

To: Policy Board and Municipal Services Committee

From: Matt Hart, Executive Director

CC: Pauline Yoder, Kim Bona

Date: September 9, 2025

Re: Municipal Services Committee – FY 2025-26 Key Objectives

I look forward to welcoming you to the next meeting of the Municipal Services Committee on **Tuesday, September 9**, from **12:00 PM to 1:30 PM**. We will convene in the **CRCOG Boardroom** at **350 Church Street, Floor 3, Hartford**. Lunch will be provided, and parking validation is available for those who use the building's attached garage.

FY 2025-26 MSC Work Plan

Thank you for your valuable feedback during our May and June meetings. Based on member input, the MSC's work in the upcoming fiscal year will focus on the following strategic objectives:

- **HR Enhancements**
Collaborate with CCM to improve the Salary Survey and other elements of the HR resources, increasing usability and impact for municipal staff.
- **Regional Fair Rent Commission Framework**
Develop a model for a regional fair rent commission to support municipalities in addressing rental housing concerns collaboratively.
- **Fire & EMS Strategic Planning**
Track developments in DESPP's Fire & EMS strategic plan, coordinate R-3 regional briefings, and explore appropriate roles for COG support and engagement.
- **AI Working Group**
Continue work with our AI Working Group to guide municipal policy development. Two draft policies are currently under review:
 - Use of AI Meeting Transcription Assistants
 - AI Use and Security in Municipal Operations
- **Workforce Development Collaboration**
Facilitate joint discussions with municipal finance directors (via GFOA) and building officials (via CABO) to address workforce challenges and explore shared training or development solutions. MSC members are encouraged to participate.

Agenda Highlights – September 9 Meeting

Technology

- **CCM Salary Survey Improvements**
CCM staff will be present to gather feedback on how to improve the Salary Survey. This is an important opportunity to shape a tool that supports HR practices across our towns and cities.
- **AI Policy Development and Applications**
We will review policy drafts from the AI Working Group and explore additional use cases, such as:
 - Supporting towns in completing the salary survey
 - Helping CCM analyze survey responses
 - Generating customized HR documents (e.g., policies, job descriptions) from templates on the HR Portal

Service Sharing

- **Regional Fair Rent Commission**
We will discuss progress on a regional framework and evaluate the feasibility and benefits of a shared commission model.

Note on Capacity and Resources

While we are excited about these initiatives and ideas, it is important to recognize that CRCOG's staff capacity is finite. With our current workload, we can support one to two new major MSC initiatives. We could provide additional support if we receive new funding from the General Assembly or from future federal grant opportunities. We will keep the Committee informed of any changes in our resources.

About MSC and the Municipal Services Department

CRCOG's Municipal Services Committee exists to improve government efficiency, service delivery, and fiscal outcomes across our region. The Municipal Services Department supports this mission by offering a range of shared services and technical assistance programs—including cooperative purchasing, job order contracting, GIS, HR consulting, energy programs, waste management, and support for addressing crumbling foundations.

For a full overview of programs and resources, visit: <https://crocog.org/municipal-services/>