

Working Group on Craftsbury Operators Manual
Freedom & Unity Committee
January 23, 2024 Meeting Notes
Craftsbury Town Hall

Present: Seth Bond, Laurie Gullion, Phil Lovely, Jane Solomon, Brian Machesney, Wendy Turnbull, Michelle Warren

Absent: Peter Burke

Meeting called to order by Wendy Turnbull at 1:05.

1. Funding for town operators' manual—Wendy will check \$\$ amount with Susan Clark. Grant monies are one pot to be divided between all Freedom & Unity working groups. Funding will be requested from and approved by Selectboard.
2. Selection of committee co-chairs—Jane and Seth will share co-chair duties.
3. Overview of manual (audience, mission/purpose, frequency) and discussion—
 - Phil, Brian, & Michelle (as longest town residents on committee) cited need for a sense of history in manual, particularly input from other longtime residents in town
 - Committee members cited need for information about town that welcomes and informs newcomers and visitors from basic info (important phone numbers, town map, emergency response) to elements of civic participation in Craftsbury and VT. The mix of quick and more detailed information is important.
 - Audiences include: a) people who don't use town website or residents when the power goes out, b) visitors/short-term renters who want to explore the town, c) newcomers who live here, d) long-time residents, and e) possibly younger residents (see note below).
 - Committee members agreed the manual needs to work in conjunction with the town website without repeating it, be printed and posted on the website, be easy to navigate, and be easy to update. It should be “a living, breathing document” easy to update.
 - The manual should be compatible with mobile devices.
 - A primary purpose is interpreting town & state functions.
 - The use of sections to compartmentalize info could be useful, particularly a Visitor Guide/“pullout” section that rental owners could copy for their renters. Stand-alone elements, perhaps civic information useful for teachers, could be easily reproduced.
 - Length should avoid Bethel's manual (106 pages) and perhaps be shorter than the Middlesex manual (34 pages). Approximately 25 pages is worth considering.
 - A review of town website analytics would show what people are really reading.

4. Homework—Wendy will check in with other Freedom & Unity committees, particularly Civic Education, to see how the manual might complement their efforts to reach younger residents. Question: will they focus on schools, we focus on voters? She will also ask Susan Clark if we can lift information from the Middlesex manual.
 - Michelle will scan the Middlesex manual for review.
 - Committee members will identify information that we should include in Craftsbury manual, what's missing that we should develop, who do we target in Craftsbury to get info.
5. Next meeting—February 8, 2024, 1 to 2:30, Town Hall.
6. Meeting adjourned 2:28.

Submitted by: Laurie Gullion