

**STATE OF VERMONT  
ENHANCED 911 BOARD**

**General Meeting #4 – 11/1/22**

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

***10:01 AM – Call to Order***

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

**Board Members Present**

Sheriff Roger Marcoux, Chair  
Captain Lance Burnham  
Jerome Pettinga  
Heather Dale Porter  
Angela Eastman  
Brian Keefe  
Kelly Kennedy

**Staff Members Present**

Barbara Neal, Executive Director  
Soni Johnson, Board Clerk

**Others Present**

Stephen Whitaker

**Approval of Minutes**

- General Meeting #3 – 8/30/22  
*Motion: Jerome Pettinga made a motion to accept the minutes as written; 2nd by Brian Keefe. There was no discussion and the motion passed unanimously by voice vote.*

**Introduction of New Board Member**

- Chair Marcoux introduced the new Municipal Representative for the Board – Angela Eastman.
- Angela Eastman introduced herself to the Board (currently Town Clerk in Orange).

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

- PSAP Staffing and Related Topics
  - Captain Burnham provided an update on DPS staffing levels (vacancy rate still high, eight new hires in the last month).
  - Executive Director Neal provided an update on:
    - staffing issues at the Saint Albans PSAP (experiencing staffing shortage that is impacting their ability to answer all their calls at certain times of day, those calls are being answered at other PSAPs).
    - Dedicated call-takers continue to answer all rollover calls caused by staffing shortages at multiple PSAPs.

Board members discussed possible changes to the PSAP reimbursement model to cover long-term staffing issues at the PSAPs. Possibilities include the Board hiring dedicated call-takers and/or entering into a contract to fully fund a dedicated call-taker position at one of the PSAPs. Executive Director Neal will investigate possibilities and provide an update to the Board.

- Budget/Funding Updates
  - FY24 budget request has been submitted.
  - Requested increase in salaries/wages. Increase due to plan to request that temp position move to full-time permanent position (with Board approval).

**Motion** – *To approve that Executive Director Neal go through the process to upgrade the temp position to a permanent full-time position.*

*Move: Jerome Pettinga*

*2<sup>nd</sup>: Kelly Kennedy*

*Discussion: Dale Porter asked if records indicate that the temp position has been working at close to full time over the years. Executive Director Neal indicated that the temp has been working the maximum allowable hours available to a temporary position; full-time hours are not allowed. There is plenty of work (both regular day-to-day and special projects) available to fill a full-time position. Chair Marcoux asked if regular Board staff have worked overtime to complete work/projects that the temp position could have worked on if able to work full time (answer – Yes).*

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

- **Outage Notification Rule Updates**
  - Executive Director Neal provided a brief overview of the outage notification rule and its impact on Board IT staff since its implementation.
    - Over 700 outage notifications received since implementation. Each instance produces at least three email/pager alerts to IT staff (initial report, update (required within two hours), and outage resolution). IT staff are required to act on each report and are also responsible for managing and compiling the data contained in these reports.
    - Board staff are suggesting amending the rule to remove the required two-hour outage update; carriers could send outage updates when more information is available.
    - Board staff would also like to incorporate language to lay the foundation to require carriers to notify the Board using a Board-approved, standard format.
    - Board staff will draft language and share with the Board at a later meeting.

#### **Public Comment**

- Stephen Whitaker commented on:
  - Statute gives Board responsibility for the full call – from originating caller to dispatch/emergency response. Board needs to recognize that and stop operating in a silo.
  - The Regional Dispatch Work Group (of which Executive Director Neal is an active participant) is laying out the overall dysfunction and lack of planning across the regions. Statewide governance of regional dispatch planning/standards/oversight is needed – the Board needs to evolve itself.
  - Board has failed to adequately respond to a public records request appeal to the head of the agency and could face litigation.
  - Ten-Year Telecommunications Plan – the Board has never discussed the implications for 911 and regional dispatch.

#### **New Business**

Executive Director Neal informed members of required Code of Ethics training. Link & instructions will be sent to the Board.

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

- The next quarterly board meeting will take place on 1/17/23.
- *Motion: There being no further business, Jerome Pettinga made a motion to adjourn; 2nd by Captain Burnham. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:01 AM.*

Respectfully submitted:

Soni Johnson  
Soni Johnson, Board Clerk

11/9/22  
Date