

**Capital Budget Committee Meeting Minutes
September 21, 2023**

Capital Budget Committee Members	Present: Michael Marcucci, Kristine Trierweiler, Andrew Foster, Michael LaFrancesca, Megan Sullivan, Robert Aigler, Brent Nelson	
Guests	Frank Gervasio, Eoin O’Corcora (Director of Information Technology, Town of Medfield/Medfield Public Schools), Brittney Franklin (Assistant to the Town Administrator/Public Information Officer), Maria De La Fuente (Director of Land Use and Planning)	
Meeting Location	Held remotely on Zoom	
Meeting Times	Meeting convened: 10:00 AM	Meeting adjourned: 10:36 AM
Meeting Minutes	<ul style="list-style-type: none"> ● Chief Guerette presented two capital requests for FY25, both of which were not previously on the five-year capital improvement plan ● 	
List of all documents and exhibits used	<ul style="list-style-type: none"> ● E. O’Corcora began by presenting a \$30,000 request for Town departmental IT improvements, primarily related to the implementation of OpenGov, a town-wide initiative to increase efficiency in information sharing amongst departments and provide better customer service to residents seeking various licenses and permits. ● F. Gervasio asked to clarify that the \$30,000 request was in addition to the \$80,000 request for OpenGov software implementation. E. O’Corcora agreed, meaning that if the annual \$30,000 appropriation for town-wide IT improvements were granted, an additional \$50,000 would be needed for the full cost of the program. ● E. O’Corcora began by presenting an \$80,000 request for Town departmental IT improvements, primarily related to the implementation of OpenGov, a town-wide initiative to increase efficiency in information sharing amongst departments and provide better customer service to residents seeking various licenses and permits. ● This \$80,000 request is an additional \$50,000 over the (traditionally) annual \$30,000 appropriation for town-wide IT improvements. E. O’Corcora noted that for this year, the traditional \$30,000 town-wide IT improvement funds could be used for this project. ● F. Gervasio also noted that the OpenGov request was a new one, and that the town has encountered issues with separate, current vendors that provide transfer station sticker and building purchasing services. E. O’Corcora also mentioned similar issues with the town’s GIS vendor. ● B. Franklin spoke about the increased need amongst residents for access to town function, specifically amongst the building and planning office. These offices would be the primary focus of the initial implementation as well as the DPW’s transfer station stickers. Additional processes and workflows can be added to the platform at later dates for no additional cost. ● M. De La Fuente noted that handing applicants a 40 page applicant to fill out for permits can be cumbersome and usually results in incomplete applications. Additionally, the transition to OpenGov would allow all applications to be offered online and to be integrated with the town’s GIS system. The platform will show applicants the workflow they need to go through to complete an entire application process, as opposed to going from department to department for clarification. 	

- OpenGov also handles payment of fees by applicants, and M. De La Fuente mentioned that Conservation Commission fees paid are often incorrect. The platform will also assign and remind departments of their individual responsibilities during applicant review processes.
- M. Sullivan asked if the permitting information would interact with the assessors database, and M. De La Fuente answered that internally all permit history would be able to be viewed for a specific property. Externally, the data would be able to be viewed in this way, but could be displayed differently for privacy purposes.
- K. Trierweiler stated that 15 years ago she had presented a similar idea, but was only implemented for the building department and is unable to be integrated with other departments. This vendor was also recently sold to another company and the customer service since has been poor.
- K. Trierwiler also pointed out similar customer service issues with the vendor that provides the online platform for transfer station sticker purchases, which was offline for the first three weeks of the renewal year, meaning residents had to come to Town Hall to purchase a sticker. OpenGov would offer an improved customer service experience for residents.
- M. Sullivan asked about the cost of the software and implementation. B. Franklin answered that the total upfront implementation costs would be \$82,000, and include workflows for the Building, Planning and Zoning, Conservation, and Public Works departments. In the second year, operating costs of \$50,000, with annual increases, for subscription to the service would begin. E. O'Corcora mentioned that some of that cost is already being paid to existing vendors. B. Franklin mentioned, as an example, Peoples GIS is used for transfer station stickers, building and permitting fees, fleet services, and water asset management, for a cost of around \$18,000. People GIS has also notified the town that desired improvements to the transfer station sticker platform will cost around \$10,000.
- M. Marucci clarified that the up front cost would be included in the capital budget and in the upcoming years, the operating costs would shift to the town's operating budget.
- M. Marcucci asked about the revenues generated by the fees paid for via the platform, which K. Trierweiler would greatly exceed the total cost.
- M. Sullivan asked about a grant that had been mentioned during the conversation. M. De La Fuente noted that the town received an \$80,000 grant for a separate project that would ultimately be integrated into the OpenGov platform, if purchased.
- M. Sullivan asked about the four departments that town would focus on, and how no additional cost would be incurred for adding additional departments. B. Franklin answered that part of the implementation costs relate to training, meaning town staff would be able to add on new workflows later on.
- E. O'Corcora continued with his presentation, requesting \$300,000 for school IT improvements, noting that areas of focus include school building security, instructional hardware for staff, and network infrastructure such as projectors, network switches, wireless internet, and so on.
- M. Marcucci noted that this was an annual request that had appeared in prior years' capital budgets. E. O'Corcora added that funding had been used for radio systems, upgrades for cameras at schools, and network switches.
- M. Marcucci asked if the \$300,000 annual appropriation for school IT improvements was sufficient. E. O'Corcora confirmed it was at least for the next few years.
- M. Sullivan asked about personal student devices would be purchased with these funds, which E. O'Corcora confirmed they would not be but would be put towards instructional hardware.
- M. Sullivan asked E. O'Corcora to confirm that he would use the annual appropriation of \$30,000 for town department IT improvements towards the OpenGov implementation, if approved. E. O'Corcora stated that this was the case.

	<ul style="list-style-type: none">● M. Marcucci reminded the committee that its next meeting would be on October 6th.● On a motion by M. Sullivan and seconded by K. Trierwiler, the committee voted to approve meeting minutes from its September 15th, 2023 meeting.● The committee voted unanimously to adjourn.
Next Meeting	<ul style="list-style-type: none">● October 6th, 2023 at 9:30 am