

**STATE OF VERMONT  
ENHANCED 911 BOARD**

**General Meeting #3 – 21 July 2021**

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

***10:05 AM – Call to Order***

Chair Marcoux brought the meeting to order. The following were in attendance:

**Board Members Present**

Sheriff Roger Marcoux, Chair  
Chief Steven Locke, Vice-Chair  
Jerome Pettinga  
Heather Dale Porter  
Brian Keefe

**Staff Members Present**

Barbara Neal, Executive Director  
Soni Johnson, Board Clerk

**Others Present**

Amy Marion (Rapid SOS)  
Erin Petenko (VT Digger)  
Ron Henri (Rapid SOS)  
Anonymous/Guest (joined/left the TEAMS meeting multiple times and did not provide a name)

*Note: All meeting attendees, except Board staff members, attended the meeting via TEAMS.*

**Approval of Minutes**

General Meeting #2 – 4/13/21

Motion: Chief Locke 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.

**Draft Strategic Plan**

Executive Director Neal provided an overview of the draft Strategic Plan previously submitted to Board members. A copy of this document is available from the E911 office by request. Board members requested language in section 3.2.1 & 3.6.1 be updated (draft language was confusing). Members also asked about issues concerning staffing shortages, call answer/transfer times, and possible future use of priority dispatch coding. Board staff will make language changes, research staffing/call stats/priority dispatch program availability and costs, and provide an updated draft plan before the October meeting.

**PSAP MOU Discussion – Staffing and Reimbursements**

Executive Director Neal updated the Board on FY21 PSAP call answer/transfer stats, which will be used to determine FY23 PSAP reimbursement payments. Staffing shortages are an issue at multiple PSAPs. Board members asked if staffing shortages are causing any issues with 911 call rollover and answer/transfer times. Members asked Board staff to research ongoing staffing issues, call rollover/answer/transfer stats, and possible staffing solutions (“dedicated” 911 call-takers (only answering 911 calls and not dispatching.), opening PSAPs in locations with a higher pool of available call-takers, changing the call-taking position reimbursement rate).

**Mapping Access for Dispatch – Pilot Project**

Executive Director Neal outlined a pilot project between Vermont 911 and Saint Johnsbury Dispatch. This project allows dispatchers to access a version of the 911 call-taker map showing 911 calls in their jurisdiction.

**Budget & Funding Update**

Executive Director Neal updated the Board on the FY21 budget, FY22 budget, and ongoing shortfalls in the VUSF. Legislation has been passed requiring the Secretary of Administration to review the existing statutory funding streams for the Enhanced 911 Special Fund and propose changes or additions as necessary to ensure the long-term sustainability of the E911 Board’s operations.

### **School Compliance Grant Program**

Executive Director Neal provided an overview of school compliance stats and the compliance grant program. The compliance grant program has sunset; should the Board approach the legislature for more funding and possibly expand the grant program to cover independent schools? Members asked that Board staff reach out to non-compliant schools and independent schools to determine needs and interest in continuing the program.

### **FCC Updates – Working Group 3 Status, Recent Orders and Proposed Rulemaking**

- WG3 Updates – The working group is meeting weekly, examining the impacts of 911 fee diversion and underfunding, and will present a draft report to the Strike Force on August 2, 2021.
- Fee Diversion Rule – FCC issued a new rule specifying the allowable uses of 911 fees collected by states or other jurisdictions. Rule is under review.
- Outage Notification Rulemaking – FCC has proposed rulemaking related to outage notifications.

### **PUC Update – State of Host-Remote Isolation Workshops**

Workshops were put on hold due to COVID-19. Board staff have requested responses to questions that were sent to CCI in January 2020. CCI expects to respond by the end of September.

### **General/Miscellaneous Updates**

- Service Level Agreements (SLAs) – Two events have occurred since the switch to the new system in October 2020 that required the application of the SLAs (and associated credits).
- Saint Albans PSAP Move – Saint Albans PD is moving in September 2021. Coordination with Board staff is ongoing concerning the relocation of 911 equipment.
- Outage Reporting Rule Implementation – Board staff have been working with major carriers on implementation. Outage notification reports should begin to arrive as of August 2, 2021.
- Emergency Responder Wellness Commission – S.42 has been signed into law creating the Emergency Service Provider Commission. E911 Executive Director (or designee) has been named as a commission member and 911 call-takers and dispatchers have been included in the definition of emergency service providers. First meeting hasn't happened yet.
- 10-Year Telecommunications Plan – The final 10-year plan was issued in June. It includes an accurate description of the 911 system – current & moving to the future. It is available on the Department of Public Service website.
- Vermont Community Broadband Authority – H.360 (community broadband acceleration bill) was signed into law last session. It uses federal funding from the America Rescue Plan Act to improve broadband access in VT. The VT Community Broadband Authority will make funding available to the CUDs (Communications Union Districts) for broadband expansion.
- LIFT America Act – NG911 Grant Program – Meetings are ongoing between national organizations and Congress on language contained in the bill.

### **Public Comment**

Ron Henri (regional rep for Rapid SOS) introduced himself and noted that Rapid SOS provides services related to items discussed at this meeting. Chair Marcoux invited him to contact Executive Director Neal to discuss.

### **New Business**

- Executive Director Neal had a meeting with the Dept. of Disabilities, Aging and Independent Living (DAIL) regarding their concerns about location information requirements set by the FCC for Video Relay Service Providers. Research into the issue is ongoing.

- Chair Marcoux notified the Board about an issue with a member of the public unable to enter the Capitol Plaza Hotel due to a no-trespass order. He asked that Executive Director Neal reach out to legal counsel to determine the Board’s responsibilities concerning this issue.

**Executive Session**

Reason – To discuss personnel issues & lease.

Move: Jerome Pettinga

2<sup>nd</sup>: Chief Locke

Discussion: Executive Director Neal asked Soni Johnson to remain for executive session.

Vote: The motion passed unanimously by voice vote.

Executive Session was entered at 11:54 AM.

Chief Locke made a motion to exit executive session; 2<sup>nd</sup> by Brian Keefe. There was no discussion and the motion passed unanimously by voice vote.

Executive Session ended at 12:09 PM.

**Next Meeting Date & Adjournment**

The next quarterly board meeting will take place on October 19, 2021.

*Motion: There being no further business, Chief Locke made a motion to adjourn; 2<sup>nd</sup> by Jerome Pettinga. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 12:12 PM.*

Respectfully submitted:

Soni Johnson

Soni Johnson, Board Clerk

7/27/21

Date