

Survey Results:

Open Government Working Group

Purpose: The Selectboard has established an Open Government Working Group (OGWG). The purpose of the OGWG is to identify ways to improve the dissemination of town information to residents and enhance citizen engagement and to ensure openness, transparency, accountability as well as effective disclosure of public information in the operation of the Town.

Organization: The Committee consists of members appointed by the Selectboard. Additional (ad hoc) members with particular areas of expertise may join the committee at various points during the project, at the discretion of the committee. The Committee membership will consist of six (6) At-large members and one (1) Representative or Designee of the Selectboard. At-large members may also be members of other Town Boards, Committees or Working Groups; however, those members will serve on this Working Group in their capacity as a resident.

Members:

Name	Title
Peter D'Agostino	Chair
Drew Kellner	Selectboard Representative
Rose Baier	Member
Susan Holroyd	Member
Jill Ketchen	Member
Tim Del Signore	Alternate Member
Maria Bechis	Member
John Cross	Alternate Member
Tom Rogers	Vice-Chair

2021 Meeting Dates: May 24, June 10, June 24, July 8, July 21, Sept 9, Sept 28, Nov 15, Dec 16

2022 Meeting Dates: Jan 27, Feb 10

Subcommittees:

- Engagement with Elected Officials/Appointed Officials/Town Staff
- Engagement with Technology Vendors
- Consideration of Town Policies, Procedures and Practices

Survey Results:

Summary:

The primary efforts of the working group and subcommittees were focused on evaluating current information storage and distribution practices, platforms in use, roles and responsibilities of staff and volunteers, understanding how stakeholders currently do and would prefer to engage with information, identifying opportunities for improvement in labor efficiency, and evaluating vendors that meet the needs and goals of the community.

After evaluating the information gathered, moving forward with the Civic Plus platform was the consensus recommendation of the committee. On December 16th, 2021 the motion was made: “To see if the Town will vote to raise and appropriate the sum of \$16,037.05 for the purpose of entering into an agreement with CivicPlus for the 1 year use of their “Civic Optimize” and “Civic Clerk – Paperless Agenda & Meeting Management” products. Ongoing use costs after year 1 would be rolled into the operating budget should the Selectboard and town administrator deem the investment worthy.”

On January 25 the Selectboard voted 3-2 to withdraw the warrant article pertaining to the OGWG. This decision was based on the fact that Town Administrator Tad Putney, as well as Town Planner Valerie Rearick will both be retiring this summer. The OGWG formally supported the decision to withdraw the article on January 27th..

Our hope is this report will provide insight into the work we did and be a resource to the selectboard and town staff as they navigate improvements as it is our opinion that these changes are important to improving access to information, meeting ADA standards, and increasing transparency and engagement with stakeholders.

Steps We Took:

- Met with Town and Elected Officials to determine how they communicated information to Brookline town residents and if they faced any challenges in accomplishing what they needed to get done. We prepared a questionnaire which we gave to each official we interviewed. Our committee interviewed in person/via Zoom/email Patti Howard-Barnett, Kristen Austin, Valerie Rearick, Drew Kellner, Peter Cook, Judy Cook, Linda Saari and Tad Putney.
- Distributed a digital survey to town residents in July to gather information used to inform vendor inquiries and product needs. The anonymous survey was conducted between July 3 and July 17, 2021. The survey was distributed via e-alerts, the town website, social media, a press release to the HB News, handouts at the Fourth of July Parade and the Transfer Station, and hard copies at the library, post office, and town hall. We received

Survey Results:

239 responses. Some responses have been redacted from the results pursuant to RSA 91-A:3 II (c) reputation. Results can be found at the end of this document.

- Met with industry leading municipal resource management platform vendors Civic Plus and Municode to understand their product and how it might support the needs of the town.

What we learned:

- Engagement with Elected Officials/Appointed Officials/Town Staff
 - All of the Town Officials felt that they had the resources needed to communicate with residents effectively and in a timely fashion. None of these officials asked for additional upgraded software. Perhaps, this was because they were not aware of such software at the time of the interviews and had not taken part in tutorials that would inform them of how upgrades in Civic Plus - such as Civic Clerk and Civic Meeting Manager - could enhance the way information is disseminated and meeting minutes are recorded. Drew Kellner did indicate the need for clearer documents and site plans which he and others on boards and commissions received. Tad Putney indicated the difficulty in finding volunteers for some of the committees and working groups. Kristen Austin said that there would always be room for improvement on how things are done. Judy Cook and Linda Saari (Supervisors of the Checklist) use specific State mandated software to register voters, not a Civic-based software.
- Engagement with Technology Vendors
 - Civic Plus and Municode were the two vendors we were inquiring with for comparison, and Civic Plus acquired Municode in 2021
 - We learned that our current website does not meet [ADA compliance standards](#)
 - Upgrading to Civic Plus will allow online forms for registrations and payments with many templates available for use (example: processing lake parking passes online as opposed to check submission)
 - Civic Plus has a user profile for folks to self-manage notifications, an improvement from e-alerts system which does not have that capability
 - Calendar management improvements with opportunity for community submissions of events, and attaching meeting packets to event listings.
 - Civic Plus is capable of digitizing and uploading historical documents into searchable formats
 - Civic Plus provides the opportunity for a-la-carte upgrades as needed, like live streaming meetings and timestamping minutes automatically.
- Consideration of Town Policies, Procedures and Practices

Survey Results:

- The survey conducted in July indicated that the preferred methods of communication and access to information are digital (email, website, SMS)
- There is a sentiment that the absence of a consistent periodical like The Brookliner is contributing to a lack of awareness of town information
 - It is the opinion of the committee that the most important aspect of this is not the hard copy dissemination of information, but the consistency and content.
- E-Alerts
 - Lack of awareness that they exist (58% of respondents were subscribed at the time of the survey)
 - Inability to manage preferences once subscribed
- Social media
 - Sentiments in comments expressed frustration with social media as a vehicle of delivery, but it was the #1 way folks learned about the changes to the Lake Potanipo parking passes.
- Web Page
 - Comments on navigation, searchability and organization needing improvement
 - Analytics: We do not currently have google analytics on the town page. This would be a way to measure how frequently pages and resources are visited and what channel led them there (external links, social media, email links etc)

What we recommend in the short-term:

- Renew the charter of the OGWG Committee with a smaller number of members to avoid quorum issues and re-write the purpose to focus on implementation of Civic Plus, outreach and engagement with the community to raise awareness of changes, and support volunteers and committees in establishing, formalizing, and meeting transparency standards
- Moving forward with the December 16th recommendations when new town staff are hired into the Town Administrator and Town Planner roles
- Professional Development opportunities for town employees focused on digital communication and new software capabilities
- Explore grant funding
- Stronger, consistent, vetted, and official social media presences for town departments

What we recommend in the long-term:

- Ongoing outreach campaigns to raise awareness of how community members can find information using in person, print and digital outreach methods.

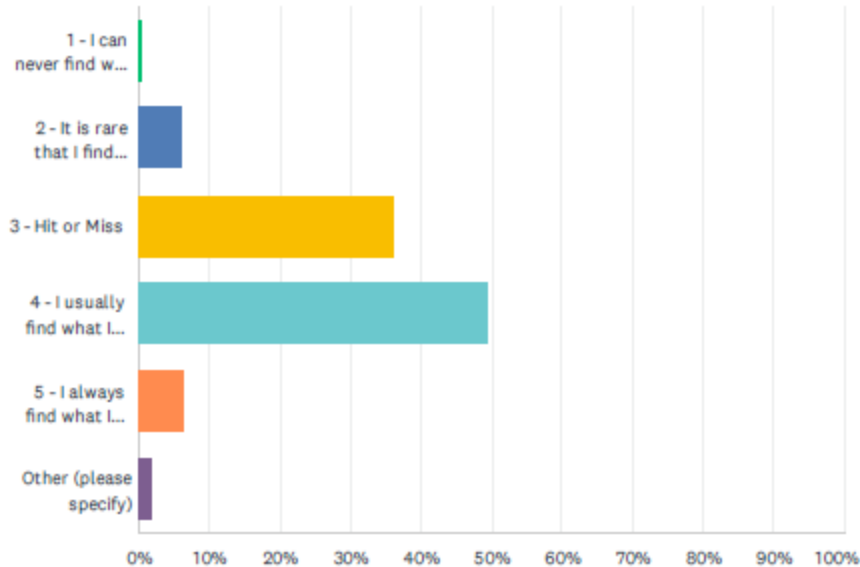
Survey Results:

- How to subscribe to notifications and e-news
 - Where information lives
- Create a town e-news to be distributed on a regular basis sharing news, agendas, minutes, events, and community announcements
- Use the forms features to improve workflows across departments in collecting funds and personal information for registrations, fees, and volunteer recruitment
- Train volunteers and committees on best practices for documentation and distribution of agendas, minutes, and announcements
- Consistent impact measurement and strategy evaluation (website analytics, social media metrics, and e-news subscriber, click through, and open rates), using the information from metrics and analytics to adjust as needed to evolving technologies and demographics

Survey Results:

Q1 On a scale of 1 to 5, how easy is it to locate information you need from Town of Brookline officials, departments, and committees?

Answered: 235 Skipped: 4



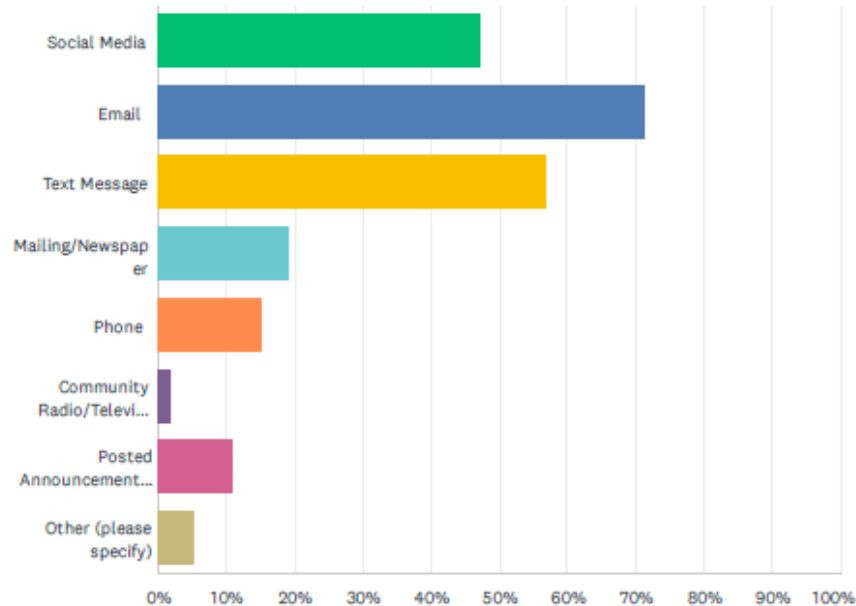
ANSWER CHOICES	RESPONSES	
1 - I can never find what I need	0.43%	1
2 - It is rare that I find what I need	5.96%	14
3 - Hit or Miss	36.17%	85
4 - I usually find what I need	49.36%	116
5 - I always find what I need	6.38%	15
Other (please specify)	1.70%	4
TOTAL		235

#	OTHER (PLEASE SPECIFY)	DATE
1	Speaking on behalf of some older residents, not participating in social media and no longer getting newsletters/papers...there is a lack of proper sharing of town info for "everyone". It seems to only be readily accessible by those who are active on social media.	7/17/2021 2:08 PM
2	Generally I would choose #4, but when looking for something like the well water committee report I had to dig through meeting minutes and eventually found a link or location (can't recall which).	7/8/2021 5:43 PM
3	When it comes to voting I would like to know ahead of time what is on the ballot and it is hard to find	7/2/2021 2:50 PM
4	I haven't looked	7/2/2021 11:39 AM

Survey Results:

Q2 If there is an important announcement or update, what is the best way to reach you? (Check all that apply)

Answered: 239 Skipped: 0



ANSWER CHOICES	RESPONSES	
Social Media	47.28%	113
Email	71.13%	170
Text Message	56.90%	136
Mailing/Newspaper	19.25%	46
Phone	15.06%	36
Community Radio/Television	1.67%	4
Posted Announcements on Town Properties	10.88%	26
Other (please specify)	5.02%	12
Total Respondents: 239		

#	OTHER (PLEASE SPECIFY)	DATE
1	I myself receive the town's emails but I know some seniors in town who do not use the computer much if at all.	7/17/2021 2:08 PM
2	Flyers at town facilities like the dump and library	7/17/2021 11:49 AM

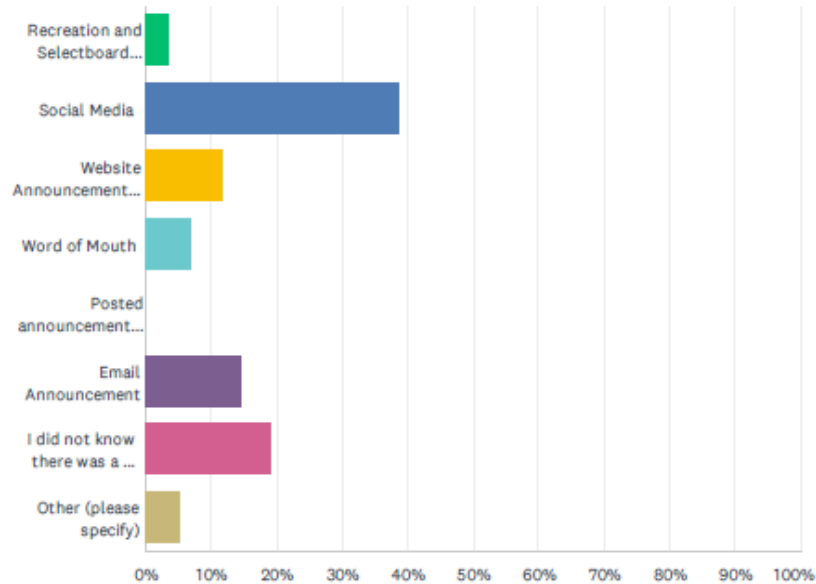
Survey Results:

3	post on website	7/9/2021 4:56 PM
4	Town website	7/8/2021 5:43 PM
5	I go to the Town website and if I can't find what I am looking for I call the Town Hall	7/7/2021 7:40 AM
6	Town website	7/5/2021 7:18 PM
7	Hollisbrooklinenewsonline.com	7/5/2021 7:23 AM
8	Code Red	7/4/2021 2:43 PM
9	Town website	7/4/2021 2:36 PM
10	https://www.brooklinenh.us/	7/3/2021 10:05 PM
11	town website	7/2/2021 6:57 PM
12	Town website	7/2/2021 3:41 PM

Survey Results:

Q3 How did you learn about the new parking pass policy at Lake Potanipo?

Answered: 239 Skipped: 0



ANSWER CHOICES		RESPONSES	
Recreation and Selectboard Meeting Minutes		3.35%	8
Social Media		38.91%	93
Website Announcements/E-Alerts		11.72%	28
Word of Mouth		7.11%	17
Posted announcements on town property		0.00%	0
Email Announcement		14.64%	35
I did not know there was a new parking pass policy at Lake Potanipo		19.25%	46
Other (please specify)		5.02%	12
TOTAL			239

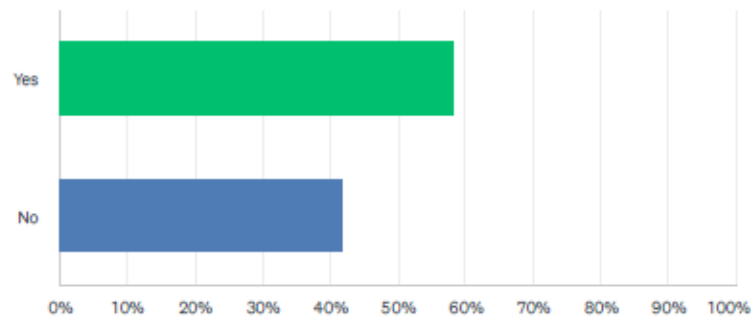
#	OTHER (PLEASE SPECIFY)	DATE
1	at town hall when I went to pay my yearly fee	7/17/2021 3:38 PM
2	I received an email as well as seeing it on social media.	7/17/2021 2:08 PM
3	I randomly went on town website to pay car registration and saw it. Had no other notification of	7/17/2021 1:08 PM

Survey Results:

	it. It was an accident but glad I found it. Wish it had been broadcast wider.	
4	By being told that I need to leave if I wasn't a Brookline a resident	7/15/2021 10:22 PM
5	Went to the beach on a Saturday and the folks working told me about it and we're giving them out.	7/13/2021 9:51 PM
6	When I went to get my lake membership card...they handed me/ told me about parking pass.	7/5/2021 1:01 PM
7	email announcement and social media	7/3/2021 10:51 AM
8	Member of Selectboard	7/3/2021 9:52 AM
9	I try to watch a lot of SB meetings, but the video and audio is poor (audio is even poorer with their new owl device)	7/3/2021 7:49 AM
10	I watch the selectboard meetings	7/3/2021 7:49 AM
11	When I showed up at the beach and the lifeguards gave me a pass	7/3/2021 7:45 AM
12	Hollis/Brookline news website	7/2/2021 11:50 AM

Q4 Are you subscribed to the town e-alerts?

Answered: 235 Skipped: 4

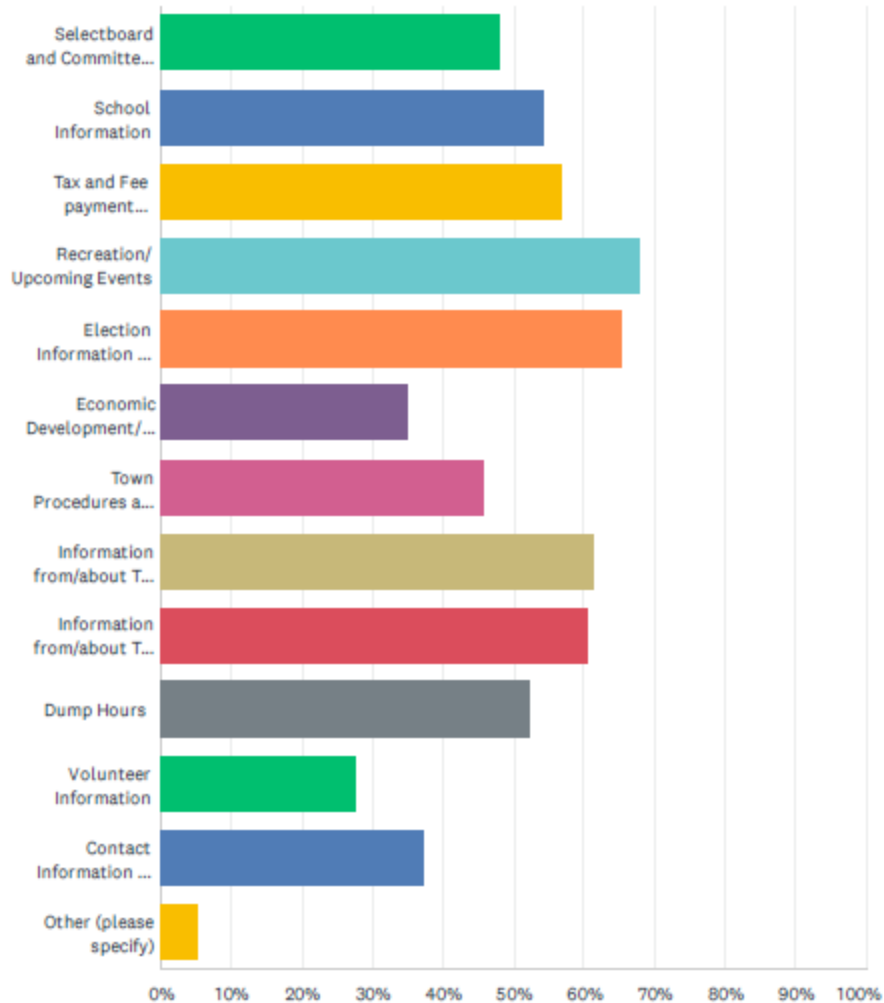


ANSWER CHOICES	RESPONSES	
Yes	58.30%	137
No	41.70%	98
TOTAL		235

Survey Results:

Q5 What information is most important to you (please check all that apply)?

Answered: 238 Skipped: 1



Survey Results:

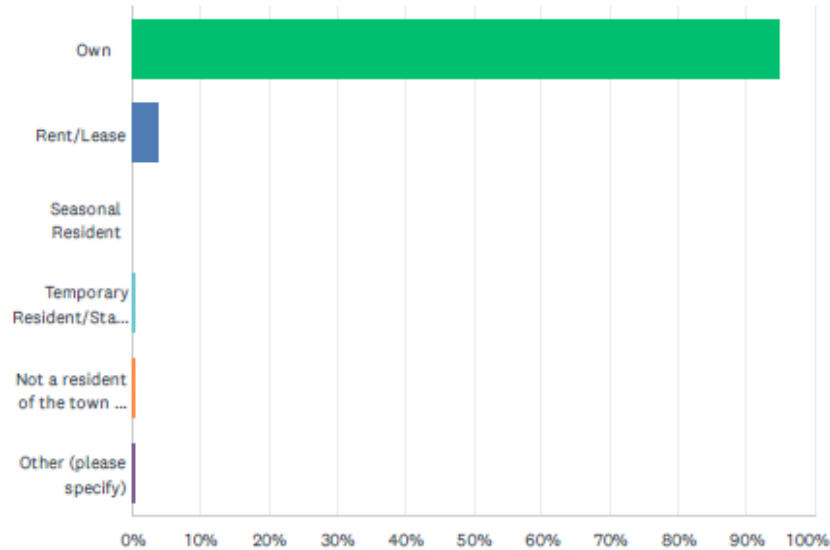
ANSWER CHOICES	RESPONSES	
Selectboard and Committee Agendas and Minutes	47.90%	114
School Information	54.20%	129
Tax and Fee payment information and schedules	56.72%	135
Recreation/ Upcoming Events	68.07%	162
Election Information and Results	65.55%	156
Economic Development/Business Resources	34.87%	83
Town Procedures and Policies (Building, Zoning, Environmental)	45.80%	109
Information from/about Town Resources (Library, Public Lands, Fields)	61.34%	146
Information from/about Town Departments & Services (Police, Fire, Public Welfare)	60.50%	144
Dump Hours	52.52%	125
Volunteer Information	27.73%	66
Contact Information for Town Officials, Departments, and Employees	37.39%	89
Other (please specify)	5.04%	12
Total Respondents: 238		

#	OTHER (PLEASE SPECIFY)	DATE
1	Updates on any legal issues when any town official or employee paid by taxpayers -- like police or selectmen for example -- want legal representation at taxpayers expense.	7/17/2021 11:49 AM
2	Community engagement/conversations	7/17/2021 11:18 AM
3	All	7/12/2021 9:10 AM
4	Town service needs, creation of new committees, etc.	7/8/2021 5:43 PM
5	All of the above and I can access whatever info I want through the Town website or social media	7/7/2021 7:40 AM
6	Have never heard of e alerts	7/4/2021 8:50 AM
7	JLMC information	7/3/2021 6:42 PM
8	All the above	7/3/2021 2:29 PM
9	Emergency notifications	7/3/2021 2:11 PM
10	All the above	7/3/2021 10:50 AM
11	An easy to use town calendar with updated information on a regular basis	7/3/2021 7:09 AM
12	Uh, all above.	7/2/2021 3:48 PM

Survey Results:

Q6 Please select the option that best represents your current living situation:

Answered: 239 Skipped: 0



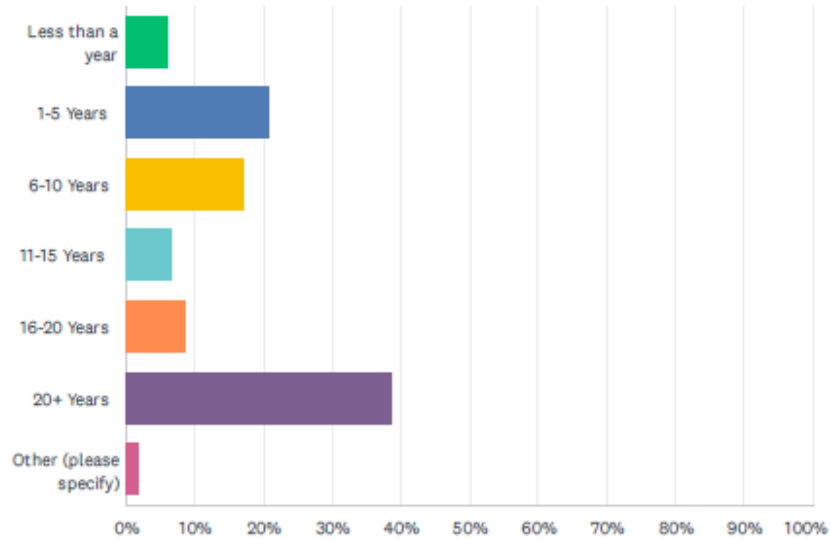
ANSWER CHOICES		RESPONSES	
Own		94.98%	227
Rent/Lease		3.77%	9
Seasonal Resident		0.00%	0
Temporary Resident/Staying with Friends and Family		0.42%	1
Not a resident of the town of Brookline		0.42%	1
Other (please specify)		0.42%	1
TOTAL			239

#	OTHER (PLEASE SPECIFY)	DATE
1	private	7/2/2021 6:57 PM

Survey Results:

Q7 How Long have you lived in Brookline?

Answered: 239 Skipped: 0



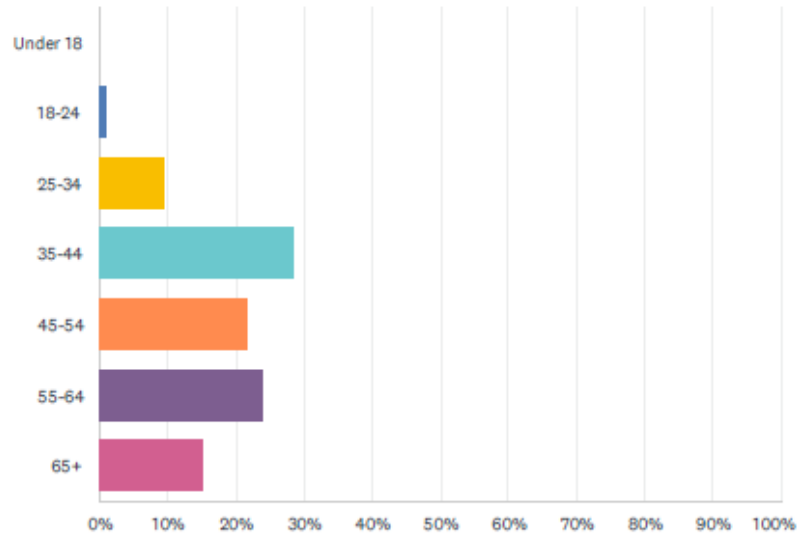
ANSWER CHOICES	RESPONSES	
Less than a year	6.28%	15
1-5 Years	20.92%	50
6-10 Years	17.15%	41
11-15 Years	6.69%	16
16-20 Years	8.79%	21
20+ Years	38.49%	92
Other (please specify)	1.67%	4
TOTAL		239

#	OTHER (PLEASE SPECIFY)	DATE
1	49	7/6/2021 11:08 AM
2	I am a CERT Volunteer, that lives in Milford.	7/4/2021 2:43 PM
3	30 years	7/3/2021 10:13 PM
4	most of my life with some time away.	7/3/2021 9:52 AM

Survey Results:

Q8 What is your age?

Answered: 238 Skipped: 1



ANSWER CHOICES	RESPONSES
Under 18	0.00% 0
18-24	0.84% 2
25-34	9.66% 23
35-44	28.57% 68
45-54	21.85% 52
55-64	23.95% 57
65+	15.13% 36
TOTAL	238

Survey Results:

Q9 Do you have any other ideas, feedback, or recommendations for our committee regarding town communications?

Answered: 61 Skipped: 178

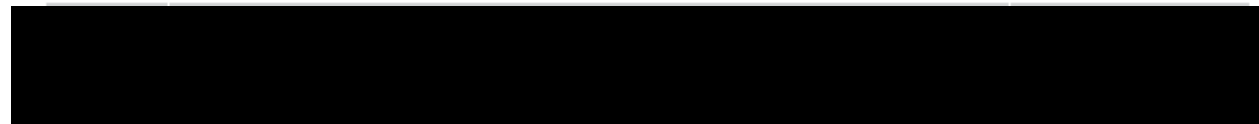
#	RESPONSES	DATE
1	I selected I am not subscribing to the alerts, and just signed up now!	7/17/2021 9:40 PM
2	How about telling people how to opt in to town emails?	7/17/2021 8:46 PM
3	No but thanks for all you do!	7/17/2021 5:36 PM
4	It would be nice to get a notification about upcoming meetings via email or text a few days beforehand as a reminder. I don't always remember to check the town site for each departments meeting schedules.	7/17/2021 2:21 PM
5	Many people have expressed "missing" our good old "Brookliner Newsletter" which was VERY informative. Maybe if that were to be a thing again, it could be sent electronically but have a bunch printed that could be distributed at the post office, town hall, library, etc. for those who prefer "in print" as opposed to online. Thank you for all of you involved in collecting this information and looking to do good things for our community! (Just don't forget the ones who came before us...who are still around but do not do things online like the majority of residents.) Good day fellow Brookliners!	7/17/2021 2:08 PM
6	Not at this time	7/17/2021 2:06 PM
7	regular monthly or weekly pod casts that are available on the town website and emailed, maybe short videos on the town site with general info and details, a monthly or quarterly newsletter,	7/17/2021 12:55 PM
8	A better way hold voting for major (\$\$\$) town decisions (Dpw building...) not only communicating but having a longer amount of time to vote so families can also get there	7/17/2021 12:32 PM
9	Where can we see audited financial statements for taxpayer funded projects like the emergency complex and dpw project?	7/17/2021 11:49 AM
10	Until told by a neighbor, I was unaware that e-alerts for town items were available. It would be nice to have a link to that on the town main webpage. Thank you!	7/17/2021 11:22 AM
12	Town information and relevant point of contacts are readily available.	7/16/2021 8:27 AM
13	It would be nice if there was a town announcement board that was visible when driving through town, especially regarding election procedures.	7/13/2021 9:51 PM
14	Having the most up to date information in a timely manner regarding any town meetings or special town meetings that someone might want to attend especially if there were to be a vote	7/13/2021 12:32 PM
15	We likely need to work on getting all residents signed up to receive info though not sure how to go about it.	7/12/2021 9:10 AM
16	Update the meeting minutes on the website sooner. takes forever	7/11/2021 10:00 PM
17	Explain recycling changes at dump	7/10/2021 9:35 AM
18	3 times this past year I have gone to the dump or Town Clerk's office only to find that they changed their hours.	7/10/2021 9:11 AM
19	Use the town website Social media requires registration and some do not want to participate	7/9/2021 4:56 PM
20	Need to determine if there is public information that is not easily accessible by the public. E-	7/8/2021 5:43 PM

Survey Results:

	alerts should have a 'select all' option for each category of alerts. Need better way to alert citizens of things like parking passes at Potanipo, or standing up a new committee such as the OGWG.	
21	Town wide robocall to make residents aware of the town's e-alerts.	7/7/2021 10:07 AM
22	Once or twice a year have an open, public meeting to give residents an opportunity to ask questions about all aspects of town governance, how to interact with town agencies, how town meetings and voting works, the structure of school governance in SAU41 etc. It could also be a chance to get public input and suggestions.	7/7/2021 9:26 AM
23	An official Brookline Town Instagram page would be a good way to reach younger citizens of the town.	7/7/2021 8:27 AM
24	I think this is a waste of time. If you need to know something about our town you can find out very easily. People just need something to complain about.	7/7/2021 7:40 AM
25	Truly appreciate you all working on this. Government is only successful when it's for the people and by the people!	7/6/2021 10:47 PM
26	I can find most information on the town website. I do not do e alerts. I feel that the information is on the town website and I can look for myself.	7/6/2021 1:01 PM
27	more communication is better. always.	7/6/2021 9:53 AM
28	It would be nice for less established families in this town to have a voice of some sort. I don't have any particular suggestions. I just find that the voices at the meetings (as well as the format) make it uncomfortable for me (and other members of the community in similar age bracket) to feel cast aside and discredited based solely on not having lived in this town for many years. Communication in this town feels very closed off and while I have beliefs and opinions as an educated individual and established professional, I'm not comfortable sharing for these reasons.	7/6/2021 6:35 AM
29	A sign board at the police station might be a good idea for news alerts	7/5/2021 5:27 PM
30	the changes you have made, have been a great improvement over years past. Most folks these days live by their phone, so having a phone app or web site where folks can subscribe to, to allow the town to send texts to residents phones	7/5/2021 10:46 AM
31	A healthy community needs robust local info exchange.	7/5/2021 7:23 AM
32	I'm not usually on social media	7/4/2021 10:06 PM
33	Post more older minutes on the Town website please	7/4/2021 3:58 PM
34	1) I've asked for a set of a full set of town ordinances (not just zoning) in the past and was refused. I am not sure why they are a secret. It would be nice if they were all posted on the website. Along with that the zoning ordinances are tough to parse. It is not clear (to me at least) why there are 7 sets of zoning regulations and 8 sets of subdivision regulations posted on the town website. Why do we have past years posted with more recent years? Why is there no 2021 set of ordinances? Which set of ordinances am I subject to? 2) Please stop using code red to notify people of scheduled events and other non-emergencies. Code Red should only be used for imminent danger to people in town. Continuing to use Code Red for town updates and notification of scheduled events will encourage people to unsubscribe leaving them uninformed during an actual emergency. 3) I have heard from multiple people who have been involved in sensitive town matters in the past that they suspect the town is using non-public sessions incorrectly. This is likely due to a misunderstanding either on the part of the person or the selectboard. It may be helpful audit the use of past non-public sessions, provide additional information to the public about what non-public is for and what their rights are if they are the subject of a non-public session, and provide additional training to the selectboard for the use of non-public sessions. 4) It seems that town meeting recordings are taken down after a year or two. I am not sure if this has changed recently. I know that at one point HB meetings were put on youtube, but after some time those were taken down too. Since these are meetings of a legislative body I think they should be made available in perpetuity. Along those lines, I am not sure how much the town pays for townhall streams. There are many free streaming services that also retain videos forever at no cost to the publisher (youtube). I am not sure if there are technical limitations such as how many people can join at once, etc. However, youtube has significantly more features than townhall streams. I would like the town to consider more efficient and feature rich alternatives.	7/4/2021 6:36 AM

Survey Results:

35	We used to receive a newspaper in our mailbox a hike sho. Maybe it came out once a month. It had useful information about upcoming events and town resources. I think something like this would be useful instead of always relying on technology. I'm not anti technology as Begire I retired I was on a laptop or computer 10 to 12 hours a day. I just think that having old fashioned newspaper would be a good opportunity to communicate better with people in town.	7/4/2021 3:05 AM
36	I just signed up for e-alerts! That's great. I think it's important for people to understand how decisions in Concord affect Town finances and operations	7/3/2021 3:57 PM
37	We appreciate the emails, alerts, and information posted on the Brookline website. Thank you!	7/3/2021 1:24 PM
38	Communications have improved, but I miss honest, intelligent discussion of the issues that was found in previous town groups online. FB seems to inspire argument.	7/3/2021 11:15 AM
39	I hope we are soon able to have group meetings or gatherings to share information in person. Although social media is a great way to share information, we often tend to drown out the information with our impulsive need to share our opinions. (I include myself in this description.) I'd be willing to host an outdoor gathering, bring your own chair! Thank you for sharing this survey. -Kathy Leavitt	7/3/2021 11:11 AM
40	Town website update and improved search function. Main page is too crowded now to find info	7/3/2021 11:00 AM
41	About the e-alerts - I feel sure I signed up for them and think I have on occasion gotten one or two - but then see other people are getting alerts I did not get	7/3/2021 10:52 AM
42	* meetings (town, select board, etc) posted to youtube	7/3/2021 10:49 AM
43	I sorely miss The Brookliner and I feel that older residents that don't necessarily use social media are always left in the dark with Town communication.	7/3/2021 10:47 AM
44	Snail mail to all Brookline residents about any and everything regarding our town	7/3/2021 10:46 AM
45	More post on social media.	7/3/2021 9:06 AM
46	Improve audio and video quality in town hall meeting room; release nonpublic minutes that don't need to be sealed more than once a year if you actually want people to be able to be informed.	7/3/2021 7:49 AM
47	For people moving to town, especially from out of state, even FINDING brooklinenh.us, and knowing what an RSA is, can be challenging. Do you include a copy of the latest Town Report in the newbie package?	7/3/2021 7:49 AM



49	Being subscribed to the website email updates is useful, but as new committees are formed I wish I was notified that I had other lists to subscribe to. I never feel I am getting the whole picture. In a world of digital resources, I wish town government reached out to citizens more often for input (even informally), such as surveys like this. Of you don't happen to know a Selectman or committee member, your voice isn't heard.	7/3/2021 7:39 AM
50	To make these changes possible, what new role would need to be created for a town employee?	7/3/2021 7:09 AM
51	just post info on town website	7/2/2021 6:57 PM
52	Make sure any town communications by phone is easily identifiable as legitimate and not a robo-call	7/2/2021 4:49 PM
53	I miss the local newspaper, but websites and e-alerts is working.	7/2/2021 3:41 PM
54	no	7/2/2021 2:51 PM
55	I would prefer a flyer in the form of mailings. You can't do it on Facebook cuz people always have opinions I just want the facts from the town	7/2/2021 2:50 PM
56	Give synapses of meeting minutes or bullets that are important about changes and impacts on	7/2/2021 11:58 AM

Survey Results:

	the community as well as important upcoming dates.	
57	Standardize communication and do not rely solely on social media.	7/2/2021 11:20 AM
58	I would like to see meeting agendas and minutes as frequently as they are held/recorded.	7/2/2021 11:18 AM
59	Something to welcome new residents	7/2/2021 11:18 AM
60	Yes	7/2/2021 11:08 AM
61	eir method of communication for their household	7/2/2021 10:47 AM

Open Government Working Group (OGWG) Questionnaire for Town Employees

Subcommittee to meet with Town Officials: Rose Baier, Maria Bechis, Susan Holroyd

Intro: *We are trying to collect input about the tools you use to get information out to Brookline residents, so that we can assist in helping you share that information in the most efficient & effective manner.*

The questions focus on people, processes & technologies.

People:

- *Do you have enough of the right people for the work your department has?*
- *Which Boards, Commissions, and Town Administrators do you work with?*

Workflows/Processes:

- *Are your processes stale or appropriate? Meaning are your processes inefficient/outdated or need to be revised?*
- *What methods/processes do you use to get information out to the town? Do you think these are effective?*
- *Are there parts of the current process that are frustrating to you?*
- *Is there information you would like to get out to the public but can't due to limitations?*
- *Are you able to reach town residents in a timely fashion?*
- *Do residents respond to your inquiries?*
- *What is the frustration you hear from the public?*
- *Is part of the frustration due to the current way the information is being disseminated?*

Tools/Technology:

Survey Results:

- *Do you need improvements in technologies?*
- *Are there tools out there that you think could not only help you do your job better, but also at a cost savings?*
- *Do you have ideas for specific improvements?*