

**STATE OF VERMONT  
ENHANCED 9-1-1 BOARD  
General Meeting #2  
18 April 2018  
Capitol Plaza Hotel  
100 State St, Montpelier, VT  
Room 338**

FINAL  
approved as written  
approval date: 7/18/18

***10:00 AM – Call to Order***

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

**Board Members Present**

Chief Gary Taylor, Chair  
Heather Dale Porter (via conference bridge)  
Captain Thomas Hango (via conference bridge)  
Chief Steven Locke  
Steve Gold  
Jerome Pettinga  
Kate O'Connor (via conference bridge)

**Others Present**

Representative Robin Chesnut-Tangerman  
Representative Robert Forguites  
Representative Michael Yantachka  
Representative Stephen Carr  
Jay Nichols, VT Principals Assoc.  
Al Barber, Hinesburg Fire/LEPCI  
Jeffrey Francis, VT School Superintendents Assoc.  
Steven Whitaker  
Mike Donahue

**Staff Members Present**

Barbara Neal, Executive Director  
Soni Johnson, Board Clerk

**Arrived After Roll Call**

David Borsykowsky, Office of the Attorney General  
Glen Barrow, Consultant on Police Services, LLC

**Approval of Minutes**

1/24/18 – *Motion: Chief Locke made a motion to accept the minutes as written; 2<sup>nd</sup> by Jerome Pettinga. There was no discussion and the motion passed unanimously by voice vote. Steve Gold abstained (he was not present at the 1/24 meeting).*

**Business**

➤ **March 19 PSTN Outage**

- Executive Director Neal provided an overview of the 3/19/18 PSTN outage and its impact on 9-1-1 services.
  - Eleven 9-1-1 calls did not deliver to Vermont PSAPs during the PSTN outage.
  - All eleven callers were reached out to; either via phone or via a law enforcement welfare check.
  - Per Consolidated Communications, the outage occurred in the PSTN while they were doing work on a component of that network.
  - Public Service Department will file a petition for the Public Utilities Commission to expand the existing investigation of the January 2016 event to include the 3/19/18 event.

➤ **Coverage Co Update**

- Executive Director Neal provided an update on the current CoverageCo status as it pertains to 9-1-1.
  - 9-1-1 received approximately 800 calls from CoverageCo microcells in 2017.
  - All wireless carriers are required to work with a 3<sup>rd</sup> party database provider to provide location information to 9-1-1. The cost of that service is determined between the wireless carrier & the 3<sup>rd</sup> party database provider. CoverageCo has indicated that these fees are part of their financial difficulties.
  - Wireless location requirements are set by the FCC.
- Public Comment: Mr. Whitaker provided comment on the partnership between CoverageCo and the State, detailed the monthly 9-1-1 surcharge, suggested that the monthly surcharge be paid by the

State, and advised the Board should support plans to assist CoverageCo and should also support a study to determine the areas still lacking in cellular service.

- Board Comment
  - A cell coverage study sounds like a good idea, but should the E9-1-1 Board conduct such a study?
  - Will other wireless carriers ask for assistance in paying their 3<sup>rd</sup> party database provider fees if the State provides assistance to CoverageCo.

➤ School MLTS & Compliance Grant Program Updates

- Executive Director Neal provided an overview of VT school compliance testing and results.
- A report on the status of the compliance grant program is available from the E9-1-1 board office.
- Grant programming funding for FY19 is expected to be \$225K (bill has not yet passed).
- Grant program is currently available to VT public schools and private schools which receive public funds for tuition. Should the grant program be opened up to all private schools?
  - Discussion: Grant program should remain available as it is now; it could be opened up to private schools once public schools are compliant.
  - Executive Director Neal will research private schools in VT (how many are there, how many students, 9-1-1 compliance awareness and testing, etc.).

➤ ECS Rule

- Executive Director Neal provided an update on the draft ECS (Enterprise Communications System) rule. A handout of the draft rule was provided to the Board and a copy is available from the E9-1-1 Board office.
- *Motion: Steve Gold made a motion to have 9-1-1 Board staff reach out to stakeholders for comments on the draft rule; 2<sup>nd</sup> by Jerome Pettinga. There was no discussion and the motion passed unanimously by voice vote.*

➤ IVV RFP Status

- Executive Director Neal provided an update on the IVV RFP.
  - No responses were received to the IVV RFP.
  - Recommendation is to hold off on the IVV until the next system (IVV requirements are built into the new RFP).
  - Consolidated Communications did conduct penetration testing on the current 9-1-1 system in early 2018.

➤ System RFP Status

- Executive Director Neal provided an update on the next 9-1-1 system RFP.
    - Issued on 3/30/18, responses are due 7/27/18
    - Currently determining the members of the evaluation team.
    - Does the Board want to hire an outside consultant to evaluate RFP responses?
- Discussion: What value would an outside consultant bring to the process? A previous study has already been paid for and the recommendations from that study have been integrated into the current RFP. What do other states/9-1-1 systems do?
- Public Comment: Mr. Whitaker stated that the RFP process should be paused, a consultant should be hired to review the RFP and to evaluate responses.
  - Executive Director Neal will reach out to other states/jurisdictions for information on their use of outside consultants and the members chosen for their evaluation teams.

➤ Chittenden Regional Dispatch Updates and Discussion

- Chief Locke provided an update on the Chittenden Regional Dispatch Center.
  - The Chittenden County Public Safety Authority recently passed a resolution; it requests approval from the E9-1-1 Board for designation as a public safety answering point (PSAP) once the regional dispatch center is operational and ready to accept that responsibility.
  - The E9-1-1 Board needs to determine if it will add another PSAP with new 9-1-1 call-taking positions; add another PSAP but pull existing 9-1-1 call-taking positions from current PSAPs; or keep the number of PSAPs the same by combining an existing PSAP with the regional dispatch center.

- ◆ Discussion: VT has six PSAPs, no more are needed. No new call-taking positions are needed; if regional dispatch becomes a PSAP some positions can be pulled from the existing PSAPs. One of the smaller PSAPs could merge with the regional dispatch center.
- *Motion: Steve Gold made a motion that the Board is willing to authorize reassigning existing call-taking seats (up to four) to the Chittenden Regional Dispatch Center once operational; 2<sup>nd</sup> by Jerome Pettinga.*  
*Discussion: How will it be determined the number of positions needed at the dispatch center? It would be based on call volume. Executive Director Neal will research the estimated call volume and provide that information to the Board.*  
*Amended Motion: The 9-1-1 Board is willing to authorize reassigning existing call-taking seats (estimated to be four seats, and at the discretion of the Executive Director) to the Chittenden Regional Dispatch Center once operational.*  
*There was no further discussion and the motion passed unanimously by voice vote; Chief Locke recused himself from the vote.*

➤ Dispatch Prioritization

- Executive Director Neal provided an overview on dispatch prioritization in VT and other states and detailed possible costs of call-taker protocols and program implementation/maintenance.
- Chief Locke provided an overview as to the importance of dispatch prioritization and why it would be better to have it happen at the PSAP level as opposed to the dispatch level.  
 Discussion: Cost is prohibitive. More research needs to be done. Board will hold off on a decision and will revisit the issue as needed.

➤ PSAP Reimbursement

- Executive Director Neal detailed remaining funds available from the FY19 PSAP reimbursements. At a previous meeting the Board asked Executive Director Neal to prepare a recommendation for distributing the remaining funds. The recommendation is that the remaining funds be distributed between eligible PSAPs based on the percentage of the overflow calls they answered.
- *Motion: Steve Gold made a motion that the Board endorse the Executive Director's model for distributing the remaining FY19 PSAP reimbursement funds; 2<sup>nd</sup> by Chief Locke. There was no discussion and the motion passed unanimously by voice vote.*

**Public Comments** – Mr. Whitaker stated that PSAP reimbursement should have been adopted by rule.

**Executive Session**

A motion was made to enter executive session to discuss legal issues pertaining to the code of ethics. *Moved by Steve Gold, 2<sup>nd</sup> by Jerome Pettinga. There was no discussion and the motion passed unanimously by voice vote.* Executive Session was entered at 12:11 PM.

A motion was made to end executive session. *Moved by Steve Gold, 2<sup>nd</sup> by Jerome Pettinga. There was no discussion and the motion passed unanimously by voice vote.* Executive session ended at 12:25 PM

**New Business** - none

**Next Meeting Date & Adjournment**

The next quarterly board meeting is scheduled for 7/18/18 in Montpelier (location TBD).

*Motion: There being no further business, Jerome Pettinga made a motion to adjourn; 2<sup>nd</sup> by Steve Gold. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 12:27 PM*

Respectfully submitted:

Soni Johnson  
 Soni Johnson, Board Clerk

4/24/18  
 Date