

About the Survey

The TRORC Services Survey was designed to gather member-town input on what additional staffing and expertise towns might want or need, and how they might see TRORC's role in filling some of those gaps. Proposed types of TRORC involvement included TRORC creating a shared-service position to be contracted with multiple towns, TRORC helping create individual or shared in-town positions, or towns obtaining services on a one-off basis directly from TRORC. Responses will inform TRORC's services offerings to member towns and influence staffing and training decisions.

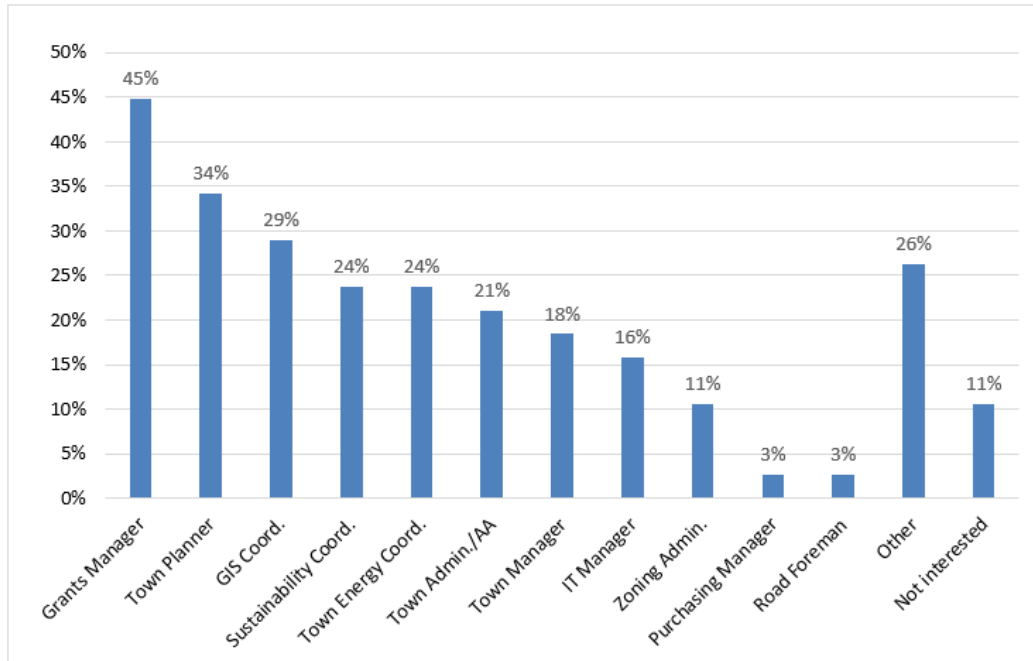
Summary

Responses were received from 38 town officials, representing more than 21 of the region's 30 member-towns and all corners of the region. Twenty-eight respondents provided location and contact information, and 16 requested a follow up discussion and more information.

The most requested positions were: Grants Manager, Town Planner, and GIS/Mapping Coordinator. For these, and most positions, the most popular type of position was Option 1– Shared, wherein TRORC creates, fills, and houses the position and contracts with towns to cover their needs. Towns most frequently requested direct services like grant identification and management, mapping, bulk purchasing, and brokering joint emergency service contracts. About one-third of respondents were interested in human resources support from TRORC, mainly general support, but also including health insurance contracting.

Questions may be directed to TRORC Executive Director Peter G. Gregory by phone: 802.457.3188, or by email: pgregory@trorc.org.

1) Which positions, shared or not, might you be interested in discussing for your town?



Answer Choices	Count	%
Grants Manager- Administer active grants, identify and apply to additional grants	17	45%
Town Planner- Work with Town Boards, conduct short and long-range planning, develop bylaws and town plans	13	34%
GIS/Mapping Coordinator- Create digital maps showing information relevant to the town, manage town geospatial data	11	29%
Sustainability Coordinator- Coordinate, develop, and manage local programs and initiatives promoting sustainability and resilience, ex. recycling, food, safety, water use, health, etc.	9	24%
Town Energy Coordinator- Coordinate and manage energy projects by soliciting and negotiating bids, securing outside funding, supervising contractors, and advising municipality on climate and energy policies	9	24%
Town Administrator/Administrative Assistant- Assist the selectboard, scope of duties determined by selectboard	8	21%
Town Manager- Contribute to the day-to-day and long-range operation of the town, coordinate between departments, public relations, personnel administration	7	18%
Information Technologies (IT) Manager- Plan and lead necessary changes to computer hardware and software, troubleshoot technical issues, manage town databases and listservs lists	6	16%
Zoning Administrator- Receive permit applications, draft recommendations to the Planning Commission, assist ZBA or DRB with reviews, address permit questions	4	11%
Purchasing Manager- Manage procurement, coordinate bulk purchases	1	3%
Road Foreman- Direct staff activity, approve timesheets, approve contracts, provide recommendations, purchase necessary materials and resources	1	3%
Other- Responses:	10	26%
Not interested at this time.	4	11%
Total respondents: 38		

Other (Please specify)

Constable

Constable

Constable

Housing Coordinator

Data Policy Analyst

Communications Specialist (public information and messaging)

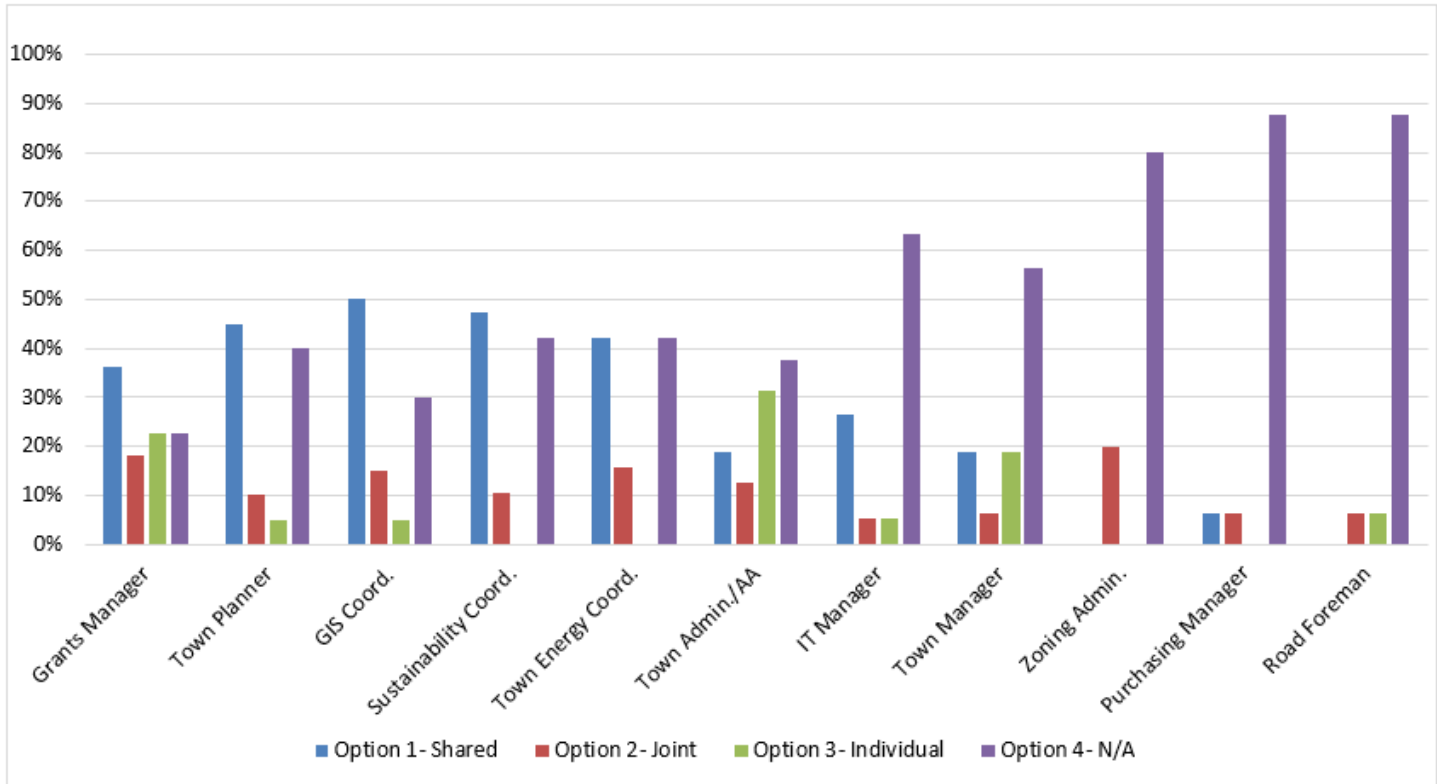
Assistant Planning/Zoning Adm.

Updating highway improvements on State system e.g. culvert replacements to keep culvert inventory & completed intervention on water-connected segments up to date; GIS/ exhibits etc. assistance with Village Designation application; have not formally discussed admin assistant, but as Chair who does most all of that, that day is coming soon.

It would be helpful to have an assessment of how we are doing with keeping up with the trends and also the available grants for small towns with no state highways running through it.

Health officer/ energy coordinator

2) Given your needs and the Positions you selected above, which Position Option might you be interested in?



Position Options

Option 1: TRORC creates a shared-service position, housed at TRORC, and contracts with towns to cover their needs.

Option 2: TRORC helps multiple towns create a joint contract for the position(s), which will be filled and housed at the town level.

Option 3: TRORC helps your individual town develop the position(s), which will be filled and housed at that town.

Option 4: Not Applicable (N/A), we are not interested in this position at this time. (Select this option if you already have the position and do not need more support.)

Position	Option 1- Shared		Option 2- Joint		Option 3- Individual		Option 4- N/A	
	Count	%	Count	%	Count	%	Count	%
Grants Manager	8	36%	4	18%	5	23%	5	23%
Town Planner	9	45%	2	10%	1	5%	8	40%
GIS Coord.	10	50%	3	15%	1	5%	6	30%
Sustainability Coord.	9	47%	2	11%	0	0%	8	42%
Town Energy Coord.	8	42%	3	16%	0	0%	8	42%
IT Manager	5	19%	1	13%	1	31%	12	38%
Town Admin./AA	3	26%	2	5%	5	5%	6	63%
Town Manager	3	19%	1	6%	3	19%	9	56%
Zoning Admin.	0	0%	3	20%	0	0%	12	80%
Purchasing Manager	1	6%	1	6%	0	0%	14	88%
Road Foreman	0	0%	1	6%	1	6%	14	88%
Other (please specify)	5	83%	1	17%		0%		0%
Total Respondents: 30								

Other (Please specify)

Town Energy Coordinator option 1 or 2

Constable (1)

Constable (1)

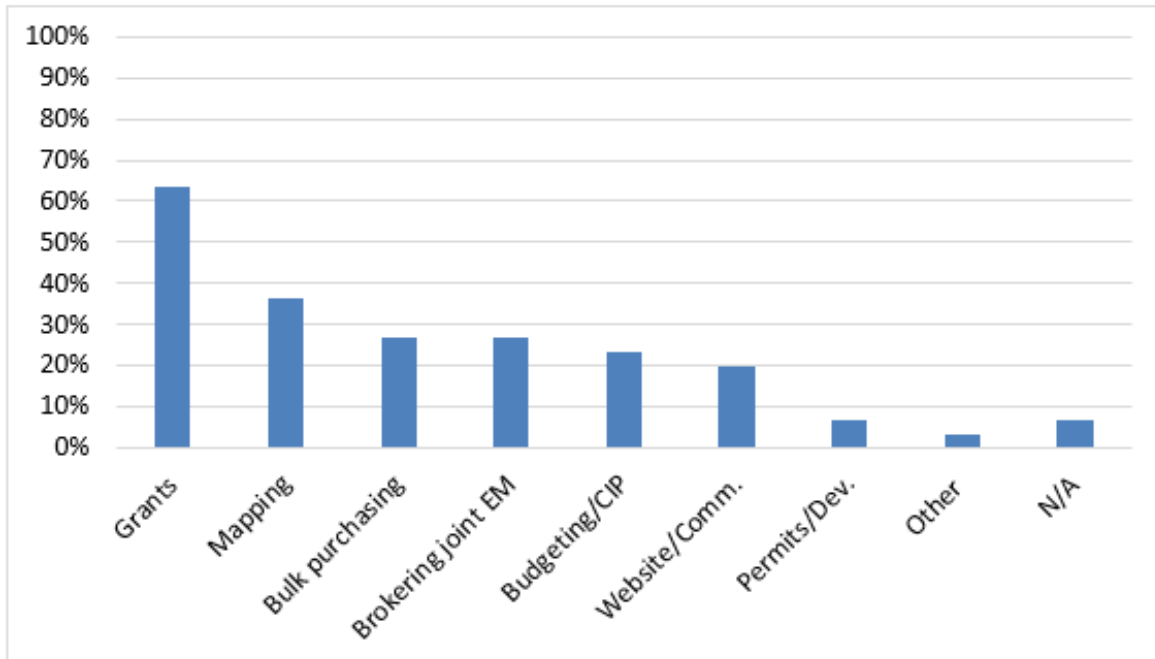
Constable (1)

Housing Coordinator (1)

Data Policy Analyst Option #1

Health Officer option 2

3) Which of the following contract-basis Direct Services might you interested in receiving from TRORC?

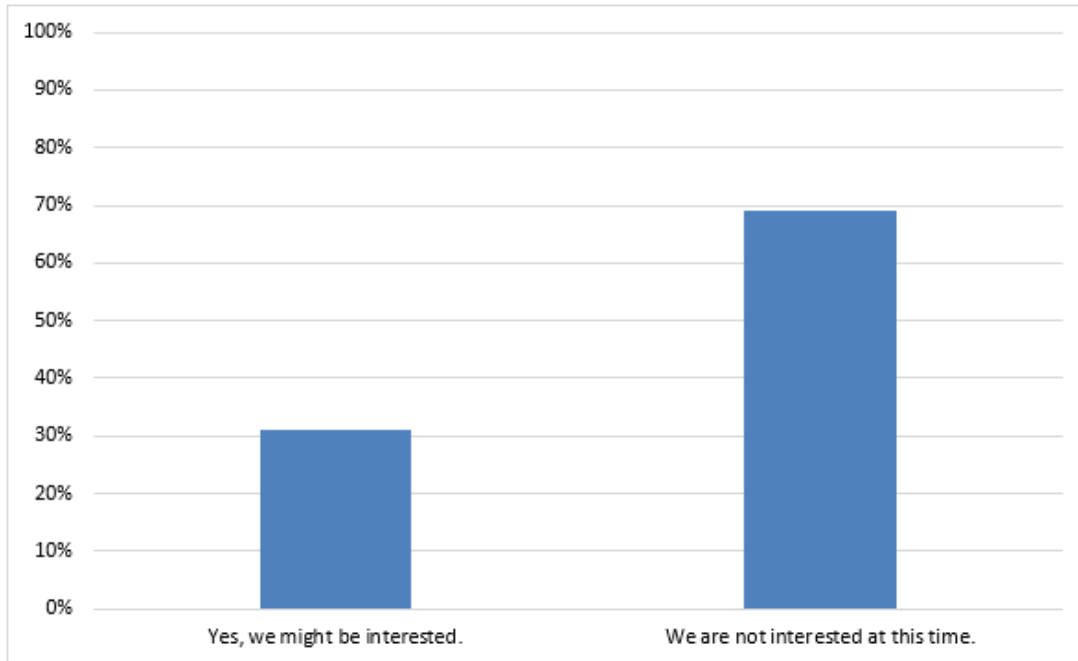


Answer Choices	Count	%
Grant identification, application and/or administration	19	63%
Mapping (GIS) services (such as for trails, cell towers, solar)	11	37%
Bulk purchasing	8	27%
Brokering joint paid emergency response systems (police, fire, or ambulance)	8	27%
Budgeting or Capital Improvement Plan creation	7	23%
Website or communications management	6	20%
Permit processing and development review	2	7%
Other (please specify)	1	3%
N/A	2	7%
Total respondents: 30		

Other (please specify)

Keeping the door open depending on what evolves at TRORC -- cannot justify hiring new employee(s), but Selectboard fulfilling all miscellaneous roles is not sustainable.

4) Are you interested in receiving Human Resources Support from TRORC?



Answer Choices	Count	%
Yes, we might be interested.	9	31%
We are not interested at this time.	20	69%
Total respondents: 29		

Yes, we might be interested in HR support in the following areas:

Health Insurance Contracting
Health ins.
Health Insurance Contracting
Payroll and General HR Support, Health Insurance and other Fringe Benefits
This would have to be a question addressed with the Selectboard
All aspects of HR management and compliance
Keeping up-to-date on current State and Federal labor laws, developing a training program for highway crew, recruitment
Maybe, depending on who exactly it entails
Transitioning the Town Plan to reflect the desire of the town preparing for the future.

5) Questions and comments

Questions and Comments

We are especially interested in Town Administrator/Admin. Assistant as I am retiring- after 25 1/2 years . It feels urgent.

While we have IT/Cybersecurity, GIS, and website contracts in place, there are miscellaneous tasks among these that emerge which the Town might (should) consider contracting to TRORC. May sound mundane, but we need a property maintenance service for our community building (Town Hall) which would include "handyman" custodial/maintenance; as well as monitoring schedule of maintenance by others like septic, furnaces, alarm system.