



Marshfield, MA – Transparency & Data Standards

Community Compact IT Best Practice

The Office of Municipal & School Technology

EOTSS | Executive Office of Technology Services & Security



Image: Green Harbor¹

Community Profile

The Town of Marshfield is located along the Southeastern coast of Massachusetts, in Plymouth County. The average household income is \$84,167² and population tends to fluctuate throughout the year, ranging from 25,000 residents to 40,000 in the summer months. The Town has a rich history, dating back to the pre-revolutionary war era, and is best known as the home of Daniel Webster; a very important 19th century national political figure. Marshfield takes pride in providing quality services to their constituents. The Town is actively engaged in public facing events such as the Marshfield Fair, which draws visitors from other parts of the State, and government programs like the Community Compact to ensure they are doing all they can to improve the citizen experience.

¹CorpsNewEngland. "Green Harbor, Marshfield, MA." *Flickr.com*. Creative Commons License. Accessed on November 30, 2017. <http://bit.ly/2Aq0XMv>

²2010 Census. "Community Facts." *United States Census Bureau. American FactFinder*. Accessed on November 30, 2017. https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml

Project Process

THE CHALLENGE

Like many small to mid-sized communities, Marshfield is faced with the challenge of meeting the increasing expectations of their constituents while balancing limited time and resources. The recent change to the Public Records Law inspired Town leadership to reconsider their current methods of tracking Public Records Requests and seek Community Compact Cabinet assistance in pursuing this goal.

THE SOLUTION

In April of 2017, the Town of Marshfield became an active member of the Community Compact Cabinet; an initiative created through Governor Baker’s first Executive Order to strengthen relationships between cities and towns, and the administration. Through the Community Compact program, leadership selected “Transparency & Data Standards” as an IT best practice and requested assistance from the State with fulfilling their initiative. Leveraging State resources, Marshfield hired Stellar Corporation – Software Services to implement FOIA Direct, a cloud-based, hosted solution for managing citizen requests.

THE RESULTS

With the new FOIA Direct software in place, Marshfield is able to streamline their incoming public records requests using the following features:

Dashboard	At a Glance Request Status	Assignments	Communication
Auto Warnings	Estimate and Invoice	Activities History	Notes & Documents
Document Center	Publish Requested Documents	Requester Dashboard	Strong Reporting
Customer Support			

Stellar Corporation installed and configured the FOIA Direct software for Marshfield’s users and departments. They provided guidance for using the software and met with the Town to address critical public request related issues. The Transparency best practice provided Marshfield with an opportunity to enhance their public services and effectively track and manage Public Records Requests. Today, they are utilizing the tool on a regular basis to efficiently and effectively provide information to constituents.