STATE OF VERMONT
ENHANCED 9-1-1 BOARD
General Meeting #2
15 July 2015
Capitol Plaza Hotel
(Rm #335 – Montpelier, VT)

DRAFT

10:05 AM – Call to Order
Chair Roger Marcoux brought the meeting to order. The following were in attendance:

Board Members Present
Roger Marcoux, Chair
Jerome Pettinga, Vice-Chair
Steve Gold
Heather Dale Porter
Capt. Don Patch
Chief Gary Taylor
Chief Bob Schlachter (via conference bridge)

Public Members Present
Mike Smith, Consultant
Michael Clausen, Dep. Secretary of Administration

Staff Members Present
Barbara Neal, Interim Executive Director
Soni Johnson, Board Clerk

Approval of Minutes
- 15 April 2015 – *Motion: Steve Gold made a motion to accept the minutes as written; 2nd by Chief Taylor. There was no discussion. The motion passed unanimously by voice vote.*
- 17 June 2015 – *Motion: Dale Porter made a motion to accept the minutes as written; 2nd by Jerome Pettinga. There was no discussion. The motion passed unanimously by voice vote; Steve Gold abstained (he was not present at the 6/17 meeting).*

Old Business
- Update on Progress of Organizational & Management Study – Mike Smith provided an update on his study; the draft report is due August 15th. The draft report covers:
  - Historical call data for each PSAP;
  - VT PSAP staffing levels by shift;
  - National PSAP staffing standards (based on call volume);
  - Proposed staffing for dispatch consolidation & 9-1-1 system cut;
  - Universal Service Fund issues;
  - Dispatch costs/charges (some pay & some don't, some charge for dispatching & some don't);
  - Pros/cons of E9-1-1 Board/DPS consolidation;
  - Possible E9-1-1 Board office cuts/efficiencies.

His recommendation is that the Board offer the Executive Director position to Barb Neal, eliminate the E9-1-1 public education position, and release him from the remainder of his contract (the third phase of his contracted duties won't be needed if these recommendations are taken).

- Update on PSAP Staffing – Barb Neal (& Mike Smith) recently met with the Secretary of Administration to discuss funding of extra positions (if needed) to cover any staffing shortages due to consolidation. Call-taker training is ongoing. PSAP staffing plans for the new system cut are being monitored; staffing levels look good. Staffing levels will continue to be monitored to make sure that the needed positions are available after cut as well. PSAPs will be able to have staff sign in as "primary call-takers" to help balance call volume for both call-taking & dispatching.
- Text to 9-1-1 Issue – Chair Marcoux asked for an update on a text-to-911 issue with Sprint & AT&T.
  Barb Neal: A unit within Intrado currently performs a TCC function for Sprint and AT&T; this function allows text messages to be moved from a wireless provider into the 9-1-1 system. There has been an issue with Intrado performing the work necessary to perform that function with the new system. There are currently two plans in place to resolve the issue and testing is ongoing to make sure they will be able to connect to the new system.
- Other Intrado Issues – Steve Gold asked if there were any other outstanding Intrado issues.
  Barb Neal: GIS data replication to the PSAPs is still an issue; Intrado continues to work on the problem. System

transition plans are going well. The RFO for the May outage is still outstanding; Intrado has repeatedly said they'll send it but our office has yet to receive it.

- Update on FairPoint Project – Barb Neal: System cut is still scheduled for July 29th. Transition plan details are being finalized. Board staff will meet with PSAP Administrators to go over the plan for cut. Call-taker training on the new system is ongoing.

  Board staff are tracking three issues:

  1. Text-to-911 (see description above).
  2. PSAP map issue (all data not always loading…leaves blank spaces on the screen, a work-around is in place while the vendor works on a solution).
  3. Call controls from the map – this functionality won't be turned on until after cut.

Next Meeting

A special meeting will be held on 8/20/15 in Montpelier. The purpose of this meeting is the presentation of Mike Smith's final draft report.

The next quarterly meeting will be held on 10/21/15; location TBD.

Executive Session

Chair Marcoux advised that the Board would enter into executive session to discuss the open Executive Director position.

Move: Steve Gold

2nd: Jerome Pettinga

There was no discussion and the motion passed unanimously by voice vote. Executive session was entered at 11:41 AM. Soni Johnson & Barb Neal left the meeting at this time.

Motion: Steve Gold moved to come out of executive session; 2nd by Chief Taylor. The motion passed unanimously by voice vote. Executive session ended at 12:10 PM.

Adjournment

Motion: There being no further business, Steve Gold made a motion to adjourn; 2nd by Chief Schlachter. There was no discussion. The motion passed unanimously by voice vote. The meeting adjourned at 12:11 PM.

Respectfully submitted:

Soni Johnson, Clerk

7/20/15
Date