



TOWN OF SPEEDWAY

ANNOUNCEMENT

As a commitment to better serve the Town of Speedway community, we are excited to announce new hours in the Clerk-Treasurer's Office.

Effective **Monday, September 27, 2021**, the Clerk-Treasurer's Office will be following the below schedule:

Monday: 9:00 a.m. to 6:00 p.m.

Tuesday through Friday: 7:30 a.m. to 4:00 p.m.

Office remains open during lunch Monday – Friday

What are the benefits of the new hours?

- Adds three additional hours of open office time each week, extending business hours beyond 8 a.m. – 5 p.m.
- Keeps the office open during lunch
- Addresses the most common requests brought up in the online survey
- Shifts our open hours to when we see the most foot traffic and call volume
- Opens 30 minutes earlier four days a week to meet earlier contractor permit demand
- Does not require the addition of staff or increase in other operating costs

We appreciate everyone who took time to respond to our survey, and especially those who provided written feedback. In addition to requesting hours outside the 8:00 a.m. to 5:00 p.m. timeframe and remaining open during lunch, several individuals requested that we continue offering services that eliminate the need to come into the office. Many process changes were implemented during COVID, and it is our intent to continue offering remote capabilities as well as continue to invest and expand on those capabilities.

While we hope the changes to our office hours improves and expands our ability to serve the public, we know that short of being open 24/7, the changes will not cover every person in every scenario. We received a couple of requests to offer open hours over the weekend. It would be challenging to do this without increasing costs and the size of our team. However, if you have a special circumstance that makes it difficult to reach us during the week, please call us to discuss an arrangement that may better accommodate your needs.

It is our commitment and pleasure to serve the Town of Speedway. If you have other suggestions to help us improve our level of service, please contact Town Clerk-Treasurer Jacob Blasdel at jblasdel@speedwayin.gov, or call our office at 317-246-4111.

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