October 2026 Deputy Clerk Monthly Report

The office has been quite busy this month with ongoing efforts by all to get caught up after a hectic summer, and with budget season now in full swing.

Records scanning and digital conversion continues to fill any day to day down time I may have.

Utility management has been a learning process since day one. Caselle's latest conversion did not take well, and they say it will be at least a year before they expect utility statements to be processed correctly within the system. Until then, we have figured out a work around that allows us to still send statements, which, after many tech support tickets, all of the necessary and correct information is available. We continue to receive very negative feedback about the process to view/ pay utility bills. Many customers also report not receiving their statements. In general, the PayWoot/ BillFlash, Town of Lake City website method to view and pay bills is not a popular system and leaves our customers very confused and frustrated.

Christina and I had the amazing opportunity to attend the CMCA conference in Estes Park. It was an exciting experience as we were able to learn from and connect with other municipal clerks from around the state. Highlights included the Clerks Nuts and Bolts session where I had a chance to hear the unique challenges and successes of other clerks. Another session led by RMNP Management Specialist and the Town of Estes Park Trustee Frank Lancaster explained how these two entities have worked through back to back disasters through IGA collaboration, innovative problem solving, and working together to create solutions and not additional hurdles.

Saving the best for last, while we were in Estes Park, Christina and I took the opportunity to meet and adopt our new office dog and BFF Bernie!!! Please stop in the office and say hello to this sweet boy!

