



CVFIBER OPERATIONS AND PLANNING COMMITTEE MEETING MINUTES

Virtually on MS Teams

November 9, 2023

Minutes Short Summary

The Operations Committee unanimously approved the minutes for the October 12, 2023 meeting. Olivia Kantyka reported that the CVFiber website has been refreshed. The committee reviewed issues related to moving a potential subscriber through installation. Lucas Stubbs reported progress in CL03, RS01 and RS02 as Hardwick has given written permission to construct. Lucas Stubbs reported that Eustis now has seven crews in the field. Lucas Stubbs reported that subscribers who are connected are extremely happy with the quality of CVFiber's technicians and the quality of their service, which Olivia Kantyka also confirmed. The Operations Committee moved into Executive Session to discuss business related records that could clearly place CVFiber at a substantial disadvantage in our marketplace.

Present:

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

Absent: Christopher Shenk (Alternate, Waterbury)

Others Present: Jennille Smith (Executive Director), Olivia Kantyka (Community Relations Manager), Lucas Stubbs (Operations Manager), Kurt Gruending (WCVT), and Roger Nishi (WCVT)

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 (Siobhan Perricone, Second David Healy)

Move to approve the minutes of the October 12, 2023 meeting.
Passed unanimously.

Updates/Discussion

- **Crowd Fiber/Website Updates:** Olivia Kantyka reported that the website has been refreshed. The website is the focal point for CVFiber; all of our marketing materials direct potential subscribers to the website. We've seen a steady uptick in pre-registrations, which are also critical. We have a 44% conversion rate from pre-registration to actual subscribers. We also have town update pages. The next hurdle is making sure we deliver on time. We have been trouble shooting with CrowdFiber. 17% of our users use Firefox, which is causing some problems, for example. We have been streamlining customer experience. We have also included additional custom graphics, which is an improvement rather than responding to a problem. Although the work on the website is an expense, it is worthwhile.
- David Healy noted that people are being told to sign up to be in the queue, but they are not told how long the wait will be. Olivia Kantyka reported that CVFiber has been able to complete seven connections/week. Kurt Gruending from WCVT reported the many steps that have to be gone through to complete connections. Lucas Stubbs reported on the evolving process that delays the process on a case-by-case basis because there are gaps. WCVT does not have all the addresses in CL01. Olivia Kantyka is concerned that customers think they will have service long before they actually can get service. She recommends pushing back communications until February for CL02.
- Tom Fisher asked if there are options to speed up construction. Jennille Smith noted the average is 2.6 miles/week for construction in the past five weeks. This is probably the high end for the remainder of 2023 and the beginning of 2024. Lucas Stubbs said in CL02, the issues are construction, drops, and a combination of the data getting to WCVT and that the potential subscriber answers their phone or the number is not correct. Olivia Kantyka noted that she is working to respond to customer inquiries as quickly as possible.
- Tom Fisher asked if the solution has been identified. Lucas Stubbs answered that he is working with NRTC and WCVT to make this happen.
- **Make Ready Progress:** Lucas Stubbs reported progress in CL03, RS01 and RS02 as Hardwick has given written permission to construct. CVFiber is prepared to move into Marshfield and/or Moretown next year.
- **Construction Progress/issues:** Lucas Stubbs reported that last week three crews were out sick but this week, two crews have been added. Eustis now has seven crews in the field.

Operational Challenges

- Lucas Stubbs reported minimal challenges, besides the gaps in the sheets of approved addresses. Subscribers who are connected are extremely happy with the quality of our technicians and the quality of their service. Olivia Kantyka also confirms positive feedback post installation.
- David Healy asked if more than 7/week could be installed. WCVT responded that only 40% are responding and even fewer after the first week. Tom Fisher asked if this is uncommon and how many installations could be potentially completed each week. Lucas Stubbs said realistically the number is probably ten/week. The fall off between pre-registrations and connections is usual, but the proportion that need conduit is higher, and conduit cannot be installed until the ground thaws.

- Olivia Kantyka asked if initial contact was phone calls followed by email. Roger Nishi confirmed that WCVT attempts contact every five days, initially by phone. Olivia Kantyka noted that people with caller ID will not answer, so that email might be more effective, or a combination of initial reach out by phone and email. Kurt Gruending confirmed that caller ID does say CVFiber. Linda Gravell said she and Olivia Kantyka could email to alert customers to call Waitsfield. This could be coordinated at the weekly meeting.
- Siobhan Perricone observed first some people prefer texts. She gets texts options from her own utilities, and she suggested CVFiber explore the possibility of texts.

Operations Monthly Reporting

- David Healy reported that Waitsfield is working to develop the reporting templates we requested.

MOTION (David Healy, Second Tom Fisher)

Whereas discussing business related records could clearly place CVFiber at a substantial disadvantage in our marketplace, I move that the Committee move into Executive Session based IVSAsection 313a1.

Passed unanimously.

Enter Executive Session: 6:14pm

Exit Executive Session: 6:42pm

Adjourned at 6:43pm.

Respectfully submitted,
Jeremy Matt, Clerk