



# TOWN OF ORLEANS

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BOARD OF  
SELECTMEN

TOWN  
ADMINISTRATOR

## CHARGE TO THE OMBUDSMAN TASK FORCE

An Ombudsman Task Force will be appointed by the Board of Selectmen for the purpose of assisting the Board in identifying areas where the Town could improve upon its interactions with residents and businesses.

The role of the Ombudsman, as envisioned by the Board of Selectmen, could include providing a link between residents, visitors and employees who have problems or are seeking information and solutions, along with technical assistance and advocacy for businesses to identify and resolve business or permitting challenges.

The Task Force will be comprised of 5 members and is charged with completing certain tasks that will include, but not be limited to, the following:

1. Solicit input and feedback from the Chamber of Commerce, community groups and individuals to identify areas of concern that could be addressed by an Ombudsman;
2. Identify opportunities to improve the methods of communication with the Town and the availability of information to assist residents and businesses;
3. Prepare a final report with recommendations to be presented to the Board of Selectmen no later than November 30, 2018.

All meetings of the Task Force will be held at the Town Hall and in accordance with the Open Meeting Law. Minutes of meetings will be filed with the Town Clerk's Office within 30 days of each meeting.

Date Prepared: December 1, 2017

Date Revised: December 6, 2017

Date Approved: December 6, 2017

Date Revised: April 4, 2018

Dated Approved: April 4, 2018

Date Revised: June 6, 2018

Dated Approved: June 6, 2018