

Fiscal Year 2025 Budget Request

Executive Office

OFFICE OF THE

GOVERNOR

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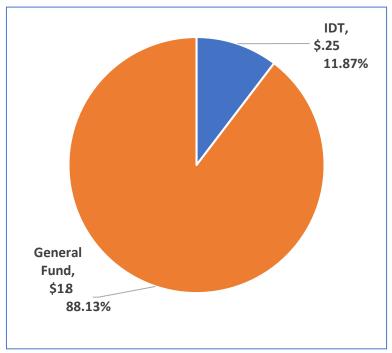
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Executive Office Office of the Governor FY2025 Governor's Recommend Budget

MISSION: The overall strategic goals and mission of the Executive Office is to Grow the Economy, Make Vermont more Affordable, and Protect the most Vulnerable. These three priorities guide the Administration's action and serve as the basis for all policy proposals within the State of Vermont.

Governor's Recommended Budget FY2025 (\$ millions)



FY 2025 SUMMARY & HIGHLIGHTS

- The FY 2025 budget request to the General Assembly reflects a 5.2% (\$94,368) General fund increase over FY2024 primarily attributable to increase in personnel services of \$37,073 plus \$57,295 in Operating expenditures which include Internal Service Fund (ISF) increases.
- There are 14 Exempt Positions including the Governor's position.

Executive Office - Office of the Governor

Executive Summary

Philosophy

The Executive Office ensures every agency and department in state government is working together to:

- Prioritize growing the economy, making Vermont more affordable and protecting the most vulnerable:
- Reverse Vermont's demographic, housing and affordability crises;
- Eliminate the economic and educational inequality that exists from region to region;
- Deliver high quality, high value services to Vermonters in increasingly effective ways;
- Consistently rethink the systems, programs and processes of state government, and embrace a culture of continuous improvement and resultbased accountability;
- Provide relentlessly positive leadership; and
- Produce measurable results.

Key Initiatives

A major focus of the Executive Office is coordinating and directing the Governor's priorities, including:

- Managing the once-in-a-lifetime transformational opportunities following the pandemic
- Ensuring all state agencies and departments utilize their full capacity, powers and programs to make strengthening the economy, making Vermont more affordable, and protecting vulnerable Vermonters – as measured by specific breakthrough indicators defined in the State Strategic Plan – their top strategic and operational goals.
- Managing to a clear strategic plan, and implementing continuous improvement initiatives, that set priorities, improve operational efficiency, productivity and measures the value of every program and service by the output/results, not the input/funding.

Office Functions

Constituent Services – The Constituent Services
 Office (CSO) supports Vermonters providing
 their input and/or seeking assistance from state
 government. Duties include coordinating and
 providing high quality constituent service and
 referrals, working with all agencies and
 departments, legislators, as well as outside
 organizations.

- Legislative Affairs, Budget and Policy
 Development & Coordination Staff functions
 include budget and policy development,
 communication, and coordination with
 agencies and departments as well as with the
 Legislature and outside organizations. The
 Executive Office also provides constituent
 service and policy development guidance and
 analysis at the request of the legislators.
- Legal Administration/Obligations Staff support
 the Governor as he fulfills his constitutional and
 statutory duties as Vermont's Chief Executive.
 This includes emergency management,
 executive orders, extraditions, pardons,
 borrowing by state agencies and state-backed
 agencies, land transactions, request for public
 records and records retention, appointments
 and many other responsibilities.
- Public Information Staff serve as main point of contact for media on gubernatorial and administrative initiatives, field related press inquiries and provide the public information in a variety of issues and circumstances.
- Boards, Commissions & Appointments Duties include finding qualified Vermonters to fill vacancies on over 180 Boards and Commissions. Boards and Commissions are a

- critical part of the governmental process and an opportunity for Vermonters to contribute to our system of self-government. Duties also include managing the process for the Governor to make appointments to fill judicial, legislative and other vacancies.
- Government Modernization Reducing operating costs and streamlining services is essential to giving taxpayers the best value and results. To facilitate the modernization of state government, the Governor's PIVOT strategic budgeting and restructuring priorities are being coordinated and managed out of the Executive Office.
- Public Safety & Emergency Management and Recovery – The Executive Office collaborates closely with the Department of Public Safety, Vermont Emergency Management, the Agency of Transportation and other agencies/departments, as well as our federal partners, to closely monitor, and where necessary respond, to public safety events and emergencies. The Executive Office also plays a leadership role in the State's emergency response plans, as exhibited in the State's response to COVID-19 and flooding of 2023. The Governor and staff are on-call 24-7/365 to

respond to emergencies or disruptions of all types and sizes.

Scheduling – The Executive Office manages the scheduling of the Governor's highly sought-after time. The efficient use of the Governor's time is essential to the operations of state government and valuable to Vermonters who want to engage directly with the state's chief executive.

Funding Levels

The FY 2025 budget request to the General Assembly reflects a 5.2% (\$94,368) General Fund increase over FY2024 primarily attributable to increase in personnel services of \$37,073 plus \$57,295 in Operating expenditures which include Internal Service Fund (ISF) increases.



Fiscal Year 2025 Budget Development Form: Executive Office

General \$\$ Transp \$\$ Educat \$\$ Clean Water \$\$ Special \$\$ Glob Commit \$\$ Federal \$\$ Int. Service \$\$ Interdept'l All other \$\$ Total \$\$

| Approp #1 [1200010000]:Governor's Office FY 2024 Approp 1,801,931 Other Changes: (Please insert changes to your base appropriation that occurred after the passage of the FY24 budget] 0 FY 2024 Other Changes 0 Total Approp. After FY 2024 Other Changes 1,801,931 CURRENT SERVICE LEVEL/CURRENT LAW 94,368 Personal Services 37,073 500000: Salary & Wages: Classified Employees (65,802 5001500: Health Insurance: Classified Employees 7,366 501510: Health Insurances: Exempt Employees 38,686 502000: Retirement: Classified Employees 38,686 502010: Retirement: Exempt Employees (5,626 All Other Employee Payroll Related Fringe Benefits (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 504045: Child Care Contribution 4,299 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance - General Liability 1,415 516 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 249.812 | 0 | 0.054.540 |
|---|----------|---|---|---|---|---|---|----------|----------|-----------|
| occurred after the passage of the FY24 budget] FY 2024 Other Changes 0 Total Approp. After FY 2024 Other Changes 1,801,931 CURRENT SERVICE LEVEL/CURRENT LAW 94,368 Personal Services 37,073 500000: Salary & Wages: Classified Employees (65,802 50010: Health Insurance: Classified Employees 7,366 501510: Health Insurances: Exempt Employees 38,686 502000: Retirement: Classified Employees 38,686 502010: Retirement: Exempt Employees (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 504040: VT Family & Medical Leave Insurance Premium 4,299 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 519006: Human Resources Services 924 | | | | | | | | 0,0 | <u> </u> | 2,051,743 |
| FY 2024 Other Changes 1,801,931 CURRENT SERVICE LEVEL/CURRENT LAW 94,368 Personal Services 37,073 500000: Salary & Wages: Classified Employees (65,802 5001500: Health Insurance: Classified Employees 501510: Health Insurances: Exempt Employees 502000: Retirement: Classified Employees 38,686 502010: Retirement: Exempt Employees 38,686 502010: Retirement: Exempt Employees All Other Employee Payroll Related Fringe Benefits (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 504045: Child Care Contribution 4,299 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516655: ADS Allocated Charge 857 | | | | | | | | | | 0 |
| Total Approp. After FY 2024 Other Changes 1,801,931 CURRENT SERVICE LEVEL/CURRENT LAW 94,368 Personal Services 37,073 500000: Salary & Wages: Classified Employees (65,802 5001500: Health Insurance: Classified Employees 7,366 501510: Health Insurances: Exempt Employees 502000: Retirement: Classified Employees 502001: Retirement: Exempt Employees 38,686 502010: Retirement: Exempt Employees (5,626 All Other Employee Payroll Related Fringe Benefits (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 504040: VT Family & Medical Leave Insurance Premium 250 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516601: Insurance - General Liability 1,415 516685: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | | | |
| CURRENT SERVICE LEVEL/CURRENT LAW 94,368 Personal Services 37,073 500000: Salary & Wages: Classified Employees (65,802 5001500: Health Insurance: Classified Employees 7,366 501510: Health Insurances: Exempt Employees 502000: Retirement: Classified Employees 502000: Retirement: Exempt Employees 38,686 502010: Retirement: Exempt Employees (5,626 All Other Employee Payroll Related Fringe Benefits (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 504040: VT Family & Medical Leave Insurance Premium 250 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516607: VISION/ISD 345 516685: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | 0 | | 0 | 0 | 0 | 0 | 0 | _ |
| Personal Services 37,073 500000: Salary & Wages: Classified Employees (65,802 5001010: Salary & Wages: Exempt Employees 7,366 501510: Health Insurance: Classified Employees 7,366 501510: Health Insurances: Exempt Employees 38,686 502000: Retirement: Classified Employees 38,686 502010: Retirement: Exempt Employees 502010: Retirement: Exempt Employees All Other Employee Payroll Related Fringe Benefits (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 504040: VT Family & Medical Leave Insurance Premium 250 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516601: Insurance - General Liability 1,415 516685: ADS Allocated Charge 857 519006: Human Resources Services 924 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 249,812 | 0 | 2,051,743 |
| 500000: Salary & Wages: Classified Employees (65,802 500010: Salary & Wages: Exempt Employees 7,366 501510: Health Insurance: Classified Employees 7,366 501510: Health Insurances: Exempt Employees 38,686 502000: Retirement: Classified Employees 38,686 502010: Retirement: Exempt Employees 4,000 All Other Employee Payroll Related Fringe Benefits (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 504045: Child Care Contribution 4,299 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516671: VISION/ISD 345 51685: ADS Allocated Charge 857 519006: Human Resources Services 924 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5,593 | 0 | 99,961 |
| 500010: Salary & Wages: Exempt Employees 7,366 501500: Health Insurance: Classified Employees 7,366 501510: Health Insurances: Exempt Employees 38,686 502000: Retirement: Classified Employees 38,686 502010: Retirement: Exempt Employees 502010: Retirement: Exempt Employees All Other Employee Payroll Related Fringe Benefits (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516671: VISION/ISD 345 516885: ADS Allocated Charge 857 519006: Human Resources Services 924 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | (1,149) | 0 | 35,924 |
| 501500: Health Insurance: Classified Employees 7,366 501510: Health Insurances: Exempt Employees 38,686 502000: Retirement: Classified Employees 38,686 502010: Retirement: Exempt Employees (5,626 All Other Employee Payroll Related Fringe Benefits (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 504045: Child Care Contribution 4,299 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516010: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 516885: ADS Allocated Charge 857 519006: Human Resources Services 924 |) | | | | | | | (12,025) | | (77,827) |
| 501510: Health Insurances: Exempt Employees 38,686 502000: Retirement: Classified Employees 38,686 502010: Retirement: Exempt Employees (5,626 All Other Employee Payroll Related Fringe Benefits (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 504045: Child Care Contribution 4,299 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 5166010: Insurance - General Liability 1,415 516671: VISION/ISD 345 516895: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | 200 | | 7.040 |
| 502010: Retirement: Exempt Employees All Other Employee Payroll Related Fringe Benefits (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 504045: Child Care Contribution 4,299 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 516865: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | 282 | | 7,648 |
| All Other Employee Payroll Related Fringe Benefits (5,626 504040: VT Family & Medical Leave Insurance Premium 4,141 504045: Child Care Contribution 4,299 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516685: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | 3,887 | | 42,573 |
| 504040: VT Family & Medical Leave Insurance Premium 4,141 504045: Child Care Contribution 4,299 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516681: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | | | |
| 504045: Child Care Contribution 4,299 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 5166885: ADS Allocated Charge 857 519006: Human Resources Services 924 |) | | | | | | | (686) | | (6,312) |
| 505200: Workers' Compensation Insurance Premium 250 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 5166885: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | 486 | | 4,627 |
| 508000: Vacancy Turnover Savings 60,127 Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 5166885: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | 504 | | 4,803 |
| Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 5166885: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | 35 | | 285 |
| Other Personal Services (6,368 Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 5166885: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | | | 60,127 |
| Operating Expenses 57,295 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 516685: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | 6,368 | | 0 |
| 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 516685: ADS Allocated Charge 857 519006: Human Resources Services 924 | <u> </u> | | | | | | | 3,000 | | 0 |
| 515010: Fee-for-Space Charge 45,165 516000: Insurance Other Than Employee Benefits (76 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 516685: ADS Allocated Charge 857 519006: Human Resources Services 924 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6,742 | 0 | 64,037 |
| 516010: Insurance - General Liability 1,415 516671: VISION/ISD 345 516685: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | 6,261 | | 51,426 |
| 516671: VISION/ISD 345 516685: ADS Allocated Charge 857 519006: Human Resources Services 924 |) | | | | | | | (10) | | (86) |
| 516685: ADS Allocated Charge 857 519006: Human Resources Services 924 | | | | | | | | 196 | | 1,611 |
| 519006: Human Resources Services 924 | | | | | | | | 48 | | 393 |
| | | | | | | | | 119 | | 976 |
| 1523620: Single Audit Allocation | | | | | | | | 128 | | 1,052 |
| | | | | | | | | | | 4 |
| Office Supplies Increase 3,000 | | | | | | | | | | 3,000 |
| Out of State Travel Increase 3,686 Other Operational Expense Increase 5,292 | | | | | | | | | | 3,686 |
| Other Operational Expense Increase 5,292 Decrease In State Travel (2,150 | | | | | | | | | | 5,292 |
| Agency Fee Decrease (1,167 | | | | | | | | | | |
| Agency i ee Decrease (1,107 | 1 | | | | | | | | | |
| | | | | | | | | | | 0 |
| Grants 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | | | | | 0 |
| | | | | | | | | | | 0 |
| Subtotal of Increases/Decreases 94,368 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5,593 | 0 | 99,961 |
| FY 2025 Governor Recommend 1,896,299 | | 0 | 0 | 0 | 0 | 0 | 0 | 255,405 | 0 | 2,151,704 |
| Governor's Office FY 2024 Appropriation 1,801,931 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 249,812 | 0 | 2,051,743 |
| Reductions and Other Changes 0 | _ | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| FY 2024 Total After Other Changes 1,801,931 | | 0 | 0 | 0 | 0 | 0 | 0 | 249,812 | 0 | 2,051,743 |
| TOTAL INCREASES/DECREASES 94,368 | | | 0 | 0 | 0 | 0 | 0 | 5,593 | 0 | |
| Governor's Office FY 2025 Governor Recommend 1,896,299 | | 0 | 0 | 0 | 0 | 0 | 0 | 255,405 | | 2,151,704 |

State of Vermont Budget Rollup Report

Organization: 1200010000 - Executive Office - Governor's Office

Budget Object Group: 1. PERSONAL SERVICES

| | | | | | Difference Between FY2025 | Percent Change FY2025 |
|---|----------------|--------------------|-----------------------|--------------------|---------------------------|-----------------------|
| | | FY2024 Original As | FY2024 Governor's BAA | FY2025 Governor's | Governor's Recommend and | Governor's Recommend |
| Budget Object Rollup Name | FY2023 Actuals | Passed Budget | Recommended Budget | Recommended Budget | FY2024 As Passed | and FY2024 As Passed |
| Salaries and Wages | 1,450,215 | 998,723 | 998,723 | 981,023 | (17,700) | -1.8% |
| Fringe Benefits | 488,736 | 583,742 | 583,742 | 637,366 | 53,624 | 9.2% |
| Contracted and 3rd Party Service | 2,144 | 1,500 | 1,500 | 3,500 | 2,000 | 133.3% |
| PerDiem and Other Personal Services | 268 | 0 | 0 | 0 | 0 | 0.0% |
| Budget Object Group Total: 1. PERSONAL SERVICES | 1,941,363 | 1,583,965 | 1,583,965 | 1,621,889 | 37,924 | 2.4% |

Budget Object Group: 2. OPERATING

| Budget Object Rollup Name | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | | Percent Change FY2025 Governor's Recommend and FY2024 As Passed |
|---|----------------|-------------------------------------|---|---|--------|---|
| Equipment | 93,089 | 0 | 0 | 0 | 0 | 0.0% |
| IT/Telecom Services and Equipment | 85,426 | 79,071 | 79,071 | 83,509 | 4,438 | 5.6% |
| IT Repair and Maintenance Services | 2,663 | 0 | 0 | 0 | 0 | 0.0% |
| Other Operating Expenses | 509 | 515 | 515 | 519 | 4 | 0.8% |
| Other Rental | 21,088 | 20,388 | 20,388 | 20,388 | 0 | 0.0% |
| Other Purchased Services | 109,303 | 72,111 | 72,111 | 73,744 | 1,633 | 2.3% |
| Property and Maintenance | 22 | 0 | 0 | 0 | 0 | 0.0% |
| Property Rental | 260,049 | 271,462 | 271,462 | 322,888 | 51,426 | 18.9% |
| Supplies | 23,058 | 4,600 | 4,600 | 7,600 | 3,000 | 65.2% |
| Travel | 7,850 | 19,631 | 19,631 | 21,167 | 1,536 | 7.8% |
| Budget Object Group Total: 2. OPERATING | 603,057 | 467,778 | 467,778 | 529,815 | 62,037 | 13.3% |
| Total Expenditures | 2,544,420 | 2.051.743 | 2.051.743 | 2,151,704 | 99.961 | 4.9% |

| | | | | | Difference Between FY2025 | Percent Change FY2025 |
|-------------------------|----------------|--------------------|-----------------------|--------------------|---------------------------|-----------------------|
| | | FY2024 Original As | FY2024 Governor's BAA | FY2025 Governor's | Governor's Recommend and | Governor's Recommend |
| Fund Name | FY2023 Actuals | Passed Budget | Recommended Budget | Recommended Budget | FY2024 As Passed | and FY2024 As Passed |
| General Funds | 2,346,920 | 1,801,931 | 1,801,931 | 1,896,299 | 94,368 | 5.2% |
| Coronavirus Relief Fund | 0 | 0 | 0 | 0 | 0 | 0.0% |
| IDT Funds | 197,500 | 249,812 | 249,812 | 255,405 | 5,593 | 2.2% |
| Funds Total | 2,544,420 | 2,051,743 | 2,051,743 | 2,151,704 | 99,961 | 4.9% |

| Position Count | 13 |
|----------------|----|
| FTE Total | 13 |

Organization: 1200010000 - Executive Office - Governor's Office

Budget Object Group: 1. PERSONAL SERVICES

| Salaries and Wages | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | | Percent Change FY2025 Governor's Recommend and FY2024 As Passed |
|---------------------------|--------|----------------|-------------------------------------|---|---|----------|---|
| Description | Code | | | | | | |
| Classified Employees | 500000 | 1,449,995 | 0 | 0 | 0 | 0 | 0.0% |
| Exempt | 500010 | 0 | 1,534,168 | 1,534,168 | 1,456,341 | (77,827) | -5.1% |
| Temporary Employees | 500040 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Overtime | 500060 | 220 | 0 | 0 | 0 | 0 | 0.0% |
| Vacancy Turnover Savings | 508000 | 0 | (535,445) | (535,445) | (475,318) | 60,127 | -11.2% |
| Total: Salaries and Wages | | 1,450,215 | 998,723 | 998,723 | 981,023 | (17,700) | -1.8% |

| Fringe Benefits | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | Difference Between FY2025 Governor's Recommend and FY2024 As Passed | Percent Change FY2025 Governor's Recommend and FY2024 As Passed |
|-------------------------------|--------|----------------|-------------------------------------|---|---|---|---|
| Description | Code | | | | | | |
| FICA - Classified Employees | 501000 | 104,195 | 0 | 0 | 0 | 0 | 0.0% |
| FICA - Exempt | 501010 | 0 | 112,788 | 112,788 | 107,879 | (4,909) | -4.4% |
| Health Ins - Classified Empl | 501500 | 150,212 | 0 | 0 | 0 | 0 | 0.0% |
| Health Ins - Exempt | 501510 | 0 | 209,010 | 209,010 | 216,658 | 7,648 | 3.7% |
| Retirement - Classified Empl | 502000 | 214,264 | 0 | 0 | 0 | 0 | 0.0% |
| Retirement - Exempt | 502010 | 0 | 236,163 | 236,163 | 278,736 | 42,573 | 18.0% |
| Dental - Classified Employees | 502500 | 8,273 | 0 | 0 | 0 | 0 | 0.0% |
| Dental - Exempt | 502510 | 0 | 11,942 | 11,942 | 11,089 | (853) | -7.1% |
| Life Ins - Classified Empl | 503000 | 6,713 | 0 | 0 | 0 | 0 | 0.0% |
| Life Ins - Exempt | 503010 | 0 | 7,685 | 7,685 | 7,296 | (389) | -5.1% |
| LTD - Classified Employees | 503500 | 2,215 | 0 | 0 | 0 | 0 | 0.0% |
| LTD - Exempt | 503510 | 0 | 2,575 | 2,575 | 2,448 | (127) | -4.9% |
| EAP - Classified Empl | 504000 | 393 | 0 | 0 | 0 | 0 | 0.0% |
| EAP - Exempt | 504010 | 0 | 476 | 476 | 442 | (34) | -7.1% |
| FMLI | 504040 | 0 | 0 | 0 | 4,627 | 4,627 | 100.0% |
| Child Care Contribution Exp | 504045 | 0 | 0 | 0 | 4,803 | 4,803 | 100.0% |
| Workers Comp - Ins Premium | 505200 | 2,471 | 3,103 | 3,103 | 3,388 | 285 | 9.2% |
| Total: Fringe Benefits | | 488,736 | 583,742 | 583,742 | 637,366 | 53,624 | 9.2% |

| Contracted and 3rd Party Service | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | | Percent Change FY2025 Governor's Recommend and FY2024 As Passed |
|---|--------|----------------|-------------------------------------|---|---|-------|---|
| | | | | | | | |
| Other Contr and 3Rd Pty Serv | 507600 | 209 | 1,500 | 1,500 | 1,500 | 0 | 0.0% |
| Interpreters | 507615 | 1,936 | 0 | 0 | 2,000 | 2,000 | 100.0% |
| Total: Contracted and 3rd Party Service | | 2,144 | 1,500 | 1,500 | 3,500 | 2,000 | 133.3% |

| PerDiem and Other Personal Services | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | | Percent Change FY2025 Governor's Recommend and FY2024 As Passed |
|--|--------|----------------|-------------------------------------|---|---|--------|---|
| Description | Code | | | | | | |
| Catamount Health Assessment | 505700 | 268 | 0 | 0 | 0 | 0 | 0.0% |
| Other Personal Services | 506199 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Total: PerDiem and Other Personal Services | | 268 | 0 | 0 | 0 | 0 | 0.0% |
| Total: 1. PERSONAL SERVICES | | 1,941,363 | 1,583,965 | 1,583,965 | 1,621,889 | 37,924 | 2.4% |

Budget Object Group: 2. OPERATING

| Equipment | | FY2023 Actuals | | | FY2025 Governor's Recommended Budget | Difference Between FY2025 Governor's Recommend and As Passed | Percent Change FY2025 Governor's Recommend and As Passed |
|----------------------|--------|----------------|---|---|---|--|--|
| Description | Code | | | | | | |
| Vehicles | 522600 | 93,014 | 0 | 0 | 0 | 0 | 0.0% |
| Furniture & Fixtures | 522700 | 75 | 0 | 0 | 0 | 0 | 0.0% |
| Total: Equipment | | 93,089 | 0 | 0 | 0 | 0 | 0.0% |

| IT/Telecom Services and Equipment | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | Difference Between FY2025 Governor's Recommend and FY2024 As Passed | Percent Change FY2025 Governor's Recommend and FY2024 As Passed |
|--|--------|----------------|-------------------------------------|---|---|---|---|
| Description | Code | | | | | | |
| Software-License-ApplicaDevel | 516552 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Communications | 516600 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| ADS VOIP Expense | 516605 | 6,061 | 5,600 | 5,600 | 5,616 | 16 | 0.3% |
| Toll-Free Telephone | 516611 | 574 | 600 | 600 | 672 | 72 | 12.0% |
| Telecom-Mobile Wireless Data | 516623 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Telecom-Telephone Services | 516652 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Telecom-Conf Calling Services | 516658 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Telecom-Wireless Phone Service | 516659 | 6,712 | 6,000 | 6,000 | 7,608 | 1,608 | 26.8% |
| ADS Enterp App Supp SOV Emp Exp | 516660 | 37,137 | 35,627 | 35,627 | 37,000 | 1,373 | 3.9% |
| It Intsvccost-Vision/Isdassess | 516671 | 10,830 | 11,796 | 11,796 | 12,189 | 393 | 3.3% |
| ADS Centrex Exp. | 516672 | 1,966 | 2,500 | 2,500 | 2,500 | 0 | 0.0% |
| ADS Allocation Exp. | 516685 | 16,882 | 16,948 | 16,948 | 17,924 | 976 | 5.8% |
| Software as a Service | 519085 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Hw - Computer Peripherals | 522201 | 1,708 | 0 | 0 | 0 | 0 | 0.0% |
| Hardware - Desktop & Laptop Pc | 522216 | 3,555 | 0 | 0 | 0 | 0 | 0.0% |
| Hw - Printers, Copiers, Scanners | 522217 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Sw-Mainframe Environment | 522228 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Software-Application Development | 522283 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Total: IT/Telecom Services and Equipment | | 85,426 | 79,071 | 79,071 | 83,509 | 4,438 | 5.6% |

| IT Repair and Maintenance Services | | FY2023 Actuals | FY2024 Original As Passed Budget | | FY2025 Governor's Recommended Budget | | ū |
|---|--------|----------------|-------------------------------------|---|---|---|------|
| Description | Code | | | | | | |
| Repair & Maint - Office Tech | 513010 | 2,663 | 0 | 0 | 0 | 0 | 0.0% |
| Software-Rep&Maint-ApplicaSupp | 513050 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Total: IT Repair and Maintenance Services | | 2,663 | 0 | 0 | 0 | 0 | 0.0% |

| Other Operating Expenses | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | | Percent Change FY2025 Governor's Recommend and FY2024 As Passed |
|---------------------------------|--------|----------------|-------------------------------------|---|---|---|---|
| Description | Code | | | | | | |
| Other Operating Expense | 523199 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Single Audit Allocation | 523620 | 509 | 515 | 515 | 519 | 4 | 0.8% |
| Total: Other Operating Expenses | | 509 | 515 | 515 | 519 | 4 | 0.8% |

| Other Rental | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | Difference Between FY2025 Governor's Recommend and FY2024 As Passed | Percent Change FY202 Governor's Recommend an FY2024 As Passe |
|---------------------------------|--------|----------------|-------------------------------------|---|---|---|--|
| Description | Code | | | | | | |
| Rental - Auto | 514550 | 20,388 | 20,388 | 20,388 | 20,388 | 0 | 0.0 |
| Rental - Office Equipment | 514650 | 700 | 0 | 0 | 0 | 0 | 0.0 |
| Total: Other Rental | | 21,088 | 20,388 | 20,388 | 20,388 | 0 | 0.0 |
| Other Purchased Services | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | Difference Between FY2025 Governor's Recommend and FY2024 As Passed | Percent Change FY202 Governor's Recommend an FY2024 As Passe |
| Description | Code | | | | | | |
| Insurance Other Than Empl Bene | 516000 | 900 | 932 | 932 | 846 | (86) | -9.29 |
| Insurance - General Liability | 516010 | 7,711 | 9,868 | 9,868 | 11,479 | 1,611 | 16.3 |
| Dues | 516500 | 75,830 | 37,900 | 37,900 | 37,900 | 0 | 0.0 |
| Licenses | 516550 | 25 | 0 | 0 | 0 | 0 | 0.0 |
| Printing and Binding | 517000 | 100 | 0 | 0 | 0 | 0 | 0.0 |
| Printing & Binding-Bgs Copy Ct | 517005 | 1,085 | 0 | 0 | 0 | 0 | 0.0 |
| Registration For Meetings&Conf | 517100 | 0 | 777 | 777 | 0 | (777) | -100.0° |
| Postage | 517200 | 22 | 0 | 0 | 0 | 0 | 0.0 |
| Postage - Bgs Postal Svcs Only | 517205 | 2,854 | 1,000 | 1,000 | 2,000 | 1,000 | 100.09 |
| Instate Conf, Meetings, Etc | 517400 | 0 | 0 | 0 | 0 | 0 | 0.09 |
| Catering-Meals-Cost | 517410 | 3,479 | 0 | 0 | 0 | 0 | 0.09 |
| Outside Conf, Meetings, Etc | 517500 | 450 | 0 | 0 | 0 | 0 | 0.0 |
| Other Purchased Services | 519000 | 1,200 | 0 | 0 | 0 | 0 | 0.0 |
| Agency Fee | 519005 | 4,608 | 10,464 | 10,464 | 9,297 | (1,167) | -11.29 |
| Human Resources Services | 519006 | 11,039 | 11,170 | 11,170 | 12,222 | 1,052 | 9.49 |
| Total: Other Purchased Services | | 109,303 | 72,111 | 72,111 | 73,744 | 1,633 | 2.3% |
| Property and Maintenance | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | Difference Between FY2025 Governor's Recommend and FY2024 As Passed | Percent Change FY202 Governor's Recommend an FY2024 As Passe |
| Description | Code | | | | | | |
| Recycling | 510220 | 22 | 0 | 0 | 0 | 0 | 0.0% |
| Total: Property and Maintenance | 0.0220 | 22 | 0 | 0 | 0 | 0 | 0.0 |
| Total. Property and Manitenance | | 22 | Ü | v | ŭ | Ĭ | 0.07 |
| Property Rental | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | Difference Between FY2025 Governor's Recommend and FY2024 As Passed | Percent Change FY202 Governor's Recommend an FY2024 As Passe |
| Description | Code | | | | | | |
| Fee-For-Space Charge | 515010 | 260,049 | 271,462 | 271,462 | 322,888 | 51,426 | 18.99 |
| Total: Property Rental | | 260,049 | 271,462 | 271,462 | 322,888 | 51,426 | 18.9 |
| . c.a cporty rtoritar | | 200,040 | 2.1,402 | 271,402 | 322,000 | 0.,.20 | 10.3 |

| Supplies | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | Difference Between FY2025 Governor's Recommend and FY2024 As Passed | Percent Change FY2025 Governor's Recommend and FY2024 As Passed |
|--------------------------------|----------------|-----------------|-------------------------------------|---|---|---|---|
| Description | Code | | | | | | |
| Office Supplies | 520000 | 17,016 | 2,000 | 2,000 | 5,000 | 3,000 | 150.0% |
| Vehicle & Equip Supplies&Fuel | 520100 | 3,901 | 0 | 0 | 0 | 0 | 0.0% |
| Other General Supplies | 520500 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Cloth & Clothing | 520520 | 216 | 0 | 0 | 0 | 0 | 0.0% |
| Recognition/Awards | 520600 | 95 | 0 | 0 | 0 | 0 | 0.0% |
| Food | 520700 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Books&Periodicals-Library/Educ | 521500 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Subscriptions | 521510 | 1,830 | 2,600 | 2,600 | 2,600 | 0 | 0.0% |
| Total: Supplies | | 23,058 | 4,600 | 4,600 | 7,600 | 3,000 | 65.2% |
| | | | | | | Difference Detures EVO005 | Percent Change FY2025 |
| Travel | | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | Difference Between FY2025 Governor's Recommend and FY2024 As Passed | Governor's Recommend and FY2024 As Passed |
| Description | Code | 1 12023 Actuals | r asseu Buuget | Recommended Badget | Recommended Bauget | 1 12024 AS 1 assetu | 1 12024 A3 1 03300 |
| Travel In-State Employee | 517999 | 0 | 11,150 | 11,150 | 9,000 | (2,150) | -19.3% |
| Travel-Inst-Auto Mileage-Emp | 518000 | 584 | 0 | 0 | 9,000 | (2,130) | 0.0% |
| Travel-Inst-Auto Mileage-Emp | 518010 | 29 | 0 | 0 | 0 | 0 | 0.0% |
| Travel-Inst-Meals-Emp | 518020 | (29) | 0 | 0 | 0 | 0 | 0.0% |
| Travel-Inst-Meals-Emp | 518030 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Travel-Inst-Loughing-Emp | 518040 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Travel-Inst-Incidentals-Emp | 518499 | 0 | 8,481 | 8,481 | 12,167 | 3,686 | 43.5% |
| Travel-Outst-Auto Mileage-Emp | 518500 | 411 | 0,461 | 0,461 | 0 | 0 | 0.0% |
| Travel-Outst-Auto Mileage-Emp | 518510 | 2.512 | 0 | 0 | 0 | 0 | 0.0% |
| Travel-Outst-Meals-Emp | 518520 | 423 | 0 | 0 | 0 | 0 | 0.0% |
| Travel-Outst-Meals-Emp | 518530 | 3,584 | 0 | 0 | 0 | 0 | 0.0% |
| Travel-Outst-Loughing-Emp | 518540 | 336 | 0 | 0 | 0 | 0 | 0.0% |
| Total: Travel | 316540 | 7,850 | 19,631 | 19,631 | 21,167 | 1,536 | 7.8% |
| | | 1,121 | , | | , | · | |
| Total: 2. OPERATING | | 603,057 | 467,778 | 467,778 | 529,815 | 62,037 | 13.3% |
| Total Expenditures | | 2,544,420 | 2,051,743 | 2,051,743 | 2,151,704 | 99,961 | 4.9% |
| | | | | | | Difference Between FY2025 | Percent Change FY2025 |
| Fund Name | Fund Code | FY2023 Actuals | FY2024 Original As Passed Budget | FY2024 Governor's BAA Recommended Budget | FY2025 Governor's Recommended Budget | Governor's Recommend and FY2024 As Passed | Governor's Recommend and FY2024 As Passed |
| General Fund | 10000 | 2,346,920 | 1,801,931 | 1,801,931 | 1,896,299 | 94.368 | 5.2% |
| Inter-Unit Transfers Fund | | | | 249.812 | | . , | 2.2% |
| FEMA IDT Fund | 21500 21501 | 197,500 0 | 249,812 0 | 249,812 | 255,405 0 | 5,593 0 | 2.2% |
| | | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Coronavirus Relief Fund | 22045 | | | | | | |
| Funds Total | | 2,544,420 | 2,051,743 | 2,051,743 | 2,151,704 | 99,961 | 4.9% |
| | | | | | 40 | | |
| Position Count | | | | | 13 | | |

Report ID: VTPB-14-POSITION_SUMMARY

Run Date: 02/07/2024 Run Time: 12:45 PM

State of Vermont FY2025 Governor's Recommended Budget Position Summary Report

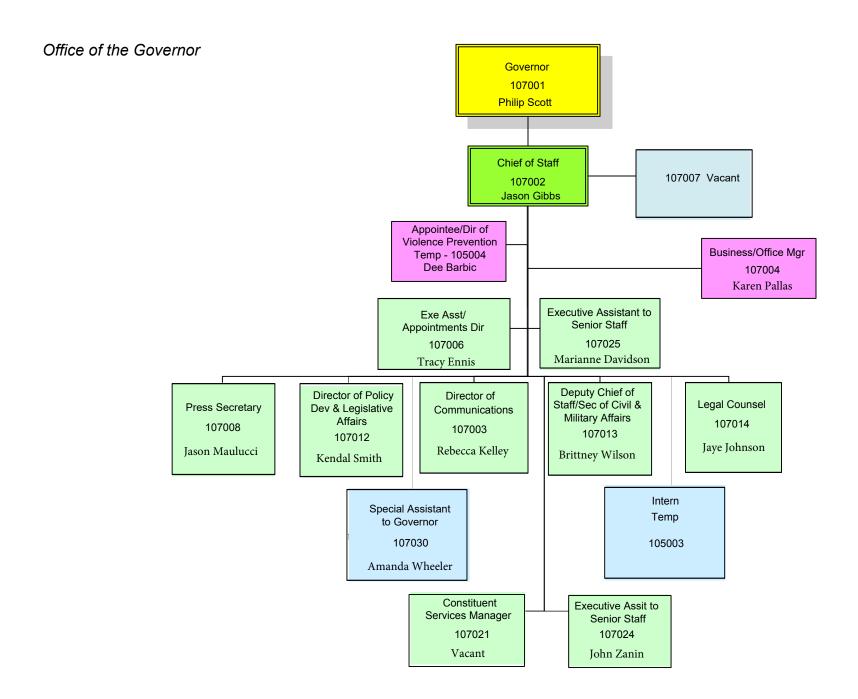
1200010000-Executive Office - Governor's Office

| Position Number | Classification | FTE | Count | Gross Salary | State Benefits | Federally Mandated | Total |
|--------------------|---|-------|-------|--------------|----------------|-----------------------|-----------|
| 107001 | 90000P - Governor | 1.00 | 1 | 208,978 | 65,446 | 12,962 | 287,386 |
| 107002 | 96110E - Chief of Staff | 1.00 | 1 | 168,355 | 48,145 | 12,373 | 228,873 |
| 107003 | 94420E - Director of Communications | 1.00 | 1 | 133,723 | 57,163 | 10,230 | 201,116 |
| 107004 | 05110X - Business Mgr/Office Mgr | 1.00 | 1 | 88,296 | 16,526 | 6,755 | 111,577 |
| 107006 | 95550E - Exec. Asst/Appointments Dir. | 1.00 | 1 | 86,923 | 28,135 | 6,650 | 121,708 |
| 107008 | 94425E - Press Sec & DeptDir Policy Dev | 1.00 | 1 | 92,248 | 29,078 | 7,058 | 128,384 |
| 107012 | 95691E - Dir Policy Dev & Legis Affairs | 1.00 | 1 | 133,723 | 57,163 | 10,230 | 201,116 |
| 107013 | 95500E - Sec of Civil&Military Affairs | 1.00 | 1 | 138,944 | 53,817 | 10,629 | 203,390 |
| 107014 | 95650E - Legal Counsel | 1.00 | 1 | 149,510 | 66,558 | 11,437 | 227,505 |
| 107021 | 05040E - Constituent Services Manager | 1.00 | 1 | 55,337 | 34,392 | 4,233 | 93,962 |
| 107024 | 94360E - Exec. Asst. to Snr. Staff | 1.00 | 1 | 67,454 | 12,832 | 5,160 | 85,446 |
| 107025 | 94360E - Exec. Asst. to Snr. Staff | 1.00 | 1 | 57,200 | 22,869 | 4,375 | 84,444 |
| 107030 | 95560E - Special Assistant to Governor | 1.00 | 1 | 75,650 | 33,975 | 5,787 | 115,412 |
| 107007 | Vacant Position | 1.00 | 1 | 0 | 0 | 0 | 0 |
| Total | | 14.00 | 14 | 1,456,341 | 526,099 | 107,879 | 2,090,319 |

| Fund Code | Fund Name | FTE | Count | Gross Salarv | State Benefits | Federally Mandated | Total |
|--------------|---------------------------|-------|-------|--------------|----------------|-----------------------|-----------|
| | i uliu Naille | | Count | Gross Salary | State Deficits | Manuateu | Total |
| 10000 | General Fund | 14.00 | 13 | 1,303,136 | 470,744 | 98,028 | 1,871,908 |
| 21500 | Inter-Unit Transfers Fund | | 1 | 153,205 | 55,355 | 9,851 | 218,411 |
| Total | | 14.00 | 14 | 1,456,341 | 526,099 | 107,879 | 2,090,319 |

Note: Numbers may not sum to total due to rounding.

FY2025 Page 15 of 19



State of Vermont Interdepartmental Transfers Receipts Report

1200010000 - Executive Office - Governor's Office

| Budget Request Code | Fund | Justification | Budgeted Amount |
|------------------------|-------|--|-----------------|
| 14308 | 21500 | Personal Services - From ANR BU06100 | \$20,000 |
| 14308 | 21500 | Personal Services -From DPS BU 02140 | \$27,593 |
| 14308 | 21500 | Personal Services \$20,000 and NGA Dues \$15,000 - from AOT BU 08100 | \$35,000 |
| 14308 | 21500 | Personal Services increases | \$52,312 |
| 14308 | 21500 | Personal Services \$105,500 and NGA Dues \$15,000 - From AHS BU03400 | \$120,500 |
| | | Total | \$255,405 |

Executive Office

| Program Name | Appropriation Dept ID | Program Purpose and Context | Program Services Provided | Program Website | Number of Measures Reported |
|-----------------------------------|-----------------------|--|---------------------------|------------------------------|-----------------------------|
| | | The Executive Office CSO office supports Vermonters seeking assistance or expressing their point of view. Duties include coordinating and providing high quality constituent services and referrals, working with all agencies and | | | |
| Constituent Services Office (CSO) | 1120010000 | departments, as well as outside organizations. | | https://governor.vermont.gov | 3 |

Executive Office

| Program Name | Measure | Measure Type | Reporting Period | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 |
|-----------------------------------|--|--------------|------------------|------|------|--------|-------|--------|--------|
| Constituent Services Office (CSO) | Total Volume of Email, Mail and Fax Received | How Much? | SFY | | | 35,138 | 32329 | 21,038 | 13,870 |
| Constituent Services Office (CSO) | Constituent Services response to Volume of Email, Mail and Fax | How Well? | SFY | | | 29,368 | 28074 | 17,672 | 11,928 |
| Constituent Services Office (CSO) | Response Percentage | How Well? | SFY | | | 84% | 87% | 84% | 86% |