

**STATE OF VERMONT  
ENHANCED 911 BOARD**

**General Meeting #3 – 8/30/2022**

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

***10:00 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  
Captain Lance Burnham  
Jerome Pettinga  
Brian Keefe  
Kelly Kennedy

**Staff Members Present**

Barbara Neal, Executive Director  
Jeremy McMullen, GIS Professional V  
Soni Johnson, Board Clerk  
Ashley Happy, Training & Comm. Program Manager

**Others Present**

Stephen Whitaker  
Phillip Sisk  
Kim Cheney (joined meeting after roll call)

**Approval of Minutes**

- General Meeting #2 – 4/12/22

*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.*

**Executive Director’s Report – Executive Director Barbara Neal**

- Updates on DPS Staffing Levels
  - Captain Burnham provided an update on DPS staffing levels (Westminster new hire & retirements, increase to 12-hour shifts, prioritizing dedicated 911 call-taking, decrease in municipal dispatching).
  - Regional PSAPs and Board staff continue to take 911 rollover calls while DPS works on the issue.
- New Proposed Reimbursement Terms
  - Executive Director Neal provided an overview of proposed changes to the PSAP reimbursement model (changes would go into effect in FY24). A spreadsheet showing the updated calculations was shared with the Board and a copy is available from the E911 Board Office by request.
  - Executive Director Neal recommended that this new reimbursement mechanism be reevaluated in 24 months.
  - All PSAPs are aware of planned changes.
  - Shelburne PSAP missed the 90% answer rate for its primary catchment area in FY22 (meaning only partial reimbursement in FY24). Lower answer rate likely due to increase in rollover calls. Should the Board waive the 90% requirement and allow for full reimbursement in FY24?  
Answer: No

**Motion** – To take the recommendation of the Executive Director to develop the new distribution model for PSAPs.

Move: Chief Locke

2<sup>nd</sup>: Jerome Pettinga

Discussion: Brian Keefe asked if anyone from Shelburne was at the meeting and able to respond or if Shelburne has had an opportunity to respond. Answer: Executive Director Neal has spoken with Shelburne concerning the new distribution model and the possibility of a waiver.

Vote: There being no further discussion, the motion passed unanimously by voice vote. Note: Chair Marcoux recused himself from this vote.

- Addressing Standards – Changes and Approval
  - Jeremy McMullen presented proposed changes to the E911 Addressing Standards. A copy of the proposed changes was provided to board members prior to this meeting and the document is available from the E911 Board office by request.
  - Brian Keefe asked if the Vermont League of Cities and Towns (VLCT) was given an opportunity to comment on the updates. Answer: No, though E911 Board staff did seek input from multiple municipalities.
  - Board members decided to move forward with approval of the changes and Board staff will send the updated standards to VLCT.

Motion – To approve the Addressing Standards as presented to the Board.

Move: Brian Keefe

2<sup>nd</sup>: Captain Lance Burnham

Discussion: None

Vote: The motion passed unanimously by voice vote.

- Training and Communications Department Updates
  - Executive Director Neal provided details concerning the reorganization of the Training and Communications Department (TAC). TAC will now have a Training and Communications Program Manager (position currently filled by Ashley Happy) who will supervise a training coordinator (position currently vacant).
  - Ashley Happy was introduced to the Board and provided a brief overview of department plans. Main focus is on, development and administration of the training program, continuing education and professional development, public education, and mental health and wellness program for call-takers.
- Budget and Funding Updates
  - FY22 final budget numbers approximately 2% over budget (due to increases in retirement costs and a 27th payroll for the year).
  - FY23 – tracking is on budget for spending so far this fiscal year.
  - FY24 – budget planning is ongoing.
  - Funding – the VUSF revenue situation has not changed and E911 will continue to face shortfalls in its appropriation. Work continues with the Administration and the legislature to address this issue.

**Public Comment**

- Stephen Whitaker commented on:
  - Changes cannot be made to the addressing standards without updating the addressing rule.
  - Vacant board member seats need to be filled.
  - The regional dispatch workgroup should be working cooperatively with Board staff to collect dispatch cost information from dispatch agencies.
  - Board staff should take over regional dispatch planning/standards/oversight (would require statutory change).
  - Board is somewhat myopic in its belief that responsibility for a call is only from the switch to the PSAP; statute gives Board responsibility for the full call – from originating caller to dispatch/emergency response.

Executive Director Neal responded that it has been determined that the Addressing Standards can be updated without changes to the Addressing Rule.

- Phillip Sisk introduced himself (NE rep for MCP) and provided a brief overview of Mission Critical Partners.
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### **Executive Session**

Reason: To discuss INdigital contract related items.

Discussion: Executive Director Neal asked Soni Johnson to stay for executive session. Stephen Whitaker asked if the Board expected to take action after executive session. Answer: No

Move: Chief Locke

2<sup>nd</sup>: Brian Keefe

Vote: There being no further the discussion, the motion passed unanimously by voice vote.

Executive Session was entered at 11:11 AM.

Jerome Pettinga made a motion to exit executive session; 2<sup>nd</sup> by Captain Burnham. There was no discussion and the motion passed unanimously by voice vote.

Executive Session ended at 11:25 AM.

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### **New Business**

Chair Marcoux brought up the two open Board positions (municipal official and municipal law enforcement positions currently vacant). Outreach will continue until the seats are filled.

### **Next Meeting Date & Adjournment**

- The next quarterly board meeting will take place on 11/1/2022.
- *Motion: There being no further business, Jerome Pettinga made a motion to adjourn; 2<sup>nd</sup> by Chief Locke. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:31 AM.*

Respectfully submitted:

Soni Johnson

Soni Johnson, Board Clerk

9/15/22

Date