

Town of Farmington
Board of Selectmen Meeting Minutes
Non-Public Session E – UN SEALED
Monday, May 1, 2017

Board Members Present:

Paula Proulx, Chairman
Neil Johnson, Vice Chairman
Charlie King
Ann Titus

Board Members Absent:

Jim Horgan

Others Present:

Arthur Capello, Town Administrator

Motion: (King, second Johnson) to enter non-public session under RSA 91-A: 3 II (c) Reputation passed 4-0 by a roll call vote (Proulx, Johnson, King, Titus- yes) at 9:15 p.m.

Selectmen discussed several “customer service” complaints regarding a Town employee. Discussion included complaints alleging repeated lack of timely responses, negative demeanor, treatment based on whether they are liked or not and similar past complaints.

The board also discussed setting clearer expectations of employees, how to become more business friendly and setting goals to become better as a group.

Selectmen asked Mr. Capello to monitor the situation, document his observations and develop a plan for improvements.

Motion: (Proulx, second Johnson) to come out of non-public session passed 4-0 at 9:45 p.m.

Motion: (Proulx, second Johnson) to seal the minutes passed 4-0.

Respectively submitted
Kathleen Magoon
Recording Secretary

Paula Proulx, Chairman

Neil Johnson, Vice Chairman

Jim Horgan

Charlie King

Ann Titus