Town of Burlington Government Review Committee
Minutes of March 14, 2018

Members in attendance: Robert Hogan, Steve Marchese, Charles Murphy, Kelly Pappas, Roger Riggs, (Michael Runyan), Sally Willard

Members Absent: Gary Gianino, Paul Sheehan

Also present: Police Chief Michael Kent, Town Administrator John Petrin, Town Clerk Amy Warfield

Chairman Kelly Pappas called the Government Review Committee to order at 4:31pm in the Burlington Town Hall, main hearing room.

**Department Head Discussions:**

*Michael Runyan arrived at 4:33pm.*

- Police

Mr. Kent explained that the police department is unique in Burlington, because it needs to be a mix of small and big town. There are approximately 25,000 residences, but during the working hours there is a population of 75,000 people in Burlington. He noted there is good communication amongst his department, the Fire Department, DPW and School Department. He recommended a new police station for Burlington.

- Town Administrator

Mr. Petrin explained there are 330 employees in general government, and 80% report to the Board of Selectmen. The 20% that don’t are: Treasurer, Assessor, Town Clerk, Board of Health, Planning Board, Library, and Recreation. Mr. Petrin handles all the collective bargaining/union negotiations/pay rates for every employee/department.
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<th>80% under BOS</th>
<th>20% not under BOS</th>
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| Employee filing a grievance | 1-Town Administrator  
2-Arbitration | 1-Department Head  
2-Elected Board  
3-Town Administrator  
4-Arbitration |
| Hiring Process           | 1-Department Head makes recommendation  
2-Town Administrator reviews and approves | 1-Department Head makes recommendation  
2-Elected Board reviews and approves |

Mr. Petrin recommended not handling employee grievances by elected boards because they may not have the experience. These are delicate situations, and the best practices for handling these are not clearly defined. It needs to be understood whether a situation can ‘sustain in arbitration.’ And to understand that, you need to know the type of case it is, the recent trends, and legal mandates. These grievances should be handled in private, especially discipline and termination. And allow the employee the right to be heard in public session if they decide. Sometimes a grievance that goes through the department head, then the elected board, by the time it gets to the Town Administrator it is more difficult to resolve, and requires more time.

Mr. Petrin recommended one manager for all employees to handle the day to day. A potential issue by allowing departments to manage themselves is they may decide to take a day off. This would violate the contracts if decisions like these were not applied to all employees/departments.

Mr. Petrin recommended the treasures, and collector offices merged into one financial department. This will allow for cross training. The treasurer should be appointed, not elected, because the person in that position needs to know the job.

Mr. Petrin’s final recommendation was reducing the amount of town meetings in a year from three to two, because of the amount of staff time, and cost of doing three town meetings in a year.

*Bob Hogan left at 5:39 pm.*

*Charles Murphy left at 5:41 pm.*

- Town Clerk

Ms. Warfield distributed a list of her responsibilities (see appendix 1), and she reviewed it with the committee. Her department handles 2,000 vital records a year, because of Lahey Clinic.

Her department has to be cross department oriented. That same enterprise wide mindset must be applied to programs and applications for the town. She
recommended improving communication across departments to ensure things are working well, and looking to the private sector to see how best to achieve that.

She noted the elected positions have less turnover, and there is more of an investment in the community.

_Roger Riggs left at 6:31pm._

Motion to adjourn the meeting at 6:36pm was made by Michael Runyan, and seconded by Steve Marchese.

**PASSED: 4-0-0**

Next meeting:
Monday, March 19 at 6:30pm
Burlington Town Hall, Main Hearing Room.

*Minutes respectfully submitted by:*
_Noelle Judd, Recording Clerk*
APPENDIX 1

Town Clerk

- **Keeper of the Records**
  - Vitals & Licensing
    - Births, marriages & deaths*
    - DBAs
    - Dogs—licensing and rabies tracking
  - Documents of the Town
    - Filings (Variances, Special Permits, Site Plans & Subdivisions, PDDs)
    - Legal notifications (subpoenas, law suits, insurance claims)
    - Coordinating the management and storage of departmental records
    - Overseeing the retention and timely destruction of any non-permanent records
    - (Generate over $140 K in revenue annually)

- **Town Meeting**
  - Clerk of the meeting (maintain motions, minutes & votes)
  - Moderator support (preparation, communication, procedural issues & etc)
  - Town meeting communication
  - Informational meetings
  - Preparation (facilities, presentation & equipment)
  - Follow up (minutes, AG and DOR reporting & postings)

- **Record Access Officer**
  - Management of all public requests
  - Overseeing timely responses
  - Coordination of multi-department requests

- **Other**
  - State requirements (Open Meeting Law & Ethics-Conflict of Interest)
  - Meetings (postings, agenda & minutes)
  - Non-criminal fines tracking
  - Website
  - Town Seal protection

- **Census**
  - Conducting annual census for over 10,000 Households
  - Process returned census forms and updates (VRS)
  - Provide census data to other departments, [Schools, COA, Police]
  - Conduct census "survey's"

- **Board of Registrars (member & Clerk)**
  - Maintain accurate voter rolls (new, address changes, deaths)
  - Election (poll processing, Provisional, delayed, military & overseas, and challenged)
  - Manage and conduct recounts

- **Elections (Chief Election Officer)**
  - Conducting elections (local, state, federal & specials)
  - Election cycle (2-4 months of activity)
  - Processing nominations and certifying signatures
  - Absentee voting
  - Early voting
  - Election day in person voting
  - Certifying results and regulated reporting
  - Publicity, press and public relations

  **Town Elections (all the above plus)**
  - Tracking terms for Town wide and Town Meeting
  - Setting election dates
  - Campaign Finance tracking
  - Candidate education and monitoring