open "Access:Pet Owner Database" program.
24. On left menu, click on "Copy of FrmOwnerInformation."
25. Enter owner's last name in search field at bottom of screen.
26. <Enter> to scroll through all owners/streets/emails with that last name until you find the correct one.
27. Update contact information as needed.
28. Click "Open Pet Information" button.

29. Update tag number, dog's age, rabies tag # and expiration (use drop down menus for month, day, & year), license date, and license year. If needed, update owner/co-owner's name, address, etc.
30. Bottom of screen shows number of dogs registered at this address. If more than one, use right arrow to move to next dog's screen. Repeat step 29 for each dog.
31. If new dog, click on yellow star to begin new screen. Enter all information (tag #, owner's name, address, dog's name, sex, age, etc).
32. When completed, click "Close Form" button. Will return to "Owner Information" screen. Click "Close Form" button again to save all information.
33. Repeat steps 24 through 32 for each dog owner.
34. If an owner has dogs licensed in previous year but not licensed this year, contact owner by email or phone to see if dog is deceased, given away, etc. Update records as needed.
35. Once Access database is updated, return to Licensing portal using steps 1 and 2.
36. Click on "Enter Tag Number Information" option on Administrative Options menu.
37. Enter License ID number from printed sheet (at top), then click "Search" button.
38. Confirm it is the correct customer's information. At bottom of screen, enter new tag number. Click "Update Tag Number" button.
39. Use back arrow (twice) to return to License ID number screen (step 37).
40. Repeat steps 37 through 39 for each dog.
41. "Logout" of portal.
42. Mail envelopes to customers.
 - a. In Town Manager's Office, use postage machine to weigh envelope and print label.
 - b. Attach postage label and place envelope in outgoing mail bin.
43. Return updated customer cards (alphabetically) in dog files.
44. Place our copy of receipt in drawer for tabulating at end of day. Be sure receipts are in numerical order by tag number.

Note: Walk in customers at counter and phone calls take precedence over completing this process. It is not mandatory that dog tags be mailed to customer on the next business day following online licensing.