



Town of Franklin

Changing dynamics of the municipal
workplace -

In-Person Meetings

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MMHR & MMMA

www.franklinma.gov

Background



- Population: 35,000. Metrowest.
- Council/Manager Form of Government. No town meeting.
- 9 Town Councilors - all elected every two years, townwide
 - Other elected boards: School, Planning, Health, Assessors, Town Clerk
- March 2020 - Immediately went to Zoom platform for all meetings, all boards and committees. Google for staff meetings.
- Closed Town Offices to the public on March 13, 2020. To staff on March 18.
- June 2020 - High School football field Budget hearings - 2 days. First in person meetings we had in 2 months.



Build for the future

- 9 Councilors - many were split on their views of COVID-19. They represented various opinions in the community.
- Developed a system to make everyone happy, but stay safe and within CDC protocols.
- July 2020 to the Present - Turn Town Council Chamber into a TV production studio:
 - Allowed in person: Town Council, staff, presenters, meeting participants.
 - Not allowed in person: general public.
 - All citizen participation is through Zoom, telephone, live stream, or watch local cable access, [Franklin TV](#), live.
 - Want to speak/comment at a meeting? Zoom, telephone.
 - Want to listen and learn? Zoom, live stream, cable TV.....telephone, too I guess.
 - All CDC protocols, masks at all times, extensive contact tracing, sign in, temp check, mandatory hand wash at door or no entry for allowed individuals.



Layout

- Seats 6ft.
- Extended rostrum
- Disinfectant after every meeting



Layout

- Staff, Presenters sit in audience
- Seats 6ft.
- Extended rostrum
- Disinfectant after every meeting



Layout

- Administrator and staff sit in middle desk
- Superintendent as well
- Seats 6ft.
- Extended rostrum
- Disinfectant after every meeting



Layout

- Installed new TV's monitors
- Zoom is on the screens
- Audio is through the Chamber speakers.



Current building status

- No citizens were allowed in any public facility through November 9th, 2020.
- Town reopened 11/9/20 to the citizens. Staff were at allowed capacity, hybrid work.
- Citizens are allowed into the building 8-2 each day, no appointment required. Library is open 1-4 for in person.
- 90% of foot traffic are for building, planning, health permitting services. Other 10% are bill pays, town clerk, general services (we have a drive through window, which helps)
- Public is allowed on first floor only. Mandatory contact tracing.

The Future

- The current format will continue for the foreseeable future.
 - Flexibility and options.
 - All demographics have options under this format.
- Customer Service. Civic Engagement increases with choice.
- Invest in what you need now to be prepared for all options in the future.
- Partner with outside groups. Franklin TV.
- Only change we will make in the future is capacity when 6ft gets reduced to 3 ft.
- Quick plug: [Franklin TV](#) is always a resource! Pete Fasciano, Director, 508-541-4118 - info@franklin.tv