

**STATE OF VERMONT
ENHANCED 911 BOARD**

General Meeting #2 – 12 April 2022

Location: Capitol Plaza Hotel (Montpelier, VT, Room #338) and via Microsoft Teams

10:04 AM – Call to Order

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

Board Members Present

Chief Steven Locke, Vice-Chair
Jerome Pettinga
Heather Dale Porter
Brian Keefe
Kelly Kennedy (joined after roll call)
Captain Lance Burnham (joined after roll call)

Staff Members Present

Barbara Neal, Executive Director
Soni Johnson, Board Clerk

Others Present

Stephen Whitaker
R. Robinson
Mark Anderson (joined after roll call)
Ken Cheney (arrived after roll call)

Approval of Minutes

- General Meeting # – 1/11/22

Motion: Brian Keefe made a motion to accept the minutes as written; 2nd by Jerome Pettinga. There was no discussion and the motion passed unanimously by voice vote.

Executive Director’s Report – Executive Director Barbara Neal

- PSAP Staffing Shortages – Status and Discussion
 - DPS PSAPs are still experiencing staffing shortages that are impacting their ability to answer 911 calls.
 - Board staff and regional PSAPs are scheduling dedicated call-taking shifts to help cover busiest call times. PSAPs are reimbursed for dedicated call-taking shifts.
 - Board staff continue to monitor staffing levels.
 - Captain Burnham provided an update on current vacancies and applications.
 - Board members and staff continue to explore the possibility of adding PSAPs (housed in regional dispatch centers).
- Governance Discussion – Status of S.155
 - Bill has passed the Senate and been referred to House Gov Ops but has not yet appeared on their calendar.
 - Executive Director Neal has reached out to Chair & Vice-Chair of the committee letting them know that E911 would like an opportunity to comment on the bill.
- Budget and Funding Updates
 - Current legislative recommendation is that E911 funding be split between special funds and general funds.

Recommendations for Public Safety Communications Planning – Stephen Whitaker

- The Board should take advantage of available funding to rethink how dispatching/call-taking is handled.
- The 911 system is very secure, has redundancies built in; dispatch systems are not. There aren’t any statewide dispatch standards available.
- It is important when discussing 1-stage v. 2-stage calls to remember that the 911 caller’s comfort and reassurance is paramount (don’t just focus on call-taking staff issues).
- There’s no integration between the 911 Board’s efforts and fiber build-out across Vermont.

- 911 calling will become less reliable due to conversion from cable modems (which sometimes have battery back-up) to VoIP (which has no requirements concerning continuous emergency access).
- The Board should take responsibility for the “arc of communications”, from the originating 911 call all the way through the first responder arriving on scene.

Public Comment

- Ken Cheney (board member of the Central VT Public Safety Authority)
 - Current dispatch centers have antiquated communications systems and a lack of reliable funding.
 - The Board must take responsibility in determining dispatch system capability and funding sources before locating a PSAP within a dispatch center.
- Stephen Whitaker
 - Funding is currently available at a level not likely to be seen again and we must take advantage of this opportunity to build/plan regional dispatch systems.

New Business - none

Next Meeting Date & Adjournment

- The next quarterly board meeting will take place on 8/9/22.
- *Motion: There being no further business, Jerome Pettinga made a motion to adjourn; 2nd by Brian Keefe. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:35 AM.*

Respectfully submitted:

Soni Johnson

Soni Johnson, Board Clerk

4/18/22

Date