



Town of Reading Meeting Minutes

Board - Committee - Commission - Council:

RMLD Citizens Advisory Board

Date: 2016-03-23

Time: 6:30 PM

Building: Reading Municipal Light Building

Location: Winfred Spurr Audio Visual Room

Address: 230 Ash Street

Purpose: General Business

Session: General Session

Attendees: **Members - Present:**

Mr. George Hooper, Chair (Wilmington); Mr. David Nelson, Vice Chair (Lynnfield); Mr. Mark Chrisos (North Reading); Mr. Dennis Kelley (Wilmington)

Members - Not Present:

Mr. David Mancuso, Secretary (Reading)

Others Present:

Mr. Thomas O'Rourke, Board of Commissioners
Ms. Coleen O'Brien, Ms. Jane Parenteau, Ms. Kathleen Rybak

Minutes Respectfully Submitted By: Mr. George Hooper, Chair

Topics of Discussion:

1. Call Meeting to Order – G. Hooper, Chair

Chair Hooper called the meeting of the Citizens' Advisory Board to order at 6:30 p.m. and noted that the meeting was being audio recorded.

2. Approval of Minutes – G. Hooper, Chair

Materials: Draft January 13, 2016, Regular Session Minutes; Draft January 13, 2016, Executive Session Minutes

Mr. Nelson made a motion that the Citizens' Advisory Board approve the Regular Session Minutes of the January 13, 2016, meeting as written, seconded by Mr. Kelley. Hearing no further discussion, **Motion carried 4:0:1** (4 in favor, 0 opposed, 1 absent).

Mr. Nelson made a motion that the Citizens' Advisory Board approve the Executive Session Minutes of the January 13, 2016, meeting as written, seconded by Mr. Chrisos. Hearing no further discussion, **Motion carried 4:0:1** (4 in favor, 0 opposed, 1 absent).

3. RMLD Dashboard Overview – C. O'Brien, General Manager

Ms. O'Brien noted that staff is developing an RMLD communications roadmap, and we are starting to see bits and pieces of that, such as the Twitter account and the app developed with that. Internally, staff have been working with SharePoint for the past few years. By utilizing SharePoint, we are able to share documents for informational purposes, or to facilitate review and edit of documents. The motto for of the 2014 Annual Report was "be efficient, get greener and go paperless" - we are trying to practice what we preach.

Another element of Office 365 (in addition to SharePoint) is "Power BI" which can be used to develop "dashboards." Dashboards can be used to build customized displays of data and information from various sources such as SharePoint, Cogsdale, the outage

management system, and eventually the GIS system. Managers will be able to customize their own dashboards to look at the various types of information or data that is important within their division. Ms. O'Brien presented some examples of the various types of data (i.e., billing data, usage data, outage information, etc.) that can be included on a dashboard, and how that data can serve to monitor key performance indices. In the future, we will be developing dashboards for the public on the RMLD website to provide customers with easy access to customer-specific information such as, their billing information as compared to the average customer usage; outage maps to show where current outages are happening. Dashboards are geared toward the user and what information they want to see.

Ms. O'Brien noted that she would like to start developing a dashboard for the CAB and Board, which will be accessible to members through external log-on. There are utilities that have developed successful dashboards and we will present some real life examples to the CAB at a future meeting. In the meantime, the group should start thinking about what type of information would be important to them to see on their dashboard. Ms. O'Brien asked members to email Chair Hooper with any requests or suggestions they may have for the dashboard.

Ms. O'Brien reported that she is getting ready to implement Skype Business, which will be used to call in resources during emergencies. The Control Room Operator is currently responsible for calling in emergency assistance using the on-call list, trying to reach personnel through various telephone numbers on record, while responding to a high volume of customer calls. Skype Business will send out an automated phone call to individuals on the call list. Skype Business will continue to call until the individual either answers the phone or it will leave a message. The staff member will respond to the message, and if the Control Room Operator is not able to answer, the message that he's coming in or not will revert to a text on the screen so the Control Room Operator can very quickly look and tabulate who is coming in. The goal is to make the process more efficient, while distributing overtime fairly. The group discussed the logistics of using Skype Business. Ms. O'Brien noted that we needed something that was more efficient and allows the Control Room Operator to grow into the technology he is going to be expected to use in the future. We will also use Skype Business (in the future) to send out messages to the Board and CAB that are outside of the Twitter communication.

Ms. O'Brien displayed the RMLD SharePoint site to give an idea of some of the information and programs that have been put together and posted on the site (career development plans, operational procedures, training, policies, employee benefits, job descriptions, etc.)

4. Public Comment – G. Hooper, Chair

Chair Hooper asked if there were any additional comments or questions. There were none.

5. Next Meeting – G. Hooper, Chair

The group discussed the order of the Budget presentations and agreed they wanted to review the Operating Budget prior to the Capital Budget. Ms. O'Brien noted that the FY17 Budget would be out to the CAB by March 31st and asked if there was anything that members wanted to see differently from last year. There were no requests. The FY2017 Budget Review Meetings will be held April 6th (in North Reading) and April 13th at RMLD.

As discussed previously, moving forward the CAB will meet the first week of the month and the Board will meet the second week of the month. This will allow ample time for the staff to prepare financials for review by the CAB prior to the Commissioners meetings.

The next Regular CAB meeting was scheduled for May 4th.

6. Adjournment – G. Hooper, Chair

Mr. Nelson made a motion to adjourn the meeting of the Citizens' Advisory Board, seconded by Mr. Chrisos. Hearing no further discussion, Motion carried 4:0:1 (4 in favor, 0 opposed, 1 absent).

The Citizens' Advisory Board Meeting adjourned at 7:16 p.m.

As approved on July 13, 2016