

## **MEMORANDUM**

**TO:** Board of Trustees

**FROM:** Steven J. Pinkerton  
General Manager

**SUBJECT:** General Manager's Update  
Board Meeting of August 26, 2015

**DATE:** August 19, 2015

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### **General Manager List of Board Requests**

On February 25, 2015, I sent an email to the Board of Trustees regarding communication and information request follow up with Board Members and the Community.

As I noted in the email, we were looking at a number of means to improve communications including a weekly or biweekly newsletter, more frequent communications with the media and the general public, and implementing an online system for quickly responding to inquiries from the public. I also noted we would be looking forward to the recommendations from the Communications Committee as well.

Since that time, we've received the Communications Committee recommendations, funded and solicited applications for a Communications Coordinator, and selected Accela as our provider for Citizen Request Management.

I also noted that we were putting together a system to track Trustee requests in advance of transferring it to an online model. I attached a first draft of the document with the February 25th email. I have been updating the request list manually since that time and look forward to having an automated solution in the near future.

### **Community Services Shuttle**

The shuttle concluded its weekend service on August 16. The shuttle was extremely successful during the July 3-5 weekend with 403 pickups and drop-offs during that time. The Shuttle was sparsely used on the other seven weekends with a total of 168 pickups and drop-offs. While Staff recommends continuing to use the shuttle on the holiday weekend, we will be recommending a number of changes to the program for the balance of the weekends if we decide to continue

the shuttle for an additional summer. Possible changes include reducing the number of stops, modifying the operating hours and publicizing the program more in the offseason.

### **Information Technology**

**Vermont Point of Sales System:** Database and interface configurations are being developed for the Vermont Point of Sales System. Averill Consulting is coordinating testing for August.

**RTP ONE Point of Sales System:** The Staff implementation team is working with the vendor on business process review. IT Staff has completed the primary installation of software for Ski and Food and Beverage. A solution was identified and is in the process of being finalized for EMV chip credit card processing. A separate analysis is being conducted to determine the viability of using this technology in other venues. The October 2015 Federal Trade Commission deadline is considered a recommendation not a requirement. The District has opened a separate CIP project for the EMV equipment for all venues.

**SysAid Support Ticketing System Implementation:** The IT Staff started using SysAid in March 2015 to test the setup and processes for several months. Several departments were used to test the front line users' ability to make service requests. We have used that information to make further enhancements to the service request templates and will be fully implementing across the District in August.

**Fiber Ethernet Connections for the District:** We have followed up with AT&T to get the final agreements in place. These included reverifying the location addresses and the engineering plan for deployment. The Ethernet is planned to be in place by October 2015.

**Live Streaming:** The District choose to purchase equipment manufactured by Polycom. The equipment has been received and is awaiting final setup by PolyCom technicians who must customize the configuration of the production server. The new camera has been tested for its pan, zoom and tilt features. The old system had a good camera and it will be used to capture an image of speakers other than at the Board head table.

**Web Content:** Our Web Coordinator continues working with the web site project staff on updates of security settings and access to venue staff for managing content.

Citizen Request Management as a part of Communications: The District has selected Citizen Request Management by Accela which allows online access to Staff by sending e-mails under assigned topics. The system not only is inviting to citizens but also provides ways to post and send information as well as track the timeliness of response to requests. Implementation is scheduled in September to be led by our full time Communications Coordinator.

IQM2 Board Packet Management Software: The IT Steering Committee has agreed to oversee a process to re-engage in the development of the automated process for assembling and distribution of Board of Trustees Meeting Packets and related information by the end of 2015. The next steps are to appoint a project team and to review with Accela how the product implementation process is best completed given their acquisition of the software.