

Town of Danville - Town Services Committee

Danville Town Hall

Meeting Minutes - September 10, 2025

Attendance

Committee Members: Brian Henderson, Keith Gadapee, Michelle LeClerc, Mark Tucker, Tim Ide, Glenn Herrin (non-voting)

Public: Greg Prior

With the chair unable to attend, without objection the committee selected Glenn Herrin to act as chair for the meeting and he called it to order at 5:26pm. *[The meeting room floors were being waxed so the meeting was held upstairs in the Town Hall. That disordered the first few minutes, presented here in the agenda sequence.]*

Agenda changes and minutes review: There were no changes to the agenda. Mark Tucker moved and without objection, the committee accepted the August 12, 2025 minutes as a true indication of the business of the meeting.

Public comment: Greg Prior commented on the Town Website as a service. He thought the committee's draft approach was too focused on designating Content Managers and felt that officials should do everything through the website, where it would be easily available. He would like to see all Town operations for all employees and public bodies done through the website, with draft and final files posted there for officials to use and residents to review and work issues online.

Wastewater: Planning lead Brian Henderson led discussion of recommendations for better managing the Town wastewater system, building on the task analysis and options from the June meeting. The committee discussed the updates and settled on 4 key recommendations.

- Determine a Superintendent of Sewage Works. This currently rests with the Road Foreman by default, which is acceptable. The committee will also be looking at all road crew roles as part of the Facilities and Grounds Management effort, which may further refine the superintendent recommendation.
- Renegotiate the H2O contract (which currently manages plant operations) to include the distribution system and clearly define groundskeeping roles.
- Include wastewater campus lawn and grounds/fence care in Town contracts.
- Adopt recommended improvements from the Dufresne group project, including: sludge removal; plant update to meet new requirements and effectively increase capacity; immediate fee corrections; and continual fee adjustments.

Website: Planning lead Glenn Herrin led discussion of task analysis, options, and recommendations for managing the Town website as a service.

- Glenn acknowledged Greg Prior's comments; he agreed it would be fantastic if the Town could do everything online and share files more easily, but felt that the requirements for IT resources, training, and time for all employees and especially volunteer officials was not Feasible or Acceptable.
- Glenn presented a task analysis of the website oriented on deciding how the Town can best manage the content.

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- Changing the format of web pages and adding small features is relatively easy for a Content Manager (CM) to do. The group discussed recent updates and adding features like fillable online forms for things like zoning permits.
- The Selectboard Assistant is currently the only CM. While not hired as a website manager (1 of 23 essential duties), that takes up 15-20% of her time.
- Contracting for CM posting would cost \$10,000+/year and contracting for content updates to meet accessibility guidelines would cost \$30,000+/year.
- Quality Assurance and Control (QA/QC) updates are essential for most content, which comes from volunteer officials who have no web training.
- Glenn presented and compared 6 options for discussion:
 - Three options did not pass the FAST test: shutting down the website; hiring a Town Manager as CM; contracting out all CM duties.
 - 1: Selectboard Assistant remains sole CM (0)
 - 2: Selectboard Assistant is CM with volunteer support for projects (++)
 - 3: Selectboard Assistant and Assistant Town Clerk share CM duties (+++)
- After discussion and endorsement by Michelle LeClerc, the committee agreed to recommend option 3, that the website could be a joint responsibility between the Selectboard and Town Clerk, with each appointing CMs who share duties and back each other up.

Remaining Potential Services: The committee discussed other services and whether the committee should take them on in November or December.

- Zoning Fees: Brian Henderson will research potential changes.
- Public Safety Employee: Glenn Herrin will research potential options for hiring an employee to serve in the Fire Department, as Health Officer, and as Constable.
- The committee will not take up Emergency Medical Services (no perceived pressing need this year); Community Garden (may flow better through a potential Recreation Committee); and Green Up Day (expected to be reenergized with shift from Bulky Waste collection and appointment of new lead).

Other Service Quick Updates: No significant updates or comments.

Board Recommendations: The committee will forward the Wastewater and Website recommendations as discussed.

Additional comments / discussion (no public comment):

- The committee verified the remaining regular meeting dates, second Wednesday of every month at 5:30pm: October 8, November 12, and December 10.

Tim Ide moved to adjourn and the meeting closed at 6:40pm.

Respectfully submitted by Glenn Herrin, secretary