



CVFiber Policy Committee Meeting Minutes

Thursday, Sept 29, 2022 5:00 PM - 6:00 PM
Virtual meeting

Present: Allen Gilbert (Worcester), Linda Gravell (Waterbury), Ray Pelletier (Northfield), Siobhan Perricone (Orange); and Jerry Diamantides, CVFiber Governing Board chair, and Jennille Smith, executive director. **Absent:** Alexis Julian (public member) and John Morris (Marshfield),

- 1. Call to order.** A quorum being present, the meeting was called to order at 5 p.m. by Gilbert, chair.
- 2. Changes to agenda.** There were none.
- 3. Public comment.** There was none.
- 4. Approval of July 28, 2022 draft meeting minutes.** Perricone moved, Gravell seconded, to approve the minutes as presented. Approval unanimous.
- 5. Privacy Policy.** Perricone explained that the Privacy Policy she has drafted is based closely on the privacy policy of Waitsfield Champlain Valley Telecom, our ISP. We want the policies to be consistent, and she said she found nothing objectionable in the WCVT policy. The WCVT document is clear, and adamant that customers' information is not sold to others, she noted. Smith suggested that we might want to consider adding some language around safety in our document. She said she would work on coming up with something concise and to the point. This led to a discussion whether safety should be included in our Privacy Policy, or in a policy of its own. The committee leaned towards the latter. Gravell noted that our

contractor, Crowd Fiber, which is working on building our consumer digital database, is storing our data. Has anyone checked, she asked, what protections Crowd Fiber has in place for ensuring our customer data is not being shared – or at least with privacy protections in place when it’s necessary for data to be shared with other parties? Perricone pointed out that without such protections, Crowd Fiber could monetize our data – which we do not want. Smith said she would contact Crowd Fiber for information on their policy regarding use and protection of customer data. The committee agreed that contractors should be bound by contract to observe CVFiber’s policies.

A copy of Perricone’s draft Privacy Policy is attached below. The draft will be taken up again at the committee’s next meeting for possible revisions.

6. Delegate Attendance Rule. There was a brief discussion about how meeting materials are organized and distributed; the topic came up because a revised document of an already revised Delegate Attendance Rule had been distributed by Pelletier to committee members 90 minutes before the meeting. Gilbert asked that materials for board meetings be distributed at least one day, and preferably two days, before a committee meeting. Pelletier said his last-minute revision consisted of two words. Gilbert said he was trying to be respectful of committee members’ time and attention. Even a revised document with minor changes demands review time that a person who’s working or dealing with family responsibilities may not have, shortly before a meeting starts. Perricone said she prefers that meeting documents be sent out even earlier than Gilbert’s 24-48 hour window. Gilbert said he worries that documents sent out more than two days before a meeting are prone to getting lost or misplaced. Pelletier explained that he has a system for gathering all documents for a meeting in a single e-file, no matter when they arrive. It was also suggested that maybe documents should be stored in an online shared file – although this would not necessarily address the time issue.

The committee moved to the discussion of the Delegate Attendance Rule. Pelletier had prepared a substantial redraft that kept most of the absentee procedures in place but re-shaped the introduction explaining the need for the rule; what might have seemed a confrontational, negative approach was revised as an explanatory, positive approach describing the importance of town delegates’ regular attendance at CVFiber Governing Board meetings. A copy of Pelletier’s redraft (including the minor changes received shortly before the meeting) is attached below.

There was general agreement that the redraft was a positive improvement. Gilbert said that he thought one more change – also along the line of explaining rather than ordering -- might make the document more amenable to other board members. He suggested that the newly renumbered item 5. be revised to read:

1. The Clerk will notify a town’s select board (or city council) when it has not been represented for four consecutive CVFiber Board meetings that CVFiber

suggests the communities' CVFiber representatives' position has become vacant, and that the select board (or city council) should appoint a new delegate and one or more alternates.

After a flurry of comments, the revision was agreed to by all. Gilbert then explained what he thought were the proper next steps regarding the revised proposed Delegate Attendance Rule. Since the document is held by the Governing Board through the tabling motion at its Sept. 13, 2022 meeting, the Policy Committee will advise the Board at its next regular meeting that committee members have worked with Pelletier, the proposer of the re-draft, and recommend that the Board move to take the document off the table for discussion of the proposed revision with possible consideration of approval.

The committee wished Gilbert well in explaining to the Governing Board the parliamentary procedure he believes necessary for the Board's reconsideration of the issue.

7. **Tracking volunteer hours spent on CVFiber work.** Item again tabled due to lack of time for discussion.
8. **Other business. There was none.**
9. **Adjourn. The meeting adjourned at 6:10 p.m.**

-- Allen Gilbert

Approved Dec. 6, 2022

Attachments

CVFIBER PRIVACY POLICY DRAFT – 9-15-22

This privacy policy is for CVFiber and covers all member towns within its communications union district. CVFiber is a nonprofit municipal entity, and as such we continuously work to respect our customers' desire for privacy. We collect and use individual customer information to perform our daily business of providing internet service. Any information collected is used for the purpose of providing our customers with the best service possible. We may also use customer information to

protect customers, employees, and property against fraud, theft, or abuse and to maintain good customer relations.

We do not sell your personal information to anyone. All information obtained through the use of our website is used for internal purposes only.

We do not release customer information to third parties except as required by law or to protect the safety of customers, employees, or property. Some examples include:

- We are required to release the information if served with valid legal process.
- We are required to provide directory publishers with listing information including name, address, and phone number for purposes of publishing and delivering directories.
- We strive to ensure that the information we obtain and use is accurate. Customers who find an error in their bills are encouraged to notify us.
- Our employees are responsible for safeguarding individual customer information and communications. All personnel are aware of and protect the privacy of all forms of customer communications and information. Employees who fail to follow safeguards face disciplinary action.

Community Representative Participation Rule Re-Draft – 9-15-22 / 9-29-22

(Additions and deletions to the re-draft suggested by the Policy Committee are highlighted in yellow)

K. COMMUNITY REPRESENTATIVE PARTICIPATION

The CVFiber Governing Board and committees benefit from the participation of each community's delegate and alternates. Those representatives are able to share the uniqueness and needs of their community with CVFiber, as well as sharing CVFiber's activities and requirements with their legislative bodies. Additionally,

each representative contributes their life experiences to inform the decisions and actions of CVFiber. When there is a quorum, decisions are made by those who show up.

CVFiber adopts these rules in recognition of the value that community representatives contribute to CVFiber and their communities:

1. Community Delegates are responsible in the case of their absence for arranging the participation at a Governing Board meeting of an appointed Alternate, whenever possible.
2. As a matter of routine, the CVFiber Clerk will send minutes of each CVFiber Governing Board meeting to the delegates and alternates of the Governing Board, as well as to the select board (or city council) of each member municipality, relating the Governing Board's activities and the participation of its representatives.
3. The Clerk will notify community delegates and alternates who have not participated in two Board meetings in a row and advise them of this Rule of Procedure regarding community representative participation.
4. The Clerk will notify a town's select board (or city council) when it has not been represented for three consecutive CVFiber Board meetings.
5. The Clerk will notify a town's select board (or city council) when it has not been represented for four consecutive CVFiber Board meetings, that CVFiber suggests ~~considers~~ the communities' CVFiber representatives' position has become vacant "~~vacated~~", and that CVFiber ~~requests~~ the select board (or city council) should ~~to~~ appoint a new delegate and one or more alternates.
6. The CVFiber Board Chair will request a meeting with a town's select board chair (or city council chair or mayor), or to appear at a meeting of a town's select board (or city council), when its representatives have missed five consecutive CVFiber Board meetings to discuss the town's (or city's) representative participation in CVFiber.