



Washington Grove Communications Working Group (CWG)

July 16, 2018 / 7:30 PM / 410 Brown (McCrehan residence)

Attendees

Christine Dibble	christinedibble@outlook.com	Kathy Lehman	kathylehman@verizon.net
Kathie Evans	virgoevans@gmail.com	Jeff McCrehan	mccrehan@icloud.com
Marilynn Frey	marilynnf@comcast.net	Jane Seegal	jseegal@gmail.com
Marida Hines	maridahines@gmail.com	Meghan O'Connell	
Betsy Klinger	betsyklinger@aol.com		meg@thoughtandpossibility.com

Minutes

1. The group reviewed minutes from the previous meeting and considered some corrections.
2. The group also reconsidered some of the substance of the last meeting including the following, but without making final decisions:
 - a. Group purpose: Considered changing the mission from ..."communication from the Town to its residents" to "communication between the Town and its residents."
 - b. Committee inclusion: Group discussed whether to make recommendations for communications by town committees (as opposed to council or commissions). Decided to decide at a later time.
 - c. Definition of resident: the group is open to ("legal" / "taxpaying" / just "resident"...)
 - d. Levels of participation: considered defining member requirement as "any interested resident must say they want to be a member, must commit to attending meetings, and will give notice if he/she can't attend."
3. Members present decided not to spend more time on governance at this meeting and to continue brainstorming about problems and new ideas.
4. Group agreed with Meghan that a "requesting" focus on the Town's part, asking for views and priorities from residents, would powerfully improve communication and ensure residents are listened to (thus the discussion of our purpose as a two-way communication rather than one-way).

5. To model a "requesting focus" by using it in our own process, the group decided to survey Town residents.
 - a. Survey will be conducted on-line using most complete list of emails known, plus, possibly hand delivering to remaining handful of residents.
 - b. Members will send Marilyn suggestions in the next few days.
 - c. Marilyn will prepare a sample survey and circulate it among our group for review and comments; when approved, it will be sent out to residents.
6. Other topics discussed included:
 - a. We should consider making recommendations – especially easily implemented ones – sequentially, rather than preparing all recommendations for one large final report.
 - b. When a resident or council member brings a new concern, that concern should be assigned to a particular Council member, and then added to the tickler list in future agendas.
 - c. Oversight of follow-through on concerns raised should be an official town position filled by an employee or competent and dedicated volunteer(s).
 - d. Some ways the Town website could benefit communication include advice to residents on: a) how to be heard and b) how to bring up an issue. Also a "new in the council" section could help keep public abreast of current concerns.
 - e. Instead of "old business", the terms "unfinished business" or "tickler list" would be better for a category that TC might add to its agenda.
 - f. Recommending that when the Town bulletin mentions draft ordinances under consideration, the discussion in the bulletin includes a plain English, short summary of the ordinance.
 - g. Recommending that the Mayor and Councilors hold periodic listening sessions with residents.
7. The group plans to meet again at 7:30 p.m. on August 6 at Kathie Evans' home at 317 Brown Street.

Action Items

1. Get the July 5 minutes and these minutes approved and posted on the Town website.
2. Draft survey.

Draft of Agenda for Next Meeting

1. Review draft survey.
2. Continue brainstorming.