

TOWN MEETING STUDY AND IMPROVEMENT COMMITTEE  
(TMSIC)

September 19, 2022

Meeting Minutes

The regular meeting of the Town Meeting Study and Improvement Committee was held on Monday, September 19, 2022. Renaldo A. Deluzio being in the chair called the meeting to order at 6:32 p.m.

Present at the meeting were: Charles M. Clark, Sr., Renaldo A. Deluzio, Christine Crean, Dr. Richard A. Heller, Jose M. Morais, Michael Visconti, Gregory Johnson and Brian Long. No members of the Participating Applicants to the Committee were present: Michelangelo Bon Tempo, Consultant Volunteer was also present. There was a guest at the meeting, Andrew Johansson, TMM precinct 4.

Administrative Items: Chairman Deluzio announced the meeting was being recorded. There were no objections to the meeting being recorded.

1. Approval of the minutes: August 8, 2022 minutes were accepted as amended.

2. Invitation to Speak: No one requested to speak.

3. TMM survey 2022 Status:

a) Latest questionnaire version - Test FYI (Handout):

The Committee reviewed the latest version dated 8-8-22. Chairman DeLuzio recommended no further changes be made to this version and we proceed to the test phase. Committee concurred.

b) Change from email invitation to web invitation: (Handout )

Chairman Deluzio noted that most of the differences between the email and web invitation comparison chart are not significant. He focused on multiple responses. There is no possibility that a respondent can take the survey more than once with the email invitation because it tracks respondents by unique email address.

The web invitation does not have that level of protection because it tracks respondents using cookies. It does not allow more than one response from a single browser and device. However, it does not prevent additional responses from multiple browsers/devices or from Town Meeting Members (TMMs) providing the web link to others. Consultation with Survey Monkey indicated that based on their extensive data and experience, this has not been the case. We will probably notice from the survey results if the system is being abused (e.g., more respondents than the number of TMMs who received the invitation, more respondents from a precinct than the number of TMMs in the precinct, multiple identical questionnaires, etc.)

Both invitation methods allow anonymous responses. The web invitation is simpler and eliminates the TMMs concerns of providing their email address to a third party. Chairman Deluzio recommended we use the web invitation.

Dr. Richard Heller moved to proceed with the web link process, seconded by Brian Long. Motion passed unanimously.

3c) Web link invitation (Handout):

Survey Monkey suggested adding a password on the invitation. Discussion ensued regarding how to frame the invitation statement. Mr. Visconti suggested “Your responses and personal information will remain anonymous”. Mr. Long felt that stating there are 23 questions maybe seem like a lot for people and may turn them off from taking the survey. It was concluded that the number of questions should be deleted altogether.

Discussion ensued regarding the 3 to 5 minutes to take the survey without commentary. It was decided to remove “without commentary” and simplify wording to read, “Please take 3 to 5 minutes to complete this survey.”

Chairman DeLuzio will revise the Web Link Invitation accordingly.

Chairman DeLuzio requested taking up item 5 before item 4. No objections.

5. Pre-Town Meeting Forum Article Submission for 10/24/22 STM (Handout):

Based on a previous Committee vote that decided to discontinue organizing Pre-Town Meeting Forums, Chairman Deluzio reported that he submitted the Oct. 24, 2022 Warrant Article Submission form to the Select Board requesting the following article:

“That the Town Vote to amend the standing vote of the Town Meeting entitled “Town Meeting Study and Improvement Committee” section (a) Duties of the Committee by deleting item 7) Organize Pre-Town Meeting Forums”. Mr. Long commented that he may speak on the article at Town Meeting in support of Pre-Town Meeting Forums and recommend an unfavorable vote on the motion.

4. Use of TMMs email addresses for TMSIC Purposes:(Handout):

Chairman Deluzio reviewed his email exchanges with the IT Director (Christopher George) and discussion/email exchanges with Acting Town Council (Attorney Gerry Moody) regarding TMMs email use for the following two TMIC Town Meeting Standing Vote enumerated duties:

1. Periodically conduct surveys of the Town Meeting members to assess their level of satisfaction, their issues, and their recommendations for improvement.
2. Communicate with Town Meeting members and the general public about Town Meeting through various means including the use of Information Technology.

Attorney Moody advised that Town Meeting approval of the Standing Vote does not authorize the TMSIC to use TMMs email addresses for said purposes. Attorney Moody advised the TMSIC has to acquire explicit authorization from Town Meeting members to do so. In addition, he stated that he will not

authorize the Town Clerk to provide TMMs email addresses to the TMSIC. Only the Town Clerk and the IT Director have authorization to use TMMs email addresses. A procedure for implementing compliance with these declarations turned out to be extensive as illustrated in the procedure.

The initial procedure proposed IT Department's support to the TMSIC. It was revised to Town Clerk's support based on the IT Director's response to the Chairman's Sept. 8<sup>th</sup> email requesting a meeting to discuss a proposed IT Dept. support procedure. Mr. George: "I am happy to have the meeting to discuss the logistics, but IT will not be facilitating emails for Board and Committees".

Chairman DeLuzio explained that if the TMSIC had authorization to use TMMs email address he would have to perform all the defined general communication and survey tasks. However, they would have to be performed using a computer at Town Hall via a TMSIC specific, password protected, email account that whose access is limited to the Town Clerk. At the request of the TMSIC Chair, the Town Clerk would provide access to the Town Hall Computer and log-in the TMSIC Chair. Chairman DeLuzio went over the procedure noting the Town Clerk's role, that the TMMs email addressee are not visible to the TMSIC Chair, and how the submission of the Survey email invitation is handled.

Chairman Deluzio will now meet with the Town Clerk to go over her role. If she concurs, he will then meet with the IT director to go over his small role. Once agreement is reached, he will brief the Town Administrator.

Motion was taken to affirm the previous vote to start the meeting at 6:30 (passed, 7 in favor, one opposed).

Meeting Adjourned at 7:57

Respectfully Submitted,



Christine Crean, Clerk

Date: 10/12/2022

Handouts received and placed on file: (Copies available upon request)

Item 3a. Manual Questionnaire (Test-1)[(8-8-22) Version]

Item 3b. Survey Monkey Invitations – Options Definitions Comparison

Item 3c. Web Link Invitation Email (Example)

Item 4. Proposed Town Clerk's Support to TMSIC (Draft (9-15-22)

Item 5. Article Submission Form for 10-23-2022 STM re Forum