

Tuesday, June 30, 2020
Board of Selectmen Meeting Minutes
Foxborough Town Hall
Andrew Gala, Jr. Meeting Room
7:00 p.m.

Members Present: Mark Elfman, Chair
Ed O’Leary, Vice Chair
Stephanie McGowan, Clerk
Leah Gibson
Chris Mitchell

Also Present:
William Keegan Jr., Town Manager
Mike Johns, Assistant Town Manager
Christina Metcalf, Community Info. Specialist

1. 7:00pm - Citizen's Input – None

2. 7:05pm Town Manager Goals and Objectives Meeting

LG – Selectmen and Town Manager sent in goals, they were compiled into 4 goals and we will discuss tonight and then set goals for the upcoming fiscal year. This will allow for a framework for a mid-year check in and evaluation.

- Goals:**
1. Protect and enhance the Financial Health of the Town
 2. Protect and enhance Communication and Engagement
 3. Protect and enhance Business and Economic Development
 4. Protect and enhance Town Operations

Goal 1 Objectives Discussion

BK – Change to Objective F – Finance Director instead of Town Accountant and Town Treasurer. The Finance Director makes those assignments.

ME – Are some of these more job description then goals? For example Objective A?

LG – In a time like this, with the uncertainty due to Covid 19, that is a top goal to maintain fiscal discipline right now.

BK – I agree, the objectives give measureable pieces

Goal 2 Objectives Discussion

BK – Could you explain Objective 2A?

LG – We can be siloes sometimes and that all Boards that need to know things are communicated with that information. We’ve done a lot this year with School, Ad Comm and BOS.

BK – These are crossover goal with the BOS and TM. I think with Goal 1 we need to identify the specific things that concern and can be emailed directly to me. Communications means different things to different people and I want to be clear of the expectations. Maintaining an open and transparent atmosphere, sometimes it’s difficult to do that in every situation with the sensitive nature of information.

Objective 2B – making sure we have a plan to communicate and utilizing the full functionality of website

CM – Objective 2B, C and E are basically the same. We should consolidate them.

ME –Add to C the last line of E – Create and innovate venues for open communication and preparedness for Town Meetings. We’ve done better in regard to communication to town meeting and keep learning how to do it better.

SM – With more people at home using social media and the website more. A good example is the Water Ban

CM – Having Ad Comm televised was huge this year. LG – I agree

MJ – Going back to Objective C – with reopening how did we do and get feedback to how we reopened.

LG – If we use the website the way it was intended, using the email list and subscribing and have a campaign to push people to subscribe to so when a water ban or similar happens.

BK – Different groups have different lists, and we have no Town lists. We need to get in the habit of subscribing our residents and businesses.

LG – It was difficult to get a restaurant list for the outdoor dining. It was eye opening to see that we don't have that database.

BK – Will utilize Aaron, and key other departments so we communicate. Fire and Police have good information on their Facebook pages. We are in the process of evaluating Facebook and other social media.

LG – We don't know who exactly is running FB page. And Boards and committees and took 3 months. We do

BK – We are looking to see how to go forward and we are evolving as an organization. We are working on a Strategic Communications Plan

SM – Did the reverse 911 happen for the water ban information?

Christina M – Aaron and Chris Gallagher worked together to put that information to all the parents we have contacts for in the system and was working with Marc Craig to put out a call to the seniors as well. It was put on the website and social media. Even though it has rained the water ban is still in place.

LG – We need to work together to have a central plan.

MJ – With the reverse 911, the School and Police, don't want to saturate with non-emergent information. We are working to get in a plan in place.

BK – We'll be listening and working for the next year to get the framework in place. The full spectrum will not happen quickly but is a process.

ME – With all our social media platforms what percentage of society does that reach?

Christina M – Police have 10k Facebook followers, Fire has about 8k Facebook followers. Other pages are less, the Town hall is around 2k-3k. Our posts go to Twitter, Instagram and Facebook and links back to the Town website with further information

CM – We need to grow our social. Maybe do survey going out of Town Meeting. There are definitely ways to build what we want.

MJ – We have 4 generations in government and town, doing social media and website. We can't forget about cable access and newspaper and to utilize all media platforms

LG – The warrant wasn't in the paper.

ME – Is that us dropping the ball or the paper saving paper, curious to see if that is put in the paper?

BK – Now that the town website is the posting area, it hasn't needed to go to the paper

MJ – Ad Comm recommendations should be on paper, were on the Patch, people expect to see Ad Com recommendations in the paper.

LG – Objective D - do we want Department Heads to come in and give a report?

CM - Yes, wouldn't be bad to get the information and to have an open dialogue

LG – Update objective D to “to discuss issues and anticipated strategic actions involving their departments.”

LG – Objective F – this works great right now but in the future to prepare when change happens. We want Bill Keegan and Bill Yukna to work together to make sure that there is a succession plan for the schools and Town to continue work together as well and successfully as we are now.

CM – I would make the suggestion to put that under Goal 4 Objective B

LG – Objective I – have staff liaisons with Boards and Committees to ensure that their minutes and agendas get posted and that they are supported

BK – We need to be establishing policy and procedure that the BOS would agree to so that we have a clear procedure

LG – Objective J – enhance customer service, we potentially turned away a check because of a math error when a phone call might have more quickly resolved the issue

BK – The key is that we are so use to doing things a certain way we need to look at why we do it this way. And if we always do it that way - can we do it better? We should be doing that all the time

Goal 3 Objectives Discussion

LG – Objective A added “community clubs and organizations”

CM – Goal 2 Objective H to move to Goal 3 objective

LG – Goal 2 Objective H is now Goal 3, Objective A.

CM – Goal 3 Objective C and D seem like more of Planning Director than Town Manager and feel that we don’t need to include C or D

LG - Bill had the Master Plan in his goals which is why I left those – is that planning

BK – The Master Plan is Planning Director and we would encourage them and support their efforts.

LG – Change it to “Encourage and support efforts related to the current Master Plan. Support and encourage the efforts of the Planning Board to update and improve the future Master Plan and the business districts”

MJ – With the Master Plan, you need surveys and meetings and we need to encourage attendance.

LG – Encourage to go to a meeting and become a little bit more involved in the Town. With that can we get rid of Objective D?

All agreed to get rid of Goal 3 Objective D.

BK – Add “state and federal officials” to list of groups on Objective E and “to develop a comprehensive rail plan that positively enhances the Town of Foxborough and life for its residents”

LG – if we have quiet zones we assume some risk.

ME – Every time they recouple trains, the horn blows.

SM – The gates that are going up now, is that us?

BK – That is currently the state installing them. If we have quiet zone, someone gets hit by a train with no horn we could potentially be held liable. We would need study it thoroughly before doing anything.

Goal 4 Objectives Discussion

Objective A – Is this a succession plan or a timeline?

LG – We need a list of your responsibilities and what you do on a day to day basis

CM – Something like a continuity binder and this should be done for all positions in town.

MJ – We have started to do this during the Covid shut down and anyone in an administrative, management or department head position and put together a TRUCK Binder.

Christina M – The TRUCK binder stands for Training and resources, Responsibilities, Usernames and passwords, Contacts, and need to Know.

LG – Objective A will now read “Develop a TRUCK binder/business continuity plan for Town Manager, Department Heads and other key roles

Goal 3 Objective F is now Goal 4 Objective B

BK – Already working on RACI chart for Town meeting

LG – We should also do that for the Budget process

LG – Objective F – There is Open Meeting Law training that I would encourage people to take it

BK - Objective G we should take out by-laws because I have no control over those.

LG – Obj G will now read “Ensure that all new processes and strategic improvements that you own are successfully implemented in the agreed upon time frame.

BK - Obj F should read the same in regards to town employee and board files that the Town Manager owns. There are elected boards that I don’t control

MJ – We are holding a code of conduct and civility policy training as well have the Social Media Policy training to happen in the summer as well.

LG – Can we get Zoom links or record these trainings?

BK – We can arrange for that to happen.

SM – How can we hold board and committee members accountable?

BK – We can deal with employee issues, if the person on a board violates a policy there is little that can be done. There is no teeth, there is teeth with re-appointment.

LG – I don’t think we have a policy manual or in the info in all personnel files which is where I’m getting at on the goal for this objective.

BK – We need to do a better job of getting that information and housing it for our appointed and elected officials to do that.

LG – We can plan an orientation day for the

BK – Make a board policy that all members have to do this.

LG – We shouldn’t have people on boards that haven’t been trained or signed

ME – Do you have a spreadsheet of Town employees and their trainings?

MJ – Yes.

LG – We need to do it and drive it out of this office

SM – Could we put teeth in the policy?

BK – There is no removal process.

MJ - It’s easy to have the policy and procedure in place. The removal is the difficult part, it’s by voters with elected and by appointed by BOS.

LG – We can make a goal to have the policy and training in place.

I had two other two that I couldn’t find a home for was: In conjunction with Chief Grace review police department polices for signs of racial and gender bias as well as our departments training on physical force. I believe that is a Chief Grace goal and not a Town Manager goal.

SM – With what is going on in the world today, we should make sure that we have these trainings in place.

EO – Every year Mike Grace is responsible to do in service training and that mandate is met. And to make sure that we are up to date with what is going on now in the world we live in.

BK – I will support Chief Grace and his efforts within his department and in his community.

LG – I would challenge you to have your Department heads come up with goals and objectives.

BK – I will use this document to go forward with that.

LG – The other objective I couldn't find a home for was: Legislative delegation meeting with the Board with federal and state reps.

BK – As near as I can tell there's never been a meeting to have Rep or Senator coming and update you on their level of what is happening in community in general and state in their world. It would be helpful to have a sound relationship with them.

ME – Let's send it out to all of us before voting on it at the next meeting.

3. Re-opening update – Assistant Town Manager

MJ - There is a sign with screen questions, greeter, and sandwich board with information. The expectations are to wear a mask, as well as use hand sanitizer. The temperature question has been dropped off the list. The greeter will be behind Plexiglas shield, we are encouraging online bill payment, and call for an appointment. We can only have dozen residents in at a time, does not include conference room. It will be different. We don't want people to be shocked when they come in we are protecting the health of residents and health of employees

4. Adjourn

Motion to adjourn by S. McGowan 2nd by C. Mitchell. **Approved 5-0.**