

**Government Review Committee  
Meeting Notes  
June 5, 2008**

**Present:** Lowell Kelsey, W. Gary Edwards, Jane Powers, Bill Dashnaw, Pat Turbett, Bill Serafin, Mark Brouillette, Joanne Sevick, Chandra Wirtz Coffey, Ruth Doyle and Tedra Cobb

**Overview of Meeting:** The Committee reviewed each item in the Action Plan and received an update on any activities taken since the last meeting.

**Next Meeting:** September 2<sup>nd</sup> at 3pm in the Human Services Building

| <i>Short Term</i>  |  |  |
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| Action Items   | Team/Completion Date   | Update and Discussion  |
| <p>Explore opportunities for shared services and consolidation between County departments</p> <ul style="list-style-type: none"> <li>• Create standardized process for executing contracts</li> <li>• Develop process to respond to grants favorable to county's interest</li> </ul> | <p>Bill Serafin, Keith Zimmerman</p> <p>Completion Date:<br/>September 1, 2008 – draft</p> <p>January 1, 2009 - Completion</p> | <p>Bill Serafin and Ruth Ayen met to begin tackling this project. Some contracts are so complicated they are difficult to decipher while others are so simple they do not protect the County.</p> <p>They will meet with Peter Lekki to continue working on this project.</p> <p>The committee decided to set a deadline for the draft and to have a standardized process by January for all new 2009 contracts.</p> |
| <p>Review process of reporting and accounting for Capital Projects in all County departments.</p>  | <p>Bill Dashnaw, Bob McNeil, Keith Zimmernan, Natalie Aldrich and Karen St. Hilaire</p>  | <p>There was no report.</p> <p>Bill Dashnaw suggested his accounting process functions well. He will meet with Bob McNeil and Keith Zimmerman. The goal will be to account the revenue, accrual – the inflow and outflow – of funds and the impact on cash flow and fund balance. Bill also suggested we should at least develop on a trial basis capital project reporting for the budget process.</p>              |

*Short Term*

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| <p>Staff Development</p> <ul style="list-style-type: none"><li>• Conduct succession planning and cross training process</li><li>• Conduct staff development training targeting mandatory Continuing Education Units (CEU), training in management and adaptive skills</li><li>• Assessing opportunities for tele-education and on-line training</li><li>• Conduct employee satisfaction survey</li><li>• Increase opportunities for creating an entrepreneurial culture within county government<ul style="list-style-type: none"><li>○ Create a process for employee suggestion box</li><li>○ Creating a meaningful incentive program</li></ul></li></ul> | <p>Karen St. Hilaire, Natalie with assistance from employees and dept heads</p> <p>Completion Date: Training Plan- January 2008</p> <p>Employees Satisfaction Survey – March, 2008</p> | <p>There was no report</p> <p>The employee satisfaction survey will be reviewed under “customer service” action item.</p>   |
| <p>Conduct assessment of County policies to explore cost saving and efficiencies.</p>  | <p>Peggy Mousaw, Bob McNeil, James Davis, Bill Dashnaw, Bill Serafin, Gary Jarvis</p> <p>Completion Date:</p>  | <p>Discussed expanding this action item since the car policy has been successfully implemented.</p> <p>A cell phone policy is now being drafted. The policy should address County cell phone use as well as personal cell phone use on the job. Bill Dashnaw has forwarded to Karen a DOT cell phone policy. There are safety concerns especially regarding cell phone use in vehicles.</p> |

*Short Term*

| <b>Action Items</b>  | <b>Team</b>  | <b>Update</b>  |
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| Create and disseminate a Local, State and Federal organizational resource guide  | Pattie Ritchie and Chandra Wirtz   | This item is done for 2008   |
| Explore ways to be more customer driven: <ul style="list-style-type: none"><li>• Conduct a community satisfaction survey/suggestion box</li><li>• Explore and identify ways to better communicate with public</li><li>• Design and conduct a marketing/public relations campaign</li><li>• Increase community outreach and education on county services</li><li>• Implementation of 211 system</li><li>• Create and distribute a County Newsletter</li></ul> | Joanne Sevick and Jane Powers, Karen St. Hilaire, Connie Martin<br><br>Completion Date:          | Joanne suggested Laura Perry work with us on this item. She headed up the IT survey and we would like to follow that model for a customer satisfaction survey and possibly for an employee survey.<br><br>Joanne will also follow up with Keith as Planning has done client surveys in the past. The County Clerk's office has "purple cards" and real property has customer response cards. We discussed having a survey on the County website and having cards in all departments. |
| Review and update current code of ethics and local ethics law- including responding to FOIL requests   | Chandra Wirtz, Jane Powers, Tedra Cobb and Mike Cunningham<br><br>Completion Date:<br>March 2008 | There will be a special meeting on August 13 <sup>th</sup> to go through the proposed law. Peter Lekki will be key in this process. There is still some misconception that all volunteers will have to fill out the disclosure form.   |

*Short Term*

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| <p>Conduct assessment of current insurance program and catastrophic coverage</p>  | <p>David Forsythe, Peter Lekki, Natalie Aldrich, Karen St. Hilaire</p>  | <p>RFPs have been returned and discussion will be held at Finance in June.</p>  |
| <p>Review current resource allocation and funding process and exploring further partnering opportunities with "outside" agencies</p>  | <p>Judy Wendt, Peggy Mousaw, Joan Narrow, Pat Kelly, Joanne Sevick, Karen St. Hilaire, Bob McNeil</p> <p>Completion Date:</p> | <p>Ruth Doyle reported that the Board Office is sending out information and requests to those who currently receive funding. This year, applicants will be required to come to the Budget Committee to discuss their outcomes for 2008 and their 2009 budget request and justification and expected outcomes.</p> |
| <p>Assess current process for appointing advisory and governing boards and explore ways to increase communication with and public access to minutes, by-laws and actions taken by boards.</p> | <p>Tedra Cobb and Jane Powers</p> <p>Completion Date:</p>   | <p>Chandra reported that she is receiving more and more Advisory Board meeting minutes. One goal regarding the new website will be that each Dept will be able to upload the minutes of the Advisory Boards under their jurisdiction.</p>   |

*Long Term*

| <b>Action Items</b>   | <b>Team</b>  | <b>Update</b>   |
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| Review relationship, decision making, policy implementation and communication with State and Federal government | Karen St. Hilaire, Sam Burns, Leg. Liaison, Chair of Board, Patrick Kelly  | There was no report.<br><br>This area continue to be important as the State continues pass along costs to Counties. The impact of each decision/proposal at the State level should be analyzed and brought to the Board so that we can respond to our State Representatives.  |
| Explore opportunities for consolidation and municipal sharing of services                                       | Gary Edwards, Bill Serafin, Bill Dashnaw, Jim Smith, Pat Turbett, Lowell Kelsey, Joan Narrow, Bob Wells, Jane Powers | Jane has applied for and received funding to analyze systems of County-wide assessment. The RFPs are out to firms to study our current system and to study a system more driven by the County.<br><br>The County Treasurer has applied for and received funding to study furthering the goals of the County-wide tax collection system.<br><br>Bill Serafin has continued to work on a County Health District. The Public Hearing will be held June 18 <sup>th</sup> .<br><br>Bill Dashnaw is continuing to work on a shared fuel island and a shared salt storage facility within a five-mile radius of Canton. The DOT may also be interested in the facility. The discussion will continue and if this phase is successful the partners may explore a shared maintenance facility. |
| Conduct Strategic Planning with the Board of Legislators and County Departments                                 | Chair, Tedra, Administrator, Bill Serafin  | There was a strategic budgeting session held June 4 <sup>th</sup> .   |
| Explore reaction to and opportunity for Community Wide Standards and procedures                                 | Jane Powers and town officials   | No report   |

**Other Discussion Areas:**

- There was discussion regarding communication with the BOL. Many Departments would like more time to discuss issues, concerns, changes etc. in their Departments that are not being discussed in the format of the three jurisdictional committees.