

**DRAFT, SUBJECT TO REVIEW, CORRECTION, AND APPROVAL
DUNBARTON TECHNOLOGY COMMITTEE
MEETING MINUTES**

Date: Monday May 11, 2015 @ 7pm

Location: Dunbarton Police Department Conference Room

Next Meeting

Date: Thursday June 5, 2015 @ 7:30pm

Location: Town Office building

Committee Members Present:

Tom Groleau [Chairman/Selectman Representative]

Daniel Sklut

Jason Dubrow

Ron Slocum

Scott Kuhn [Secretary]

Committee Members Absent:

None

Members of the Public Present:

Linda Landry – Town Clerk

Judy van Kalken – Town Tax Collector

Pam Milioto – Town Treasurer

Sandy Rowe – Interware Development

Sarah Bertelli

Eric Weiss

John Stevens

Norman Roberge

Jessica Baker

Mike Baker

Meeting Opening

Tom Groleau called the meeting to order at 7:01pm.

Old Business

Copies of the meeting minutes from the April 27, 2015 meeting were provided to those in attendance. After a quick review Tom asked if there was any discussion or updates for the minutes. Hearing none, he requested a motion to accept the minutes as written. **Daniel Sklut made a motion to accept the minutes, Scott Kuhn seconded. VOTE: All in favor. Motion Passed.**

Tom indicated that the RFP for information technology managed services had been completed and posted. Tom also indicated that GSI will be scheduled to present their proposal for providing television services to the Board of Selectman soon.

New Business

Tom thanked the members of the public for their interest and for attending the meeting.

Interware Development

Tom introduced Sandy Rowe from Interware Development who volunteered to attend the committee meeting to present on the features and benefits of Interware's software which seeks to make government efficient. The committee is specifically interested in Interware's EB2Gov.com software which provides payment options for citizens and municipalities.

Sandy described that through EB2Gov.com citizens of Dunbarton would have the option of paying for town services online using a credit card, debit card, or through electronic check. Payment services provided through EB2Gov.com include vehicle registration, dog licensing, property tax estimation and payment, vital records, and other miscellaneous town fees. The town would decide which of these services to make available for online payment. Optionally the town could provide credit card payments in the town office as well, but that will require an additional level of security, as defined by the Payment Card Industry (PCI) requirements, within the office and for town information technology assets, which is something the town will need to assess. Tom noted that we will likely need to amend the recently posted information technology managed services RFP to account for the possibility of requiring PCI compliance in the future and Judy van Kalken provided the committee with some sample PCI compliance policies from other towns. EB2Gov has a high level of PCI compliance and does not sell or share the data it collects. Tom suggested that the town may want to initially introduce online payment and introduce credit card payments in the office at a later time. Interware's software works seamlessly with the existing software used by the office, BMSI and ClerkWorks, and would not significantly alter existing processes, however, there may be impact on how the Treasurer performs her tasks.

Currently citizens provide two checks to the town for vehicle registration, one which stays with the town and one that goes to the state. In order to facilitate online credit card payments for vehicle registration it will be necessary for the town to change to a "one-check" town, which means that the town will collect both the town and state portions of registrations in a single payment and then remit to the state their portion. This type of processing is already supported in the existing software (BMSI/ClerkWorks). EB2Gov also has controls which allow the town clerk to prevent dog licensing if proof of rabies vaccination is required, and which allow the tax collector to prevent payment on properties that have liens.

As citizens use EB2Gov, they are encouraged to provide their email address which can then be used to provide electronic notifications of upcoming events like vehicle registration, dog licensing, and tax payments. This feature will assist in reducing postage costs and effort in the office for the town.

By using EB2Gov, the town will not incur any fees or loss of revenue. All costs are incurred by those that use EB2Gov to make payments to the town. The fee structure includes a \$1.50 charge per line item as well as fees for the payment method. For instance, if someone were registering two vehicles then that would be considered two line items resulting in a \$3.00 fee, plus if paying through electronic check, there would be an additional \$0.35 fee, or if using a credit card or debit card then there is an additional 2.95% fee. Therefore if the two car registrations cost was \$297.00, then adding the \$3.00 fee and the \$0.35 electronic check fee, the total would be \$300.35, or for a credit card transaction, the total would be \$308.85. The fees payable to EB2Gov are clearly called out separately from what is owed to the town both online and on the posted credit card transactions. The fees paid to EB2Gov go directly to them so there is no need for the town to collect those fees and then remit to Interware. Sandy noted that hundreds of thousands transactions occur through Interware monthly. Global Payments is the payment processor that Interware uses.

There would be no cost to the town to establish and begin using this service. The town can work through Interware or through BMSI to establish the service. One or more links from the town website can lead people over to the EB2Gov site where a custom landing page will be provided. Interware will provide training and ongoing support for the town, including customer service for citizens. Interware will also guide the town through establishing the necessary agreements with the state and with Global Payments.

Tom noted that this would provide citizens with more options, may alleviate some workload for the town clerk, and help drive traffic to the town website. Sandy will provide the committee with sample contracts.

In subsequent discussion Linda Landry suggested that all of the department heads must be involved in the decision and the committee agreed. Judy van Kalken stated that most tax collectors in the state don't use this but those that do, use Interware's solution and that due to transaction costs, electronic check is more likely to be used than credit or debit cards. Judy indicated that she will ask the Goffstown tax collector about this. Pam Milioto indicated that this would have a big impact on her activities and suggested that the committee also investigate and consider what Citizens bank could provide as she has a well-established relationship with them. Pam said that Citizens has partners that can provide similar services that we may be easily able to take advantage of. The committee agreed that reviewing additional options would be worthwhile.

Transition Dunbarton

The next topic for the committee was a discussion with individuals who attended the Transition Dunbarton event on May 1st and 2nd who are seeking to become a Communications Committee for the town. Tom turned the meeting over to Norman Roberge. Norman indicated that one of common problems identified during the Transition Dunbarton event is that there is a lack of communication in the town. As a result a group was formed to potentially seek the establishment of a Communications Committee by the board of selectman. The group would like to gather information from the tow, school, library, and town groups to funnel that to citizens in methods that will work for all; whether electronic or physical in form. Tom suggested that rather than form another committee that the group work closely with the Technology Committee as we have similar goals to improve the town web site and better utilize it as a communication mechanism and establish a community calendar. Tom noted that the committee is really just getting started as this is our third meeting. John Stevens noted that really, the Technology Committee should be concerned with providing a platform to facilitate communications, but that a distinct committee could be concerned with the content that would be presented on that platform. Tom wondered if the town could make better use of social media and Jason Dubrow indicated that a town Facebook site could be created, but suggested that the board of selectmen should approve that. Tom took the action item to review that with the board of selectmen. The communications group suggested that the town website is critical to town communication and that it really needs attention. Tom agreed and Scott Kuhn also agreed but noted that the committee is focused on a number of items and any assistance that the group could provide would be appreciated. John Stevens indicated that the group has considered whether a separate web site from the town site should be created. Norman suggested that perhaps students at Bow High School might be able to make a school project out of creating a new website or updating the town website, which all agreed would be a good idea to explore. Norman indicated that he would take the committee's input back to the communications group and that they would decide how to proceed.

Adjournment

Daniel Sklut made a motion to adjourn the meeting, Jason Dubrow seconded. VOTE: All in favor. Meeting adjourned at 9:03pm.

Respectfully Submitted,

Scott Kuhn, Secretary