

## **Charter for the North Castle Technology Committee**

This charter provides a framework for a permanent committee to continue the work of the technology task force. The committee will be able to provide valuable advice and assistance to the Town Board on matters related to technology, and will help to ensure that the Town is using technology to its best advantage.

### **Mission**

The North Castle Technology Committee (the Committee) is a volunteer organization that provides advice and recommendations to the Town Board on technology-related matters. The Committee's goal is to help the Town use technology to improve the efficiency of Town operations and the quality of life for residents and businesses.

### **Membership**

The Committee shall consist of up to 7 voting members, appointed by the Town Board. Members shall be residents of the Town of North Castle and shall have expertise in technology, business, digital security, government, or other qualifications at the discretion of the Town Board. The Committee may also include junior non-voting members who are residents of North Castle. The Committee shall also include 3 non-voting ex-officio members: a representative from the Town Board, the Town Administrator, and the Town Clerk.

### **Expectations for Town of North Castle**

Committee members have the ability to view information necessary to perform their duties subject to Town Administrator approval. These may include but are not limited to technology contracts, findings related to technology use, website google analytics and other relevant data points. This may also include the ability to test for inaccuracies such as confirming technical contracts are set up per agreement.

### **Meetings**

The Committee shall meet at least quarterly, or more often as needed. Meetings shall be open to the public. When discussing sensitive information such as town security gaps or other internal concerns, the Committee may convene an executive session if needed which will not be open to the public as provided by the Open Meetings Law. Meetings will take place at a mutually agreeable time to the majority of committee members both in-person and via video conferencing. Each member is expected to allocate a minimum of 2 hours per month to the work of the committee.

### **Duties**

This charter provides a framework for a permanent committee to continue the work of the technology task force. The committee will be able to provide valuable advice and assistance to

the Town Board on matters related to technology, and will help to ensure that the Town is using technology to its best advantage. The permanent technology committee will be responsible for the following duties:

- To advise the Town Board on technology-related matters.
- To conduct research and make recommendations on technology-related issues.
- To propose and advise technology-related projects.
- To work to educate and inform the public about technology-related issues.

For example these duties may include but are not limited to:

- Advise on the implementation of the task force's strategic recommendations.
- Collaborate with other town's technology groups to further enhance strategic recommendations for the Town of North Castle or find ways to collaborate that are mutually beneficial.
- Further develop recommendations for a technology plan that aligns with the Town's strategic goals for resident engagement.
- Review town's security infrastructure and provide recommendations on key improvements where necessary.
- Identify and evaluate new technologies that can be used to improve the town's operations.
- Educate and assist staff on the use of new technologies.
- Monitor and evaluate the effectiveness of the organization's technology initiatives.
  - Particularly:
    - Resident satisfaction metrics from residents across town services.
    - Issues resolution rate as reported through digital tools
    - Resident traffic to technology resources
    - North Castle website analytics, including calendar usage and email communications,
  - Determine what is or isn't working and find areas of improvement
  - Collect resident feedback around technology based communication and other methods of digital interactions with the town
- Report on the Town's technology progress to the committee and the Town Board.

## **Funding**

If necessary to carry out the mission of the Committee, the Committee may request funding from the Town of North Castle on an as-needed basis.

## **Governance**

The Committee shall be governed by a Chair and Vice Chair, who shall be elected by the voting members of the Committee. The Chair shall preside over meetings of the Committee and shall be responsible for carrying out the Committee's duties. The Vice Chair shall assist the Chair and shall assume the Chair's duties in the Chair's absence.

**Amendments**

This Charter may be amended by a majority vote of the members of the Committee with final approval by the Town Board.

**Dissolution**

The Committee may be dissolved by a majority vote of the Town Board.

**Voting Quorum**

Any vote called for by this Charter requires the participation of a majority of the full Committee for the vote to be deemed valid.

**Term of Office**

Members shall serve for a term of two years, and may be reappointed for additional terms.

Adopted by the Town Board on November 8, 2023.