



## TOWN OF BROOKLINE, NEW HAMPSHIRE

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BROOKLINE, NH 03033-0360

<http://www.brooklinenh.us>

### Minutes Open Government Working Group (OGWG) June 10th, 2021 at 7:00pm

Members present via ZOOM video conference: Peter D'Agostino, Tom Rogers, Rose Baier, Susan Holroyd, Jill Ketchen, Maria Bechis, Vanessa Hale, Tim Del Signore, along with Selectboard member Drew Kellner. Also present: Peter Cook

**7:05PM Pete** called the meeting to order and advised we are meeting under Executive Order #2020-04 and Emergency Meeting Orders #12 and #23 which will allow for remote meetings. Members stated where they were and that they were participating remotely due to COVID-19.

#### MINUTE ADJUSTMENTS

**Pete** said that there were some spelling errors with members names in the minutes that had been corrected, and if anyone wanted to add or make any changes to the minutes. There was no discussion.

#### APPROVE MINUTES

*Drew amended the motion, seconded by Susan, to accept the changes and approve the minutes from the May 24<sup>th</sup> meeting; Roll call vote Yes 6-0.*

#### PUBLIC INPUT

**Peter Cook** expressed concerns over not receiving any information about the 1<sup>st</sup> meeting of the Working Group. He said that he found out about the meeting through the hard copy that is at the post office and advised that if we are looking for engagement from the public then we need to attempt to get this information out to people who do not have access to the website. **Pete** advised **Peter** that this is the purpose of the Working Group, to find ways to improve the dissemination of information out to the public, as well as increase community engagement. **Peter** suggested we

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look into the Emergency Management System to find out how they put out information and what their policies are in regards to disseminating information to the public. He also talked about figuring out how to reach non-responders, possibly getting on the phone etc.

**REVIEW MAIL FOLDER**

The Working Group will be meeting in person after June 12<sup>th</sup>. Anyone who is not vaccinated is required to wear a mask. The Town Administrator has organized a hybrid meeting, where people who are unable to wear a mask may still be able to attend and participate via zoom. The hybrid version has been tested and is available for members of the working group and the public.

**ANNOUNCEMENTS**

None

**WORKING GROUP UPDATES/PRESENTATIONS**

None

**DISCUSSION AND DECISION**

**Subcommittee on engagement with Elected Officials/Appointed Officials/Town Staff**

*Updates regarding ongoing efforts:*

**Rose** advised that members of the subcommittee were able to gather information from town employees **Patti, Kristen and Valerie**, as well as Selectboard member **Drew**. The information gathered centered around current staffing needs, workflow processes, and tools and technology currently being used by town employees. During their discussion with **Kristen**, she advised them that her and **Valerie** are diligent with following the RSA requirements and getting information out to the public within 24 hours. The RSA requires that information be posted in 2 public places. Currently, town staff is posting information on the town website, town hall, and at the Brookline post office. **Kristen** told them improvements can always be made in regards to getting information out to the public, but she didn't have any idea on what those improvements can be. **Rose** advised the Working Group that these places raised concerns with members of the subcommittee, due to the potential for these places to be low traffic areas amongst residents. **Rose** then provided ideas for possible improvements that can be made, such as but not limited to, providing an outdoor bulletin board, marquee, or electronic banner at a high traffic area, like the transfer station, for the purpose of posting information to the public.

*Needs for the Subcommittee:*

**Rose** asked if the town has a Zoom account that the subcommittee can leverage in the event that a town official isn't able to meet with members in person. **Drew** advised that the town does have an account, but they are trying to limit how many people have the password. He advised that

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members can ask the town employee to create a Zoom meeting for the discussion and then send the meeting information to the members.

***Adjustment to current efforts:***

**Rose** asked if the subcommittee should be gathering input from anyone besides **Patti, Kristen, Valerie and Tad**. **Pete** advised they are the main sources that we would gather information from in regards to the Working Group's efforts. **Vanessa** expressed concerns about not gathering information from the Police Department, the Fire Department or Public Works. **Drew** advised the subcommittee would not get much value in having a discussion with them, as their dissemination lies with the Selectboard, meaning that before anything is published it would need to be approved by the Selectboard.

***Next steps for the Subcommittee:***

Rose advised a discussion with Town Administrator **Tad** has been scheduled for July. **Rose** and **Maria** also have a discussion with **Valerie** to follow up on the feedback the subcommittee received from her.

**Subcommittee on engagement with Technology Vendors**

***Update regarding ongoing efforts:***

**Drew** has met with Municode as they are a major vendor in this space. He stated that Municode and CivicPlus, which is the Town's service provider, are very similar. The subcommittee is considering a more of behind the scene aspect and looking at the circle of governance. **Drew** said he is looking for a more integrated approach to posting meetings, agendas and minutes which would eliminate a multi-step process.

**Pete** advised that he met with Town Administrator **Tad** and currently meetings are recorded and time stamped. Agendas, minutes and packets to participants are all created separately. Currently there is a lot of manual effort in regards to creating the agenda, minutes, etc.

**Tom** has met with CivicPlus and said that right now the town is just using the basic web setup, but there is additional software that can be added. He mentioned that CivicPlus has a meeting manager called CivicClerk, that can manage meetings, agendas, minutes, videos on demand, town streams etc. The cost for CivicPlus and CivicClerk would be about \$4300 per year.

Both **Drew** and **Tom** mentioned that Municode and CivicPlus have an a la carte system of additional services and software that can be added to their basic package, which can streamline workflow processes for the town as well as services for residences which include but aren't limited to car registrations, dog licenses, taxes and payments online.

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***Needs for the Subcommittee:***

None

***Adjustments to current efforts:***

None

***Next steps for the Subcommittee:***

**Drew, Pete** and **Tom** advised there are ongoing discussions scheduled with Municode, **Tad**, and CivicPlus. Further, **Drew** advised that a demo session had been scheduled with Municode and **Tad**.

**Subcommittee on consideration of Town Policies, Procedures and Practices**

***Subcommittee update regarding ongoing efforts:***

**Pete** stated the subcommittee is not currently engaging in the policy & practices aspect, as they are trying to focus on the area that will have potential budget impacts in town first.

**Jill** advised that she is in the process of creating a survey for the public, and will send out a test survey for the Working Group to fill out first. The goal is to have the “test survey” completed, with feedback from the Working Group by July 3<sup>rd</sup>. The plan is to then launch the survey for the residents by July 4<sup>th</sup>. **Jill** and **Pete** will pass out QR codes during the 4<sup>th</sup> of July Parade, as well as spend a day at the transfer station passing out flyers. Other efforts will include providing information on the town website, using social media, and posting information on the Hollis Brookline News. **Jill** advised she will have the ability to tag the QR codes to see where residents received their information from with a subscription to Survey Monkey. **Jill** is hoping to present the analysis of the data received from the public by July 22<sup>nd</sup> to the Working Group.

***Needs of the Subcommittee:***

None

***Adjustments to current efforts:***

None

***Next steps for the Subcommittee:***

Jill will continue to work on the survey.

**MEMBER'S CONCERNS**

None

**OTHER BUSINESS**

None

**NEXT MEETING'S AGENDA**

Next meeting will contain updates on the subcommittee's progress in their efforts and questions of the survey will be workshopped.

**NEXT MEETING**

The next meeting has been set for June 24, 2021 at 7PM in person at the Town hall meeting room. The hybrid model will be available for people who cannot attend in person.

**ADJOURNMENT**

Meeting adjourned at 8:24PM.

Minutes submitted by Rose Baier.