

**STATE OF VERMONT
ENHANCED 9-1-1 BOARD
General Meeting #4
22 October 2019
Capitol Plaza Hotel
100 State St, Montpelier, VT
Room #338**

FINAL
approved as written
approval date: 1/17/20

10:00 AM – Call to Order

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

Board Members Present

Sheriff Roger Marcoux, Acting Chair
Captain Thomas Hango (via conference bridge)
Chief Steven Locke
Kelly Kennedy (via conference bridge)
Jerome Pettinga

Staff Members Present

Barbara Neal, Executive Director
Soni Johnson, Board Clerk

Others Present

Chief Paul Cerutti, Woodbury Fire Dept.
Shaun Morse, Carbyne 911
Stephen Whitaker

Approval of Minutes

7/24/19 – 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.

Fast Squad Discussion – Acting Chair Marcoux introduced Chief Cerutti from the Woodbury Fire Department.

- Chief Cerutti spoke to the Board about issues with fast squad dispatch.
 - Dispatch for the fast squad, fire department, and ambulance service is often handled by different agencies and that is sometimes causing a significant delay in the dispatch (or lack of dispatch) of the fast squad.
- Executive Director Neal provided some background on the issue and possible solutions.
 - Specific Emergency Service Provider (ESP) information is displayed to call-takers in multiple locations (ALI display, map, etc.). Changes to the information displayed is only possible in some of those locations. There are costs associated with these changes and updates to call-taker training would also be required. Research into solutions is ongoing.
 - Towns would continue to be required to sign-off on all ESP information contained in the 9-1-1 database.
- Chief Cerutti & Executive Director Neal will work on gathering fast squad info. Chief Locke will reach out to fire departments about the issue. Executive Director Neal will continue to research costs.

Note: Chief Cerutti left the meeting at 10:25 AM

Director's Report – Executive Director Neal

- CARE Program Updates – Online registration portal was rolled out in September. Outreach is ongoing to ESPs and towns. E9-1-1 Board office is developing a plan/process to provide info to towns/ESPs as to the number of program registrants in specific areas. Board staff is scheduled to give a presentation to AARP and is working with the Department of Disabilities, Aging & Independent Living (DAIL).
- RapidSOS Performance – RapidSOS was deployed in mid-July 2019. System is working as expected. Currently 60% of wireless calls received are providing RapidSOS info. Board staff continues to work with RapidSOS representatives concerning all the information that RapidSOS could provide to 9-1-1 call-takers.

- INdigital Project Status – New system project is on schedule & on budget. Carrier transition discussions are ongoing. Board staff are researching how changes to telephone company interconnection with the upcoming 9-1-1 system could affect tariff costs.
- Public Utility Commission (PUC) Updates
 - Isolation Workshop was held on 7/12/19. The confidentiality agreement is in place and we are waiting for next steps from the PUC.
 - Battery Back-up Workshop – 4th workshop was held on 10/21/19. Legislature has asked the PUC to submit report concerning battery back-up and best practices that should be in place. Public education and outreach are paramount.
- Rulemaking
 - Enterprise Communication System (ECS) rule went into effect on 7/1/19.
 - Outage Notification Rule – draft rule is in development and will be filed with ICAR in November 2019.
- Compliance Grant Program and School Compliance Status – Update provided on grant program funding and school compliance status. Handout #1, *School ECS Compliance Status Report/October 18 2019*, is available from the E9-1-1 Board office on request.

Chittenden Regional Dispatch

Chief Locke provided an update on the regional dispatch project – the project continues to move forward. Research into costs associated with pay/benefits is ongoing. Next phase is another vote by city councils. Current projection is that it will become operational mid to late 2020.

Note: Captain Hango left the meeting at 11 AM.

Follow-up on Public Comment from 7/24/19 Board Meeting – At the 7/24/19 meeting, Acting Chair Marcoux requested that Executive Director Neal provide a detailed response to Stephen Whitaker concerning his public comments at that meeting. Executive Director Neal provided detailed comments to Mr. Whitaker via email on 9/6/19. A copy of that email was handed out to Board members and Executive Director Neal provided a point-by-point overview of her response. Handout #2, *Response to Public Comment at July 24 911 Board Meeting*, is available from the E9-1-1 Board office on request.

Acting Chair Marcoux invited Stephen Whitaker to respond.

Mr. Whitaker responded, “I think it’s a waste of my time if you are going to accept the dodge that is represented in this memo and not dig into each of those issues.” Mr. Whitaker further explained he felt the responses provided to his concerns, which he has been voicing over the course of two years, were meaningless and “BS”.

Public Comment

- Stephen Whitaker offered comments concerning:
 - Back-up Power Workshop – the Board is missing an opportunity and is negligent to not see the merits of addressing the 9-1-1 call blockage from power outages. The current scope is too narrow.

Carbyne 9-1-1 – Acting Chair Marcoux invited Shaun Morse to address the Board.

- Mr. Morse provided a brief overview of Carbyne 9-1-1.
 - Carbyne 9-1-1 provides 9-1-1 phone systems and also provides technology that works with current 9-1-1 systems. It is capable of providing location services (they work with RapidSOS). Their system can also provide video and chat capability. Currently working with approximately 20 states.

New Business

- USF – Executive Director Neal detailed a projected deficit in USF revenue for this fiscal year. She will meet with the Public Service Department and the Department of Finance & Management to gather information and develop a plan and determine next steps.
- VT 211 – Executive Director Neal was contacted by Department of Children & Families (DCF) asking if 9-1-1 call-takers could take on the responsibility for emergency housing intake/screening; VT 211 is no longer providing this service for DCF 24x7. Each request for the emergency housing program could take up to 20 minutes. Executive Director Neal responded that 9-1-1 call-takers could not take on those responsibilities and provided DCF with recommendations of other agencies that might be able to help.

Next Meeting Date & Adjournment

The next quarterly board meeting is scheduled for 1/15/20 in Montpelier (location TBD).

Motion: There being no further business, Chief Locke made a motion to adjourn; 2nd by Jerome Pettinga. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:25 AM.

Respectfully submitted:

Soni Johnson
Soni Johnson, Board Clerk

10/31/19
Date