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Information Technology Advisory Committee (ITAC) 21st Century Government  
Subcommittee  
Town of Belmont  
1 February 2018  
Conference Room 2

#### APPROVED MINUTES

[Minutes are sent to the Town Clerk, belmont-ma.gov!townclerk when approved]

#### Voting Members Present

- Phil Lawrence <live.com!plaw> (chair) (VM)
- Paul Roberts <gmail.com!paulroberts> (vice-chair) (VM)
- Dave Goldberg <verizon.net!david.goldberg6> (secretary) (VM)
- Jim Berets <verizon.net!jberets> (VM)

#### Key:

VM = Voting ITAC Member  
NVM = Non-Voting Member  
FBL = Friend of Belmont Library  
TS = Town Staff

Meeting started at 7:40PM

Minutes of the 29 November 2017 meeting approved as is.

David Goldberg reported that he reached out to Cambridge and Arlington, receiving a survey response from Arlington. That response is attached to these minutes. During the discussion we perused the Arlington web page and the system they use for managing Board of Selectmen and School Committee meetings (NovusAgenda). That offers some ideas for us which we will collect and report on. A question arose about use of social media by committees, such as promoting meetings using Facebook events, posting meetings agendas and minutes etc - does that require an official approval from the town?

Paul Roberts reported that he reached out to Watertown and Wellesley and received a response from Wellesley. That response is also attached to these minutes. We perused the Wellesley web site. It is a different platform but functionally seems more similar to Belmont.

Given the limited response rate so far we conclude that we should also do some research, perusing various town and city web sites to infer what they do, what platforms they use. We will look further out from the local area as well. Perhaps we can crowdsource this by posting the question through an appropriate forum such as an association of Town Clerks or Municipal IT directors.

Paul reported that we are ready with the surveys for the public and other committees and ITAC will be on an upcoming Board of Selectmen meeting to get the go ahead to send the surveys out.

Next meeting of the 21st Century Government subcommittee scheduled for 7 March 2018 at 6:30PM

Meeting adjourned at 9:25PM

# Survey Response from Arlington

Name: David Good

Title: Chief Technology Officer

1: Do you use an online platform to schedule public meetings, reserve rooms, distribute meeting material (minutes, supporting documents, etc.)?

We currently use a hosted service product called NovusAgenda as a meeting management tool for our School Committee Meetings and Selectman's Meetings. For most of our other committee meetings we post agenda's and minutes on our Web site along with reports and other documents

\* If so, who is responsible for maintaining the systems and processes?

For NovusAgenda the School Committee and Selectman board administrators manage the flow of documents, agenda items and votes taken. For our other committees and departments the processes vary.

\* What infrastructure is in place to support it?

We supplied ipads to both the Selectmen and School Committee. Some members have opted to use their own equipment. Both our Web site and Novus Agenda are cloud hosted so the infrastructure is minimal.

\* How is it maintained?

Setup was done by our Systems Analyst and he does most of the vendor interface and training work

\* If not, do you have any concrete plans in this area?

There are always discussions going on as to how we make our work more transparent to our citizens. This topic is one of those ongoing ones

2: Are substantive committee materials / public documents published on-line in advance of meetings? (i.e., not just agendas, but actual docs that will be reviewed by committee members)

Yes, some of our more organized and key committees(Finance, Capital Budget, Planning, Redevelopment Board, and others) distribute documents electronically via the web site to be downloaded by members or the public)

\* If so, what is the process for dissemination?

Processes differ by Committee. Some are bound by statute or bylaw

\* If not, do you have any concrete plans in this area?

Work in progress

3: To what extent is remote participation in your town committee meetings available?

We have begun a pilot with our Finance Committee using Skype for committee members who are traveling who want to participate in the meeting. I don't believe Skype is the answer for this type of participation. We are working with our Cable Media

Organization for ideas.

\* If at all, what platform(s) do you use to support it?

None

\* How long have you been supporting remote participation?

We really don't yet support remote participation

\* Does this support involve your local public access cable station?

Our Community Media organization does televise meetings and are able to stream a feed of documents being presented at our larger meetings, as well as showing voting results from our electronic voting system.

4: Do you use social media, live or otherwise, to solicit input from the public and/or distribute information to the public (for example about committee meetings, public events, etc.)?

We mainly use Social Media for announcements. currently only a small number of depts have ventured into Social Media.

\* If so, for what sorts of information, and what are the logistics of this

Logistics are different per department

- What platform?

Twitter, FaceBook

- Who manages the communication / who is responsible for monitoring / responding if needed?

Chief Communications Officer or in the case of the Police Department, one of the administrators under the Chief.

# Survey Response from Wellesley

Name: Kathleen Nagel

Title: Town Clerk

1) Does Wellesley you use an online platform (Google Docs, Office365, Doodle, etc.) to schedule public meetings, reserve rooms, distribute meeting material (minutes, supporting documents, etc.)?

not really –

Each committee has its own distribution system for documents.

Town website is the official posting site for meeting agendas. Each committee can post its own meeting notices and agendas and minutes.

If so:

- Who is responsible for maintaining the systems and processes?
- Who maintains the system? (Town Clerk's office, Town's IT dept. etc.)

If not:

- Does the Town have any concrete plans to adopt online scheduling and

calendaring for meetings?

2) Are substantive committee materials / public documents published on-line in advance of meetings in Wellesley? (That is: not just agendas, but the actual materials that will be reviewed by committee members?)

Each committee has its own policy for meeting documents. Those that post documents do it through the town website. Notice is by way of the publication of the agenda and that is sent out to subscribers for that committee.

If so:

- What is the process for gathering and disseminating those documents to the public? How and where are they posted? What notice is the community given that they are available?

If not:

- Does the Town have any concrete plans in this area?

3) Does Wellesley allow remote participation in your town committee meetings available? (Note: this doesn't include public access TV.)

NO REMOTE participation

If so:

- Do you allow the public to "virtually" attend public meetings using a platform like Google Hangouts, GoToMeeting, etc.?
- Do you allow committee members/elected officials to participate virtually in deliberations via a platform like Google Hangouts, GoToMeeting, etc.?
- Who is responsible for coordinating live streaming/participation?
- Who maintains the system? (Town Clerk's office, Town's IT dept., public access media etc.)
- How long have you been supporting remote participation by the public and/or committee members/elected officials?

\*For public outreach/communications: \*

4) Could you estimate the percentage of interactions with residents in Wellesley (for your office) that happen via the following platforms (so total should be 100%):

very hard to quantify. Different methods for different functions.

More email these days. No social media right now.

☐ In person/face-to-face

☐ Postal ("snail") mail

☐ Telephone

☐ Email

☐ Online (so: via Town website or a dedicated news/discussion group)

☐ Social media (Facebook, Next door, Twitter)

☐ Text message

☐ Other

5) Does Wellesley use social media platforms like Facebook, Twitter, NextDoor, etc. to:

Each committee has its own policy. Town is working on a communications policy to better use outreach, but no program has been adopted now.

- Communicate with the public about upcoming events

- Solicit input from the public
- Provide access to Town Government materials or information
- Provide access to Town officials or employees

If so:

- Which platforms do you use?
  - Who is responsible for coordinating live streaming/participation?
  - Who maintains the system? (Town Clerk's office, Town's IT dept., public access media etc.)
  - Who manages the communication / who is responsible for monitoring / responding if needed?