



## CVFIBER OPERATIONS AND PLANNING COMMITTEE MEETING MINUTES

Virtually on MS Teams

October 12, 2023

### **Minutes Short Summary**

The Operations Committee unanimously approved the minutes for August 10 and September 14, 2023 meetings. David Healy reported that the Calais ribbon-cutting event at 1pm on October 11, 2023 in the Town Hall was successful. David Healy reported that, including duplicates, there are 95 sign ups in CL01 and 121 in CL01. Lucas Stubbs reported that in CL03 and parts of CL01-6 Hardwick Electric has provided the licenses and other preparation work so construction can begin. Construction is nearly completed in CL01 and CL02, with RS01 and RS02 to follow. David Healy noted that Waitsfield should begin providing the requested data by next month. The Committee discussed areas of difficulty with CrowdFiber and accessing needed data, and will look into the possibility of using Tableau. Jennille Smith and Lucas Stubbs agreed that CVFiber needs to be flexible with at least 10% added to budget forecasts to account for continuing fluxuation in material costs. The VCBB is also exploring the possibility of setting up joint financial management system for all the CUDs.

### **Present:**

**Planning and Development Committee Delegates:** Siobhan Perricone (Orange), Jeremy Matt (Plainfield), Linda Gravell (Waterbury), Henry Amistadi (Duxbury), and David Healy (Calais)

**Absent:** Jerry Diamantides (Berlin), Tom Fisher (East Montpelier), Ray Pelletier (Northfield), Christopher Shenk (Alternate, Waterbury), Olivia Kantyka (Community Relations Manager)

**Others Present:** Jennille Smith (Executive Director), and Lucas Stubbs (Operations Manager)

**Call to order:** David Healy called the meeting to order at 5:30pm.

### **Additions to the agenda:**

- None.

### **Public comment**

- None.

## Prior Meeting Minutes

- MOTION (Jeremy Matt, Second Siobhan Perricone)  
*Move to approve the minutes of the August 10 and September 14, 2023 meetings.*

## Updates/Discussion

- **Ribbon Cutting:** David Healy reported that the ribbon-cutting event was a success. Jennille Smith shared the article in *The Argus*. Lucas Stubbs said the VCCB posted and Chuck Burt posted on Front Porch Forum. Those attending agreed. Jeremy Matt also posted on the Plainfield People page.
- **Customer Sign Ups:** David Healy reported that he doesn't have an accurate count because of duplicates, but in CL01 there are 95, and in CL02, 121 sign ups. Linda Gravell and Lucas Stubbs will be going out on site surveys. Linda Gravell and Olivia Kantyka are talking to customers to answer their questions.
- **Make Ready Progress:** Lucas Stubbs reported that in CL03 and parts of CL01-6 Hardwick Electric has provided the licenses and other preparation work so construction can begin. We are still waiting for Green Mountain Power, but this is minor. Woodbury is up next.
- **Construction Progress/issues:** Lucas Stubbs reported that there is a splicing invoice for CL02, which indicates that this is nearly completed. They are right behind the crews in RS01 and RS02 for splicing as well. CL02 will be finished first and then RS01 and RS02 at the same time. The new crew is in RS02. The expectation is that testing will begin by Thanksgiving.
- **WCVT Operations Update:** David Healy asked Waitsfield for reporting, which they have not yet started on, but they have started billing. David Healy hopes to have our requests for reporting from Waitsfield by next month. Henri Amistadi asked if network performance statistics would be available as well. Jennille Smith and Linda Gravell were in a meeting with David Mannix as part of the Finance Committee, and Linda Gravell asked that David Healy ensure that Waitsfield's reporting meets the needs of both the Finance Committee and the Operations Committee. David Mannix, Ray Pelletier and David Healy will be working to develop a dashboard. Henri Amistadi offered to help develop multiple spreadsheets in Tableau. Initially this will be through Henri Amistadi's account with viewer licenses. Jeremy Matt asked if Henri Amistadi would allow Jeremy Matt to also participate to learn more about Tableau.
- **CrowdFiber/Website Updates:** Jennille Smith reported that along the lines of a dashboard, we also don't have a good customer service CRM. The closest way we have to get this information is through CrowdFiber, and CrowdFiber is useless once the customer is active. We are relying on Waitsfield to get this information, but this may not be a long-term solution. Linda Gravell said that CrowdFiber has said that changes cannot be made. Duplicates are showing up because Waitsfield is doing site surveys before customers sign up. Waitsfield does the surveys based on neighborhood. Henri Amistadi noted that Tableau is owned by Salesforce, so it can handle CRM, and should cost between \$1-2,000 for an annual license.

## 2024 Operating Budget Items

- Lucas Stubbs reported that some material costs are still up and down, until another DA is actually released. David Healy asked who is tracking the actuals, and Lucas Stubbs said he

would be doing this. Jennille Smith noted that monthly statements might not be accurate because some bills come in every three months, and Lucas also noted that some bills are annual, but it is known which these are. The biggest question mark is how many installations will actually be done. Henri Amstadi noted that Tableau made its reputation doing visualizations of financial data. David Healy noted that grant spending also needs to be tracked. Jennille Smith reported that CVFiber is already tracking invoices per grant. Jennille Smith noted that CVFiber is about to close out the pre-Con grant so we will find out what the grantor needs to close out.

- Jennille Smith followed up with Henri Amistadi's comment about Tableau. She would like to know if Tableau could help with mapping per mile costs. NRTC was providing estimates for drops that are off-road as compared to on-road. Henri Amistadi said this is possible depending on the data provided. Lucas Stubbs noted that some costs are varying month to month too, which makes forecasting difficult. Jennille Smith and Lucas Stubbs agreed that CVFiber needs to be flexible with at least 10%. Henri Amistadi added that it is possible to trend data based on variations from the past months.
- Linda Gravell and Jennille Smith suggested the need for an analyst for CVFiber data. David Healy noted that VCCB is also examining setting up a joint financial management system, which would provide resources for all CUDs.

**Adjourned at 6:20pm.**

Respectfully submitted,  
Jeremy Matt, Clerk