

**STATE OF VERMONT
ENHANCED 9-1-1 BOARD
General Meeting #3
18 July 2018
Capitol Plaza Hotel
100 State St, Montpelier, VT
Room #338**

FINAL approved as written approval date: 10/30/18

10:02 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
Captain Thomas Hango
Chief Steven Locke
Steve Gold
Jerome Pettinga
Sheriff Roger Marcoux, Vice-Chair (arrived after roll call)

Others Present

Randy Stearns, 2nd Assistant Chief/Addison
Dean Gilmore, Assistant Chief/New Haven
Lee Krohn, Interim Town Manager/Shelburne
Craig Wooster
Steven Whitaker

Staff Members Present

Barbara Neal, Executive Director
Soni Johnson, Board Clerk

Approval of Minutes

4/18/18 – *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. Note: Sheriff Marcoux was not present for this vote.*

Business

➤ **Financial/Budget**

- Enhanced 9-1-1 Board finished FY18 within budget
- FY20 budget planning is in initial stages
- Board staff are pulling together the PSAP performance statistics which will be used to determine the FY20 PSAP reimbursement amounts. Issue has been discovered with the reporting system; board staff are working with E9-1-1 system provider to make sure those issues have been addressed before the final performance stats are determined.

➤ **Compliance Grant Program & School Compliance Status**

- Board staff will soon notify schools of the Fall 2018 grant application period. Applications accepted through 10/8/18, award notification deadline is 11/2/18. The grant program has approximately \$400K in available funds.
- 139 public schools have tested compliant (46% of VT public schools) – in Fall 2016 there were only 60 schools testing compliant – based on ongoing compliance grant projects a further 15 schools could test compliant by year's end
- Board staff continue to work with schools on test calls and compliance issues.

➤ **Legislative Summary**

- H.16 was passed and allowed to pass into law
 - Enhanced 9-1-1 Board FY19 budget passed as submitted
 - Bill contains a requirement that the Board submit a report to the Joint Fiscal Committee on the redundancy and reliability of the 9-1-1 system. The report is due 9/1/18.
 - Bill also created the Joint Information Technology Oversight Committee
- H.8 created an advisory committee to review existing boards and commissions

- System RFP
 - Response deadline was extended by two weeks (now 8/10/18). Vendor selection is expected by 10/19/18.
 - Members of the evaluation team have been chosen.
 - Board had asked Exec. Director to research if other states have hired consultants to assist with the RFP process.
 - Some states do, and some don't (roughly 50/50 split, not all states responded to information request)
 - In a previous discussion between Chair Taylor and Exec. Director Neal it was determined that an advisory consultant should be hired. Exec. Director Neal has been working with Purchasing & Contracting and the Administration and has received sole source approval to enter into an agreement with 9-1-1 Authority.
 - CARE Program
 - Board staff are working on an electronic application, security testing still needed.
 - Board staff will be attending the VT EMS conference – will have information available at booth and have requested a time slot on the presentation schedule.
 - Rulemaking
 - ECS rule draft was sent to stakeholders for feedback. Exec. Director Neal and staff members are reviewing the feedback received.
 - Exec. Director Neal is pulling together cost study information (required to be included in the rule).
 - E9-1-1 staff are continuing to work on rulemaking (new rules needed and updates to existing rules).
 - Public Utilities Commission
 - Investigation of January 2016 outage has been completed. The report is not yet available.
 - E9-1-1 request to expand investigation to include the March 2018 event was not addressed by the commission.
 - CoverageCo
 - CoverageCo has submitted a business plan to the Public Service Department. The plan is currently under review.
 - 7-Digit “Last Ditch” Number – Captain Hango asked about the status of this project. Executive Director Neal stated that testing has been completed but the number has not been implemented.
Motion: Chief Locke made a motion that Executive Director Neal shall inform Consolidated Communications that this project must be finalized and implemented within 90 days; 2nd by Sheriff Marcoux. There was no further discussion and the motion passed unanimously by voice vote.
 - Survive VT – Chair Taylor provided information about preliminary plans to implement the Survive VT program statewide and asked if there will need to be changes to call-taker training.
 - Some call-taker protocols will need to be changed. Those changes are under review.
 - Chittenden Regional Dispatch – Chief Locke provided a status update:
 - RFP released, bids are due mid-August
 - Vendor selection to take place October 1st
 - Still interested in becoming a PSAP when operational
- General Discussion
- Craig Wooster offered his support of the Shelburne PSAP.
 - Lee Krohn spoke to the Town of Shelburne's continued support of the Shelburne PSAP.
 - Assistant Chief Gilmore and Assistant Chief Steans voiced their concerns with possible delays in time to dispatch and information transfer errors if the Shelburne PSAP is relocated to the new regional dispatch center. The Shelburne PSAP provides very professional service.
- Board Member/Board Staff Discussion
- The number of seats needed in the new dispatch center would be determined by 9-1-1 call volume.
 - There isn't a set timeframe for the dispatch center completion. The RFP sets expectations for dates, but the final results will be based on contract negotiations.
 - No final decision has been made on the reallocation of PSAP positions once the regional dispatch center is operational.
 - Exec. Director Neal attended a Shelburne selectboard meeting in May. She provided them with information concerning the Board's stance on the Shelburne PSAP and the Chittenden County

Regional Dispatch. The general comments at the meeting were supportive of the continued existence of the Shelburne PSAP.

➤ Rapid SOS – Location Clearinghouse

- Why can Uber find cell phone users when 9-1-1 can't?
 - Uber receives location information directly from a device (using location clearinghouse functionality). 9-1-1 receives location information from the wireless carriers/networks.
 - Location clearinghouse technology allows for a connection between 9-1-1 and the device-based location.
 - Rapid SOS (a location technology company) does not charge PSAPs for location clearinghouse information, but there are costs associated with connecting to the clearinghouse.
- Board staff and the 9-1-1 system provider have started to investigate this technology to determine the benefits to VT 9-1-1 callers and to identify any possible issues with VT 9-1-1 system integration.

Public Comments

Lee Krohn – More public/emergency service provider outreach & education are necessary for the CARE program. He also asked for the 9-1-1 compliance status of Shelburne's schools (and what can he do to help).

Steven Whitaker expressed concerns that:

- the CoverageCo financial issues were caused by VT 9-1-1 system provider change (Exec. Director Neal clarified that CoverageCo's third party database provider agreement was not ever part of the VT 9-1-1 system contract but was entered into independently by CoverageCo.)
- the 9-1-1 Board did not get expert advice when formulating the new system RFP
- the 9-1-1 Board did not vote on the sole source contract for a consultant
- the timing of issuing a new system RFP was an attempt by the 9-1-1 Board to avoid upcoming legislative oversight
- the 9-1-1 Board has not adequately investigated system redundancy (9-1-1 Authority report did not confirm the redundancy of circuits to every end office)
- there is an absence of geolocation planning (necessary for school safety planning and locating wireless callers)

New Business

➤ VT Enhanced 9-1-1 20th Anniversary

- 2018 is the 20th anniversary of enhanced 9-1-1 in VT. Board staff are working on letters & certificates for all call-takers, with a special "shout-out" to the call-takers who have been with the program since the beginning. Other anniversary plans are being discussed.
- Board members suggested preparing a press release and gathering anecdotes concerning the creation and implementation of the statewide 9-1-1 system.

Next Meeting Date & Adjournment

The next quarterly board meeting is scheduled for 10/3/18 in Montpelier (location TBD).

Motion: There being no further business, Sheriff Marcoux made a motion to adjourn; 2nd by Captain Hango. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:15 AM.

Respectfully submitted:

Soni Johnson
Soni Johnson, Board Clerk

7/24/18
Date