

## **Town of Hingham Town Government Study Committee (GSC) Information Gathering Process, October 2010**

The Town Government Study Committee is currently gathering data from town departments and elected and appointed committees to find out what they think is working well and what they think might be improved. Pairs of GSC members have contacted assigned departments and elected and appointed committees using the following process.

An initial introductory e-mail addressed to department heads and committee chairs briefly explained the rationale for the questions that they would be receiving, using the following text:

The Hingham Town Government Study Committee plans to send e-mails to each town department (committee) to gather information about what you think is working well for your department (committee), what is not working well for your department (committee), and what issues you anticipate might affect the work of your department (committee) in the future. We invite you to consult with other members of your department (committee) when you respond to these questions, which you can expect to receive within the next week to 10 days. Please answer each question as completely as possible to enable the GSC to proceed with its assigned task of finding ways to help Hingham town government provide services more effectively and efficiently. We thank you in advance for your willingness to take the time to answer our questions. We hope that our findings will contribute to our goal of helping your department, as a component of Hingham town government, serve our citizens more effectively. Please contact us (names of assigned GSC members) by phone or e-mail with any questions or concerns. We look forward to working with you.

The second e-mail was also addressed to department heads and committee chairs and posed the following questions:

The Hingham Town Government Study Committee asks that you, in consultation with fellow department employees or committee members, carefully consider the following questions and answer them as fully as possible. Please return your responses in writing by November 8 to the members of the GSC who are working with your department or committee.

1. Please state your department or committee's charge or job description.
2. To whom is your department or committee accountable?
3. What three things contribute most to the successful functioning of your department or committee?
4. What three things would you change to bring about more effective functioning?
5. What challenges do you anticipate that might impact the work of your department or committee in the future and what changes would you suggest for addressing those challenges?
6. Do you have anything to add?

We appreciate your cooperation and look forward to continuing to work with you as we address our goal of identifying ways for the town to deliver its services more efficiently and effectively.

(Signed with phone and e-mail contact information)