

SELECT BOARD MEETING

May 25, 2023 5:30PM

Town Hall/Hybrid

Quorum noted

5:30 PM: Meeting called to order by Chairperson Donhauser.

A. Roll Call: Mr. Donhauser, Mr. Widi, Ms. Dow, and Mr. Shapleigh.

Absent: Mr. McPherson (excused)

B. Pledge of Allegiance recited

C. Public Comment:

5:31 PM Mr. (Jim) Tessier, Johnson Lane, said I typically look online for the SB packet and in that packet, the Town Manager Report isn't typically there. I was wondering if there is someplace where we can have access to that.

Mr. Sullivan said that it should be in the packets. It is also in the Town Manager's Report page on the website. The packet online is the same packet at meetings. There have been a couple times where that report is late but not for this packet. I appreciate the comments and I will check the Town website to verify all are there.

Mr. Tessier said that he wished Mr. McPherson was here because he wanted to thank Mr. McPherson; that his tour of duty is coming close to an end and I know he's done a great job.

D. Introduction of Employees: Kim Tackett, Land Use Administrative Assistant; Lauren Albert, Assistant Town Clerk; Don Ferrara, Town Assessor.

5:34 PM Mr. Donhauser said that it was a pleasure to introduce new and recently hired employees. There is Ms. (Kim) Tackett - Land Use Administrative Assistant; Ms. (Lauren) Albert - Assistant Town Clerk; Don Ferrara - Town Assessor; Mr. (Bryan) Holt - Public Works.

Mr. Sullivan added that all four staff have been a wonderful addition to the Town of Eliot.

D. Approval of Minutes of Previous Meeting(s): There were none.

E. Public Hearing:

5:38 PM 1. Adult Use Marijuana Renewal of Testing Facility License, CATLAB, LLC, Unit #3 19 Levesque Drive, Guy Sylvester (#MTF368)
There were no comments.

SELECT BOARD MEETING
May 25, 2023 5:30PM (continued)
Town Hall/Hybrid

5:39 PM Public Hearing closed.

Mr. Donhauser moved, second by Mr. Shapleigh, that the Eliot Select Board approve a renewal of an Adult Use Testing Facility License (#MTF368) for CATLAB, LLC at 19 Levesque Drive, Unit #3, with a renewal date of May 25, 2024.

Roll Call Vote:

Mr. Donhauser – Yes

Mr. Widi – Yes

Ms. Dow – Yes

Mr. Shapleigh - Yes

Unanimous vote to approve motion.

5:40 PM 2. Adult Use Marijuana Renewal of a Tier II Cultivation Facility for Blackbeard Farms, LLC, 276 Harold L. Dow Highway (M37/L9) (#ACB1121)

Attorney Melina Dumos spoke briefly regarding this standard renewal.

5:41 PM Public Hearing closed.

Mr. Donhauser moved, second by Ms. Dow, that the Eliot Select Board approve a renewal of an Adult Use Tier II Cultivation Facility (#ACB1121) for Blackbeard Farms, LLC, 276 Harold L. Dow Highway, with a renewal date of May 25, 2024.

Roll Call Vote:

Mr. Donhauser – Yes

Mr. Widi – Yes

Ms. Dow – Yes

Mr. Shapleigh - Yes

Unanimous vote to approve motion.

SELECT BOARD MEETING
May 25, 2023 5:30PM (continued)
Town Hall/Hybrid

G. Department Head/Committee Reports

5:42 PM 1. Town Manager's Report

Mr. Sullivan said that, since filing that report, the only thing is that I would like to apologize in advance because the traffic pattern in Eliot will be disrupted considerably in the upcoming weeks and months by the Route 236 Water and Sewer Expansion Project. We are spending a great deal of time on this but the project is moving along. We, like many other projects in the region, are running into problems with having enough safety flaggers or people to direct traffic. A second crew is supposed to start next week and several regional police departments are helping, as well.

Mr. Donhauser moved, second by Ms. Dow, that the Eliot Select Board accept the Town Manager's Report, as presented, and ask it to be published on the Town website.

Roll Call Vote:

Mr. Donhauser – Yes

Mr. Widi – Yes

Ms. Dow – Yes

Mr. Shapleigh - Yes

Unanimous vote to approve motion.

H. Boards and Committee Appointments: There were none.

I. New Business:

5:46 PM 1. CivicPlus Website Rebuild (Ryan Anderson, Megan Underwood)

Mr. Anderson summarized some of the things we talked with the staff about in terms of improving the Town website:

- Current platform is D7; described as tired; application is being sunset.
- Need to move onto a more robust & user-friendly platform
- Priorities have been outlined
 - Updated look and feel
 - Self-service
 - Intuitive modern design
 - Ease of access for information
 - News and announcements
 - Ease of communication to alert residents effectively

SELECT BOARD MEETING
May 25, 2023 5:30PM (continued)
Town Hall/Hybrid

We also discussed the ability to grow in terms of integrated solutions:

- Mass communication system also connects with the website with these pieces working together
- Bring everything in under one umbrella: multiple different 'department heads' with their own look and feel of website but under one umbrella – police, fire, community services, public works.
- Website is a window to the community
- Bridge the gap between the citizen and the staff
 - Residents access information easily to get day-to-day information they need
 - Staff has very easy-to-use system to do their day-to-day activity without being bogged down with cumbersome software
- Consolidation of services linked across the platform for ease of use by citizens and staff

5:58 PM Ms. Underwood said that a key reason to partner with CivicPlus is our award-winning support, also the dedicated customer service. A key value add is the recurring website redesign we have included in your proposal. That ensures you have a new, updated design every four years. No down time when we launch that new website design. No disruption in service to residents or staff. Most importantly, it keeps your website ADA compliant, mobile responsive, and looking the best to represent your community. Consolidating all your websites into one means that all the departments Mr. Anderson talked about, all of their websites, are included in the scope of that recurring website redesign. If you have any questions or concerns, please let us know. We are here to help.

6:00 PM Mr. Sullivan said that our ADA is not compliant now. In addition, it is very hard in its present form to put up new information and refresh pages to post information. With this change, it would become much easier; that departments, boards, etc. would have some ability to manage their own page. If you could touch on those areas, I would appreciate it.

Mr. Anderson said that the ADA compliance issue is a huge priority in terms of what we discussed. We have a partnership with AudioEye, which daily scans the site and autocorrects for anything that would put the site out of compliance. In addition, they have a legal partnership. So, if anyone were to bring an ADA compliance suit against the town, they have a perfect record; that there has never been a successful suit brought against a city that had an AudioEye partnership.

Ms. Underwood said that the value of their certification that your website is highly compliant with the most up-to-date standards is absolutely the best. It requires no staff time or effort to maintain compliance; that even if someone leys you know they have had a hard time accessing something, that request will be

SELECT BOARD MEETING
May 25, 2023 5:30PM (continued)
Town Hall/Hybrid

sent on to AudioEye to resolve. They are dedicated to streamlining the staff experience so you can focus more on your day-to-day items in your community and ensuring that staff doesn't get spread too thin across a multitude of tasks.

6:07 PM Mr. Widi asked if there is going to be any difference in the new search feature.

Ms. Underwood said that our search is able to be a lot more specific. There is a key word site search optimization we can help you set up. It is an entirely different type of site search than your current search feature and we also offer an advanced site search in the platform we are proposing.

Mr. Sullivan said that you have also talked about some Portland sites using chatbot.

Mr. Anderson said that chatbot is the next level but is not scoped in this proposal. He showed the search/advanced search feature from one of the Portland websites they have as a client as an example of how it works. He also showed the chatbot feature, even though it isn't included in the proposal, so that the SB could look at it. It uses AI to autoscan the site and respond back in a conversational way. My suggestion is that, because the search engine that comes with this platform is so much more robust than what you have currently, to just roll with that for a while to see how much improvement that has.

Ms. Underwood agreed, saying that there are many options, including analytics, that create an easier search for residents and staff.

6:17 PM Mr. Sullivan said that a great point made is that, with this new platform, these types of advanced technology upgrades would be available to add on. With our present platform, we can't really add anything onto it.

Mr. Anderson said that we have a 'facilities and reservation' that's included in this platform but then we have a more robust stand-alone 'parks and rec' solution that also integrates with this. In terms of the vision moving forward, this is our integrated platform where all of our stand-alone solutions work with this particular platform. This is a flagship product, if you would. So, we want to make sure everything works with this, first.

Ms. Underwood said that this platform we are proposing, we made it. We built it. We designed it for local government needs and we keep it updated. We have over 7,000 local governments using this solution. It is not like an i-phone that will go out-of-date after a couple years. We are constantly enhancing it and the only thing that will get outdated is the design because design styles change.

SELECT BOARD MEETING
May 25, 2023 5:30PM (continued)
Town Hall/Hybrid

6:20 PM Mr. Donhauser said that you talk about security. Is there a way to block somebody who is constantly doing something wrong. Can you prevent somebody from getting on this website.

Mr. Anderson said that I'm not sure if we can block access to the site.

Ms. Underwood said yes, that is absolutely possible. It's a quick request to our hosting and security team. In fact, in a number of situations, typically traffic may come to your website from what's called an IP address. That's actually how websites get hacked and taken down. If we notice suspicious activity, we will block that address from being able to access the site preemptively so that there is not any trouble. Now, if it is a citizen who maybe posts some inappropriate language often on a site, that is also something we often block. We have a filter that blocks a lot of inappropriate words, words that might spark a less than ideal debate, so that can be blocked as well.

6:22 PM Mr. Donhauser asked what the acronym 'high performance SAN' meant. There are quite a few.

Ms. Underwood said that we have a great pdf that describes all of those. I think others are RTO, Recovery Time Objective, etc.

Mr. Donhauser said that you have a threshold and you have an asterisk at the bottom that says that at a certain level of activity you either stop the system or you stop that individual or website or something that stops our entry into the system.

Ms. Underwood said that those are industry-level standards. WE reach out to you and ask what's going on. Do you have a big election happening. Did something a bit abnormal happen that's driving a ton of traffic to your website. Our hosting and security team will actually contact your customer service representative. When we can't reach you, we simply call the police or city hall. We get in touch. Additionally, SAN is Storage Area Network.

6:24 PM Mr. Donhauser asked if you have experienced [DDOS] attacks on any websites, across your whole spectrum of clients.

Ms. Underwood says yes, and we defend them. Our websites don't go down because we have a tried and tested security team. They have worked directly with the FBI to help shield our local governments from attackers, then works with the FBI to resolve and improve.

Mr. Donhauser asked if there was basic security coverage and advanced security coverage.

SELECT BOARD MEETING
May 25, 2023 5:30PM (continued)
Town Hall/Hybrid

Ms. Underwood said yes, explaining the different levels of coverage.

6:28 PM Mr. Sullivan said that I think this is something that is important for us to move forward on as quickly as possible

Mr. Donhauser asked about the timeline from start to implementation.

Mr. Anderson said that it is typically about 4 to 8 months.

The SB thanked them for their presentation. To create a plan to rebuild the town of Eliot website

Mr. Donhauser moved, second by Mr. Widi, that the Eliot Select Board direct the Town Manager to continue to work with staff and CivicPlus to create a plan to rebuild the Town of Eliot website, including a financial plan.

Roll Call Vote:

Mr. Donhauser – Yes

Mr. Widi – Yes

Ms. Dow – Yes

Mr. Shapleigh - Yes

Unanimous vote to approve motion.

6:30 PM 2. Planning Board By-law Correction

Mr. Donhauser, moved, second by Ms. Dow, that the Eliot Select Board accept and approve the by-law changes as proposed and approve3d by the Planning Board.

Mr. Donhauser moved, second by Ms. Dow, that the Eliot Select Board

Roll Call Vote:

Mr. Donhauser – Yes

Mr. Widi – Yes

Ms. Dow – Yes

Mr. Shapleigh - Yes

Unanimous vote to approve motion.

SELECT BOARD MEETING
May 25, 2023 5:30PM (continued)
Town Hall/Hybrid

J. Old Business: There was none.

K. Approval of Warrant(s):

6:31 PM Mr. Donhauser moved, second by Ms. Dow, that the Select Board approve Payroll Warrant #105 in the amount of \$51,815.40, dated May 10, 2023; Payroll Warrant #108 in the amount of \$48,720.80, dated May 18, 2023.

Roll Call Vote:

Mr. Donhauser – Yes

Mr. Widi – Yes

Ms. Dow – Yes

Mr. Shapleigh - Yes

Unanimous vote to approve motion.

6:32 PM Mr. Donhauser moved, second by Ms. Dow, that the Select Board approve A/P Warrant #106 in the amount of \$1,039,476.25, dated May 10, 2023; A/P Warrant #107 in the amount of \$3,713.07, dated May 16, 2023; A/P Warrant #109 in the amount of \$225,174.88, dated May 17, 2023.

Roll Call Vote:

Mr. Donhauser – Yes

Mr. Widi – Yes

Ms. Dow – Yes

Mr. Shapleigh - Yes

Unanimous vote to approve motion.

L. Adjourn

Mr. Donhauser moved, second by Mr. Dow, that the Select Board adjourn.

Roll Call Vote:

Mr. Donhauser – Yes

Mr. Widi – Yes

Ms. Dow – Yes

Mr. Shapleigh - Yes

Unanimous vote to approve motion.

SELECT BOARD MEETING
May 25, 2023 5:30PM (continued)
Town Hall/Hybrid

The meeting adjourned at 6:33 PM.

Respectfully submitted,

Ellen Lemire, Recording Secretary



Lauren Dow, Secretary

Date approved:

1/11/24