

Select Board Communication Policies

- I. Communication with Appointed and Elected Officials
 - A. Maintain a central repository for data, studies, reports, and minutes accessible to all citizens, boards, and committees on Granby's town website upon its completion. Until that time, minutes will be sent to board and committee chairs through a group email.
 - B. Invite chairs and appropriate boards to meetings on matters of shared interest
 - C. Every year the select board will organize a meeting of the chairs of ALL boards and committees to discuss issues of shared interest, including priorities, but not limited to, town priorities and the budget.
 - D. Every TWO years the select board will organize a meeting of all boards or committees to discuss the priorities and budget of the town

- II. Communication Concerning Town Government and Departments Operating under the Select Board's Authority
 - A. Questions or concerns relating to town hall employees should be referred to their most immediate supervisor. The Town Administrator's secretaries and custodian/maintenance worker(s) report directly to the town administrator and any questions or concerns should be directed to him.
 - B. Questions and concerns relating to the day-to-day operations of the town's general government should be directed to the town administrator.
 - C. Questions and concerns relating to the Police, Fire, and School Departments, Free Public Library, or Council On Aging should be directed to the administrator of that department. If doing so is problematic, concerns should be referred to the Town Administrator.
 - D. In-depth inquiries into the operations, procedures, or policies of said departments should begin by being addressed by the town administrator who will bring the issue to an open session of a select board meeting. If the inquiry warrants executive session (such as a personnel issue) and meets the legal requirements for an executive session, the board should follow the proper procedure to do so.

- III. Communication with Employees Other Than the Town Administrator
 - A. As leaders and elected representatives, it is important for select board members to get to know those who work under their authority.
 - B. Select board members are free to speak with and ask questions of town employees and department heads; care should be taken *not* to distract them from their assignments or duties.
 - C. Select board members do *not* supervise any town employees; care should be taken *not* to undermine the town administrator's authority as their supervisor.

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IV. Communication with Ad Hoc Committees

- A. The select board, as the appointing authority, is responsible for the work of ad hoc committees. Communication is critical to insure that these committees work within the policies of the board and fulfill their appointed goals.
- B. Communication between the select board and ad hoc committees can take four forms:
 - 1. Meeting agendas sent to the board whenever ad hoc committees meet
 - 2. Meeting minutes sent to the board soon after approval
 - 3. Reports to the town administrator
 - 4. Delivering reports at select board meetings at regular intervals established by the select board and town administrator

V. Communications with Granby Citizens

- A. The quality of democracy depends on the quality of communication between a government and its citizens. It is the select board's policy to increase and strengthen communications with citizens whenever possible.
- B. To this end the Board offers the following opportunities for communication:
 - 1. Select Board Meetings
 - a) Public Comment. It is a select board tradition to permit the public to address the board in the first 15 minutes of regular select board meetings. It is important to note that this is an opportunity for citizens to be heard, not to discuss issues with the board. It should also be noted that citizens may speak only with the approval of the select board. Refer to Memorandum concerning public comment.
 - a) Meetings with the Board. A citizen or group of citizens may request a meeting with the select board by contacting the town administrator stating precisely the reason for the meeting and the desired action of the board. If a group is to appear, a spokesperson for the group should be designated. Such an appearance will be incorporated into the agenda of a regularly scheduled Board meeting if, and only if, the issue cannot be satisfactorily resolved by the Town Administrator. Participants shall be allowed to make a short presentation, express opinions, and request pertinent information. Residents making such presentations are encouraged to prepare written materials for the board's review.
 - b) Meeting Notifications. The Town Administrator will ensure that persons who would be directly affected by proposed Board discussion or action will be notified of the date and time of the meeting at which the matter will be discussed or acted upon by the Board.
 - c) Questions and Comments About Agenda Items During a Regular Meeting. When the select board is considering matters of citizen concern at a regular meeting, the public will NOT be allowed to ask questions or make brief statements relative to the matter under consideration. Any parties who ask to meet with the board *must* speak with the town administrator first and state their topic and concern.

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C. Questions, Comments, and Concerns

1. Select board members and the town administrator should expect to deal with questions, comments, and concerns from employees, department heads, reporters, and Granby citizens. These communications may come in the form of phone calls, emails, written letters, or in-person discussions.
2. Responses
 - a) Responses to Questions, Comments and Concerns should be referred to the proper person in the chain of command. Questions, comments, and concerns should receive a response within 48 hours of receipt.
 - b) The minimal response is acknowledging a question or concern. If a question or concern will require more than 48 hours to generate a response, contact should be made acknowledging receipt of communication. If it is a simple answer, it can be given right away.

D. Response Format

1. When it comes to complex issues, those that the town administrator needs to refer to the select board, for example, the person should be informed of the process and given the opportunity to address select board members
2. Returning Phone calls
 - a) Try to speak with the person who initiated communication
 - b) It's okay to leave a message. It would be prudent to remember in what form or with whom a message was left.
3. Email can include reader return receipt with any sent emails