

Tom Hartwell

3/28/2021

How are we measuring success?

Hello,

I was recently informed that the committee had originally set out to focus on ensuring Andover's government achieves positive outcomes in these dimensions:

Transparency

Accessibility

Representativeness

Effectiveness

Efficiency

Accountability

I was surprised to hear this as in the last few months I've been following closely to the committee debating and presenting and have not explicitly heard or seen a baseline of where we are today on these "outcomes" and where we think we need to be to measure success.

For the reforms you are considering, how are you measuring success?

In my read of the agenda with reforms under consideration for the 3/29/2021 meeting, it isn't clear how any of them, if implemented, can achieve a better outcome if we aren't explicit about what is happening today to see how tomorrow is better (or worse.)

Taking the 3 reforms as examples the committee has already endorsed and what is the "Intended/Purported Benefit"...How do we know we shorted a meeting? How do we know if context of articles is more understandable? How do we know if we've made the meeting more efficient, inclusive, civil, and honest? And how does this relate to the outcomes we set out to achieve? Have we moved the needle toward better governance in Andover?

I believe that which is not measured, cannot be improved. I'm curious how the Committee's hard work over the past duration can translate to outcomes. Please don't disappoint.

I have provided some examples of outcomes for consideration:

<https://tomhartwell.files.wordpress.com/2021/03/andover-town-governance-citizen-feedback-analysis.pptx>

<https://tomhartwell.wordpress.com/2021/02/24/can-direct-democracy-in-andover-be-inclusive-informative-and-flexible-on-ways-to-participate/>

Cheers,

Tom

The Committee May Contact Me to Discuss my Input