

**New Hampshire City & Town Clerks Association  
Executive Board Meeting Minutes  
April 15, 2009**

**Attendance:** Kathy Seaver, Deb Clark, Sue McKinnon, Rita Eigenbrode, Tricia Piecuch, Pat Waterman, Deb Cornett, Judy White, Jean Oleson, Jeanette Vinton, Susan Wagoner, Theresa Upton, Phyllis Thompson, Lori Holmes and Linda Hardy. Absent from the meeting were Kathleen Valliere, Kimberly Johnson and Judy Rogers. Guests present were Cynthia Torsey, Sandy Rowe, June Jans and Lori Radke.

President Seaver called the meeting to order at 9:36 AM.

**Secretary's Report**

A motion was made by Jeanette and seconded by Deb Cornett to approve the February and March 2009 minutes. There being none opposed, the motion carried. Members not present from the respective meetings abstained from approving those minutes.

**Treasurer's Report**

The Treasurer's Report was put on hold until next month.

**Correspondence**

Kathy advised the Board that she had received a communication from Peter Estabrooks and Esther Leiper-Estabrooks from Jefferson regarding voter apathy and some clerks stated they received the same, so it was received and filed.

Kathy also received a communication from Jane Wright, former Town Clerk of Fitzwilliam, thanking the Association for her Honorary Membership as well as the pewter vase she received.

Also received was a thank you on behalf of the family of Constance Ledger, former Shelburne Town Clerk, for the donation made by the Association to the Lawrence E. Philbrook Family Scholarship at the University of Maine.

**Legislative Report**

Denis Parker and Lori Radke were next to address the Board.

Denis noted there would be no legislative breakfast this year due to the timing of the session. Regarding legislation it was quiet and they reviewed the list of outstanding bills that the association was still monitoring.

**Office of Information Technology**

Dennis Roffman was next to address the Board.

There were 28 user agreements still outstanding with Friday being the deadline and Nashua went online yesterday making 221 towns that were online.

Working with DOT regarding EZPass to arrange user acceptance testing in a week or so. Still no exact schedule as to when it will be completed or implemented, but will advise the board once a schedule has been established.

### **Registrations**

Karen Patterson was next to address the Board.

They are discontinuing DSMV 344 Daily Transaction Log form. MAAP browser and the MSP software provides this information online.

Be careful when doing a renewal with a plate change as they have seen a lot of clerks releasing the plates by mistake, which makes an increase in short slips and creates significant delays for the customers.

If agents can not connect to MAAP, check your emails and if nothing states its down, then contact the MA Help Desk. If MAAP is not down, agents using third party software need to check with their software company to be sure that the outage isn't related to the software. The MA Help Desk will walk the agent through the process of recovering from the outage. This involves a router check, checking connections and rebooting. If the issue doesn't get resolved a ticket will be put into Department of Information Technology Help Desk with a synopsis of the problem. Information Technology will then assign the ticket, prioritize them and then contact the agent.

The State has a maintenance contract for fixing and replacing the T-640 printers and the MA Help Desk should be contacted if a problem exists. Clerks are still responsible for clearing paper jams and replacing the toner, but if it is something more than the Help Desk should be called. The Help Desk will contact Information Technology who will contact the contractor to either fix or replace the printer. Machines should not be swapped out when one is down and when calling the Help Desk make sure they are aware if you are completely down so it can be assigned with the correct priority. If a town/city wants to purchase a spare printer they can, but it would not be covered under the State contract as it was not State equipment.

Online Municipal Agents may issue the initial plate type of any plate (except APRO/SEMIT/COMM) provided the customer already has the non-initial form of that type of plate. If any questions, call the MA Help Desk first. Kathy S. asked about initials on the application form as previously it showed just initials and now it showed clerk's initials. Karen stated it was the clerk's as it verifies you issued the plate.

Kathy S. asked for clarification on the proper way to complete a document pile as what was told at the New Clerk's Workshop was different then what some clerks were doing. Karen stated it was in the manual, but they would send out an email advising clerks of the correct method of folding a document pile.

Karen stated Kelly was still awaiting feedback from the clerks as to what processes they would like to do in the future as she had only received four responses. Deb Clark stated if the Claremont substation or other substations were going to close, then clerks should be able to do

everything so that customers were not inconvenienced.

### **Title Bureau**

Sue Smith was next to address the Board.

The new title handbook was out as of February 2009, so if any clerks need them, email the Title Bureau and they will send them out. They will also be available at all the regional meetings.

Sue provided the board an example (see attached) of a list of what items were suspended and a list of what the codes were, but missing from the report were void items, which they were working on. In anyone would like a list, please contact the Title Bureau.

Kathy S. stated at the New Clerk's Workshop there seemed to be a new interpretation on sign off of two people on a vehicle with one owner changing that the one that was not going back on would have to sign off and now they were told either could sign off. Sue stated if two people own a vehicle and there was an "and" then both people have to sign. If its an "or" the interpretation was determined that it was the same as joint tenancy with rights of survivorship, however under the "or" conjunction you can not sell the vehicle to yourself, but could add someone else on and it could be found in the Administrative Rules.

They have seen a decrease in title applications for online towns that shows no monies listed, but were collected. Vendor towns, if you are working offline and you take money on a title application it will not show on MAAP, so remember that you are not supposed to be doing titles if offline, you are only supposed to do the town portion.

If someone comes in with a blue copy from a dealer or a lien holder do not charge them the state fee. Blue copy no state fee, white copy charge the state fee.

Just as a reminder that you don't have to check off dealer no charge and name change or veteran or surviving spouse as it indicates no charge. The system doesn't like the redundancy and if you check off something in the zero fee category there was no way out of it except to cancel if you go past that screen.

The eligibility for no fee veteran is different from title and registration. On MAAP where it says veteran, blind or amputee, were the only two categories for a veteran to receive a free title.

Remember there are no title fees for government vehicles, so please make sure that your council, selectmen or board know if they should purchase a vehicle through a dealership they should not be paying any title fees.

### **Elections**

Anthony Stevens and Daniel Cloutier were next to address the Board.

Anthony stated they were looking for any suggestions from the Board for the upcoming Regional Meetings. They would be discussing the rising requirements of data they need to submit to the federal government, but were looking for other ideas.

Pat suggested that they bring to the Regional Meetings, the absentee envelope handouts Karen Ladd did at the New Clerk's Workshop. Anthony replied they would.

Anthony informed us that New Hampshire was one of the top performers in getting absentee ballots out to military and overseas voters and that New Hampshire has more elected election officials than any other state in the country.

Discussion occurred about the Federal Post Card Application for an absentee ballot with different clerks treating them differently. Some clerks were told it was good for only state and federal elections, while others were told they were for all elections unless otherwise specified. Anthony will verify with Dave Scanlan and advise the clerks if UOCAVA does not cover local elections.

Pat stated they could also discuss the ten-year purge. Dan stated in talking with Deputy Attorney General Bud Fitch, there was an implied duty to scan the voter history for all elections over the next two years so that the clerks or checklist supervisors would not have to go through all the checklists manually as the system can run it automatically.

Anthony stated they were not able to submit to the Federal Government four fields that were required under the absentee ballot reporting, so it will be important for clerks to track this information in the future in ElectioNet from the beginning to the end including rejections and then reconcile the information. Data from ballots received back returned to sender or ballots received after the election should be entered into the system up to March 31<sup>st</sup> of the following year, so the most up-to-date information could be reported to the Feds. Congress may look at passing additional laws to make it even stricter.

Tricia asked if the module relative to receiving absentee ballots back as returned to sender, prior to the election, would be fixed as those ballots show on the Moderator report as a ballot returned, but the ballot could not be counted. Dan stated it was originally configured that way and now there was a problem, so he would look into it.

Dan stated they had gone through a lot to redevelop and redeploy the way they were going to train in ElectioNet. They have broken it out into modules for clerks to attend the ones they feel they need the most and that training would probably start this summer.

Jeannette asked if they had an updated manual. Dan stated they have also redeveloped the training guide and the idea would be to have it electronic.

### **Vital Records Administration**

Steve Wurtz was next to address the Board.

The same sex marriage bill passed the House and now was in the Senate. If it passes it would be effective January 1, 2010 and depending on the final wording it will determine how they will proceed, so he would keep us informed.

He now has the ability to purge outstanding pending records. The purge will be done once the reconciliation process for invoicing was done for the month. The biggest error he has seen in doing the reconciliation was that a customer wanted two records and only one was printed. The best way to handle this was to print two at \$12 and then make the adjustment on your report at the end of the day, by subtracting one at \$12 and adding one at \$8.

On April 28<sup>th</sup>, the Vital Records Improvement Fund Committee would be meeting to formulate a new RFP to go out for bids to for a replacement of NHVRIN.

On marriage licenses it was imperative that they get sent to the state immediately. For smaller communities they should be sent daily and for larger communities, send them weekly.

New Clerks Workshop training will be posted on NHVRIN today.

### **Regional Meetings**

The Merrimack Valley Regional has been set for June 10<sup>th</sup> at the Common Man Restaurant in Concord and the Dartmouth Lake Sunapee Regional is set for May 14<sup>th</sup> at the Whipple Memorial Town Hall in New London.

### **Dog Licensing**

Kathy S. stated there was a difference in how people handle the rabies issue with dogs as some will allow them to register the dog right up to the expiration date of the rabies while others will not issued a license if the rabies expires within 30 days of the license year expiring or if its within the month that its being licensed. Jeannette stated there was nothing in the law that dictates it and for uniformity all clerks should be doing it the same way, so maybe there should be legislation to clarify it. Discussion ensued that some of it was the policy of the town and in some cases it was hard enough to get them in to pay the first time. Pat states it would be a good discussion for the conference.

### **Conference**

Pat stated that they were trying to get the State Vet to attend. Kathy S. stated if time permits, she would look at having break out sessions with the vendors like, BMSI, Interware and ClerkWorks to discuss issues with dogs as some have unique features that clerks may not be aware of.

Discussion about the gift for the conference as well as the entertainment. On the entertainment Kathy S. said she got a great deal on the individual and that if we paid for her room it would be under \$500. Motion by Phyllis that the Association pays for the hotel accommodation. Duly seconded by Pat Waterman. There being none opposed the motion carried.

Deb Clark brought up the costs of future conference on how to keep costs down so that the President can choose a place for the conference that towns could afford. Some ideas tossed around was to not give a gift and subsidize every town sending a clerk with \$25 for one room, whether we could do any fundraising, whether to offer some type of other assistance or a scholarship and whether to solicit gifts from the vendors.

**Other Business**

Judy brought up that the Board was going to look at revising or updating the By-laws and the Code of Ethics of the Association and was wondering when that would occur. After discussion, the June meeting of the Board will be to discuss those changes so that it will be out to the membership by the end of June and in time for the Annual Meeting.

Pat brought up that notices that go out to the Tax Collectors and Town Clerks to please pay attention to where the replies go as they are going to the wrong individuals, especially when it involves monies.

Deb Clark noted that guest Cindy Torsey has been attending our monthly meetings since the beginning of the year. The purpose of her attendance was to keep the lines of communication open between the Tax Collectors and Town Clerks. Cindy serves as President of the Tax Collectors Association.

**New Clerk Workshop**

Sue asked about providing a certificate of completion for the New Clerk's Workshop with all Board members agreeing it would be a great idea.

Motion by Sue to adjourn. Duly seconded by Jeanette. There being none opposed the motion carried.

Meeting adjourned at 1:25 PM.

The next regularly scheduled meeting will be Wednesday June, 17, 2009 at 9:30am at the Department of Motor Vehicles (Auditorium) 23 Hazen Drive.

Respectfully submitted,

Tricia Piecuch