

**CAPE COD REGIONAL GOVERNMENT
ASSEMBLY OF DELEGATES**

APPROVED Journal of Proceedings – June 18, 2014

Speaker BERGSTROM: Good afternoon. Welcome to the Wednesday, June 18th session of the Cape Cod Regional Government, Assembly of Delegates.

Is anyone recording this besides our normal? No. Okay. Well, in that case, I will call this meeting to order.

We'll begin with a moment of silence to honor our troops who have died in service to our country and all those serving our country in the Armed Forces.

(Moment of silence.)

Thank you.

We will now stand for the Pledge of Allegiance.

(Pledge of Allegiance.)

Speaker BERGSTROM: The Clerk will call the roll.

Roll Call (78.11%): Richard Anderson (9.15% - Bourne), Cheryl Andrews (1.36% - Provincetown), Ronald Bergstrom (2.84% - Chatham), Leo Cakounes (5.67% - Harwich), Ned Hitchcock (1.27% - Wellfleet), James Killion (9.58% - Sandwich), Marcia King (6.49% - Mashpee), Teresa Martin (2.30% - Eastham), Suzanne McAuliffe (11.02% - Yarmouth), Deborah McCutcheon (0.93% - Truro), John Ohman (6.58% - Dennis), Patrick Princi (20.92% - Barnstable).

Absent (21.89%): Christopher Kanaga (2.73% - Orleans), Anthony Scalese (4.55% - Brewster), Julia Taylor (14.61% - Falmouth).

Clerk O'CONNELL: Mr. Speaker, we have a quorum with 78.11 percent of the Delegates present; 21.89 percent absent.

Speaker BERGSTROM: Okay. Thank you. And now I will need a motion to approve today's Calendar of Business.

Mr. HITCHCOCK: So moved.

Ms. MCAULIFFE: Second.

Speaker BERGSTROM: Moved and seconded. All those in favor, say "Aye." Opposed?

(Motion carried.)

Speaker BERGSTROM: Okay. You should have received copies of the Minutes of May 30, 2014 and the Journal of June 4, 2014. We'll start with May 30th. Are there any additions or corrections to the Journal?

Ms. MCCUTCHEON: I have one.

Speaker BERGSTROM: Okay. We have one. I move to amend.

Mr. CAKOUNES: Second.

Speaker BERGSTROM: Moved and seconded. All those in favor of amending the minutes say "Aye".

Okay. Now we have the -- is there any other additions or corrections? Hearing none. Do we have a motion to approve the amended minutes?

Deputy Speaker MARTIN: So moved.

Ms. MCAULIFFE: Second.

Speaker BERGSTROM: Moved and seconded. All those in favor, say "Aye."
Opposed?

The Journal of June 4th, 2014, are there any additions or corrections to that journal?

Hearing none.

Deputy Speaker MARTIN: Move to approve.

Speaker BERGSTROM: Moved to approve. Do I hear a second?

Mr. HITCHCOCK: Second.

Speaker BERGSTROM: Moved and seconded. All those in favor say "Aye."
Opposed?

(Motion carried.)

Speaker BERGSTROM: Okay. We have the usual number of Regional Commissioners with us today.

Communications with the IT Department and Assembly Clerk

Speaker BERGSTROM: So we will skip the 8th item on the Agenda and move right to Communications from and discussions with Assembly, IT Department, and Assembly Clerk on County Assembly web page.

Clerk O'CONNELL: Good afternoon. This is a little different being down here as compared to that spot. No introduction needed; you know who I am. For the audience, people watching, Janice O'Connell, Clerk.

And I'd like to introduce Angela Hurwitz, who is a contracted service provider for the County and she works with people like me and others in trying to get the webpage that you all see to look the way it does. So, thank you.

Ms. ANGELA HURWITZ: Thank you for having me.

Clerk O'CONNELL: I guess what I want to start out saying is the purpose of the presentation today is to assist you, constituents and other interested parties with the rationale behind the placement, the location, and the information that is on the webpage related to the Assembly of Delegates. That doesn't mean that you will not be able to ask questions or make comments about other pieces of the webpage, but my focus today is to really concentrate on showing everyone where the Assembly information is located, why it got put where it did, why it's called what it is.

To give you a little bit of background, going back now about a year or so ago, the County decided that the webpage needed a redesign. So they contracted someone to complete that function. It was done with the intention that -- versus having a website that just has information dumped on it, they wanted to have a website that would be more helpful and useful to people.

Ms. ANGELA HURWITZ: Yes.

Clerk O'CONNELL: So instead of storing information, it was going to be more present based as what's going on and what's happening and finding that information quickly.

The conversion was done and if any of you have gone through conversions, you know that conversions don't always go perfect. I think I'm good with saying that this one didn't go perfectly, at least not from my perspective, and it took several meetings and conversations with Angela to tweak it and get it to where it's at currently. We worked on it collaboratively.

Ms. ANGELA HURWITZ: Absolutely.

Clerk O'CONNELL: I had to make compromises because I don't come from

Angela's world and, likewise, she doesn't come from mine. So we really had to have some conversation and an understanding with regards to why I think this should be called this versus that or why it should be here versus there.

And there's a lot of information that's available, and Angela will explain when we get to that point why things are done the way they are. I guess that's just that world and a rationale that the IT world uses when they have to place information.

So without further ado, we're going to start the show and tell with the website. And we should go I guess directly to the page that comes up once you go to the County's webpage, the main page that comes up. And we just got it now in this font so that everyone can see it.

Ms. ANGELA HURWITZ: Right.

Mr. ANDERSON: I can't see it.

Clerk O'CONNELL: We're going to zoom in.

Mr. ANDERSON: Dim the lights. We can't see it.

Clerk O'CONNELL: Oh, we want more lights out.

Ms. ANGELA HURWITZ: More lights down.

Speaker BERGSTROM: Lights.

Clerk O'CONNELL: All right. Thanks.

Ms. JARI RAPPAPORT: Can you make it darker?

Clerk O'CONNELL: We can make the room darker, but I don't know if --

Speaker BERGSTROM: There we go.

Ms. ANGELA HURWITZ: There we go.

Clerk O'CONNELL: Thank you. So when you go on the County's webpage, this is the first thing you see. And what I want to call your attention to, I'm going to make this larger, two areas right now I'll just show you.

Look up at the top of the web page. And from what I've been told by the expert, most people do see that strip up at the top but I don't. My eye goes right to the center of the page. So, I struggled at the beginning to find my information.

Ms. ANGELA HURWITZ: It's pretty standard to put your main choices at the top and there's the top navigation bar for that reason. It's kind of like the bigger choices. And then on that second navigation line here is where you would put some other kind of subcategories. A little bit more pulling information from the website as opposed to at the top, this is really what the website's about, the different departments, the different branches of government, so that's standard that we have it that way.

Mr. CAKOUNES: Are we doing comment and question as we go on or wait until the end?

Clerk O'CONNELL: Just give me two minutes.

Mr. CAKOUNES: Okay.

Clerk O'CONNELL: All right. So the first thing that I want to call your attention to on the page is this little area here that's called "Assembly of Delegates." And you'll recognize the photo; it's the one that we take at the beginning of the session. That's what I had available so that's what I put up there.

And what it does is it gives you a little bit of information if you choose to read more about the Assembly of Delegates. The presumption being if you're going to the website and you may not know very much about County government or what the Assembly and/or Commissioners' do and you want to know that, you click on that and it's going to give you a

few basic paragraphs regarding how the Assembly is structured and organized.

The important thing here is as you're reading that information, you will see that there are some items that are highlighted or in blue as compared to the rest of the print. If you put the cursor on that and click on those, that's going to bring you to other key pieces of information and further explain what you're reading.

Now, not coincidentally, this information ties to information that's located in the tabs that I showed you up at the top of the page. Now not all of the information that's contained in those tabs is located in the text but a lot of it is. For more detailed information, you would go to the tabs. So that's the first piece.

Now, if you any questions.

Ms. ANGELA HURWITZ: We kind of put this together, this main page, working on it so that someone could get the gist -- there's a lot of information about the Assembly of Delegates. There are a lot of things to keep track of.

And that's what was really great about working with Janice actually is because I couldn't have worked with someone who knows it better. So to be able to have someone explain exactly why these things are important and where they need to be displayed and to bring it to the user-friendly version which is the standard of websites where people expect to find information.

So that's why this page was created because, you know, to come upon maybe the Ordinance or Resolution or Bylaws immediately it's a lot of information to take in. But here it's almost like a prelude, like an executive summary.

Well here's some things about the Assembly of Delegates, read through, get the gist of it and then click to know further and click to get into that nitty-gritty information. So that's where those links come out of.

Clerk O'CONNELL: Yes. It just tells you how it came about, the composition, the membership, general pieces of information that you can investigate further and go deeper and find more info.

And in addition to that, you can go up to the tabs at the top and get a lot more information which we'll walk you through shortly.

Speaker BERGSTROM: Leo, do you have any questions?

Mr. CAKOUNES: Well I'm with you, Janice, on being a computer -- you know, I have different ways too. None, which is my experience.

When you go back up to the top tab, just as a general comment and maybe this can't be done, but instead of having that top line in blue, like you have the second one in gold --

Ms. ANGELA HURWITZ: Yes.

Mr. CAKOUNES: -- which goes to blue when you go over it with a cursor --

Ms. ANGELA HURWITZ: Yes.

Mr. CAKOUNES: -- it helps those of us that are computer illiterate to understand that that is a tab situation. Just a general comment. I don't expect you to do it.

Clerk O'CONNELL: No, I'm smiling because we had this conversation this week.

Ms. ANGELA HURWITZ: We did.

Clerk O'CONNELL: -- and look and see how we can make it better. And I suggested I said, "Why can't you move that thing down to where the gold bar is.

Ms. ANGELA HURWITZ: And then we talked about changing the colors, reversing them.

Clerk O'CONNELL: Right. Why can't you move that down further so that when

you go on the page, and, again, it could be just me, my eye is going to take me right to that central location versus having to look up top, but I guess a lot of people do look at the top of the page. It's just I don't see it.

Ms. ANDREWS: Jan, I'm going to stick up for you.

Clerk O'CONNELL: Go ahead. Oh good.

Ms. ANDREWS: I've been going on a lot of these websites for the Schooner Regatta, and most of them have a banner at the top of the picture.

Clerk O'CONNELL: Okay.

Ms. ANDREWS: And then you go down about an inch and a half and that's -- what are you calling that thing?

Ms. ANGELA HURWITZ: It's a second navigation bar.

Ms. ANDREWS: No, the first one, the one that's blue.

Ms. ANGELA HURWITZ: The one -- that's called the top navigation.

Ms. ANDREWS: Okay. My experience is, just what you said Jan, that the top one is down about two inches. I understand you're in the job.

Ms. ANGELA HURWITZ: Right.

Ms. ANDREWS: I kind of tend to ignore what's at the very top too because it blends right in with my Google stuff.

Clerk O'CONNELL: Yes. I think I was furious the first time I saw it. I called and asked, "Where's my information?" She's said, "its right up there." I said, "Wow, I totally missed that." But okay, good --

Speaker BERGSTROM: Leo.

Mr. CAKOUNES: Thank you. See, way at the top of that page, there are actual physical tabs I guess you would call them?

Ms. ANGELA HURWITZ: Yes.

Mr. CAKOUNES: Okay. That to an illiterate person, a computer-illiterate person tells me that it's a tab. So instead of having a blue line with names on it like you have there, if it could physically look like that thing way up top.

Ms. ANGELA HURWITZ: Oh, you mean that it stands up almost like --

Mr. CAKOUNES: Almost looks like a physical tab. That may help people realize that it's a tab line or a, what do you call it. And, again, I'm just --

Clerk O'CONNELL: No, these are all very, very good comments.

Ms. ANGELA HURWITZ: But this is what Janice and I have been doing is we've been, I mean, one of the things, there's still changes as we talked about. There's more to come.

The biggest thing with organizing a website is the content first. You want to make sure you have all your content. It wouldn't make sense for us to arrange it all and then go, "Oh, by the way, there's 50 more documents we need to fit in there."

So this is all good feedback. I mean we have gotten feedback and you logon the next week and that feedback has been put into place. So this is great information and something we'll take back.

And we had just had the tab discussion. We didn't make any changes because we didn't want to change right before we came here.

Mr. HITCHCOCK: Can I jump in here?

Speaker BERGSTROM: Yes, Ned.

Mr. HITCHCOCK: Two questions; one is who is your audience? Who is this

intended for?

Ms. ANGELA HURWITZ: It's intended for the citizens of Barnstable County.

Mr. HITCHCOCK: Okay. Everybody. So what do people like us do to search specific areas of interest do? I don't want to read the paragraph. I just want to find out the minutes of the meeting.

Clerk O'CONNELL: We're going to do that next. We're going to do that next.

Mr. HITCHCOCK: The other question is I think part of the problem a lot of us have is if you can go up to your first toolbar and you hit the one down from there, that one, navigation bar. The red and the blue or the red sort of blots out the white as far as I can tell, is very hard to read unless there's a much more clear contrast between your overriding color and the text.

Ms. ANGELA HURWITZ: And that's something that we can pretty easily change. So that's great information.

Mr. HITCHCOCK: Oh, I know you can. All I want to say is its very important for people like me who have some problems with color that the contrast be strong.

Thank you.

Ms. ANGELA HURWITZ: Perfect.

Clerk O'CONNELL: Thanks, very much. That was great.

Mr. ANDERSON: I have a question too. Is this active now?

Ms. ANGELA HURWITZ: Yes.

Clerk O'CONNELL: Yes. Yes, it is.

Mr. ANDERSON: I have one other question. This is our homepage on there correct?

Clerk O'CONNELL: This is the County's homepage, yes.

Mr. ANDERSON: Oh, the County's, not the Assembly's?

Ms. ANGELA HURWITZ: The County's homepage.

Clerk O'CONNELL: It's the County's homepage and we have a piece or a section of that page.

Mr. ANDERSON: Okay. So all that information that you were describing is "Welcome to the Assembly of Delegates" and all that stuff, that's on our "homepage"?

Ms. ANGELA HURWITZ: That's right.

Clerk O'CONNELL: Well, this is the homepage and then we have that little section -

Mr. ANDERSON: No, I don't care about the County's homepage. I don't care about that. I'm talking about the Assembly's homepage.

Ms. ANGELA HURWITZ: Yes.

Clerk O'CONNELL: Right here, the Assembly of Delegates.

Ms. ANGELA HURWITZ: Right here. That's exactly --

Clerk O'CONNELL: That's the beginning.

Mr. ANDERSON: All right. So if that's our homepage, I have it up on my cell phone and it doesn't show any of that stuff on the right. Is there something wrong?

Ms. ANGELA HURWITZ: On the right-hand side?

Mr. ANDERSON: Yes.

Deputy Speaker MARTIN: I was going to ask because I'm using a mobile version so I'm seeing there's no mobile version of it implemented. It's just like a default --

Clerk O'CONNELL: Oh, okay. There's no mobile.

Ms. ANGELA HURWITZ: We have to look because there is a mobile version. I'm not sure -- it's a responsive design so no matter what you look at it should show up on there.

Deputy Speaker MARTIN: Nope.

Mr. ANDERSON: Nope.

Ms. ANGELA HURWITZ: But we can have a look if there is some issue because it's been there before, but we're happy to -- you know, we just switched hosting companies, so there are little things that come up after that so we're happy to look into it and see why that is.

Speaker BERGSTROM: Teresa.

Deputy Speaker MARTIN: And I actually do know what you're talking about. It looks like it's your website; they just don't have the mobile turned on in the template for it because it's not coming up as a mobile template. That's all.

Ms. ANGELA HURWITZ: Right. It should be but I'm happy to look into that and see if there was anything that got unchecked while we migrated it. I don't know why it would but that's my first thought just because that was a big change.

Speaker BERGSTROM: Two questions. First of all, you're online now? In other words, this isn't just for our presentation purposes?

Ms. ANGELA HURWITZ: Correct.

Speaker BERGSTROM: You're online now looking at the website?

Ms. ANGELA HURWITZ: Yes.

Speaker BERGSTROM: Second question is I have no idea what you're talking about when you say "mobile" when you said what's going on.

Ms. ANGELA HURWITZ: It just means that it kind of shrinks to fit on the face of your screen.

Speaker BERGSTROM: Yes.

Deputy Speaker MARTIN: See how it cuts off right here?

Speaker BERGSTROM: Yes that I'm familiar with.

Deputy Speaker MARTIN: So you kind of get this on your half of the page. So whatever little window it has is all you can see.

Speaker BERGSTROM: Okay. And there's nothing you can do on that device that would put it in a different format?

Deputy Speaker MARTIN: There isn't.

Speaker BERGSTROM: Okay.

Deputy Speaker MARTIN: Anything that was -- that's what she was saying --

Clerk O'CONNELL: It's got to come from this end.

Ms. ANGELA HURWITZ: Yes, it literally was built using a responsive theme. So, like I said, and I've seen it on my own phone and devices before, so the only thing I can think of is if perhaps while we were migrating it, that one box -- it is a box, you're correct.

Deputy Speaker MARTIN: Yes, it is.

Ms. ANGELA HURWITZ: Was unchecked for whatever reason but that's a great fix. And that's an easy one. That's something we can deal with. So I'm making some notes while we go along.

Speaker BERGSTROM: So why would -- in other words, you're projecting what's on your screen?

Ms. ANGELA HURWITZ: Correct.

Speaker BERGSTROM: But yet Teresa's screen is not showing it.

Deputy Speaker MARTIN: I'm on a phone.

Speaker BERGSTROM: A phone, yes. But I mean is that because of the nature of

the device or rather it has anything to do with the website?

Ms. ANGELA HURWITZ: It's the device that -- in how the device will display it. So I want to try to look at while we're doing it to see. But that is, like I said, I wrote it down and that's something that's pretty easy for us to look at.

Speaker BERGSTROM: I think -- that's what I mean to ask you is that -- and you have to really humor me because I'm not very good at this. But is there something that you put in there that would determine how a certain device would show up or is it just simply the nature of -- in other words, can you make the correction --

Ms. ANGELA HURWITZ: I'm actually seeing it displayed correctly on my phone, so what I would probably do is look at the individual devices just to see it because every now and again you can have like an old uncleared version on your phone and you never know. I mean I'm seeing all the way down to the bottom of the page on my phone but --

Deputy Speaker MARTIN: Look at the header -- your top header where it says "Barnstable," its cut off in half.

Ms. ANGELA HURWITZ: Oh, you mean the brown? Okay. So this is what's off right here this brown?

Speaker BERGSTROM: Yes.

Ms. ANGELA HURWITZ: That's not really -- I can't -- I don't quite know how to explain why but that's not really -- see, everything else is there. You see the header, you see up at the top there there's the "Structure," there's the tabs where it says "Navigate to"; the only thing that's cut off is that Barnstable County that's on that brown bar right there. That I'm not sure -- I mean that might be simple formatting why that is, but everything else like is available and has been responsive to the device.

So, like I see the "Who are the Assembly of Delegates," the Search, the County, the Facebook feed, that particular bar is more of a design element. Why it's not responding? I don't know the answer to that. But I can look into it and see. I could be a simple format.

For example, we have the letters pushed over to the right. Perhaps they would be better served being over further to the left-hand side than they would be cut off. It could literally just be a matter of spaces that are in there that we can see because they're obviously spaces.

Speaker BERGSTROM: What's going to happen is that poor Janice is going to have to go over this tape, and she's going to have to pull out all the comments.

Clerk O'CONNELL: That's all right. It's okay.

Speaker BERGSTROM: I mean, really, I'd rather -- because there's no one's taking this down right now.

Ms. ANGELA HURWITZ: I'm ready.

Speaker BERGSTROM: People are hitting you with criticisms and stuff like that. I want to make sure that they're not lost, you know, that you have them and we have them.

Clerk O'CONNELL: It's good.

Speaker BERGSTROM: You are writing some of them down?

Ms. ANGELA HURWITZ: Yes. Oh yes. And that, like I said, the entire webpage itself is actually responsive and it's behaving the way we would expect it to. That one line is a design element, it builds into the theme, and it could literally be just because we thought it pushed over to the right perhaps because if you notice on your mobile, the Facebook, the RSS feed, the Twitter, those all present on your screen. It's just that where it says "Barnstable County." So it really could just be a matter of spaces. So that's an easy fix.

That's one line.

Clerk O'CONNELL: And when I look at that, I can tell you what my eyes see is it's lopsided, it's not centered. And I like to have things organized and you know that.

Ms. ANGELA HURWITZ: I know that.

Clerk O'CONNELL: But we've had some other things that I've tried to deal with and I said, gee, I don't want to make her too crazy about this stuff. I'm trying to get some other stuff fixed.

Ms. ANGELA HURWITZ: And we weren't positive -- this whole bar where it says "Barnstable County is... Cape Cod," we like that but actually what we've used it for in the past is closings and announcements. So when the County is closed, we put that -- it doesn't say "Barnstable County is... Cape Cod." It says in big letter, "THE COUNTY IS CLOSED." Almost like a ticker but it doesn't move. So that's kind of why we left it.

But if it presents a problem with the mobile version, that's okay for us to fix. We can have it not say that or we can move it to the left. So, like I said, everything else about the page is working on the mobile side, so that's something that we can take care of.

Clerk O'CONNELL: That may be a good location for that blue bar up at the top. I'm still advocating to move that.

Speaker BERGSTROM: You can get to obsessive about this now.

Mr. CAKOUNES: You just won't let it go; will you?

Ms. ANGELA HURWITZ: She'll get her way eventually. Trust me.

Speaker BERGSTROM: We're only on page one now, guys.

Clerk O'CONNELL: Okay. So I guess we can leave this location, and then -- go up to the top of the page where the bar is and start to look at where the information is located for the Assembly of Delegates.

And I'll tell you that one new term that I learned, and I'll share with you, is everything that tiers off of this, Angela has advised me they refer to in their techno world as a "breadcrumb."

So, when we started the Assembly of Delegates, the first series of breadcrumbs that we see to the right -- you can read; I don't have to read it for you -- are the titles and yet it will even tier further off of that.

Now some of that information you can get to when you click on the narrative that we just showed you but not all of it. So that will tell you -- if you clicked on "Structure," it's going to bring you to the narrative that you just read that was on the front page.

When you go to "Delegates," it's going to show you the list of Delegates and there is a tier off of that. There is the list of Delegates there with the percentages and the communities that they represent.

When you tier off that, it gives you information about the Speaker and the Deputy Speaker.

And I will tell you that people have access to your email. They know who you are. You get emails from the public. The last version we had had a lot of information on it with regards to people's backgrounds, home numbers, not that I think -- not that you don't want to give people your home number, but in this day and age, we're a little bit concerned with privacy issues with regards to people stealing identities.

So you really have to be careful these days about how much information you put out there with regards to where you graduated from and what year because people will use that information to copy you.

Ms. ANGELA HURWITZ: It's really, we had talked about this, and I mean Janice is so available that if someone needed to get ahold of you and what number she can give out, that's fantastic. It's really not a best practice anymore to put all that information on the web.

So that's why when you look the Delegates' names, it doesn't say his email address. If you look down in the corner here, it displays it when we hover over the name because as soon as you click that it's going to open up your email client and it's going to email that person.

And the links that we had changed was we put the town link so that I mean you all represent towns so all of those links will take you to your town websites since that's whose behind you here.

Speaker BERGSTROM: The emails are to the County email system that we all use?

Clerk O'CONNELL: Yes.

Speaker BERGSTROM: Okay.

Clerk O'CONNELL: Your individual name will send you an email through the County.

Speaker BERGSTROM: RonBergstrom@BarnstableCounty.org or something?

Clerk O'CONNELL: Yes.

Ms. ANGELA HURWITZ: Whatever is put in as that.

Clerk O'CONNELL: And the name of the town takes you to that town's website.

Ms. ANGELA HURWITZ: Right. So, like I say, because that's who you represent, so that information is all there on your Delegates' page.

But Janice and I went through it that the best practice was to put, you know, "Email Speaker," that's exactly -- if you look down in that left-hand corner, that's your Barnstable County email address. But to put it up there, there's so much identity theft and just different programs that go through and read emails and then spam you. So it's just better to do it this way. And it looks nice and clean.

Speaker BERGSTROM: So what you're saying is that if you wanted to email one of us, our name would be there and then the email would pop up in order --

Ms. ANGELA HURWITZ: Yes.

Clerk O'CONNELL: Well you could, Ron --

Ms. ANGELA HURWITZ: Like if I do it -- if I say email Speaker, it will open up my email and it will open up an email to you.

Clerk O'CONNELL: You just click right on it and it opens up an email. That's what it does.

Ms. ANGELA HURWITZ: So that way -- and if you use Gmail, it will pop open your Gmail. It knows what email client you use on your computer, so it just makes it a lot smoother.

Clerk O'CONNELL: Could we go back to the tab and display the full, you know the whole government? I want to see all of it. Keep going over to "Delegates." Okay.

So you have information about the Speaker and the Deputy Speaker. Going back to the third box there where -- right here, this information.

The next piece of information will tell you about the Clerk and the County Clerk and how to get in touch with me.

And then the next line is called, "Official Documentation." Now there wasn't any rocket science to this. Somebody may have another term to describe what's in that box. But when you click on that, that's going to give you information related to -- there's the Home

Rule Charter. There's the Manual of Governance, the Administrative Code, the Web Policy, Ordinances and Resolutions. So --

Ms. ANDREWS: Oh, but I can't -- can you go back. What was the one that --

Clerk O'CONNELL: Go ahead. Go back to the --

Ms. ANGELA HURWITZ: I'll show you how to get there. She actually went here.

Ms. ANDREWS: Assembly. Can you read it for those of us who are way over here?

Ms. ANGELA HURWITZ: Sure. So she went to Assembly of Delegates, to Structure, and then opens up some of the more tabs on the right, and you went down to official documentation, which is all the official documentation of the Assembly of Delegates.

Ms. ANDREWS: Jan --

Clerk O'CONNELL: Yes.

Ms. ANDREWS: I'm going to interrupt you.

Clerk O'CONNELL: Go ahead.

Ms. ANDREWS: I think this might slightly be of interest to all of you. I have a problem with that because of a lot of that stuff is not just for the Assembly of Delegates; it's for the County.

So the County Charter should be under County, not under the Assembly of Delegates. And, frankly, the County Clerk as well should be outside of the Assembly of Delegates because the County Clerk's a totally different position.

Clerk O'CONNELL: Yes, I do have that.

Ms. ANDREWS: And when -- I guess that will be my question is is it going to be easy to make some updates to this if we decide or if you decide, Jan, that you want to move some pieces around, will that be a pretty easy fix?

Clerk O'CONNELL: Oh yes, absolutely.

Ms. ANDREWS: Okay.

Clerk O'CONNELL: And the County Clerk does have a different -- a separate designation, location if you will, that takes you back to my page, but I'll show you where that is.

Ms. ANDREWS: Okay.

Speaker BERGSTROM: Leo.

Mr. CAKOUNES: May I?

Clerk O'CONNELL: Yes.

Mr. CAKOUNES: Just on the County Charter thing, you can get to the County Charter from the Assembly website. You just did that.

Clerk O'CONNELL: Yes, from the main page.

Mr. CAKOUNES: Now let's say someone was on the main page again and went to the County Commissioners; I'm sure you can still get to the County Charter through the County Commissioners; right?

Ms. ANGELA HURWITZ: You know what, they may or may not have it in there. I'm not positive.

Clerk O'CONNELL: I don't know.

Ms. ANGELA HURWITZ: I'm not positive of where they placed that, but the how to find information if you know where to look for it was -- of if you don't know where to look for it was something that we were going to cover as well.

Speaker BERGSTROM: Okay.

Clerk O'CONNELL: Yes. I mean I'm only controlling the Assembly piece.

Certainly recommendations can be made to them, and I just wanted to make sure that we had it.

Mr. CAKOUNES: Well I think we definitely should have it.

Clerk O'CONNELL: And that it was on our page. So, okay, can we go to the full tab again?

Ms. ANGELA HURWITZ: Yes.

Clerk O'CONNELL: And, again, it could have been called "Documentation," but that was the name I assigned to it thinking that if someone looked at that, they'd say, "Well, what official documents?" Well, here's a list of them.

Ms. MCAULIFFE: Why don't you just say "Official documents" then?

Clerk O'CONNELL: Okay.

Ms. MCAULIFFE: No, documentation is -- there's a slightly different connotation than documents.

Mr. CAKOUNES: True.

Clerk O'CONNELL: Yes. We can do that. And then the information here that it refers to as "Archived," that's where everything lives that we had on the website before we made the conversion.

So all the lists of minutes and other things that we had posted on the Web before this conversion happened, that's where you would go to locate previous Journals. Those beginning before I think it was January of this year.

Ms. ANGELA HURWITZ: Yes, exactly. It was the perfect time to change over.

Clerk O'CONNELL: So now when we drop down to the next tab, "Business Calendar," again, the breadcrumb off of that are "Meeting Videos." I had some comments from individuals indicating that they couldn't find the meeting videos, and we thought it was perhaps a good idea to create a separate tab for that.

But when you click the cursor on the Business Calendar, what appears is you can click on the actual agenda, documents related to --

Ms. ANGELA HURWITZ: No, that was the agenda. I was clicking on it.

Clerk O'CONNELL: Okay. These are documents that relate to the specific agenda. And then, of course, there are the Journals. So you can go to this page and literally find everything that you need that's related to any particular meeting.

In addition to that, you can also get to the meeting videos here. But we felt that people wanted to specifically go and look at the meeting videos without trailing through this. So we created a tab.

Speaker BERGSTROM: Yes, Janice, the only issue I have with that is that when you see the words "Business Calendar," you sort of project forward. In other words, the calendar tells you what's coming up.

You know as far as referring backwards in a calendar as to what happened last week or the week before, I mean if I were going through this and I was looking for meeting minutes or meeting videos, I wouldn't click on "Business Calendars" for some reason. I would think, you know, that would tell me when the next meeting is. And I don't know if there's a better way of doing it.

Clerk O'CONNELL: Well, here's what happened in the discussions that we were having, I wanted to use more words to describe what was on that page. And I was advised that the protocol, the right protocol or practice is to try to limit the amount of words that you're using so that it doesn't look too busy. I guess that was one of the problems with our

last webpage is how I was describing it was sort of like a run-on sentence. It was listing too many things that were located in that one area.

And, again, I'm not convinced that there may not be a better way to encapsulate that and still reflect that it's Calendars, it's Minutes, and Videos and it may just simply be that we have to use more words.

Ms. ANGELA HURWITZ: It could be "Meeting Information."

Speaker BERGSTROM: Suzanne, did you want to --

Ms. MCAULIFFE: I think in Yarmouth's website under "Government," it has large tab, "Minutes and Agendas," large tab, "Videos." And I think people who are going for documentation aren't going to want to go through three tiers and two breadcrumbs to get to something over there.

I think you're going to have to -- because most people who are coming after our information are more interested in the minutes, the agenda or the video. That's really what they're interested in.

So I think you need to somehow put that --

Clerk O'CONNELL: So maybe the video needs to be --

Ms. ANGELA HURWITZ: I think an easy fix for that would be -- I mean "Assembly of Delegates" because, obviously, there's going to be one tab on the first one.

Ms. MCAULIFFE: Right.

Ms. ANGELA HURWITZ: When you go -- you're going to go right. You're going to hover over the next tab. I mean that's naturally what you're going to do.

Ms. MCAULIFFE: It's the videos that need a tab.

Clerk O'CONNELL: Right there.

Ms. ANGELA HURWITZ: Perhaps, well, we could also change -- you can change it to like a better term, something about meeting information, supplementary meeting information, something like that and then right here is the meeting videos and you can have your agendas and minutes even if it leads to the same place.

The one thing about this page but it's easy to have multiple tabs point to the same page is that it's all things meeting. It's your going forward agendas, it's your past meeting minutes, it's your videos and it's your calendar up there on the left-hand side.

But it's adding the right language, like you suggest, to the drop-down to make it easier, like you say, "Business Calendar," I kind of didn't quite follow the wording too, but we've got -- if we change "Business Calendar" to something that's more encompassing of minutes, and then the next thing is "Meeting Videos" and we can have "Meeting Minutes" right below it or right above it. And that's pretty natural. That's pretty standard of where you know you expect things to filter a little bit.

So, "Assembly," "Meeting Information," "Meeting Agendas," something like that.

Speaker BERGSTROM: Yeah, Pat.

Mr. PRINCI: Thanks. Some of the criticism we get is that we're not as open as far as information that's available to folks.

For instance, if you look on today's meeting and you were to click on that tab there --

Ms. ANGELA HURWITZ: On the agenda?

Mr. PRINCI: Right. Now today there's no Resolutions or Ordinances; however, if there was, would those be next to that meeting agenda tab for the public to look at and if they're interested in commenting, they could possibly come into a meeting and comment?

Clerk O'CONNELL: Absolutely. Based on our Web policy, if I have that

information in advance and it's generated by a County agency, a division/a department of the County and you're dealing with it at the Assembly, then, yes, it will be located in this area right here that is titled, "Supplemental Information."

Mr. PRINCI: Okay.

Clerk O'CONNELL: All right. And, again, it's a cleanup issue. What I tried to do is put an asterisk at the beginning of each different segment because what I'd like to see it do is a separate line for each segment, but I just can't get it to do that yet, but I'm working on it.

But, literally, when you put your cursor over that --

Ms. ANGELA HURWITZ: Right.

Clerk O'CONNELL: It's going to highlight. See how it highlights, that's one piece. Then if she moves down, it will highlight the next piece.

Ms. ANGELA HURWITZ: It's hard to see from a distance, but on the screen it changes a completely different color. And down on the left you see it's going to open something.

Clerk O'CONNELL: It's just that I don't like it like that. I want it listed all separately, separate items. So your eye is taken right to -- look, I can tell that there's three separate items that are listed versus you're looking at a paragraph and you've got to put your cursor over it to really be able to identify which pieces are separate; do you know what I mean?

Ms. MCAULIFFE: Yes, it's not user-friendly. There's too much information --

Speaker BERGSTROM: Yes.

Ms. MCAULIFFE: -- people have to wade through and have to get through several steps. I would -- if I didn't know my way around a computer, I would be very frustrated.

Speaker BERGSTROM: Let's not get frustrated yet.

Ms. ANDREWS: Ron?

Speaker BERGSTROM: Yes.

Ms. ANDREWS: Jan, one helpful thing might be to take a look at some of the town websites because you're kind of reinventing the wheel here. And the good news for us is that a lot of the towns are doing the exact same thing but they've already been doing it a couple of years ahead of us.

So what Suzanne just said is absolutely right. In P-town, for each meeting, it just says "Packet." Anyone that wants to click on it gets it and it's got all the documentation and everybody knows that. Nobody expects to see a list of what's there. They just see "Packet" and they know for that meeting it's there.

The second thing is what Barnstable did a couple years ago that just I was so impressed by, was you go to Barnstable's website and you don't have to go through 15 breadcrumbs. It's got to be one or two because everybody sitting here is saying the same thing to you guys; people want the minutes and the video.

So you go to Barnstable's website, you get there very fast. It says, "Minutes/Video" and it's all there. It says, "Agenda," it says, "Minutes," and right next to it is the links to the videos so you don't have to go poking around for video because it's right there. Each link to each video is right there, so you go "Minutes," "Agenda," "Video," and I guess someday I hope Provincetown's like it and we could do ours too.

Speaker BERGSTROM: Thank you. So how long does it take -- I mean, basically, you go "Assembly of Delegates," "Meetings," and then that will bring you to "Minutes," so, basically, I mean you can't put everything under Assembly of Delegates. So you --

Clerk O'CONNELL: Yes, you're going to have some segregation.

Speaker BERGSTROM: Basically somebody wants to know about a specific meeting, they go to "Meetings."

Ms. ANGELA HURWITZ: Well, and --

Speaker BERGSTROM: And from there they can go to "Videos" or --

Ms. ANGELA HURWITZ: There's also some separation here because we do have the Assembly of Delegates and the Commissioners.

Speaker BERGSTROM: Yes.

Ms. ANGELA HURWITZ: And so if we had a tab that said, "Just Meeting Minutes," we might have people go, "Well, I want just the Assembly's Meeting Minutes or I want just the Commissioners' Meeting Videos."

So to kind of have them start at the biggest selection is first, which is "Assembly of Delegates," or "Commissioners" and then go from there. It seems like the easiest way to not confuse the two.

I just opened the Town of Barnstable's and I see right here like they have down on this. And so they've sort of done it in reverse a little bit where you get to the meeting minutes but then -- so the "Meeting Minutes" is that first button, and then next you select the department you want those "Meeting Minutes" from. So --

Speaker BERGSTROM: So you're going to have to have -- looking, you're going to have to have two clicks anyway. You're going to have to get down to Assembly of Delegates to what you want; specifically a meeting, and then you're going to have to click on whatever meeting you want. I mean I don't see that we can refine it up any more than that.

Ms. ANGELA HURWITZ: Right.

Speaker BERGSTROM: As long as the wording is such that the people know what they're looking for.

Ms. ANGELA HURWITZ: Yes.

Speaker BERGSTROM: Yes, Leo.

Mr. CAKOUNES: Bear with me on this one now. If we -- you started at the homepage, you went to the homepage to the Assembly page.

Ms. ANGELA HURWITZ: Yes.

Mr. CAKOUNES: When you did that jump, that blue -- what are you calling that again?

Ms. ANGELA HURWITZ: The top navigation?

Mr. CAKOUNES: Yes, the navigation bar really didn't change.

Ms. ANGELA HURWITZ: No. It never changes. It's the same.

Mr. CAKOUNES: It's the same.

Ms. ANGELA HURWITZ: Yes.

Mr. CAKOUNES: It's, then again, it seems to me that if I was at the homepage and I was going to click on the Assembly that when I got to the Assembly page there would be maybe in that gold bar the direct link to the Assembly's Minutes, the Assembly's Meetings Agenda, and the Assembly's Calendar as opposed to having to go back to that top blue bar which is the County's really dropdown or navigation bar.

Ms. ANGELA HURWITZ: Right. And that's kind of why we did it. Like I said, the word "Business Calendar" has been suggested to change. That's an easy fix. That's wording. That's kind of why we did it this way so that in one click they actually -- there's access to everything right here with the Minutes, with the Journals, excuse me, the Agendas,

the Minutes, the Supplementary Information, the Meeting Videos link is here, and the Calendar is right there and it's all in one.

Speaker BERGSTROM: Leo.

Mr. CAKOUNES: I like -- okay, I don't have a problem with the page right there that you're on.

Ms. ANGELA HURWITZ: Okay.

Mr. CAKOUNES: I don't have a problem with everything being there. I think that's wonderful. My concern or comments is getting there.

Ms. ANGELA HURWITZ: Right.

Mr. CAKOUNES: Now if we had got to the main page of the Assembly of Delegates and once you open that, there was a direct tab that brought me right to that page. So, basically, it was two clicks for me to get there. One opened up the Barnstable County website, go to the Assembly of Delegates, when I hit the Assembly of Delegates' page, there's an immediate click or a bar, that gold bar that changes that would send me right to that page you were just on.

Ms. ANGELA HURWITZ: Right.

Clerk O'CONNELL: I think this is a design issue.

Mr. CAKOUNES: I know. Maybe -- I know, maybe -- I know it sounds confusing.

Ms. ANGELA HURWITZ: No, it's a little bit different but there's ways to work around that because it's a nice idea. And so one of the things that we could do instead is going back to this page how on the left side you have the upcoming meetings and the Assembly of Delegates' videos, we could have that displayed on your main Assembly page so that right there from that page instead of what's on there, which is I believe what generally -- see on the right-hand side. Instead of what's on the right-hand side here, we could on the left-hand side have it display the Calendar, the link to the Meeting Videos, and the link to the Agenda page. And then so it's all that -- it's all-inclusive right there too.

Mr. CAKOUNES: That stuff alone would be great.

Ms. ANGELA HURWITZ: Yes. And that's a, like I said, that's an easy kind of a fix and that's sort of where we were going with the Business Calendar was keeping it all on one page.

But if you want it on the main Assembly page, that's great information and that's something we can do pretty easily.

Mr. PRINCI: It is on the main Assembly page but it's just about four paragraphs in to that little write up there.

Clerk O'CONNELL: Right.

Mr. PRINCI: But like Leo says, if it was on the left-hand side, it would be a little easier.

Ms. ANGELA HURWITZ: Sure.

Clerk O'CONNELL: Okay. Great. And then the next item is a "Standing Committees," and, again, I hate to use the word, but there's a breadcrumb off of that. And, again, "Archived Information" and "Agendas and Minutes," because there are no videos for the standing committees, so if you get to that information.

And below, any time we have special committees that have been designated, that's what we chose to do. Charter Review Committee and, again, Agendas and Minutes and the Videos are also on that page too because it's structured very much like the Assembly's Business Calendar page where you can -- that's the Archive Information.

Ms. ANGELA HURWITZ: I know. I went to the wrong place.

Clerk O'CONNELL: All right. You can get to the Agenda and the Minutes and also there is a place for either -- yes. I think the videos are --

Ms. ANGELA HURWITZ: Yes. I went -- I clicked the wrong thing a couple times.

Clerk O'CONNELL: Oh, there it is, see the little video box. That's basically it in terms of where our stuff lives. I think getting these comments are perfect. That was the intention and my hope because I'm only one person/one mind and so is Angela. I think it's good to hear from others with regards to either the ease or difficulties that you're experiencing with this or perhaps constituents or others may have told you about.

I presume that people are also going to say, "Well, okay, what's next?" Well, I think we've got our marching orders already with regards to what we can do to make it better, make it more user-friendly. And the good thing is this is a living document. This isn't just something that you do and you never go back and look at it again.

When I have time periodically, I go to our webpage and I look at it, and it never fails, I always manage to find something where I can say, oh, that's not right or we need a phone number there? Or where's the address? Or doesn't that link to something?

So it can constantly and continually be improved and that's what we hope to do. I can tell you that already the County has a Facebook page. And I think there is going to be an opportunity for the Assembly to be able to post pieces of information in terms of here's a little quick one paragraph about what the Assembly did this week that feeds into this technology that Angela talks about that everyone carries around on their little smartphones that peaks people's interest and maybe makes them want to read more or know more about it.

So we're working on that. We're making progress. But it's not a stale or stagnant document that's never going to change again. We're going to continue to make changes and improvements.

Speaker BERGSTROM: Janice, one of the things that I thought about while we were looking at this is that there's a lot of information there, but you have to think about what is -- who are the people who are accessing that information and what do they want?

So you could probably say that half of them want to know when the next meeting is. In other words, maybe 30 percent want -- missed the last meeting and they wanted to know what happened then.

I mean is there any -- I know you're not the computer person, but is there any analysis as to these websites as to who the users are and what they're looking at?

Ms. ANGELA HURWITZ: Absolutely. There's analytics available definitely, and you're able to look at that. And that's, again, you know it's -- this is a unique government so we can't put it -- we can't really structure it just like the next County over. It doesn't work that way.

And so that's why again even with the meeting minutes suggestion, it's a great suggestion in looking at the Town of Barnstable's but then you see they split the department off second; we split the government off first and that was to just keep it really clean. Because when you don't know who's who or what's what, it can be confusing.

So that was why it was great to work with Janice because, like I said, we can't just say, oh, we'll let's look over in Somerset County, Maine and see what they're doing and let's just do it just like that because it's different.

We're able to look at the analytics. We can tell everything. It's wonderful because you put together a website and you let it sit and collect information for a little while, and then

you look at it and you can see what page did they enter on? How did they get here? How many pages did they click? How long did they stay? What's the page that they leave the most on? That's always a good thing. When you find that there's one page that everybody seems to jump to another website from, get rid of that page.

So there are all kinds of things that we're able to look at. We can drill it down to what browser they're using. I mean the information and analytics are incredible.

Speaker BERGSTROM: Do you work for the National Security Agency?
(Laughter.)

Ms. ANGELA HURWITZ: We could.

Speaker BERGSTROM: No, I guess what I'm looking at is it's very important to have all this information available, but it's equally important that we understand what people are looking for and make that -- it's easy to find out for instance the agenda for the next meeting. It's easy to find the video of the last meeting because somebody's going to pick up the newspaper and say, "Oh, Bergstrom said something outrageous. I'll have to go to the meeting and see exactly, you know, what he said" and stuff like that.

A meeting -- ten meetings ago, you might get one click, you know, every two years or something like that besides.

Ms. ANGELA HURWITZ: Right.

Speaker BERGSTROM: So, yes, I mean I like this and, of course, I'm not the best judge but you've got to be clear.

Ms. ANGELA HURWITZ: Well, it was good to work with Janice again as well because she's sort of been her for so long and kind of -- the old website like we talked about was more like file storage. It was more the file server. It was we used to have our meeting minutes available somewhere else. Let's put them online and make them available.

But it wasn't really organized to present the information in a user-friendly way. So that's what this new site's able to do.

When asked earlier who the audience was, it's all the citizen of Barnstable. So it's not just the really technical users and it's not just -- it's not old, it's not young, it's everyone because your website's an opportunity to get people involved in what you're doing, and to reach them, and to make that information accessible to them.

So now it's a tool. It's not a file server. So, again, even with speaking with Facebook, you know, Facebook isn't going anywhere and that's where everyone is. Every single -- all the businesses, you know, kids with parents -- or kids with parents -- parents with kids, like that's where you go. And so those little snippets of information keep us interested, keep us -- our hand on the pulse of what you're doing. It's better to know a little bit about what you're doing than know nothing about what you're doing. And so --

Speaker BERGSTROM: All right. When was this launched?

Ms. ANGELA HURWITZ: This website was launched --

Clerk O'CONNELL: February?

Ms. ANGELA HURWITZ: Yes, I think so, that we made it live.

Speaker BERGSTROM: And have we had any feedback? Are there people calling and saying, "Geez, where do I find this? Where do I find that?" Or does it seem to be that they know what they're doing?

Ms. ANGELA HURWITZ: It seems to be they know what they're doing.

Speaker BERGSTROM: Okay.

Ms. ANGELA HURWITZ: It's pretty like it's been pretty well received with the

structure. We've had to do a lot of work on it, and, again, like I said, it's a different County; this is a different way of doing things. So we had to move things a little bit to make sure that they're accessible.

We also, over here on the right, where it says where it says "Search All County Website," that's an important feature that we added right afterward.

And what that is is we all know Google and Google searches everything. It searches all websites. Well, this is a universal search bar and what it does is it searches your website, the County website; it searches all of the department websites that are linked to it.

So, if someone wants to know about the SHINE program, is a great example, that's a program with Human Services but maybe you don't know who has it. Instead of trying to Google "SHINE Program" and getting the words "SHINE Program" in California or in other places, when you go and you punch it in on your own website, it searches these -- well, it's going to get "SHINE" from Cape Light, but it searches just your department websites. And so people know how to find not -- the SHINE program that the County does. And it keeps all of that information, so it's almost like your own little private Google search of the entire website.

Mr. CAKOUNES: Can you get the minutes that way too?

Clerk O'CONNELL: Right.

Ms. ANGELA HURWITZ: Yes and you can actually do this, but so if you don't know where it is, just do that.

Clerk O'CONNELL: Write the word, "Calendar." It's our own friendly Google box.

Speaker BERGSTROM: What do use -- in the Minutes, what do you use for attendance? What is the word you use when you write the minutes as to who was here?

Clerk O'CONNELL: Well, it's "roll call."

Speaker BERGSTROM: Roll call. So if I put -- so would roll call tell us?

Ms. ANGELA HURWITZ: Yes. So we've got the -- Commission, Barnstable County, let's see, I can't tell the breakdown of what these -- that's the Commissioners. I guess all of your Minutes use roll call.

Speaker BERGSTROM: Yes. Right.

Ms. ANGELA HURWITZ: So let's try it a different way. Let's see if we can search

--

Mr. CAKOUNES: Say "Minutes" on a certain date.

Ms. ANGELA HURWITZ: Right. Well, because it's going to search everything, we want to make sure, you know, just like that Town of Barnstable how it said --

Speaker BERGSTROM: See I don't have the Minutes of the last -- well, the Minutes of the last meeting would indicate who was here, but what is the type of that section? What do you use when you write the minutes up and then it says -- does it say "Attendance"? Does it say "Delegates present?"

Clerk O'CONNELL: Well, when I do Minutes -- right. When I do regular Minutes, not as a Journal, I have a category and I call it "Attendance." But that's now how your Journal is produced.

Speaker BERGSTROM: What does the Journal say?

Clerk O'CONNELL: The Journal is it's when the -- it comes under the Assembly when it meets as a whole. Then it's all those pieces underneath that. So there's no separate caption or title other than do you have a roll call when you meet as the Assembly.

Speaker BERGSTROM: No, let's say we -- so if I were to go into the Minutes of the

last meeting, it would tell me who was here?

Ms. ANGELA HURWITZ: Yes.

Speaker BERGSTROM: How would it tell me it was here? What would it say?

Would it say “Attendees”? Would it say --

Clerk O’CONNELL: No. It’s roll call. It actually identifies --

Speaker BERGSTROM: Okay. It’s by the roll call.

Clerk O’CONNELL: It’s the roll call.

Speaker BERGSTROM: I’m just looking to see if I want to find out if somebody was here under this search engine, I put roll call and --

Ms. ANGELA HURWITZ: So I just did “Assembly Roll Call.” That makes a little more sense because if I just put “roll call,” that’s a pretty standard term in meetings so you’re going to get the roll call of Human Services, the Commission, whoever has all those umbrella websites underneath. And I’ve got the meeting Minutes from May 28 and who was here.

Speaker BERGSTROM: Okay.

Ms. ANGELA HURWITZ: For you, what you might be thinking of is if we go to the Agendas and Minutes for the last meeting and we look, which is the ones you just approved; right?

Clerk O’CONNELL: Yes.

Speaker BERGSTROM: Right.

Ms. ANGELA HURWITZ: So we just click on that and it’s going to open it right up and there it is.

So, this website, it doesn’t just read what you call -- like this might be called, you know, I don’t know, “Journal of June 4 meeting.” It actually reads the content of what’s posted. So that’s why when you see the word roll call right there and a minute ago when I searched roll call, that’s what comes up because it reads the actual document as well.

So it’s the universal search was something great because we thought, well, why do we want people to search and not find -- we want them to find our programs, not just all of the programs in the area but actually the County programs. And so that was a really good feature to add to the website.

Speaker BERGSTROM: I was just thinking if, for instance, let’s say somebody was running for reelection and somebody said, “Well, I want to know how often my Delegate actually showed up at these meetings?” You know, you still have to go through all the individual roll calls; rights? Is that how you do it rather than (Inaudible) roll calls?

Clerk O’CONNELL: Yes. Correct. It’s not going to compile a list of attendees for X amount of meetings. You’re going to have to look at each meeting you’re interested in determining whether that person was there or not.

Speaker BERGSTROM: Okay.

Clerk O’CONNELL: And I wanted to -- can we go back to, yes, the tab. I wanted to show Cheryl where the County Clerk has a tab. And that would be -- I’m located under “Departments.” If you go to the “Department” tab, I’m going to be right there. And when you click on that, it brings you to the page for the Assembly Clerk and the County Clerk because it’s a combination, a combined position.

So you’ll have information about me or any important notice I need to put up there coming from the County Clerk.

Ms. ANDREWS: The reason why -- I made a big deal of that is it’s easy for us to forget that there was a time when some of us ran for the Assembly of Delegates and we had

no idea that Minutes were called a “Journal,” and Agendas were called a “Calendar.”

I mean I remember insisting when I ran for this office that there were no Minutes online because I searched for Minutes and there were none. And the instructions from the Secretary of State’s Office specifically tell candidates to contact the County Clerk; okay. So I went to the County’s website, and you know what happened then.

So that’s why I’m very focused on making sure that when someone’s running for office who knows nothing and they get told to contact, I want them to be able to contact you.

But that looks great. That’s very nice. That’s a big improvement.

Ms. ANGELA HURWITZ: And we can also just search and we’re going to find all of the information that’s relevant to the County Clerk going down.

Clerk O’CONNELL: Using that universal Google search bar for the County.

Ms. ANGELA HURWITZ: Yes. Exactly. And I went through the same learning process when I started working with her. Journal and Calendar, I did the same thing so.

Clerk O’CONNELL: You know, and I struggled with that. I wanted to call the Business Calendar “Agendas,” because that’s what most people are going to -- but that’s not what you call them. So, structurally, I felt I needed to stick to the structure.

Ms. ANGELA HURWITZ: Right.

Ms. MCAULIFFE: Time to amend the Charter and change the words.

Ms. ANGELA HURWITZ: Well, it’s really -- it’s, again, and that’s like what I said before is that this was an interesting process and this is why Janice and I have worked so hard together because it is a very different organization. There are a lot of different terms.

And so to kind of take what you’re doing and make it fit in with the standard user of a website, you know, that’s who it’s for.

Janice knows where everything is buried in there because she uses it and because this is what she belongs to. But other people, I always call myself “Jane Citizen,” I don’t. I moved here 10 years ago and if I wanted to look up what you do, that’s how this needs to be designed. From 101 stage, how do I understand what you do? How do I understand what you do affects me as a citizen? So that’s how we designed it.

And then, still, those complicated -- those official documentation and those bylaws and those things, those are in there but that front facing, you know, the beginning tabs, those are for the person to start to learn about you. The advanced users, they know where to look and they know how to find it.

Speaker BERGSTROM: Yes, Leo.

Mr. CAKOUNES: I’ve just got to make one more comment and take it for what it’s worth. When you get to this page right here, which is the County Clerk, do you go back to the Assembly’s page rather than the County Clerk’s page?

Clerk O’CONNELL: Do you want the tab at the top. Leo?

Mr. CAKOUNES: No, right here. Correct. Okay. Now scroll down so I can see that blue thing.

Ms. ANGELA HURWITZ: Do you want me to make it bigger?

Mr. CAKOUNES: Whatever. Okay. So I’m here; all right? I think this is great. I like all of it. Now if you scroll up to it and see the blue bar again or scroll down, yes, okay.

Now over on your right, you have the “Search All County Websites.” Great. I think that’s wonderful. You put a word in there. I noticed drop-downs come up or suggestions come up.

Ms. ANGELA HURWITZ: Yes.

Mr. CAKOUNES: Very helpful. My comments would be instead of having the “Up and Coming County Events” listed below that to have those blue tabs that drop-down when you go to “Assembly” down there, so that it could be a list of six or seven or even eight of them. So when someone gets to this page, they don’t have to go back up to “Departments,” go to the “Assembly” again and then you get those chicken feeds -- what do you call them?

Clerk O’CONNELL: Breadcrumbs.

Mr. CAKOUNES: The breadcrumbs coming off of that because when you shake like I do, I end up going to those pages by mistake getting off of them and that tells you that I didn’t like that page and it has nothing to do with that. It’s just that my mouse shakes.

So if you took all that information that drops down and you had it listed, instead of “Up and Coming County Events” which could be one tab, one go-to thing and it would go to that list, then have every other one right there.

Ms. ANGELA HURWITZ: Do you know that there’s a function that we can do that and we can build a custom menu and put it right there. So if you think that that’s something that’s easier to have it down there, that’s a suggestion that can be added.

Mr. CAKOUNES: Suggestion from someone who’s illiterate, computer illiterate, take it for what it’s worth.

Speaker BERGSTROM: I know there’s something called “quick links,” which you can press on “quick links” and it will drop down a menu and it will tell you everything you want to know and that way you can avoid all the maze.

Yes.

Ms. MCAULIFFE: I think if you look at this body as an example, advanced computer users, I would say maybe 3 here out of 15 members, maybe 3. Then there’s a bunch of us who are sort of middling to kind of figure stuff out. And there’s some of us who like most of my friends go on for email and things. But navigating a website would be very challenging to them.

So I think I don’t want to say dumb it down, but I want to say make it really simple.

Speaker BERGSTROM: I don’t know. I think, to be honest with you, I’m not much for searching websites. I very rarely go on Google and stuff, but I am familiar with dropdown menus, and I would think that most people are familiar with dropdown menus. You press on something, you think it’s going to get you where it’s going to go, but it then gives you other options and then maybe that gives you other options. I mean it’s complicated but it’s -- I think it may not be Computer 101 but its Computer 102 that you’re going to get somewhat of an options or options.

Ms. MCAULIFFE: When we -- in the municipal government when we were going online with permitting and going online with a lot of things, even tax bills and everything, it sent up such a stir in a lot of our population because they did not feel comfortable on computers doing things like that.

So we had to actually have libraries open with computers so people could go in and get help getting dump stickers and all these things we did because now we’re online. And a lot of our population isn’t.

So it’s, you know, maybe your friends are or maybe your people that you know are but there’s a huge population out there that aren’t.

Speaker BERGSTROM: Well, you know, that’s where the quick link thing -- I mean I go on the websites for the Mass. Maritime once in a while and look at the boat auctions. I fantasize myself buying one of their boats. You can get there by going through various

departments, but you can hit quick links and they have an alphabetical list of just about everything that's on the damn website in alphabetical order. And you zip down and it says "Boat Auction" and, boom, you're there.

Now you don't -- that page is not, you know, you don't get it unless you press on that quick link. It doesn't busy up the websites.

Mr. HITCHCOCK: Mr. Speaker.

Speaker BERGSTROM: Yes. Ned.

Mr. HITCHCOCK: I want to second what Suzanne was saying. It does seem to me that this is perhaps not complex but it's overcomplicated, and I'm one of those people who try to use the computer as little as possible because I have a lot of things that are interesting and important to me, this is one of them, but it's not all there is. I don't have the time to spend sitting with the computer like many of the people who send us emails do.

So it seems to me that the thought -- the word that came to my mind was economy. It needs to be a little more economical. There are too many steps to get to some things that seem to me to be the obvious things that people want.

If you can find ways to accommodate that, that would be useful. I think Leo's suggestion is A-1. Find a way to keep from having to go back up to the top and do three hits before you get back to something down below. That would work great for me.

Anyway, it just seems a little too much. Be a little more economical with it, that would help. Thank you.

Clerk O'CONNELL: Well, we're certainly going to take a look at and review the tape and the minutes on all of the suggestions that were made today because that's the point of this.

And I think Angela will agree that some of the comments that we've heard we've talked about. And I'm kind of glad they were brought up.

Ms. ANGELA HURWITZ: Right. No, it's just --

Clerk O'CONNELL: Because it doesn't make me feel quite as bad now. (Laughter.) But we're going to take a look at all of that. And we hope that you will continue to certainly give us comments and feedback. We may not necessarily have to have a session like this, but I want you to feel free to let me know what you think when you see a change or, "Hey, would you consider this? Or I think this might be easier." We're all about that. That's what we want to do.

Ms. ANGELA HURWITZ: Right.

Speaker BERGSTROM: Well, thank you, very much.

Clerk O'CONNELL: That's it.

Ms. ANGELA HURWITZ: Thank you for having us.

Speaker BERGSTROM: We know it's a lot of work.

Ms. ANGELA HURWITZ: I have to say thank you to Janice for being so easy to work with because she --

Clerk O'CONNELL: Maybe not after the tenth phone call in one day but --

Ms. ANGELA HURWITZ: No, but it was a great experience. It was nice to work with someone so knowledgeable.

Clerk O'CONNELL: Thank you.

Ms. ANGELA HURWITZ: Thank you.

Speaker BERGSTROM: Okay. Well.

Clerk O'CONNELL: Can we have lights now?

Ms. ANGELA HURWITZ: I know.

Clerk O'CONNELL: Thanks, everybody.

Speaker BERGSTROM: It's symbolic here. Symbolic to be groping in the dark using computers so it's apropos.

Clerk O'CONNELL: Hope it was helpful.

Speaker BERGSTROM: Oh yes. Moving right along.

We have Communications from Public Officials?

Communications from Members of the Public? Hearing none.

Okay. The Assembly convenes.

Assembly Convenes

Speaker BERGSTROM: I don't know if we have any Committee Reports; do we have any Committee Reports?

Clerk O'CONNELL: No.

Speaker BERGSTROM: We don't have any Committee Reports. Next is Report from the Clerk.

Report from the Clerk

Clerk O'CONNELL: I'm doing a lot of talking today. I really don't have anything specifically to report, but I want to make everyone aware of the fact that we've got a July 2nd meeting coming up, and the timing of that meeting, I know it presents some complications for Delegates because of vacation time. If you can let me know whether or not you're going to be able to make the meeting, it would be appreciated not only by me but also your fellow Delegates, so I can give people enough of advance notice in the event that we may not have a quorum for that meeting.

Now looking a little further ahead, a reminder that we're going to be having -- I talked to the Speaker today -- the Commissioners are going to be coming in. We're going to be doing some talking about what's going to happen with regards to exploring the language in the Charter and talking about that.

Also looking back as we quickly get to a close to FY '14, that's going to be getting wrapped up and I think Mark's going to be coming over to give you some information about what the status is for the year-end.

Let's see, what else, oh, budget process. That's another thing that was discussed a short time ago in terms of what's going to happen after the future looking at the process for next year.

So all of those things are going to start to happen at some point this summer and into the early fall. So the meetings as they're coming up at the end of July into August will be important. And you will get information once they have been scheduled but this is just a reminder.

And I think in August the meeting is the 6th of August and the 20th. And Mr. Ohman can correct me if I'm wrong, but I think the 20th is the traditional beach meeting. So that's kind of what the summer is.

Speaker BERGSTROM: All right. Just to add to what Janice has to say. We are obliged to have meetings on the 1st and 3rd Wednesday of every month unless it falls on a

holiday. So, even if it becomes -- if a meeting comes too close to 4th of July, you can't just say, "Well, let's not meet because we're obliged to meet."

Now if we don't get a quorum, we can't meet, but I'm not suggesting that we don't have quorum because it's important that if we don't -- I know that both Julia and Suzanne are going to be gone and that's 25 percent right there.

If we don't have that meeting on the 2nd, that's going to put us behind because I know that the Administrator wants to come forward and it would put everyone behind. And even if we had bare quorum, even if we had 51 and 52 percent, we are online and these meetings are taped, so those who are not here can do that.

So I suggest that you try to make it on the 2nd. If you can't, you can't, but it would be nice because we do have a busy schedule. Usually the beach meeting we try not to have anything too controversial, no food fights, you know, especially with all that fried food it would be kind of messy.

So that's where we are. The summer is here so we're going to struggle through it here.

So, anyway, so now, is that it for you, Janice?

Clerk O'CONNELL: Yes, that's it.

Other Business

Speaker BERGSTROM: Okay. Other Business. Leo.

Mr. CAKOUNES: Thank you, Mr. Speaker. I just took a minute to handout a document that I actually printed up about five minutes before I came to the meeting today.

Just to give you a little background on this. We had talked for some time about the Assembly doing something to honor Diane Thompson, who was our longtime Clerk.

As most of you know that this is my last year on the Assembly, and I thought if I didn't take chance to bring this forward now that it would fall by its wayside.

So what I did is I put together some basic criteria and some information that I want you guys to consider, and what I'm looking for is basically some members of the Assembly to cosponsor a Resolution so that we can bring this forward for a vote.

And just very quickly, if I could take a minute to just go through what my ideas were, to actually have an award which is called the "Diane S. Thompson Barnstable County Citizenship Award."

I believe that the award should be given to a single person or a group, and when I say group, I don't mean four or five different individuals, but, for instance, a group that the Assembly may want to honor.

I think this should be a biannual award which shall be given beginning 2014 and every two years, the final year of the Assembly. My thoughts for that were that the entire Assembly really convenes on the January and goes for two years and then an entire new Assembly could come forward. So I'd like to just see one award given on a two year basis. I used the term biannual. I fought with that because I think biannual is the correct term. If it was twice a year it would be semiannual, but I had an argument with my wife on that one.

Each Delegate -- I believe that the nomination should come from the Delegates themselves, so each Delegate shall have the opportunity to nominate someone. Those nominations shall be -- there should be a date that they have to be in by. I picked the last meeting scheduled in September. The nomination shall be in writing and they should be

given to the Clerk and then given out to the members for their review.

I go on to say that on the second meeting of October that the full Assembly should consider all nominees, and I put in here that I think it should be a secret ballot in the event that there are two or three or four nominees. And then that vote shall be a simple majority vote of the members present and not be considered by a weighed vote so we can get that right out of there.

And in the case that happens to be a tie, then I think the Assembly should be on their own to decide whether they either want or award both people, both individuals the award or if they want to just reconsider the vote. That would be left up to the Assembly.

The presentation of the award shall be made between November and the December scheduled meeting. I left it up to the Clerk and the Speaker to make those appropriate arrangements, feeling that, once again, the recipients need to be notified and I think, you know, we need the press here and make a little bit of it.

What I feel should be done is that a certificate should be given to the recipient but I would like to see a plaque made with possibly Diane's picture on it with a small write up about her input here in County government. And that plaque be a wooden plaque and I know you've seen them all. Every two years when a new recipient is being awarded this Citizenship Award, the name will be engraved in a small little brass plaque and either screwed or nailed to that, to the big master plaque. And that master plaque will stay here in the Assembly hall.

Once again, we talked about this for a long time. I don't expect a lot of discussion on it because it's not on the Agenda today, but I would like you to take this back with you and feel comfortable through the Clerk to make any changes or suggestions to it, and, hopefully, I can get some members here to cosponsor this with me so we can bring it forward as an agendaed item.

Speaker BERGSTROM: Yes, Leo, you're right. We can't really discuss it too much, but I think it would have to be -- the Assembly acts through Resolutions or Ordinances. If you want to put together a Resolution, it could then be amended and so on to submit the Resolution and we'll go from there.

Yes, Suzanne.

Ms. MCAULIFFE: Yes. And I guess I would like clarification on whether the Assembly has the ability to do a secret ballot? I mean that just -- I don't know. And as a public body, I don't know if we have the luxury of a secret ballot.

Speaker BERGSTROM: Well, I'll have to -- we'll have to --

Ms. MCAULIFFE: Yes, but that's a question that needs to be asked.

Speaker BERGSTROM: We'll have to go online into the documents and the Ordinances and the Charter and we'll find the answer.

Ms. MCAULIFFE: Or ask Mr. Troy.

Speaker BERGSTROM: We will find the answer. We will, after a few months of searching previously, we will find the answer to your question. Okay. I don't know I guess is the answer.

Yes.

Ms. ANDREWS: Leo, first I want to say thank you for the amount of time you spent putting this together. It's a nice idea. I'll be happy to cosponsor it with you.

Mr. CAKOUNES: Great.

Ms. ANDREWS: And the second thing, to you Jan, whenever you launch a new

project, inevitably what do we all do? We just send back criticisms. We don't say the positive things and that's not really fair.

And out of fairness, I want to say a lot of this looks fabulous and this is sort of mean, but I'm going to say it anyway.

I had to look for -- I wanted to contact a Town Planner a couple weeks ago, and I won't say which town, but it's one that belongs to the Cape and Islands. I went to their website; I could not find a phone number. I could not find an email address. So let's just say that Barnstable County is way ahead of the curve and thank you.

Clerk O'CONNELL: Thank you.

Speaker BERGSTROM: As usual. Okay. Is there any other business? John.

Mr. OHMAN: Yes, thank you, Mr. Speaker. I just want to let everybody know that I was privileged to go to the Old Barnstable County Courthouse; it's a very historic venue over by Sturgis Library for Mary Lou Petit, one of our own 12-year members of the Assembly, become the newest recipient of the Mercy Otis Warren Woman of the Year Award.

It was just very moving and very nice, and Mary Lou Petit should be congratulated on that for all of her hard work. Anybody that sat with her knew what hard work she did.

Speaker BERGSTROM: Okay. Anyone else?

Deputy Speaker MARTIN: Motion to Adjourn.

Ms. KING: Second.

Speaker BERGSTROM: All those in favor say "Aye."

Speaker BERGSTROM: Thank you.

Whereupon, it was moved, seconded, and voted to adjourn the Assembly of Delegates at 5:15 p.m.

Respectfully submitted by:

Janice O'Connell, Clerk
Assembly of Delegates