



**TOWN OF  
BROOKLINE, NEW HAMPSHIRE**

**P.O. BOX 360 – 1 Main Street  
BROOKLINE, NH 03033-0360**

<http://www.brooklinenh.us>

**Minutes  
Open Government Working Group (OGWG)  
June 24th, 2021 at 7:00pm  
Hybrid Meeting Being Held In-Person and via Zoom  
1 Main St. Brookline, NH 03033  
Town Hall Meeting Room**

Members present in Person: Peter D'Agostino, Susan Holroyd, Maria Bechis, Drew Kellner, John Cross. Members present via ZOOM video conference: Jill Ketchen, (left the meeting at 7:45), Tim Del Signore

Public present: Peter Cook

7:02 pm OPEN SESSION, CALL TO ORDER

AGENDA ADJUSTMENTS - Subcommittee on consideration of Town Policies, Procedures and Practices was moved to the first item under discussion and decisions.

CONSENT AGENDA (Requires unanimous approval. Individual items may be removed by any member for separate discussion and vote).

- A. Approve Minutes – June 10, 2021- *Drew made the motion, seconded by Susan, to accept the changes and approve the minutes from the June 10<sup>th</sup> meeting; Roll call vote Yes 6-0.*

PUBLIC INPUT

Any individual may speak on any matter not included on the agenda and it will be taken under advisement by the Working Group. There will be no opportunity for debate during this portion of the meeting, however; Members may seek clarification of comments made by the speaker.

REVIEW MAIL FOLDER – No Mail to review

ANNOUNCEMENTS – No Announcements

WORKING GROUP UPDATES/PRESENTATIONS – No Presentations

## DISCUSSION AND DECISION

### A. Subcommittee on consideration of Town Policies, Procedures and Practices

#### I. Subcommittee update regarding ongoing efforts

- i. Update on Working Group Survey (Results). **Jill** gave an overview of how the test survey results process went and how the results were received. **Jill** indicated the data came back very well and noted that 100% of the respondents indicated Text and Email for their preferred communication method. **Maria** thought the survey was good and the length was as good. Other members indicated they liked the survey as well. **John** indicated there was a problem scrolling the survey. **Jill** agreed to send him an alternate version to test prior to distribution to the public. **Jill** indicated that the subscription costs were \$400/yr. **Drew** said he would ask for the request for funds be placed on the next Selectboard agenda. **Jill** and **Drew** discussed seeing if NRPC had a survey platform that the Group could use. **Jill** agreed to reach out to the Executive Director of NRPC to find out. **John** stated that we should make sure we indicate how long the survey would take to complete so people are more willing to complete the survey
- ii. Workshop Survey Questions - **Maria** asked to consider adding a question to the survey stating “Are you subscribed to the Town E-Alerts on the Town website?”.
- iii. Discuss Plan for Survey Distribution – There was a lengthy discussion around the specific details regarding the distribution plan. The discussion included all members of the group as well as the public in attendance. The result of the discussion is as follows:

#### Post Card Version

- Content
  - QR Code
  - Website Link to Survey (Bitly)
  - Contact Info
  - Location of Paper Copies
  - Statement of OGWG
- Distribution
  - July 4<sup>th</sup> Parade – (200 Copies)
    - Logistical Coordination with Tad
  - Local Businesses
    - All Restaurants
    - Gas Stations
  - Transfer Station
    - Sign-Up Genius Schedule

### **Electronic Version (Graphic)**

- Content
  - QR Code
  - Website Link to Survey (Bitly)
  - Contact Info
  - Location of Paper Copies
  - Statement of OGWG
- Distribution
  - Logistical Coordination with Tad
    - Social Media (Facebook)
    - Town E-Alerts
    - Town Website
    - Other Town Resources
  - HB Rotary Newspaper
  - Monthly Senior Lunch
    - Ed Kromor or Dennie Townsend
  - Civic Groups (Lions Club, VFW, Police, Fire, Ambulance)

### **Paper Version**

- Content
  - Survey Questions
  - Website Link to Survey (Bitly)
  - Contact Info
  - Location of Paper Copies
  - Statement of OGWG
- Distribution - (In and Out Box Provided)
  - Town Hall
  - Library
  - Post Office
  - Monthly Senior Lunch
    - Ed Krom or Dennie Townsend
  - Civic Groups (Lions Club, VFW, Police, Fire, Ambulance)

### **Poster Version**

- Content
  - QR Code
  - Website Link to Survey (Bitly)
  - Contact Info
  - Location of Paper Copies
  - Statement of OGWG

- Distribution
      - Town Hall
      - Library
      - Post Office
      - Transfer Station
  - iv. Finalize Timeline for Survey –Group confirmed the previous timeline of having an open survey from July 3 – 17. **Jill** would like to have preliminary information at the July 22<sup>nd</sup> meeting
  - v. Discuss and determine next steps for the Subcommittee – Pete and Jill to finalize survey and work together to get the distribution plan in place.
- B. Subcommittee on engagement with Elected Officials/Appointed Officials/Town Staff.
- i. Subcommittee update regarding ongoing efforts – **Maria** reported on the meeting with the Town Planner. The Town Planner did not identify any technology issues. Maria also discussed the subcommittee meeting with Kristen. There was a discussion related to Kristen spending time throughout the day answering question for the public and providing public information to residents. **Peter Cook** asked the question “Do we know the frequently asked questions (FAQ’s) for the Town Planner, Town Clerk and Kristen?” which the subcommittee did not have at the time. There was a discussion about providing public information and FAQ’s on the Town website. It seems the technology vendors could provide much of the information through the website which would save the Town significant money on additional payroll. **Maria** also provided examples of signage used in other towns for the communication of Town information.
- C. Subcommittee on engagement with Technology Vendors
- i. Subcommittee update regarding ongoing efforts – **Drew** provided a review of the Municode Meeting demonstration that was attended by Drew, Pete and the Town Administrator. There were many options to streamline workflows, provide automated workflow/responses. Additionally, the attendees learned during the demo that there are ADA requirements for Town websites and the public information presented on the websites, including meeting agendas and minutes. Muncodes program ensures ADA compliance. **Drew** also mentioned that there has been an ongoing conversation in the Town administrations about hiring an additional staff person. **Drew** mentioned that this technology could delay the requirement for a full-time person which could be a significant cost savings to the tax payers.

## MEMBER’S CONCERNS

**John** asked the group what is the problem we are trying to solve, what is the solution and how do we measure success. **Pete** responded that we are still in the data gathering phase which will help to better define the problem and allow the group to determine what the possible solutions may be as well as how we could define success around those items.

OTHER BUSINESS - None

May include discussion of items not reasonably anticipated by the Chair at the time of Posting.

REVIEW NEXT MEETING'S AGENDA

Items raised for the next meeting agenda included, evaluation of the ongoing Survey and update on Civicplus Demo.

SCHEDULE NEXT MEETING – The next meeting was scheduled for July 8 at 7pm via Hybrid meeting format.

ADJOURNMENT - *Drew made the motion, seconded by Susan, to adjourn; Roll call vote Yes 6-0.*