

Select Board Work Session Meeting Minutes

December 12, 2023, Meeting (Hybrid)

Via Zoom Platform

Select Board Members Present: Kristen Reed-Chair, Susan Areson-Vice Chair, John Dundas-Clerk, Robert Weinstein-Member, Stephanie Rein-Member (virtually attended)

Select Board Members Absent:

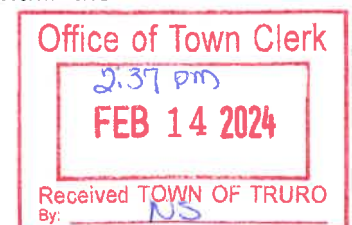
Other Participants: Town Manager Darrin Tangeman; Assistant Town Manager Kelly Clark

Chair Reed read aloud Select Board Policy 56 and noted that the meeting was open to the public; however, comments from the public will not be taken and votes will not be taken.

Review Progress of Town Manager's Work Plan and Discuss Town Manager's Evaluation

Chair Reed announced the process for today's work session and then recognized Town Manager Tangeman who provided an update, to include his written responses, of his mutually agreed upon work plan regarding the following nine evaluated criteria for Town Manager Tangeman's evaluation:

1. Conduct monthly "Town Manager Coffees" to discuss and advocate for key community initiatives and topics and to promote these events on the Town's website splash page, social media, and Town Manager page.
2. The Town Manager will schedule two meetings – at least one of them in person during the summer season. During the Town Manager's regular business hours – with the Truro Part-Time Residents Taxpayer Association to solicit feedback and ideas on community matters.
3. Attend at least one Senior Luncheon per month. Host at least one community update to take place by December 31, 2023 with a participant question and answer session. Promote these events on the Town's website splash page, social media, and Town Manager page.
4. Clearly promote weekly community office hours offering both in person and virtual meetings with members of the community. Establish a virtual signup and provide a phone number so that community members can schedule time with the Town Manager.
5. Secure an ICMA mentor to work with the Town Manager on communication and engagement and meet monthly to discuss progress.
6. Complete an ICMA training program or equivalent, "Evaluating Your Community Engagement Strategy."
7. Organize community wide engagement meetings and the Town Manager will introduce the topic, establish ground rules, convey information, and participants encourage community participation to maximize community engagement.
8. Collaborating with the appropriate staff, the Town Manager will develop surveys and polls on current and ongoing relevant initiatives and topics that communicates a matter of respect to the individuals.
9. Collaborating with the appropriate staff, the Town Manager will conduct a Community Satisfaction Survey during this work plan period to gauge the critical issues within the community and seek feedback on Town services and initiatives.



Town Manager Tangeman and Members discussed in more detail, during his presentation, the following highlighted topics: Town Manager Tangeman had several meetings with the Board of the Truro Part-Time Residents Taxpayer Association but members of that organization were not available to meet with Town Manager Tangeman despite his best efforts to schedule meetings with them which were confirmed by Vice Chair Areson; any insights as to why only 6 individuals have scheduled meetings with Town Manager Tangeman in his office and steps which can be made to improve participation; the 7 core values from an introductory ICMA course that Town Manager Tangeman completed and by applying those core values when engaged with community members may be a helpful way to heal some of the divisiveness in the community; and a plan to train select members of the Town staff on the 7 core values from the introductory ICMA course and obtain ICMA certifications for those individuals once the course is successfully completed.

Upon completion of Town Manager Tangeman's presentation, Chair Reed asked each Member for their input as to whether Town Manager Tangeman had completed most of his work plan and should keep up the good work moving forward. Chair Reed also asked Members to provide any other relevant comments.

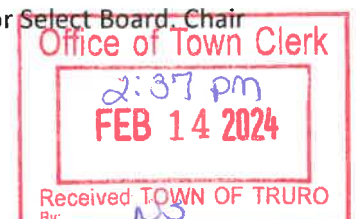
Member Dundas noted that the work plan has not yet been completed but it is a continuum. Member Dundas said that feedback will adjust parts of Town Manager Tangeman's strategy. Member Dundas agreed with Town Manager Tangeman that engagement is very important and the work plan was an opportunity to benchmark success.

Member Weinstein thanked Town Manager Tangeman for addressing the work plan issues as outlined and he was very much encouraged in a positive way to the response by Town Manager Tangeman and the community. Member Weinstein noted that Town Manager Tangeman has gone a long way as to how he engages with the community and the way Town Manager Tangeman explains to community members as to how decisions are made affecting policies which the Select Board sets forward. Member Weinstein concluded that he was encouraged at the way Town Manager Tangeman was open and how comprehensive he has been working on the work plan.

Member Rein stated that Town Manager Tangeman had met the benchmarks of the work plan so far and Member Rein appreciated Town Manager Tangeman's efforts in meeting the people of the community outside of the office. Member Rein also appreciated Town Manager Tangeman's focus on the seven core values and spending time with his mentors. Member Rein noted that the Select Board did not obtain feedback from Town staff, and moving forward, Member Rein recommended that this should be included in the future. Member Rein said that she was impressed with Town Manager Tangeman's putting in the time and dedication to moving forward and being approachable to Town staff and community members. Member Rein concluded that Town Manager Tangeman is doing a great job and she appreciated it.

Vice Chair Areson said that this update on Town Manager Tangeman's work plan was a great start and needed to continue. Vice Chair Areson said the Town Manager and Select Board should focus on the seven core values in reaching out as soon as possible to community members who feel distrustful of town administration or feel unheard. Vice Chair Areson concluded that this was good work by Town Manager Tangeman.

Chair Reed said that she agreed with her colleagues and government is ever-changing. Chair Reed noted Town Manager Tangeman's pedigree and experience when he was hired by the prior Select Board. Chair



Reed said that Town Manager Tangeman had made a significant difference and it was noted by members of the community.

Town Manager Tangeman thanked the Members and committed to making progress on all of the issues and to complete the Community Satisfaction Survey by April 1, 2024. Town Manager Tangeman stated that he will provide the community and the Select Board with the results of the Community Satisfaction Survey and utilize those results to shape the future of how services are provided and engage with the community in the future.

At 4:44 pm, Chair Reed announced that since this was a work session there would be no vote to adjourn but after a brief break the regular Select Board meeting would convene at 5:00 pm.

Respectfully submitted,



Alexander O. Powers
Board/Committee/Commission Support Staff



Kristen Reed, Chair



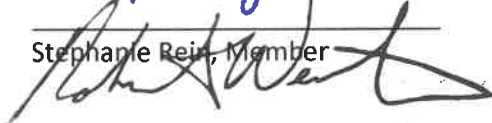
Susan Areson, Vice Chair



John Dundas, Clerk



Stephanie Rein, Member



Robert Weinstein, Member

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