September 28, 2021
OGWG Meeting
Daniels Academy Meeting Room

In attendance:
Drew Kellner
Jill Ketchen
Tom Rodgers
Susan Holroyd
Maria Belchis
John Cross

Guests from Civic Plus
Sean Brady
Jillian Algiere
Brandyn Wheeler

Meeting Called to Order at 7:01 by Vice Chair Tom Rodgers
Reading of Meeting Protocols for Hybrid Meetings

Tom Rodgers introduced representatives from Civic Plus and gave background on previous conversations leading to this presentation for committee members.

Braxtyn Wheeler introduced his team of Jillian Algiere and Sean Brady.

Jillian Algiere reviewed the public portal for residents, how they can access information, and ADA compliance concerns

- OCR (optical character recognition) scanning makes historical documents searchable in the portal
- Review of interactivity of meetings
- Review of logging capability of recorded meetings
  - Timestamping
  - Motions
  - Votes
- ADA portal transforms public portal HTML and documents into plain text, optimized for assistance readers

Jon Cross asked if ADA compliant formats are automatically generated by the software? Jillian answered that yes, ADA portal is an automatically updating feature. Cross followed up with a question about whether agendas must be created in Civic Clerk for ADA compliance. Jillian answered that yes, new documents created in Civic Clerk will automatically sync, and older documents or documents created outside of Civic Clerk will not. Jillian added this is not typically a problem with historical documents that are text only and gets complicated with graphics and

images. Jon Cross followed up with a question about how information is embedded. Jillian responded it is typically coded into a site in iFrame format.

Maria Belchis requested clarification about the minute uploading process and how the plugin creates new file formats. Jillian clarified that the item creation process happens in the staff portal and explained it may be clearer after that portion of the presentation.

Jillian moved onto the staff portal, and presented the status progress dashboard of Civic Clerk, making new items.
- Items are sorted by type
- Attachments can be added
- Multi-level confidentiality
- Many file types are accommodated
- Software can assemble multiple document types into packet/single file format
- Approval workflow process triggers notifications to supervisors
    - All feedback can be tracked in the item record
    - Once all approvals are reached item will go live

John Cross asked about how the item creation interacts with the ADA portal. Jillian explained that once it is compressed into a packet. For images, if alt-text is included at upload, it will be accommodated by the ADA portal.

Jillian reviewed the agenda builder. You can pre-load recurring features (call-to-order, etc.) and then work through details of the meeting. There is a cut-off feature that restricts last minute changes to agendas.

There is also a copy feature to move items across meetings and across dates and drilled down to agenda sections, with the opportunity to annotate within the item fields for the other meeting's review. There is an audit log of items that can show where an item came from, where it is headed, and when the action was taken.

Maria asked about the motion and vote recording features and who made the motion and how officials voted. Records are fully recorded and can be sorted and tabbed out, increasing transparency, and reducing administrative labor of compiling those records.

Jillian presented the board portal, it's mobile responsive features and explained that it is totally browser based. Access and annotations in a portal are private to user profile to prevent violation of quorum rules.

Once an agenda item Is created, they will have access to the minutes creation portal.

There is a livestream Zoom integration feature. There is also a live interaction feature for board members to mark as present. This can be updated throughout the meeting to ensure motion

and vote recording is accurate. There are also snippets for recording recurring aspects of meetings. Motions and votes are recorded in real time but can be edited after.

Susan asked about the staff training abilities. Jillian explained that there will be user training, and it will be broken out into levels depending upon need. This will be done in the local environment. Whenever enhancements are released a new clickthrough tutorial will help staff keep up to date on new features.

Susan asked if town residents need to register to view. Jillian explained that they do not need an account to view a portal. Public items can be viewed by the public at any time. An account must be created if users would like to receive notification.

Susan asked if staff members could see how often each item is viewed. Jillian shared that there is not currently a feature, but if Google analytics metadate was added to website, you could see more user behavior.

Civic Optimize is a permitting tool, and representative Sean Brady presented.

Ability to make an app featuring FAQs and forms giving users easy access to permitting and information.

The backend has pre-loaded permits, forms, and registrations that Town of Brookline can update as needed. There are also security/confidentiality features for the forms.

There is an auto generator for script for each form to embed on webpages.

The form builder can customize items to list fees. There are also options to make it more user friendly. There are upload features allowing users to submit documents or photos, especially relevant to building related permitting, etc.

There is a digital signature feature that meets the federal E-Sign Act requirements.

Mariah asked if there was a way to track the application process. Sean explained that when forms are submitted there is an occurrence called a "submission event" that will send an email to a person with the information and any attachments included.

There are administrative tracking features, and there are connectors that go into the Office 365 environment. If integrated, the constituents would be notified of the movement through the process.

There is also an ability to request appointments and scheduling with town staff as needed.

Jon Cross asked for clarification about when a form would appear on the app. Sean explained it can either stand alone as a URL or present live in the app, or within a folder of items.

Jon asked for clarification about the invoice on Civic Clerk and Meeting Manager as well as training and installation regarding the comparisons between the base packages and in what situations the development tools would be helpful. Sean stated we were not shown anything not included in the base plan. Functionality with API hosting and backend system integration is also available at that level.

Jon asked about CP solution integrations, which are an a la cart plugin available.

Jon asked about the town management side and whether it would operate within a firewall system. Sean mentioned that Civic Plus is entirely separately secured. Custom roles can be created for lower security level users to access forms and systems using a unique password. Everything is encrypted end-to-end and while at rest.

Committee Members thanked the Civic Plus Team

PUBLIC INPUT
None

DISCUSSION
Maria asked about time stamping feature.

Drew explained the a la carte nature of the technology, and should we grow or develop to a stage where that functionality is needed, we can look at purchasing it. Drew spoke about the benefit of saving labor.

Tom mentioned the historic file import feature and how valuable that will be by making those documents searchable.

Maria expressed concern that we have not asked the town what they want explicitly. Drew mentioned that adding a warrant article and recommending next steps. Once the warrant is put together outreach and engagement will be helpful to exploring future options. There will be an opportunity to interface with the public as they prefer.

Maria expressed concern about whether people use our website. Google analytics can be embedded to track. Jill Ketchen also mentioned that Hot Jar can be used to track user interactions.

Susan brought up training and concern about onboarding staff. Tom explained that choosing the base model will lessen the curve. There was acknowledgement that it will be a big lift and change is difficult.

Jon and Tom reviewed the quote to clarify that the quote is for Civic Clerk and Optimize.

Drew Kellner made motion to recommend to the Select board to put forward on the warrant article the Civic Plus Clerk and Civic Plus Optimize as part of the budget. Seconded by Cross.

Discussion about the benefits of risk mitigation, labor savings, and efficiency.

MOTION PASSES UNINANIMOUSLY

Motion to Adjourn made by Kellner, seconded by Cross
Meeting adjourned 9:36 pm

SET NEXT MEETING
Thursday October 21
7:00 PM