

**STATE OF VERMONT
ENHANCED 9-1-1 BOARD
General Meeting #4
9 April 2014
Royalton State Police Barracks**

FINAL – approved (as
written) at 7/16/14 meeting

10:02 AM – Call to Order

Vice-Chair Jerome Pettinga brought the meeting to order. The following were in attendance:

Board Members Present

Jerome Pettinga, Vice-Chair

Heather Dale Porter

Captain Donald Patch

Via conference bridge: Chief Robert Schlachter
Chief Gary Taylor
Kate O'Connor (arrived after roll call)

Staff Members Present

David Tucker, Executive Director

Soni Johnson, Board Clerk

Dawn Anderson, Public Educator for E9-1-1

Approval of Minutes

December 11, 2013

Motion: Chief Schlachter made a motion to accept the minutes as written; 2nd by Jerome Pettinga. There was no discussion. No vote was taken.

Old Business

Update on School Compliance Project: Director Tucker advised that Board staff are continuing to work with a handful of schools. A lot of schools appear to be using the opinion issued by the AG's Office (which was interpreted by some to mean there's no mandate concerning compliance) as a way of avoiding the issue. School funding is also an issue. We currently have ten supervisory unions in various stages of the process. State colleges are all in compliance and are maintaining their records.

Update on Law Change: No activity in the Legislature on the one bill we have pending (limitation liability language change). This bill was introduced last year; Director Tucker has met with the committee chair this year, but the bill is still sitting in committee.

Director Tucker advised the Board of an email he had just received from the clerk at the Senate Finance committee requesting his testimony (on 4/10) on a new bill, which Director Tucker has not seen yet. The email advised that Director Tucker should be prepared to give testimony on "the E9-1-1 budget and the possibility of integration of E9-1-1 with other entities performing telecommunication functions". Director Tucker was advised that a draft bill s/b available at the end of the day (4/9). Discussion ensued between board members as to what this could mean. Captain Patch suggested that Director Tucker attend, explain what it is that E9-1-1 does and ask for more study to be done before any decisions are made.

Update on Training & Continuing Education: Director Tucker spoke concerning continuing education for call-takers. Call-takers will need to be trained on the new protocols and on the new mapping product from Intrado. Board staff are planning on working with call-takers to test & validate the new map product before it is loaded at the PSAPs. Board staff have been working with their counterpart at DPS to settle on core training that all call-takers should have: Domestic Violence, Fire Service & Hazardous Materials Awareness, Stress Management, and Suicide Intervention. A review of call-taker training records is ongoing to determine continuing education needs.

New Business

Status of Protocols Bid: Director Tucker informed the Board that we have gotten bids from three vendors. Board staff are working with Intrado to ensure that the new protocols will be able to run electronically on the current positions. Board members discussed the lack of room for any extra equipment at call-taker positions; if the protocols cannot be run electronically on the current positions we will need to continue using paper protocols. Director Tucker will research whether the Board will need to reissue the bid if it is determined that paper copies are required. Captain Patch asked if protocols had to be reviewed and approved before use. Director Tucker has had a conversation with Dale Porter concerning the EMD protocols; she has an offer from an EMS medical advisor to check out the new EMD protocols before the contract is awarded.

New Hire: Director Tucker informed the Board that the vacancy in the database department has been filled by Tyler Hermanson. He is a Norwich graduate with a degree in geography (with a GIS specialty) and was originally working for us in a temp position. Director Tucker also advised that we still have one temp position in our office. He has been trying for two years now to get approval to make that position permanent.

CoverageCo Request: Director Tucker met with CoverageCo concerning Phase II implementation. Implementation funding is now available. Director Tucker informed CoverageCo that the Board would not entertain any further delay in Phase II implementation.

Public Education Initiative: Dawn Anderson gave the board an overview of past & current public education & outreach projects:

- Partnership w/the Red Cross
- Safe Kids VT Alliance
- School Visits & Logo Contest
- Text-to-911 - PSAs created (with input from members of the deaf community and DVAS), new logo created, presentation given at VT Assoc. for the Deaf conference in Waterbury, has been asked to give a presentation at the National 9-1-1 Public Educators Conference in Chicago (July 2014)
- Facebook – all the PSAs are available, naming contest for new logo, lots of “likes”.
 - Captain Patch suggested that 9-1-1 post a thank you to all dispatchers/telecommunicators for National Telecommunicators Week.
- FCC, NENA, & National Public Educators have all asked for, or have available, text-to-911 info from us.
- Looking into possibly working with Front Porch Forum.

Capt. Patch asked if we are involved in any other social media. Dawn stated that she has reserved a Twitter account but we are not using it yet.

Other New Business

Text-to-9-1-1: Vice-Chair Pettinga asked if there's been an increase in text-to-911 calls. Director Tucker said there was a small increase after the advertising was started, though we haven't gotten any in the last couple of weeks. He has asked Intrado to check to make sure that the text-to-911 functionality is still working correctly. Vice-Chair Pettinga asked if all text calls are answered at the Derby PSAP. Director Tucker advised that text calls can be answered at both the Williston PSAP & the Derby PSAP (they trade off month-to-month). Captain Patch asked about issues with character limits on text calls. Director Tucker replied that some testing has been done; with one carrier it worked and with another it did not. We will continue to work with Intrado on this issue.

Intrado: Director Tucker advised the Board of the current contract status with Intrado.

RFP: Dale Porter asked about the timeline for the current RFP. Director Tucker stated that Purchasing has received twenty-eight pages of questions from multiple vendors. Bids are due around mid-May.

Hartford/Hanover Dispatch: Director Tucker received an email about the possibility that Hartford & Hanover dispatch will combine and possibly move to Hanover, NH. Discussion ensued concerning physical location, current PSAP configuration, dispatch priority & performance issues with Hartford PSAP, & PSAP contract

payments. Captain Patch asked if Director Tucker could work up numbers to show how it would affect the other PSAPs if they end up having to take over Hartford PSAP calls.

Next Meeting Date & Adjournment – Vice-Chair Pettinga

It was determined that the next Board meeting would be held on Wednesday, July 16, 2014 in Montpelier, VT (location TBD) starting at 10 AM.

Motion: There being no further business, Chief Schlachter made a motion to adjourn; 2nd by Chief Taylor. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:38 AM.

Respectfully submitted:



Soni Johnson, Clerk

4/14/14

Date