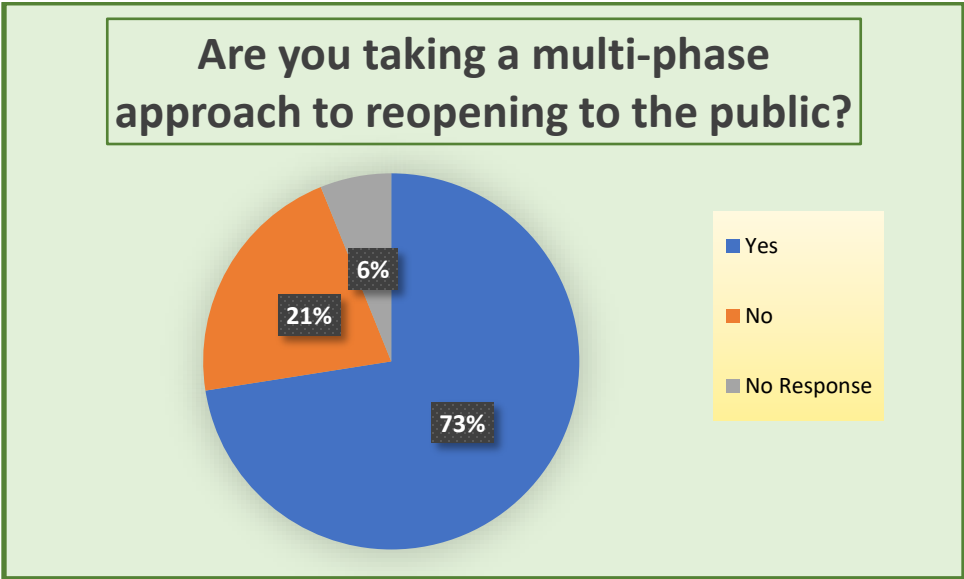
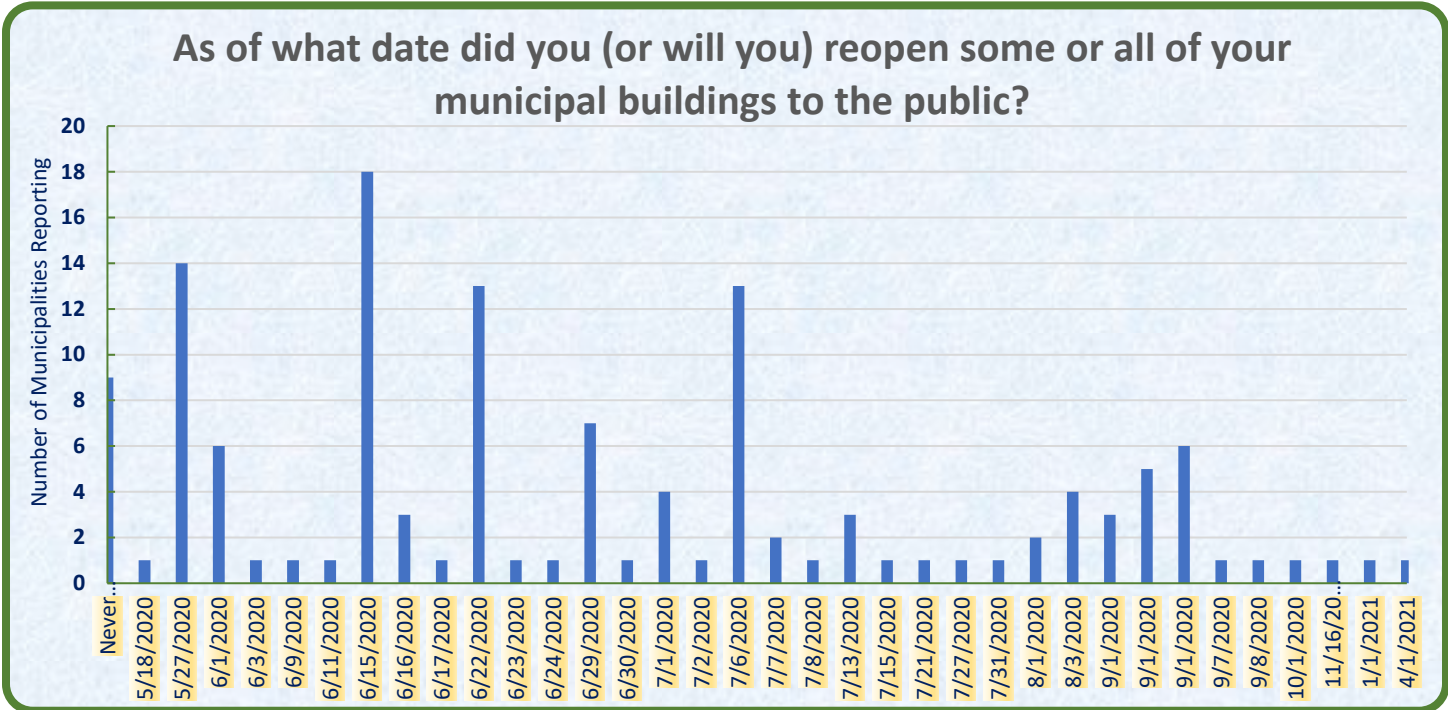
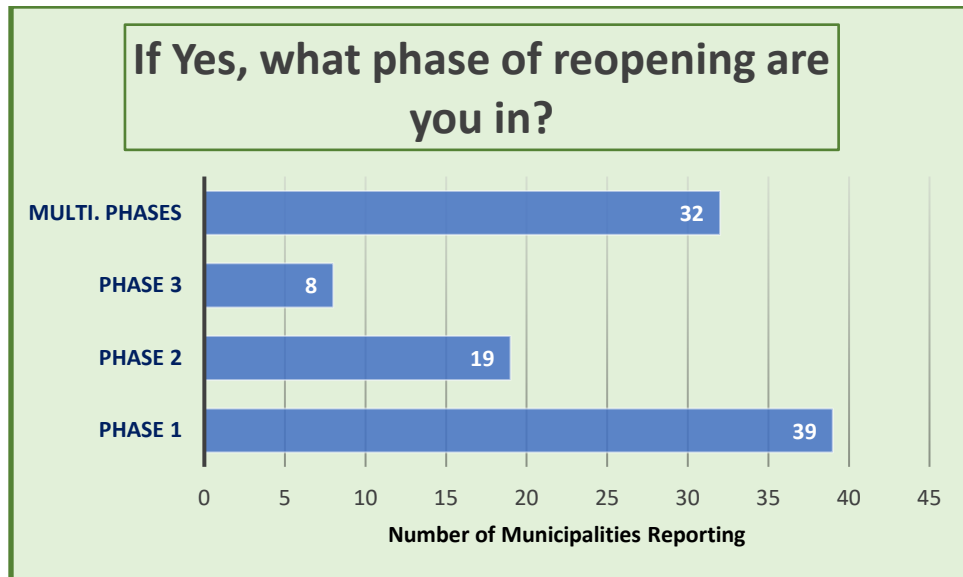




NHMA Municipal Reopening Survey Results

July 17, 2020

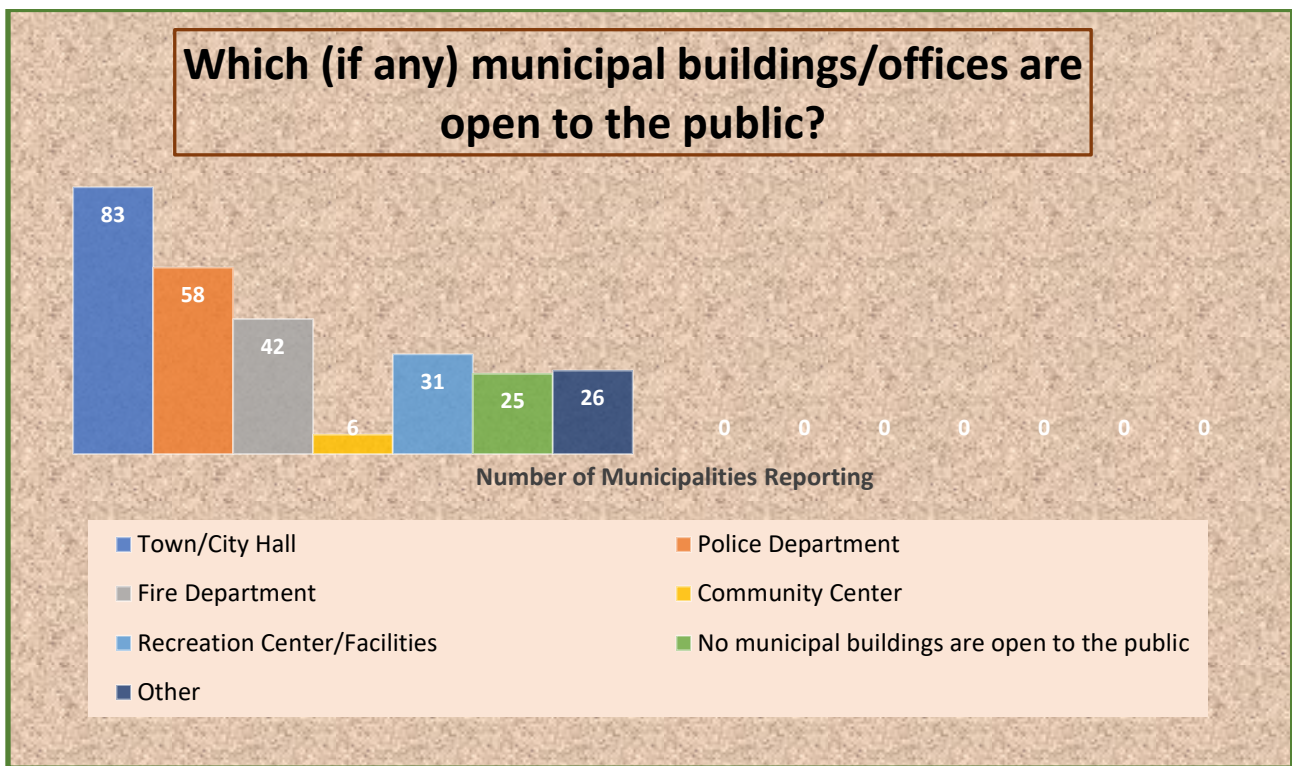




Other Comments - Phase Reopening:

- All buildings are still currently closed to the public.
- All buildings opened at once except for the Library which will open later TBD - curbside service is provided
- All facilities are open, and we have occupancy restrictions in place for public library and recreation facilities
- As of early March, all of our buildings have been closed to the public and we imagine that will continue for the foreseeable future.
- City Hall and DPW opened 6/1, with phased reopening of Library (6/8 starting with curbside, 6/22 for limited public use of computers, stacks still off limits)) and Recreation Services (camps and outdoor pool 7/6)
- Clerk/Collector's office opened first, then other offices as renovations for safety measures were completed. The library is still closed as safety measures (plexiglass shields) are added.
- Closed other than Town Clerk/Tax Collector having appointments persons cannot enter beyond small Foyer. No public attending meetings in building
- currently still in the planning/renovation phase
- Currently the Town Office Building offers all services through windows as the front of the building has a porch
- Different departments/buildings are opening based on the department heads level of comfort
- Each department had a multi-phase approach. All departments are open following guidance from the state.
- Each department is opening in department-specific phases.
- Have not set any reopen date as of yet
- I have no plans to open the clerk's office to the public since we have no way to socially distance
- No definitive date has been set, discussions have taken place on phasing the re-opening
- Not identified phases, but the few remaining closed facilities are being monitored and reopened on a case-by-case basis.
- Only Town Clerk/Tax by appointment letting public into her waiting area, one at a time. Rest of building still closed.
- only Town Clerk/Tax Collector is open by appointment only
- Police and Fire Buildings are still closed to the public
- Still closed and doing business by mail, email, phone and drop box.
- The Selectmen's Office, Town Clerk & Tax Collector have continued to work in the Town Hall. Committees & Boards could start meeting again as of June 18
- Town Hall open to public full hours; Boards meeting remotely | Library - closed to public; accepting item return; 6/29 parking lot pickups, 7/13 computer reservations | Parks & Rec - No programs and no 3rd party use of facility; pools closed for summer 2020.
- Town Office is currently open regular hours, but other town buildings remain closed and being considered on case by case.

- Transitioning from phase 2 (appointment only) to phase 3 (July 6) with doors unlocked and open to the public with limited occupancy.
- We are in phase 4
- We are not reopening at this time. If we do in November it will be a phased approach.
- We are still talking with our employees and the Selectmen on the best way to begin a phased opening.
- We aren't open yet (need air quality improvements)
- We have been open by appointment plus we have two outside service windows that have been open all along so that the public can still be serviced. Library has been servicing the public by taking "orders" and leaving them for the residents on our porch.
- We have had limited opening (appointment or invitation) since March 15, except for the Library (closed). At this point we have no specific plans to change that.
- We were open, but have been staffed only on a part-time basis, which is normal for us.
- We will monitor the situation and some buildings may open sooner than August 3 with precautions and measures in place.
- We will not reopen to the public till next year
- As of July 6th office staff can come in on a set schedule with little or no overlap



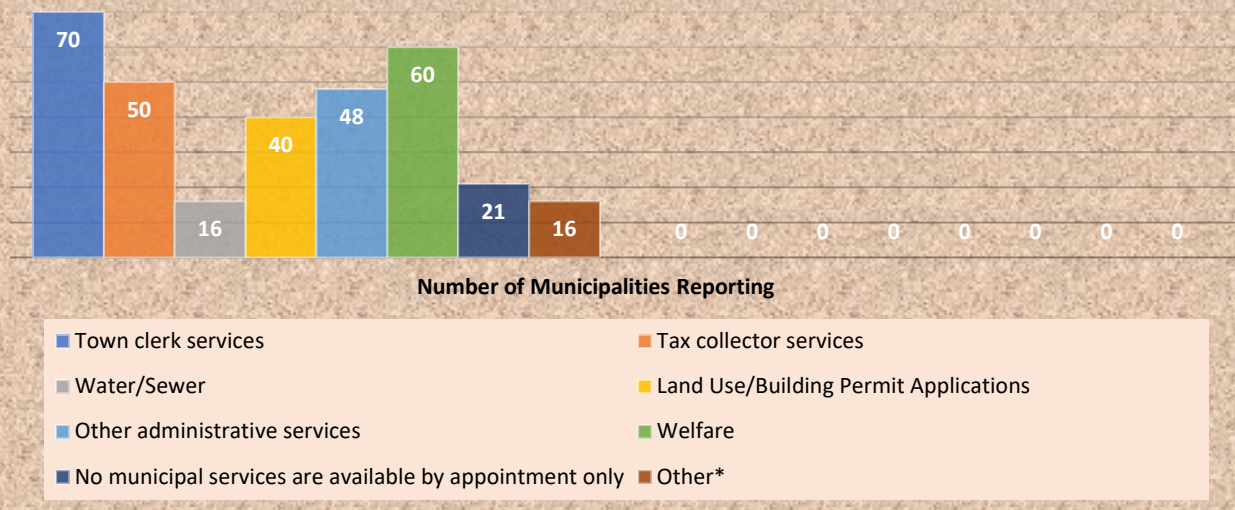
Other Comments - Buildings Open to the Public:

- Community Development / Building
- District Office
- Library (10 responses)
- Libraries will provide curbside service beginning mid-July but buildings will not be open to the public.
- Library will allow appointment for computer use beginning 7/13. No other public use allowed.
- Public Health will be offering limited in-person services

- Beach without life guards (2 responses)
- Recreation Center (limited areas). Reopened Public Works Garage. Opera House is not open yet.
- Non at this time, on the 13th Town Hall, Welfare, and PD will open by appointment
- Only foyer-Porch open by appointment for Town Clerk/Tax
- Only the Town Clerk is open to the public
- Partial - Town Hall - Clerk/Collector business only as of July 1 (2 responses)
- Plant is limited to vendors with proper PPE. Office remains closed to public.
- Police Dept fully open
- Public Works (4 responses)
- Welfare
- Public Works/Transfer Station have been open to the public all along
- Sullivan Public Library opens July 7, 2020
- Summer rec has started.
- Tax, Assessing, Planning, Economic Development, DPW, Building/Zoning/Licensing
- The only Office not open to the public is our Town Clerk. They are located in a different building from Town Hall.
- The Town Office Building is the only building open to the public for Tax Collecting and Town Clerk and Town Administration
- Town Clerk/Tax Collector has been taking appointments for transactions that can't be accomplished online or through the mail since April. But public does not enter the building. Police Dept. allows very limited transactions in the building.
- Town Office open by appointment and transfer facility never closed.
- Transfer Station (6 responses)
- We are open by appointment only.
- We opened to the public for limited hours (8:30-11:30)

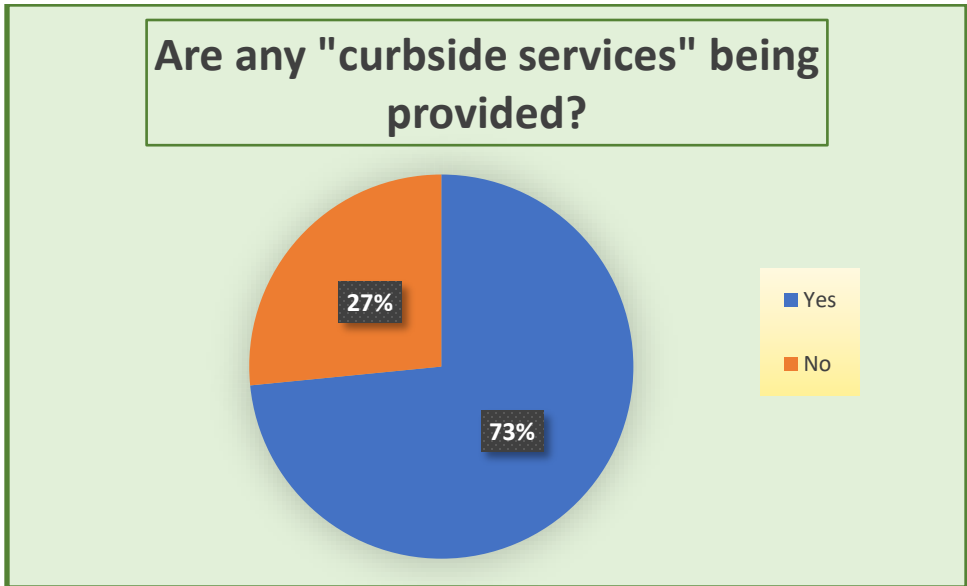
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Which (if any) municipal offices/services are available to the public by appointment only?



Other Comments - Municipal Services Available to the Public:

- Access into all offices/services is open to public subject to social distancing protocols. Appointments can be made if desired. Public Library reserves 1st hour in morning for elderly only.
- All services are available by appointment outside of the building (tables are available)
- All services are now open for walk ins.
- All services can be done in person or by appointment
- Almost any service will need a phone call as our office is staffed sporadically.
- Building inspection services
- Curbside, printing, notary, critical computer use
- Customers can make an appointment and we meet them in the parking lot to conduct business
- Library, Library (Curbside), Library is open by appointment only (3 separate responses)
- Marriage licensing is by appointment. Everything else is electronic, by mail or drop box.
- No appointments available - except for marriage licenses
- Non at this time, on the 13th Town Hall, Welfare, and PD will open by appointment
- Only if needed. Set hours are in place with limited access.
- Personnel/HR by appointment only
- Planning office
- Public meets town employees at the door/no entry into Town Hall
- Revenue office remained open (they are located behind plexi glass). They collect taxes, motor vehicles, water/sewer fees.
- Some Town Clerk functions like marriage lic. are still appointment only... we are taking new veh registrations or transactions that need to be paid with cash inside. Everything else is encouraged by dropbox, online, or by mail.
- The doors are all locked so no one can walk in without first contacting someone in the building.
- The Town Clerk/Tax Collector currently offers two walk-up windows for the public to access their services.
- Town Hall is requesting appointments for marriage licenses and notary services; able to accommodate some walk-ins.
- Town Hall, Police and Fire are available by appointment.
- Town Manager
- Town office is open for business regular hours, we are asking to wear masks and social distance while in building.
- Water is managed by the Penacook-Boscawen Water Precinct, not the Town of Boscawen

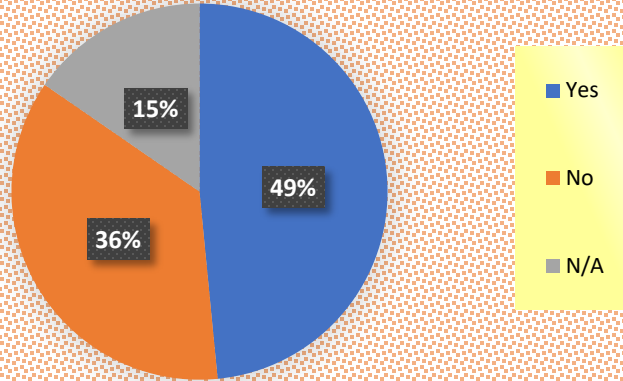


Other Comments - Curbside Services Being Provided:

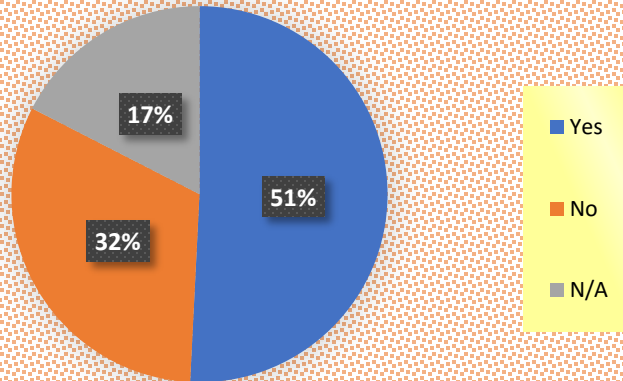
- After the 11:30 time period, residents can make an appointment to pick up items that were dropped off either during opened hours or that were dropped off in our Dropbox.
- All administrative offices will meet individuals at curbside, if no appointment or no mask
- All if someone does not want to come into building.
- All municipal services: tax, town clerk, selectmen, building, zoning, planning
- All public services are being provided by appointment if needed.
- All Services are available as 'curbside' at the customer's request.
- All town office services: building permits, applications, car registrations, tax payments
- Although we are now open we are still encouraging people to use online services, mail, drop box/pick up box
- Anything folks need can be handled curbside if they want. We don't have much contact with the public usually.
- Document drop off and pick up.
- Drop Box for all services (3 responses)
- A dropbox is provided for payment/paperwork to the Tax Office, Planning, Assessors, and Clerk's Office
- Food Pantry
- If a customer doesn't feel safe coming into Town Hall, we offer curbside services.
- If someone prefers, I will meet them curbside
- Library (29 responses)
- Library "Porch Pick-up"
- Library and technically all of the Town Office services as well as Water/Sewer.
- Library and Town Office
- Library as well as our Town Hall allows "window services" at this time in addition to being open internally.
- Library book pick-up
- Library has no contact curbside lending. Town Clerk/Tax Collector and Selectmen's office staff meet residents at the door or in the parking lot to transact business with masks.
- Library is now open under state guidelines but is continuing to do book pickups for patrons that do not want to enter the library
- Library is offering curbside service
A dropbox is provided for residents looking to drop off payment/paperwork to the Tax Office, Planning, Assessors, and Clerk's Office
- Library items can be ordered and picked up beginning 6/29.
- Library reserved book pick-up and drop off

- Book checkout - photocopying - Faxes
- Library, and any person conducting other town business as needed by appointment.
- Library, vehicle registration & vital records, land use/building permit drop off & pick up
- Mostly Building Inspector and Planning Dept will meet with people outside.
- New plates for vehicle registrations.
- Our Public Library is doing curbside service as well as some services by appointment.
- picking up library materials
- Police
- Public welfare food program. Potentially when the town store opens they will have curb side pick up.
- Reserved and requested materials can be picked up in foyer or outdoors
- Standard field services are still being provided such as water shut offs, meter installs, etc.
- The Town Clerk, Tax Collector, and Select Board Office offers all services by window as the building has a porch so customers are out of the sun and rain.
- Town Clerk & Planning Board
- Town clerk and tax collector services are provided by drop box during regular business hours.
- TOWN CLERK FUNCTIONS. ASSESSOR, TOWN MANAGER, WELFARE. DROP BOX FOR TAX PAYMENTS AND BUILDING PERMIT APPLICATIONS, ETC. ON-LINE SERVICES AVAILABLE.
- Town Clerk meets people at their car, Town Library is doing curbside service for book returns and check outs
- Town Clerk Motor Vehicle registrations, vital records, election services
- Town clerk services and Tax collector services (2 Responses)
- Town Clerk upon exception
- Town Clerk, Building Department (2 responses)
- Town Clerk, Tax Collector (3 responses)
- Town Clerk, Tax Collections/Water Sewer Collections
- Town Clerk, Tax Collector, Assessing, Building Permit, Notary
- Town Clerk, Tax Collector, Land Use/Building Permit Applications, Other administrative services (Notary/JP, for example)
- Town Clerk/Tax Collector has an external walk-up window for those who prefer not to wear a mask.
- Town Clerk/Tax Collector services are provided at their exterior window (we have placed a canopy over the window for inclement weather).
- Town Clerk-Tax. Will leave photo copies of documents outside for those without email.
- MV Registrations (3 responses)
- MV renewals, property tax payments in a secure receptacle
- Marriage certificates for out of state residents
- Town Hall is providing curbside services (ie; walk-up window); both libraries are now accepting return of materials and will offer curbside service beginning mid-July.
- Town hall- service walk up window, staffed by Clerk's Office
- Transfer Station
- Vehicle registrations, tax payments, town clerk services, dog licenses, building permits, mechanical permits, electrical permits, plumbing permits, dump stickers
- Vendors
- Welfare (6)
- We are providing all municipal services by curbside at this time. However, as the summer ticks on, and fall/winter sets in, that will not be possible.
- We have a drop box available for the Town Clerk/Tax Collector, Building Inspector and Selectmen. We continue to request that as much business as possible be transacted this way. In specific situations we are able to transact business while residents remain outside or in their vehicle.
- While we just re-opened we are still offering the public drop-off services and services by appointment outside the building for anyone who is reluctant to enter Town Hall

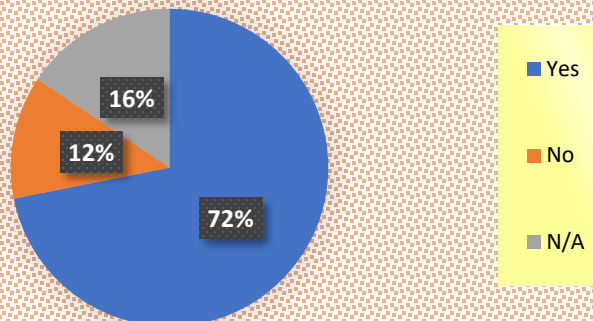
Are employees required to wear masks?



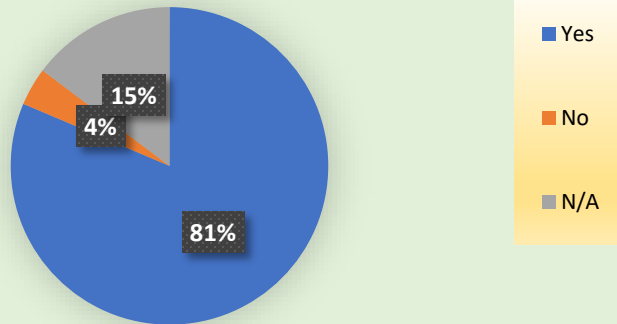
Is the public required to wear masks in municipal buildings/offices?



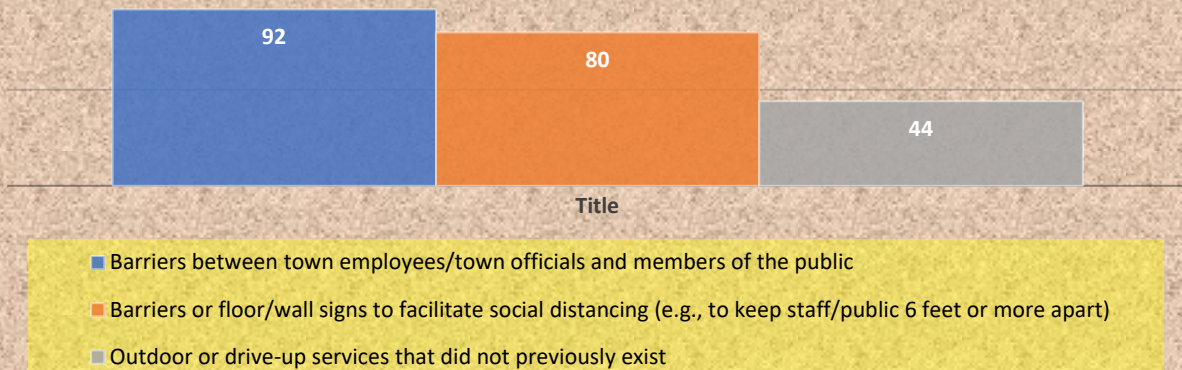
Are you providing masks/face coverings for members of the public who do not have one?



Are you providing hand washing or hand sanitizing stations for the public?



Have you made physical improvements to your municipal buildings?



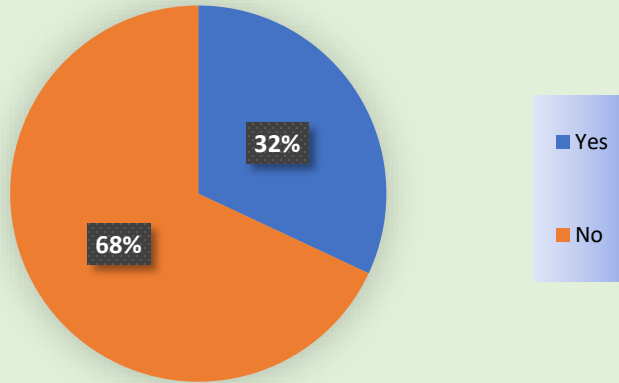
Other Comments – Physical Improvements to your Municipal Building:

- Barriers between the service windows of the TCTC's offices.
- Changed doors to remote lock systems, so we can let individuals in one at a time
- Customer windows in the City Clerk's office
- Employees encouraged to wear masks in public hallways. No masks required at desk or when interacting with public with physical barrier between employee and public.
No public allowed within employee space. Single meeting room being used for appointments; disinfected by employees between appointments.
Signage installed throughout Town Hall to encourage mask use and social distancing, but not required.
- Extensive reception procedure which involves limiting visitors to offices and capacity of City Hall to 50% occupancy
- Hand Sanitizer Stations
- Have added Business Windows to accommodate interaction with the public. Protective Barriers, key board coverings, individual pens or personal pens.
- Installed electronic door opening system to allow staff to screen customers and allow one in at a time.

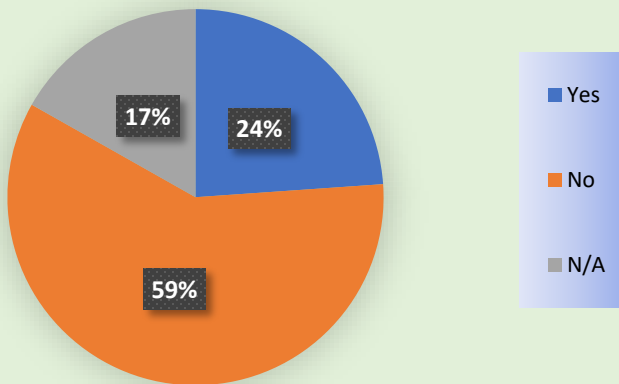
- Installed temperature sign-in stations for each building to be used by employees; updated some bathroom fixtures and door access hardware to reduce touching and facilitate secured access; installed remote drop-off boxes and windows for resident use; installed additional signage in Downtown Hanover to request mask use by visitors and local residents; trail and park signage to request masks and social distancing.
- Last Year we put in Bulletproof Glass, so there is a secure barrier to staff
- Masks are recommended by the public, but not required.
- Not a physical change, but we are strongly encouraging but not requiring residents to wear masks when inside city facilities (as well as when out in public)
- Online services and web appointment software
- Others may be coming as we open more.
- Plan is to build walls to enclose areas in what is now cubicles. Not expected to move in until done and that is going to be a couple of months.
- Sneeze guards in place at all public counters (Finance, Town Clerk, Dispatch, Assessing)
- Social distancing requirements, eg., no more than 2 persons in the Town Hall lobby, Selectmen's Office
- Touch free sinks, toilets, hand soap dispensers in the bathrooms
- We already had barriers and windows between which is why we are not requiring the employees to wear masks unless that have to get close to the public. The public is recommended to wear masks, not required and we are providing them for those that don't have them.
- We are going to "Phase 2" on 7/6. We have installed an intercom at the entrance and electric door locks. Patrons will press the department they wish to meet with and the department can buzz them in. We are limited to one person or party per department and are encouraging continued use of on-line services, phone, email and drop box. We are also not allowing people from out of state into the building unless they have quarantined for 14 days (Maine excepted). We will be glad to serve them at their car in the parking lot. Porta potties at recreation areas are signed "use at own risk".
- We are working on having a number of controls in place which we expect to complete by August 10
- We had to conduct our annual municipal election/budget during the pandemic (June 23rd). We made temporary modifications to the town's three polling sites. We sent out applications for absentee ballots to all registered voters (20,000) and got an excellent response which limited the amount of voters having to physically go to the polls.
- We have completed the items listed above and we are in the process of changing our bathroom facilities to hands free.
- We have installed a glass barrier in the Town Clerk's Office at our counter. We have also installed 2 sets of doors in 2 hallways of the town hall to discourage the public from entering areas of the building that employees/staff have offices. This has given the cleaning personnel a controlled area to focus on for frequent disinfecting and cleaning while reducing exposure to staff and the public.
- We have not needed to since we were already behind bullet proof glass
- We just maintain the 6 foot rule and if not available masks are required.
- We opened a walk-up window to the town clerk's office.
- We set up a drop box/pick up system when we closed to the public.
- When Town Hall reopens a barrier will be installed. We are also adding a separate entrance for the Police Department (who would otherwise come through the regular lobby for Town Hall).
- When we do open to the public we will request the public where masks and supply them other than at the Transfer Station where 6ft social distancing can be maintained at all times, though we still will encourage the public to wear masks there.. We have an employee policy that requires employees to wear masks when within 6 feet of each other.
- When we do open we will have plexi sneeze-guards in place and our public bathrooms will be touch-free.

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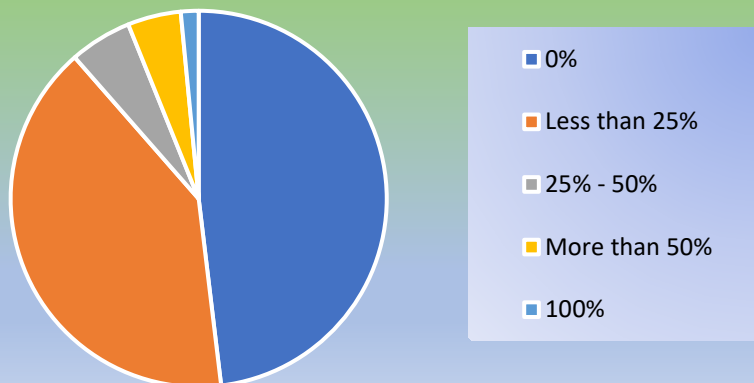
Have public bathrooms remained opened for use by the public?



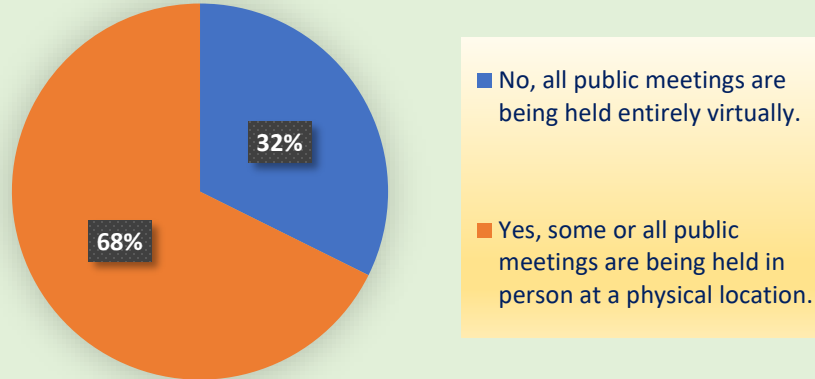
If public bathrooms were closed, have they reopened?



What percentage of municipal employees are working remotely?



Are any public meetings being held in person at a physical location?



Other Comments – Public Meetings Being Held in Person at a Physical Location:

- All Select Board just started 06-29-2020
- All are meeting in person but have the ability for residents and committee members to participate virtually if they so choose.
- All are meeting in person, however there is an opportunity for the public and other members to attend remotely, either by zoom or by phone.
- All boards and commissions
- All meetings are being held public with a limit of 10 people as of right now
- All, however all meetings were held virtually until June 15th.
- As of June 8th, with lifting of 10 person congregating limit, all public meetings have returned to in person.
- Assessing board only.
We are working on a plan to bring council standing committees back to face to face in Sept. The challenge is having enough space and the correct technology to provide a modified option so those who feel safer at home can still participate.
- Board and Committee meetings are held outside under a tent at town hall. If a committee meeting will be less than 10 people it may be held in town buildings.
- Board Members are meeting if they so choose, with the public and other members participating virtually.
- Board of Selectmen (9 responses)
- Board of Selectmen, Water/Sewer Commission, Solid Waste Advisory Committee (Beginning in July), Energy Commission (Beginning in July), Kemp Park Committee (Beginning in July)
- Board of Selectmen and Planning Board have met in person right along, but starting in July the rest of the committees (Zoning Board, Conservation, Trustees of Trust Funds, etc.)
- Board of Selectmen are meeting in person. Other Boards are meeting "hybrid" - members can attend in person or participate via Zoom or telephone (with proper public notice)
- Board of Selectmen with two of the three calling into the Zoom meeting
- Board of Selectmen, Planning Board, Conservation Commission
- Board of Selectmen, Assessors, ZBA
- Board of Selectmen, PB, ZBA
- Board of Selectmen, Planning and Zoning are meeting in person. All committees are still on ZOOM
- Board of Trustees Meeting was held in the library - non-public session
- BOS, Budget, EDC, Conservation, ZBA, Planning
- City Council, Finance Committee, Community Development Committee, Historic District Commission, Library Trustees

- Conservation Commission has met twice in the parking lot at town hall, using social distancing. Prior to that they were meeting remotely.
All other meetings are being held remotely.
- Currently all are on Zoom but permission has been given to meet in the large meeting room, limited to 12 total, using Zoom and livestream on Utube
- hybrid, all can meet in person but members and public can choose virtual options
- Just recently we started having public meetings at a physical location but also available on Zoom for those individuals who do not want to be in the building.
- Most meetings are only remotely, although the Selectmen gather in a large room and record to rebroadcast and welcome people via Zoom. Department Heads allowed to come 1 or 2 at a time to keep number under 10. (5 Selectmen, 3 staff regularly there).
- Now, All are
- Old Home Week Committee, Water Bandstand Committee, Library Trustees. They must meet outside with masks, social distancing, etc. They are not allowed into the building yet. Only BOS, PB, ZBA are allowed inside with remote access to the public.
- One of our committees used the conference room last week to hold a meeting.
- Only the Emergency management team has met in person.
- Planning Board and Selectmen are meeting via Zoom, the Conservation Commission is meeting in the parking lot of Town Hall with Chairs set up a minimum of 6-feet apart.
- Recreation Committee and Heritage Commission are meeting in person outdoors because some members do not have the technological ability to meet virtually. The public may attend in person if they wish but must maintain social distancing
- Select Board & Planning Board Meetings
- Select Board meeting remotely using WebEx; public participating remotely by telephone under E.O. #12; also streaming on Cable Access and Facebook.
NOTE: Select Board met in-person 6/22 following social distancing guidelines. Returning to remote meetings in July due to concerns raised after 6/22 meeting.

ZBA and Planning Board are meeting in-person, with 1/2 of members calling in; public participating remotely by telephone under E.O. #12; also streaming on Cable Access and Facebook.

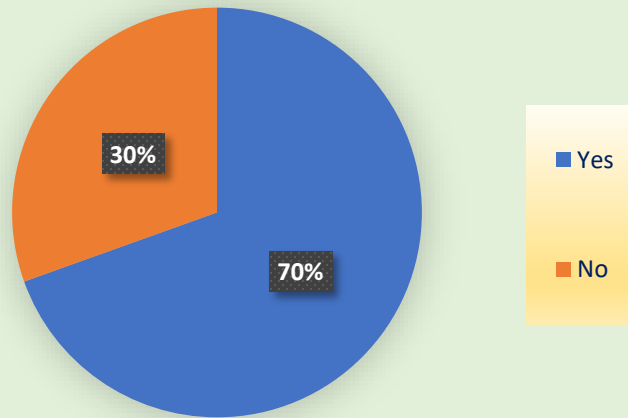
All other Boards meeting remotely using WebEx OR not meeting at all.

- Select Board Meetings held on the first and third Wednesday of each month.
- Select Board, Bike-Ped Adv. Committee, Budget Advisory Committee
- Select Board, Library Trustees
- Select Board, Conservation Commission
- Select Board, Conservation Commission (outdoors)
- Selectboard, Conservation, ZBA, Historic District
- Selectmen & Planning Board
- Selectmen continued to meet. All other meetings as of June 18
- Selectmen, ZBA and various committees
- Selectmen's bi-weekly meetings only with masks and social distancing in place.
- Selectmen's meetings only.
- Some members of Boards use the Town Office for meetings, but physical presence is mixed with a virtual presence
- The Board has recently allowed smaller committees and commissions of between 8-10 participants including the public to resume in person meetings in our Town Hall.
- The Planning Board has held in person meetings using a schedule for presenters with no public access. The meeting is being held simultaneously on Zoom for the public.
- The Select board have continued their regular meetings in a larger meeting room to accommodate public access with social distancing greater than 6 feet.

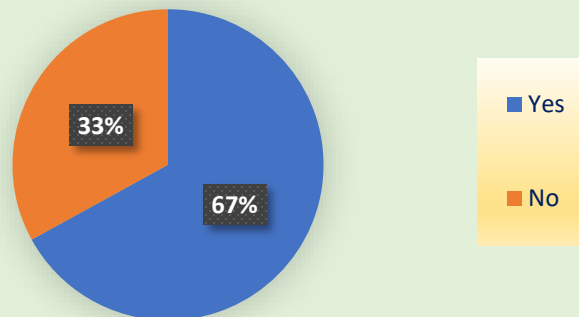
- The Select Board holds their regular meetings in the Town Office Building (first floor) and all attendees wear masks. All chairs are set up to practice physical distancing. There had never been 10 present in the room. Other committees utilized the Hebron Common or zoom.
- The Selectmen had their first in-person meeting this week, all other groups are meeting virtually.
- The Zoning Board of Adjustment and the 300th Anniversary Committee are uncomfortable meeting via Zoom and have been allowed to meet in the building as of June 23rd, 2020.
- They will begin, if we can manage social distancing and virtual participation with adequate audio after July 13th
- Town Council and ZBA. Remainder are still meeting via electronic means.
- Town council, and we are beginning to have all town committees a begin to meet in person again.
- Two committees will be held in person this month: Economic Development and Budget Committee. Meetings will be for board members only and the public will participate by zoom.
- Various committees hold meetings via zoom but have some of their members physically present in the meeting locations and have been doing this since the pandemic began. Members of the public have attended but under the social distancing guidelines and maximum occupancy limitations
- Water/Sewer Board meet 2nd Wednesday when there is a quorum and we held our last meeting at the Samuel Paul Community Center
- We are having our first Selectmen meeting in person on July 7th.
- We are just starting tonight to allow public bodies to meet in person but still requiring them to use Zoom as not all committee members and the public have a desire to attend in person and in some cases, such as the Planning Board and Conservation Commission prefer to meet via Zoom. As of now, the Zoning Board, Budget Committee, Energy Committee, and possibly the Library Trustees are planning in person meetings combined with Zoom.
- We are still recommending that folks watch the live stream video, in lieu of attending in person. There is a conference call set up and time provided for public comments.
- We had one staff meeting on the lawn (4 of us) on a lovely Thursday. Our first summer concert of the season got rained out we will try again, July 7th at 7 pm.
Tomorrow we are trying an outdoor children's music program at 10:30 am with limited attendance outdoors.
- We have had two City Council meetings in person, but will return to Zoom meetings July 8th because of technical issues.
Also, the Police Commission are meeting in person.
- We have moved all but the Selectboard meeting to our rec center gymnasium to facilitate social distancing. We are zooming all Selectboard meetings as well. We are making major acoustical improvements to the gym using our Goffer allotment. We have ordered a PA system, wall hangings and a floor mat (\$40k +/-) to facilitate the meetings as the acoustics were so bad no one could hear each other.
- We held our first in-person public meeting on June 18. We also offered the meeting virtually.
- Zoning Board, Planning Board, Selectmen meeting

(continued...next page)

For public meetings held in person, is the public being provided a call in number or other virtual/streaming means of listening to the meeting?



For public meetings held in person, is the public being provided a call in number or other virtual/streaming means of speaking at the meeting?



Anything else you'd like to mention about your reopening process:

- All departments remained open to the public - board and committee meetings are being held virtually, but may soon resume in person meetings in the near future
- All employees that could work remotely did so from March 17 through the first week in June. The Town Clerk was the exception; she and her staff took turns coming to the office, and took appointments as needed for things that cannot be done online. Office renovations were done (a new service window in the hall) so that all employees are shielded from the public. Zoom software is used or available for all meetings. We have a "no mask, no service" policy.
- All is going smoothly so far. We opened our Farmer's Market Memorial Day weekend which has gone well with social distancing and masks. It will be good to have the library open on July 7 and the town general store opening July 7 with new proprietors.

- As virtual Zoom meetings are working well for the Planning Board, I would like to continue all virtual meetings for the foreseeable future. We have had increased attendance and plans or documents being discussed are more readily seen and understood by all.
- August 3 is a tentative date depending on what happens in NH.
- Because our town office building does not have a lobby, one person in the building means another customer cannot be safely distanced while they wait to be served, so we have remained closed to the public - using drop box to get documents to process. We are working on a plan to establish an appointment system for those who would prefer in-person service.
- Because we are such a small town, we are able to offer outdoor curbside services very easily, with no complaints from our residents. We do not plan to re-open our Town Offices to the public until the weather makes it a necessity. At that time we will require masks indoors, will have plexi sneeze guards in place along with hand sanitizer stations, and will have touch-free bathrooms.
- BOS meetings: physical attendance allowed, teleconferencing services provided, live streaming on Facebook and a separate phone line available to the public to alert of any technical issue
- DPW is also closed to public (no cash transactions).
- During public meetings the public is invited into the town hall after washing hands and sanitizing. They are then seated in the meeting room at already arranged seating that is spaced apart.
Town hall business (other than attending a meeting) have been closed to the public, by appointment only.
- Each department submitted a phased re-opening plan to the City Re-Opening Committee. To date, there are no serious issues concerning these re-openings. The City Clerk's office is awaiting guidelines concerning upcoming elections.
- Even though Town Hall has reopened, we are still recommending that folks conduct business online whenever possible or that they take advantage of the window service we offer (this has been very well received by our residents).
- For in-person meetings, we are providing listening capabilities for the meeting through a conference line, but for Select Board only.
- For public meetings held in person, not all meetings offer a virtual means of speaking at the meeting but all offer a virtual means of providing public input.
- For the two prior questions, we provide that information as part of our virtual meeting agendas.
- For the two questions above, we are not holding meetings in person, but do provide virtual and call in numbers for the public. The meetings are also streamed on public access along with the internet.
- From mid-March through May 29th, virtually all municipal employees who could work remotely were doing so. A handful of essential personnel worked at City Hall and the DPW Facility.
- If the State increases in cases the offices will go back to appointments and cleaning between each transactions per customer.
- It seems as though the residents are very satisfied with our reopening procedures and for the most part have been respectful of social distancing.
- Employees wear masks when getting closer than 6 feet apart from the public. We have a glass barrier.
- Limiting the number of people in the entrance to the Town Office to be able to keep them 6 feet apart. Strongly recommend residents to use mail in payments for tax payments and vehicle registration. Selectmen's meetings have been moved from the Town office to the meeting house where there is room for people to keep 6 feet apart.
- Only first floor of Town Hall is open and only the hallway and doorways to the first floor departments. Second floor is closed to the public. Bathrooms and all other areas of Town Hall are closed.
- Our plan was to reopen Monday, July 6, 2020 until the Governor's orders pushed it off an additional 3 weeks. Now we are looking at Monday, August 3, 2020.
- Prior to June 15th all public facilities were closed to the public and all transactions (except by appointment) were done online. Approximately 50% of the office staff (off and on) were working remotely. We were able to transfer all calls to those working from home so that customers with questions were able to speak to a person.
- Recreation programs were cancelled because they use school facilities which were closed. The office has remained open to process refunds.
The Library was closed and is finalizing a reopening plan.

- Regarding the last two questions, we have kept our Board of Selectmen meetings in person, but never have kept anyone from speaking or attending. We have used cell phones to have people attend and those that come to the meeting, due to the size of our room, have shuffled people in so that they all get a chance to speak. We have not had that many as people have really been staying home for the most part.
- Reopening is reviewed during every BoS meeting. Our primary concern is the Town Clerk's office being exposed. If that were to happen there exists no possibility of working remotely and that impacts auto registrations, tax collections, cash flow, and the level of service to residents.
- Some of my answers above are probably not clear. In mid-March we immediately locked the front doors, set up a staff rotation so each department was covered but others worked from home, set up drop boxes for official documents and payments, built plexiglass windows on every counter and only let one person in at a time by appointment. We soon thereafter built a walk-up window for the town clerk with a slot for passing papers.
- Every meeting since it became legally possible have been held entirely on zoom.
- Some of our public meetings are televised and streamed live on internet (same as was done before COVID). Likewise, citizens are able to attend all public meetings and comment in person (as was done before COVID, albeit with social distancing practices in place). However greater emphasis is placed on encouraging citizens to use email, voicemail and postal mail for sharing comments prior to meetings which are then recorded with meeting minutes.
- Expect this situation to continue indefinitely into the future.
- The offices at the Municipal Building will be fully opening to walk-ins on 7/13/20. This includes Town Clerk/Tax Collector, Community Development, Town Manager and Finance.
- The Community Building and Old Town Hall will not be available for use by town organizations and/or rental by the general public. Tentative opening date for this purpose is 9/7/20.
- The public is not required to wear a mask, but we are strongly recommending it. We have one bathroom open to the public; all others are for employees. Custodial staff and employees are sanitizing on a regular basis.
- There is a desire among some public officials to allow for a majority of board/committee members to have Zoom-type meetings once the State of Emergency ceases.
- The Select Board is in no hurry to open more than it currently is which is that some Town Clerk functions are available by appointment only. We appreciate the authority to have virtual meetings and have no intention of having in person meetings as long as virtual ones are allowed for the foreseeable future. We are working on a plan to open more in a phased way. It is complicated by limited staff to assure that the public is social distancing. Only the Town Clerk is eager to completely open the facility at this time because operations are more cumbersome for her while we are closed. All other employees at the Town Hall are functioning well some remote and some in person.
- Town Clerk is open for walk-in traffic on Thursdays from 4:30 - 6:00 pm. Appointment only the remainder of the week.
- Town Clerk will be opened Tuesdays and Wednesdays 9am - 3pm
- Residents happy we are open again and understanding of new safety barriers, requests for mask use, and social distancing protocols.
- Unlikely to happen anytime soon beyond Clerk/tax by appointment and limited meetings primarily using Zoom.
- We already had barriers and windows between which is why we are not requiring the employees to wear masks unless that have to get close to the public. The public is recommended to wear masks, not required and we are providing them for those that don't have them.
- Our meetings have always been small so always fell under the less than 10 so we never stopped having our meetings. Also we were closed to the public but still here working and doing our normal activities.
- We are following a phased plan that has specific criteria that needs to be met before we can move to a new phase. Plan approved by the Library Board of Trustees. The health and safety of our town and state have been the primary focus of our reopening plan. With an abundance of caution, we will move towards reopening fully to complete our mission.
- We are holding off as long as we can. We closed in early March, just after Town Meeting. We each have an individual office and respect 6 feet of distance. All services switched to on-line or by appointment only. We do as much as we can at the door, or outside. If someone needs to enter the building, we ask that they wear a mask but I have noticed some people do not wear a mask and we don't insist.
- We are still pulling our reopening plan together, but it has taken a back seat to our town meeting preparations. We intend to focus on reopening more after voting on July 14th.

- We are working on getting a call in number for people to speak. Currently all meetings are airing on local cable channels and on Facebook live.
- We continue to encourage all business to happen via telephone or video conference. We have no plans to open our buildings back up to the public in the near future. Appointments are allowed for visitors if the business must be done in person. Our field personnel is encouraged to wear masks whenever interacting with customers/public.
- We continue to hold BOS meetings via zoom. Today is the first day the building has been deemed open to employees. Everyone fills out a screening form daily for monitoring symptoms and we have a policy in place for employees to follow for the "new" rules during this time.
- We did post a sign outside the front door with guidelines for the public to use when entering the building. We have had no issues. The public is very cooperative.
- We had an assessment done of Town Hall and it was determined that it is not practical to alter it in order to make it Covid-safe (small, old brick building that is essentially one room) so we are now exploring the possibility of leasing office space.
- We have a decent size Town office lobby but we are limiting how many people can come in at a time
- We have actually had more people attending the Selectmen's Meetings over the last couple of months (although the number is under 6 but still an improvement).
- We haven't "required" all staff to wear masks but we have strongly encouraged them to do so when social distancing is not possible.
Park & Rec and Library staff are required to wear mask as part of their opening guidelines to reopen to the public.
- We hope to open face to face meetings in July with virtual still continuing for public and guest speakers. We also hope to allow walk-ins mid July.
- We never really closed. I worked at home for about 6 weeks, then returned to the office. There are only two people (myself and one other) who are in the office on a somewhat regular basis. We seldom have walk-in business. However, we did (and still do) have masks, gloves, and hand sanitizer on hand for anyone who feels more comfortable using them. I'm not sure if we will continue to hold meetings both virtually and in-person. The virtual meetings -- including our annual meeting with drive-thru voting -- have actually had much better attendance than what we usually see!
- With the 6 feet apart requirement and revised room occupancies we find ourselves without any building that has the capacity to hold a public meeting if we are expecting it to be well attended. 10 people in the room are the limit. The school is not allowing any public in and may not in the future which leaves us without a venue for the upcoming elections.

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