

HAMDEN TECHNOLOGY COMMISSION

Minutes of the meeting of

February 3, 2011

Attending: W. Folsom, U.M. Ford, S. Glenn, C. Sette, W. Spalter

Absent: E. Ariori, S. Harris, L. Salay

Call to Order – The meeting was called to order at 7:07 p.m. by Chairman Sette. There was a guest present at the meeting a Hamden resident interested in the Commission, his name is Aldo.

Approval of minutes – Chairman Sette entertained a motion to approve the minutes of the meeting of January 6, 2011. Mr. Folsom motioned to approve the minutes, seconded by Ms. Glenn. The clerk noted that Mr. Ariori was not listed as present and he was and it was indicated that Ms. Glenn was present and absent and she was in fact not present for the meeting. *The motion carried unanimously.*

Old Business

- a. Continued discussion on letter and objective for Commission – Ms. Ford provided a second draft of the cover letter to be sent to the Legislative Council. Ms. Ford also sent a mock up of the brochure for the members to review and make suggestions and recommendations. Some members were not able to open the document and Mr. Sette did not receive it. Mr. Sette mentioned an article in the local paper mentioning they have updated their website. Mr. Sette spoke with Mr. Richards and he advise Mr. Sette that they used the same company they initially set the program up with, they went looking for another company and found the cost was exceptionally more than they needed to spend and went back to their existing provider and the existing provide has taken care of updating the existing system. The up keep for the website has been moved to Julie Smith who works the help desk and she is making the changes. Mr. Sette would like the members to go into the site to see what is there and what isn't and bring the information to the next meeting. Mr. Spalter noted the website has a nicer more pleasant interface and the graphic are a little bit better but from a functional point of view it's not much different. It basically is a catalog of what the town is, who this area governmental departments are and what is going on. It leaves the ability for the community to inter act with it very much up in the air, there is no if you want to say it, no second generation content. There is no opportunity for the citizens to participate at all in the town website to feel a part of government, it's basically a one way directing content to the citizens and that is a little different from what it was five years ago. It looks a lot nicer but in terms of overall direction it's a web dot one website it's not even a two. What the Commission really needs to focus on to help change it is to take a look at how to promote citizen participation on the website, for example, what kind of meetings that take place, committee meetings as well as Legislative Council meetings that can be streamed. That could be available on the website real time and archive time, just an example of things that are obviously missing and the second example that the members all talked about before the inability for citizens to submit forms for services using the web as a transfer tool and common

- in with that is the inability of the town to accept credit cards to pay for some of these services that people are into. Mr. Spalter noted having reviewed the website he found it to be a much more pleasanter experience is that they really have not taken the opportunity to update the thrust of it to engage citizenry and to provide services in a more convenient and functional way. Mr. Sette noted that the comments from Mr. Spalter were right on point. Mr. Sette noted that while the website has been updated it is still lacking what the Commission feels should be a proper website. Ms. Ford also went to the site and noted its lacking in assess ability. Some of the sections when clicked on didn't take you anywhere and the calendar on the right side had no events or information on it and a lot of scrolling was necessary. Mr. Sette would like to see an audit of the website and asked He also stated that a solution should be researched to be provided. Mr. Spalter note that you do best of breed assessment you take a look at towns our size what they are doing, find out where the payback is in terms of the application that they activated on the web and from them you learn what works and what doesn't and you pick maybe five towns that have successfully expanded the functionality of their website and use that as a basis. Take what they have already done and find out which element really works well, we are so far behind the cure it should be a relatively straight forward path to take a leap forward simply by taking a look at what other town's have done. Mr. Folsom agreed to review a few local Town's websites and submit his findings to the Commission. Mr. Spalter noted this does take work but it will be beneficial to incorporate the information into the design. Mr. Folsom noted that the review/audit shouldn't sound like the Commission is criticizing but noting what has been noted and how to possibly change it.
- b. Continued discussion on ideas – Chairman Sette would like to keep this item on the agenda for future discussion.

Department Activity

- a. Update from Dave Richards on the status of IT – Mr. Sette spoke with Mr. Richards by phone and he advised Mr. Sette that he has submitted a capital budget in the amount of \$200,000. An RFP for switches and network infrastructure and that there are also some funds leftover from past years. He is looking to expand virtual services and will provide more information to Mr. Sette for the Commission.

New Business

Adjournment

At 7:49 p.m. Ms. Glenn motioned to adjourn, seconded by Ms. Ford. *The motion carried unanimously.*

The next regular meeting will be Thursday, March 3, 2011 at 7:00 p.m. in the 3rd Floor Conference Room, Government Center.

Recorded by,

Catherine E. Gempka
Commission Clerk