

**BOARD OF SELECTMEN**  
**Working Session**  
**Minutes of July 20, 2011**

Chairman Laura Powers called the meeting to order at 4:10PM. Board members present in addition to Chairman Powers, were Martha Morrison (4:30PM), Dick Gandt, Eldon Goodhue and Ken Vogel. Of the Selectmen's staff, Town Administrator Virginia Wilder and Board Secretary Donna Rich were in attendance.

Goals & Objectives: Chairman Powers opened the session stating the meeting was the second meeting to review of the FY11 Goals and Objectives and to set the Board's Goals for FY12. It was noted that at the last meeting revisions to Goals I & II had been completed and at this meeting the Board would review Goals III, IV and V.

III. Align Town supported Recreational Activities with Residents Interests: Selectman Vogel volunteered to replace Selectman Luther

Under Tasks:

1. Meet with the Park & Cemetery Department, Chairman Powers stated she would meet with them to discuss items stated.
  - d. added: Review the process utilized by P&C to review insurance of groups using Town Facilities
2. Review the Open Space Plan: Ms. Wilder noted she would have the most recent Open Space Plan distributed to the Board.
3. No change
4. Item deleted.

IV. Improve Communication within the Town

A. Promote better coordination or permitting within the Town

Under tasks:

1. Develop a "How To" Guide for
  - a. Citizens was added. A how to start a business for citizens guide was suggested.
  - b. Businesses was added. A how to set up a business for business guide was suggested.

The following tasks were agreed to be deleted:

2. Consider a Peer-to-Peer Program
3. Investigate expedited permitting
4. Establish Consistent policies and procedures for permitting

B. Improve Customer Service

2. Language was changed to be: Town Administrator to hold roundtable discussion with Department staff who handles citizen inquires.
4. added: Investigate the type and cost of both Public Notification and Telephone Systems necessary to meet the needs of Topsfield residents.

V. Promote and support resident participation in Town government

1. Implement a "Give Back" Campaign

- a. In progress with discussion of hosting an EXPO in 2012
- b. Create an on line volunteer application form has been completed
- c. In progress with discussion of hosting an EXPO in 2012
- d. Ongoing item

At 5:30 PM, Selectmen Vogel made a motion to adjourn and Selectman Goodhue seconded the motion; so voted: 5-0.

Respectfully submitted,

Donna Rich, Secretary  
Selectmen's Office

*Approved as amended at the August 29, 2011 Board of Selectmen's meeting.*

<p>Pursuant to the 'Open Meeting Law,' G.L. 39, § 23B, the approval of these minutes by the Board constitutes a certification of the date, time and place of the meeting, the members present and absent, and the actions taken at the meeting. Any other description of statements made by any person, or the summary of the discussion of any matter, is included for the purpose of context only, and no certification, express or implied, is made by the Board as to the completeness or accuracy of such statements.</p>
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