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0:0:0.0 --> 0:0:1.140

Marcoux, Roger / Johnson, Soni
Good morning, everyone.

0:0:1.810 --> 0:0:2.700

Marcoux, Roger / Johnson, Soni
Welcome.

0:0:2.750 --> 0:0:5.70

Marcoux, Roger / Johnson, Soni
And it's 10:00 o'clock.

0:0:5.80 --> 0:0:12.130

Marcoux, Roger / Johnson, Soni
So I'm gonna call the meeting to order and the first thing we'll do is roll call and I'll ask Sonny to go through that.

0:0:12.340 --> 0:0:13.870

Marcoux, Roger / Johnson, Soni
OK. Sorry.

0:0:14.60 --> 0:0:20.950

Marcoux, Roger / Johnson, Soni
So Roger and I are sharing a computer, so just bear with me while I maneuver myself where I need to be.

0:0:21.400 --> 0:0:23.990

Marcoux, Roger / Johnson, Soni
So just so everybody knows I'm Sonny Johnson.

0:0:24.0 --> 0:0:24.430

Marcoux, Roger / Johnson, Soni
I'm bored.

0:0:24.440 --> 0:0:27.250

Marcoux, Roger / Johnson, Soni
Clerk, let's see, Brian Keefe.

0:0:28.140 --> 0:0:29.590

Brian Keefe
I'm here is my microphone on.

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0:0:31.490 --> 0:0:31.850

Brian Keefe

Thank you.

0:0:30.450 --> 0:0:32.90

Marcoux, Roger / Johnson, Soni

It is loud and clear.

0:0:32.610 --> 0:0:32.950

Brian Keefe

Thank you.

0:0:32.640 --> 0:0:33.330

Marcoux, Roger / Johnson, Soni

Lance Burnham.

0:0:34.370 --> 0:0:34.730

Burnham, Lance

I'm here.

0:0:35.870 --> 0:0:36.900

Marcoux, Roger / Johnson, Soni

Uh, deal Porter.

0:0:38.250 --> 0:0:38.510

Dale Porter

Here.

0:0:40.70 --> 0:0:40.830

Marcoux, Roger / Johnson, Soni

Eric nordenson.

0:0:41.850 --> 0:0:42.200

Eric Nordenson

Here.

0:0:42.210 --> 0:0:42.590

Eric Nordenson

Good morning.

0:0:43.750 --> 0:0:44.510

Marcoux, Roger / Johnson, Soni

Steve Locke.

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0:0:45.590 --> 0:0:46.100

Steve Locke
Yes, I'm here.

0:0:47.210 --> 0:0:47.820

Marcoux, Roger / Johnson, Soni
Bird, Neil.

0:0:49.230 --> 0:0:49.470

Neal, Barbara
Here.

0:0:50.570 --> 0:0:54.820

Marcoux, Roger / Johnson, Soni
And then it looks like we have a couple of guests today.

0:0:55.150 --> 0:0:59.110

Marcoux, Roger / Johnson, Soni
Cindy Laro am I really betraying your last name?

0:1:0.160 --> 0:1:1.50

Cindy Leiro
No, you got it.

0:1:1.100 --> 0:1:1.580

Cindy Leiro
It's good.

0:1:2.950 --> 0:1:3.760

Marcoux, Roger / Johnson, Soni
OK.

0:1:3.770 --> 0:1:7.680

Marcoux, Roger / Johnson, Soni
And then, uh, Chris and I can't even read that from here.

0:1:7.690 --> 0:1:9.260

Marcoux, Roger / Johnson, Soni
Sorry, I just got new glasses.

0:1:9.590 --> 0:1:10.700

Marcoux, Roger / Johnson, Soni
Petty good.

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0:1:10.910 --> 0:1:11.520

Pedoty, Christian

Yep, Chris.

0:1:11.650 --> 0:1:12.650

Pedoty, Christian

Chris Pedota, good morning.

0:1:10.710 --> 0:1:16.420

Marcoux, Roger / Johnson, Soni

Pedrotti Pedrotti morning and then Sherry Bush.

0:1:18.10 --> 0:1:18.910

Sherri Bush, ENP - ADCOMM Engineering (Guest)

Yes, thank you.

0:1:19.790 --> 0:1:20.240

Marcoux, Roger / Johnson, Soni

Alright.

0:1:20.250 --> 0:1:23.580

Marcoux, Roger / Johnson, Soni

And just to make sure everybody knows this meeting is being recorded.

0:1:25.470 --> 0:1:26.470

Marcoux, Roger / Johnson, Soni

Alright, hold on.

0:1:26.480 --> 0:1:27.820

Marcoux, Roger / Johnson, Soni

We got somebody waiting in the lobby.

0:1:27.830 --> 0:1:30.90

Marcoux, Roger / Johnson, Soni

I do believe that it is Kelly Kennedy.

0:1:33.580 --> 0:1:33.930

Marcoux, Roger / Johnson, Soni

Really.

0:1:33.940 --> 0:1:34.470

Marcoux, Roger / Johnson, Soni

Is that you?

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0:1:41.310 --> 0:1:43.20

Marcoux, Roger / Johnson, Soni
Kill his muted, but I can't tell.

0:1:43.710 --> 0:1:45.710

Marcoux, Roger / Johnson, Soni
I think that's the number of Kelly usually shows up with.

0:1:46.820 --> 0:1:47.410

a4d7bdca-c302-48de-84dd-bc0cfbc9b360
Good morning.

0:1:47.460 --> 0:1:47.870

a4d7bdca-c302-48de-84dd-bc0cfbc9b360
It's Kelly.

0:1:49.0 --> 0:1:49.240

Marcoux, Roger / Johnson, Soni
Kelly.

0:1:52.870 --> 0:1:53.560

Marcoux, Roger / Johnson, Soni
OK.

0:1:53.610 --> 0:1:58.100

Marcoux, Roger / Johnson, Soni
Maybe first I'd like to uh uh.

0:1:58.640 --> 0:1:59.770

Marcoux, Roger / Johnson, Soni
Ask Chris.

0:1:59.980 --> 0:2:2.990

Marcoux, Roger / Johnson, Soni
Doughty, to tell us a little bit about self and.

0:2:3.0 --> 0:2:7.250

Marcoux, Roger / Johnson, Soni
And he's gonna be a member of the board here soon.

0:2:7.260 --> 0:2:12.190

Marcoux, Roger / Johnson, Soni
But Chris, I I haven't met you in person to really talk to.

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0:2:12.400 --> 0:2:19.270

Marcoux, Roger / Johnson, Soni

So not to put you on the spot, but would you go ahead and tell us a little bit about yourself and what you're going to be doing?

0:2:20.50 --> 0:2:20.620

Pedoty, Christian

Sure.

0:2:20.700 --> 0:2:22.80

Pedoty, Christian

Uh, good morning everyone.

0:2:22.950 --> 0:2:28.180

Pedoty, Christian

So I started in the new position here as the emergency Communications director at the state police.

0:2:28.190 --> 0:2:31.510

Pedoty, Christian

So basically, Captain Burns position, if you will.

0:2:32.90 --> 0:2:33.900

Pedoty, Christian

So I started here on January 1st.

0:2:34.90 --> 0:2:44.780

Pedoty, Christian

Prior to that, I was with Department of Public Safety at the Homeland Security Unit since 2019 and in a nutshell, the Reader's Digest version is.

0:2:44.790 --> 0:2:52.370

Pedoty, Christian

I come from a law enforcement background, retired Lieutenant from New York now became a chief of police out in Massachusetts.

0:2:52.760 --> 0:2:55.890

Pedoty, Christian

And then again came here to DPS.

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0:2:55.900 --> 0:2:57.960

Pedoty, Christian

So nice to be with everyone.

0:2:59.70 --> 0:3:7.310

Marcoux, Roger / Johnson, Soni

All them so does that mean the upon the governor's appointment that Lance you'll be stepping down or?

0:3:19.420 --> 0:3:19.620

Marcoux, Roger / Johnson, Soni

OK.

0:3:9.370 --> 0:3:20.710

Burnham, Lance

Yes, uh, Chris will be taking over for me once it's appointed by the governor and until that happens, I'll I'll remain in active role until Barb tells me otherwise.

0:3:21.730 --> 0:3:22.160

Marcoux, Roger / Johnson, Soni

OK.

0:3:22.170 --> 0:3:24.220

Marcoux, Roger / Johnson, Soni

Thanks ohm.

0:3:24.360 --> 0:3:24.930

Marcoux, Roger / Johnson, Soni

OK.

0:3:24.940 --> 0:3:31.470

Marcoux, Roger / Johnson, Soni

And uh, apparently Angela Eastman has stepped down and she is a municipal member.

0:3:31.480 --> 0:3:32.390

Marcoux, Roger / Johnson, Soni

I believe right, Barb?

0:3:32.890 --> 0:3:34.260

Neal, Barbara

Yes, she is. Yeah.

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0:3:35.210 --> 0:3:42.340

Marcoux, Roger / Johnson, Soni

And so, uh, Barq's going to be working with the League of Cities and towns to see if we can get a replacement for Angela.

0:3:42.730 --> 0:3:56.890

Marcoux, Roger / Johnson, Soni

And just to try to even things out where we're hoping to find somebody from the southern part of the state ohm and so that's that's another personnel type of change to make.

0:3:56.900 --> 0:4:7.250

Marcoux, Roger / Johnson, Soni

So first order of business or second order business here will be the approval of minutes for the general meeting which took place the 1st of November of 2023.

0:4:7.700 --> 0:4:10.180

Marcoux, Roger / Johnson, Soni

So do I have a motion to accept those minutes?

0:4:11.690 --> 0:4:14.110

Steve Locke

I'm over it, Steve.

0:4:14.10 --> 0:4:14.870

Marcoux, Roger / Johnson, Soni

Even second.

0:4:15.900 --> 0:4:16.480

Burnham, Lance

While second.

0:4:14.810 --> 0:4:16.800

a4d7bdca-c302-48de-84dd-bc0cfbc9b360

Also second, Kelly.

0:4:18.340 --> 0:4:19.670

Marcoux, Roger / Johnson, Soni

OK, I think I heard Kelly.

0:4:19.680 --> 0:4:25.40

Marcoux, Roger / Johnson, Soni

First, thanks to Linz, I'll those in the is there any discussion about the Minutes?

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0:4:28.430 --> 0:4:35.390

Marcoux, Roger / Johnson, Soni

Hearing none, all those in favor of accepting the motion signify by saying aye.

0:4:36.630 --> 0:4:37.40

Steve Locke

I.

0:4:36.930 --> 0:4:37.190

Brian Keefe

Aye.

0:4:36.730 --> 0:4:37.340

Burnham, Lance

I.

0:4:38.260 --> 0:4:38.600

Marcoux, Roger / Johnson, Soni

OK.

0:4:38.340 --> 0:4:38.730

Dale Porter

I.

0:4:38.320 --> 0:4:38.740

a4d7bdca-c302-48de-84dd-bc0cfbc9b360

I.

0:4:40.170 --> 0:4:40.970

Marcoux, Roger / Johnson, Soni

Yeah, it's have it.

0:4:41.930 --> 0:4:42.640

Marcoux, Roger / Johnson, Soni

OK.

0:4:42.790 --> 0:4:47.380

Marcoux, Roger / Johnson, Soni

Uh directors report Barb 102.

0:4:47.390 --> 0:4:47.910

Marcoux, Roger / Johnson, Soni

Take it away.

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0:4:48.760 --> 0:4:49.310

Neal, Barbara
OK.

0:4:49.660 --> 0:5:7.770

Neal, Barbara
Just a quick note Chris, I will reach out to you maybe through Lance or somehow we'll coordinate sort of an introductory meeting if that would be helpful just to sort of the could have 911 board 101 if you will umm sometime in the next little while so.

0:5:7.900 --> 0:5:8.590

Pedoty, Christian
Sounds great.

0:5:8.600 --> 0:5:8.940

Pedoty, Christian
Thank you.

0:5:10.480 --> 0:5:11.90

Neal, Barbara
Welcome.

0:5:11.100 --> 0:5:23.940

Neal, Barbara
So first item to report on is PSAP staffing and and related topics and I'm going to hand it right back to Captain Burnham for an update on the staffing situation at DPS and the comp centers.

0:5:25.660 --> 0:5:26.960

Burnham, Lance
Uh, thank you, Barb.

0:5:27.400 --> 0:5:31.850

Burnham, Lance
I think we are pretty much status quo as we were from the last quarter.

0:5:32.400 --> 0:5:38.920

Burnham, Lance
We have 10 vacancies out of our Williston barracks and we had five vacancies out of our Westminster barracks.

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0:5:40.360 --> 0:5:56.0

Burnham, Lance

We've held that position mainly because we have a high number of app or not applicants, but trainees and we only have so many trainers so we can't hire more people until we sign those that are actually in the system off.

0:5:57.610 --> 0:6:2.750

Burnham, Lance

Chris can probably give an update on that, but I believe that that's happening quickly, especially in Williston.

0:6:5.620 --> 0:6:7.270

Burnham, Lance

But it's going.

0:6:7.280 --> 0:6:11.450

Burnham, Lance

I I do know that our we do have applicants that are waiting.

0:6:11.460 --> 0:6:21.260

Burnham, Lance

We have applicants that we had hire, we had interviewed previously that are kind of uh, just waiting for the top, waiting for the rest to open it up, and then we're gonna bring him in.

0:6:21.270 --> 0:6:25.710

Burnham, Lance

So, umm, but the good news on that and.

0:6:27.800 --> 0:6:32.740

Burnham, Lance

I don't want to steal Chris's good news, but uh, you know, even with these.

0:6:34.250 --> 0:6:45.100

Burnham, Lance

Vacancies last month are are catchment area rate out of Williston was 94% and our catchment rate out of Westminster was finally above 90 was at 93%.

0:6:45.540 --> 0:6:47.310

Burnham, Lance

So we are upward.

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0:6:47.320 --> 0:7:1.110

Burnham, Lance

We're supposed to be even with the vacancies, but the applicants that we do have and the new people that we have is very encouraging because they are very professional, they're young and they're doing it for the right reason.

0:7:5.170 --> 0:7:6.520

Marcoux, Roger / Johnson, Soni

Cut out lands.

0:7:6.440 --> 0:7:8.50

Neal, Barbara

Yeah, we're not hearing you, Lance.

0:7:8.740 --> 0:7:10.250

Burnham, Lance

Hello, can you hear me now?

0:7:10.850 --> 0:7:11.70

Neal, Barbara

Yep.

0:7:11.770 --> 0:7:12.30

Burnham, Lance

OK.

0:7:12.770 --> 0:7:13.380

Burnham, Lance

Umm.

0:7:13.610 --> 0:7:17.190

Burnham, Lance

Press unless I missed anything, please add anything I miss.

0:7:18.520 --> 0:7:19.690

Pedoty, Christian

No, I think you hit her on the head.

0:7:19.700 --> 0:7:21.330

Pedoty, Christian

You stole all my Thunder, so that was perfect.

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0:7:22.760 --> 0:7:23.100

Burnham, Lance

OK.

0:7:23.510 --> 0:7:23.830

Marcoux, Roger / Johnson, Soni

OK.

0:7:24.30 --> 0:7:24.620

Steve Locke

I'm captain.

0:7:24.630 --> 0:7:26.470

Steve Locke

Have you changed process at all?

0:7:26.480 --> 0:7:33.250

Steve Locke

That increased the answer rate like more time of a dedicated call taker versus dual role.

0:7:34.870 --> 0:7:45.970

Burnham, Lance

Yeah, I think what we saw in December is we had a lot of state employees that came in and helped with answering those calls.

0:7:47.330 --> 0:7:51.920

Burnham, Lance

However, what we have done and we what we are in the process of doing that in Westminster.

0:7:52.720 --> 0:7:56.910

Burnham, Lance

Ohh, number one, Williston, we've taken on an extra full time call taker.

0:7:57.920 --> 0:7:59.670

Burnham, Lance

Uh, albeit in state government.

0:7:59.680 --> 0:8:3.690

Burnham, Lance

There there is no full time, but we're gonna push the limits there and it will.

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0:8:3.700 --> 0:8:5.930

Burnham, Lance
Aston or Westminster?

0:8:6.460 --> 0:8:9.360

Burnham, Lance
We are looking at the possibility of.

0:8:10.480 --> 0:8:14.970

Burnham, Lance
Reclassing dispatch positions and to full-time call taker positions.

0:8:15.640 --> 0:8:26.570

Burnham, Lance
Umm to help, I think with the change in our process and our workflow that we've done throughout frankly the last two years we could justify.

0:8:28.870 --> 0:8:36.660

Burnham, Lance
Limiting the staff, limiting the dispatch numbers as long as we're supplementing them with the 911 call takers.

0:8:36.710 --> 0:8:40.150

Burnham, Lance
Because that's where a majority of the work lies.

0:8:43.330 --> 0:8:43.670

Steve Locke
Thanks.

0:8:46.360 --> 0:8:49.50

Neal, Barbara
So I can add a little bit here.

0:8:49.110 --> 0:9:0.150

Neal, Barbara
Uh, Chris or Lance if you need any help from us as far as training up those new people, course on the 911 side of things, just reach out if that would help expedite things.

0:9:0.160 --> 0:9:18.20

Neal, Barbara
And then to expand on lances and and Chris's explanation of the improved primary

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catchment area answer rate, I'm looking at a chart that takes me all the way back on a weekly basis to the beginning of December.

0:9:18.210 --> 0:9:29.170

Neal, Barbara

And both Psaps were over 90% in each of the five in five weeks from December 5th to January 2nd.

0:9:29.270 --> 0:9:35.460

Neal, Barbara

I haven't looked at the numbers for January yet, but that was certainly a big improvement.

0:9:35.470 --> 0:9:42.290

Neal, Barbara

In fact, in the first week of January, Williston was at nearly 97% of their primary catchment area answer rate.

0:9:43.90 --> 0:9:54.780

Neal, Barbara

So one of the what I'm gonna recommend is that we continue to monitor the primary catchment area answer rates for DPS and for all PC apps.

0:9:54.790 --> 0:10:6.300

Neal, Barbara

And if that rate uh remains above 90% through, let's say February, that seems like a reasonable time to me through the end of February.

0:10:6.360 --> 0:10:12.990

Neal, Barbara

Then we'll talk about reducing or eliminating even the need for the dedicated 911 call.

0:10:13.0 --> 0:10:24.420

Neal, Barbara

Taking that we have going on in the in the regional peace apps and and we can discuss the particulars of that as we go along.

0:10:24.990 --> 0:10:27.500

Neal, Barbara

If that before we make some kind of final decision on that.

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0:10:29.990 --> 0:10:32.540

Burnham, Lance

It, but if you don't mind, I'd like to add one more thing.

0:10:32.790 --> 0:10:42.840

Burnham, Lance

I think one of the the biggest thing that we saw that had the biggest impact is the training of the 911 call takers.

0:10:42.850 --> 0:10:45.160

Burnham, Lance

While the dispatchers were still in training.

0:10:46.590 --> 0:10:58.800

Burnham, Lance

Typically we would hold off the 911 training piece until they were signed off on dispatch, but we found that and I think this is actually important for the other piece apps as well.

0:10:58.870 --> 0:11:12.940

Burnham, Lance

If they run into this is that we found if we train the new dispatchers earlier, we find that it helped with their interview skills on the phone.

0:11:13.410 --> 0:11:21.400

Burnham, Lance

We help that we found that it gave them a break where we said you're hitting a wall at some point with the training and dispatch.

0:11:21.410 --> 0:11:25.870

Burnham, Lance

Why don't we you go sit at 911, take a break, take a take a breather.

0:11:26.810 --> 0:11:46.230

Burnham, Lance

It's best that you can and it gives them an opportunity to just refresh a little bit, but the biggest thing that I see or what I should say is what I hear when I was in Chris's seat, the interview skills that people learn as a 911 call taker cannot be diminished.

0:11:46.580 --> 0:11:53.580

Burnham, Lance

If you can talk to somebody who's in stress during an emergency, you asked the appropriate questions.

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0:11:53.590 --> 0:12:1.790

Burnham, Lance

When you're not in an emergency cause you're much more common level headed, so I think that's had a great impact on what we see.

0:12:4.110 --> 0:12:5.480

Neal, Barbara

Well, that's really good to hear.

0:12:5.490 --> 0:12:18.370

Neal, Barbara

And and and really that call Taker certification course, the 40 hour course is a basic telecommunicator course, right, we we do not go into the world of dispatch operations, right.

0:12:18.380 --> 0:12:30.650

Neal, Barbara

We don't talk about radio or anything like that, but we talk about, as you mentioned the call, the interviewing process, certainly the pre arrival instructions how to manage callers.

0:12:32.780 --> 0:12:34.970

Neal, Barbara

In all kinds of events and so forth.

0:12:34.980 --> 0:12:41.230

Neal, Barbara

So I'm glad that you are finding that useful and it's expanding into the dispatch world as well.

0:12:41.240 --> 0:12:45.190

Neal, Barbara

Those are basic telecommunicator fundamentals that they lose.

0:12:45.240 --> 0:12:47.460

Neal, Barbara

Learn rather learn in that class.

0:12:51.380 --> 0:12:53.880

Marcoux, Roger / Johnson, Soni

Kid, you're gonna go to budget.

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0:12:54.820 --> 0:12:55.810

Neal, Barbara

I am if we're ready.

0:12:55.820 --> 0:12:56.390

Neal, Barbara

Yes.

0:12:56.490 --> 0:12:59.470

Neal, Barbara

OK, budget and funding update.

0:12:59.480 --> 0:13:14.100

Neal, Barbara

So the FY25 budget request, that's what starts on July 1st is for just over \$4.9 million, that's an increase of about 2.1% over the current fiscal year.

0:13:15.590 --> 0:13:21.210

Neal, Barbara

Mostly the increase is due to increases in salary and benefits and some general operating costs.

0:13:22.950 --> 0:13:28.290

Neal, Barbara

There will be a insufficient distributions or disbursements rather.

0:13:29.820 --> 0:13:46.750

Neal, Barbara

From the Vermont Universal Service Fund, absent any change in the structure of that fund that will result in a short fall to the Special fund, the 911 Special Fund of approximately 1.3 million in FY25.

0:13:47.580 --> 0:13:50.210

Neal, Barbara

And I I said that kind of awkwardly.

0:13:50.300 --> 0:14:4.220

Neal, Barbara

So unless there are any changes to the structure of the Vermont Universal Service Fund, we anticipate insufficient disbursements to our fund in the amount of about 1.3 million next fiscal year.

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0:14:4.750 --> 0:14:18.540

Neal, Barbara

And so a request to address that shortfall using general funds is at the governor's office as we speak, and I think most of you know that the Governor's budget address is planned for later today.

0:14:18.550 --> 0:14:24.340

Neal, Barbara

So after that we will know for certain where that fell in the in the priorities.

0:14:25.550 --> 0:14:51.700

Neal, Barbara

Umm, there is a bill each 657 that has been introduced and is currently at House Ways and Means that would change the structure of the Vermont Universal Service Fund so that it became a per line charge rather than the current 2.4% charge on or surcharge on retail telecommunications sales.

0:14:53.60 --> 0:15:15.260

Neal, Barbara

The the numbers that I have seen and if they were to make that change and assuming that it was a \$0.70 per line charge that would that is expected to raise about \$7 million for the Vermont Universal Service Fund, which is versus the projected \$4.5 million.

0:15:15.270 --> 0:15:30.380

Neal, Barbara

If the structure doesn't change, umm however, as it's currently written, it maintains that waterfall or hierarchy for disbursements, which puts the 911 board at #4 out of 6.

0:15:30.850 --> 0:15:31.360

Neal, Barbara

Umm.

0:15:32.370 --> 0:15:34.750

Neal, Barbara

Six programs that require funding.

0:15:36.320 --> 0:15:51.110

Neal, Barbara

They the the legislation also adds funding for 988 service into the hierarchy, but it's after 911 and 988 is the new 3 digit number for the suicide and crisis hotline.

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0:15:52.0 --> 0:15:56.940

Neal, Barbara

So a very important program that that we've been working with in in other ways as well.

0:15:59.270 --> 0:16:6.60

Neal, Barbara

The bill continues to direct 17% of the Vermont Universal Service Fund revenues off the top.

0:16:6.70 --> 0:16:12.260

Neal, Barbara

They take it right before they disperse to anybody else to the Vermont Community Broadband Board.

0:16:13.420 --> 0:16:29.950

Neal, Barbara

So why was asked to provide some feedback to the bill sponsor before this bill was introduced and I relayed our our concerns about the hierarchy, where where the the charge is all based on access to 911.

0:16:29.960 --> 0:16:37.0

Neal, Barbara

And yet we're 4th on the the Dispersement hierarchy, and also conveyed that.

0:16:39.0 --> 0:16:57.240

Neal, Barbara

We have concerns about this 17% off the top going to the Vermont Community Broadband Board while we support their good work, they are also receiving my understanding much support from the federal federal funds.

0:16:57.630 --> 0:17:2.190

Neal, Barbara

So whether this 800,000 or it would be a little bit more in this new structure?

0:17:3.650 --> 0:17:15.340

Neal, Barbara

Is really being put to best use for funds from the Vermont Universal Service Fund is a question that I have so those that position has been put kind of on the table with the bill sponsor.

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0:17:15.430 --> 0:17:17.90

Neal, Barbara

I haven't been asked to testify yet.

0:17:17.100 --> 0:17:20.840

Neal, Barbara

Don't know if I will, but but it's certainly something that I'll be watching.

0:17:22.140 --> 0:17:23.360

Marcoux, Roger / Johnson, Soni

Who's the bill sponsored?

0:17:24.610 --> 0:17:26.330

Neal, Barbara

Uh representative Sims?

0:17:32.830 --> 0:18:8.320

Marcoux, Roger / Johnson, Soni

Think I feel one just continue to have real heartburn over as being fourth out of six you know and then something that that you know we save lives directly you know through we can provide evidence that we save lives every year and I'm I'm not understanding this so I think we'll have to see how this goes but I think we've got to find our own allies in the legislature to see if we can get this changed and be more proactive about it.

0:18:9.510 --> 0:18:9.670

Neal, Barbara

OK.

0:18:10.990 --> 0:18:16.490

Steve Locke

Roger, do you think that at the end of the day, this is just politics because they know, I mean, they're gonna fund the system.

0:18:16.500 --> 0:18:25.50

Steve Locke

I mean, I know every, every year we go through the same dance, but that at the end of the day it seems like they always fund it and we always deliver service.

0:18:25.60 --> 0:18:28.40

Steve Locke

They're not gonna let the service not happen.

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0:18:28.310 --> 0:18:36.910

Steve Locke

And so I just sometimes wonder if that's the reason we're 4th is because they know that there's going to be other ways that it gets funded, not saying it's good.

0:18:36.920 --> 0:18:37.830

Steve Locke

I just think that's what I.

0:18:36.340 --> 0:18:47.680

Marcoux, Roger / Johnson, Soni

Ohm I I I have always and I agree with you, Steven, that they're always gonna they they have no choice but to find a way to to fund us.

0:18:47.690 --> 0:19:3.670

Marcoux, Roger / Johnson, Soni

But you know, partially out of the general fund partially out of the Universal Service Fund, it's a little unsettling to, yeah, you know, it's just a little unsettling that we have to play that game every year.

0:19:4.710 --> 0:19:12.100

Marcoux, Roger / Johnson, Soni

So, uh, I think it was last year that there was some talk about all coming out of the general fund.

0:19:12.300 --> 0:19:12.610

Neal, Barbara

Umm.

0:19:12.730 --> 0:19:43.80

Marcoux, Roger / Johnson, Soni

So and the the scary part about that is that they're looking for universal budget cuts coming out of the general fund then, you know, I don't want to start having to worry about losing personnel and ripping people and what have you, things that have happened in the past but but open to suggestions of how do we how do we proceed with this uh, you know after we see how this H 657's gonna turn out here.

0:19:46.860 --> 0:19:47.100

Marcoux, Roger / Johnson, Soni

There.

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0:19:49.30 --> 0:19:49.350

Neal, Barbara
OK.

0:19:51.530 --> 0:19:52.750

Neal, Barbara
Moving on.

0:19:52.830 --> 0:19:56.200

Neal, Barbara
Umm, so a legislative update.

0:19:56.210 --> 0:20:5.720

Neal, Barbara
So in addition to this H 657 that we just talked about, there are several other bills with a potential impact on 911.

0:20:6.470 --> 0:20:16.540

Neal, Barbara
And I'll preface this by saying I am not yet clear on how quickly, or even if any of these bills will advance.

0:20:16.700 --> 0:20:23.180

Neal, Barbara
I need to have some more conversations to kind of understand that landscape, but, but here's what what's out here right now.

0:20:25.210 --> 0:20:47.940

Neal, Barbara
In addition to H657, we have H283 which relates to suicide prevention initiatives and calls for a study by the Department of Public Safety of the systemic changes that would be necessary to include the 988 suicide and crisis lifeline in emergency service response.

0:20:49.270 --> 0:21:16.590

Neal, Barbara
The the as it's written now, DPS would also as part of the study, need to figure out how to further integrate the 988 suicide and crisis like line into the 911 system, including call diversion to 988 where appropriate from local law enforcement and dispatch and uh provide evidence based risk assessment training to dispatch in 911 operators.

0:21:17.490 --> 0:21:42.110

Neal, Barbara

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So while we the 911 board are not the entity that would be required to develop this report, we will most certainly need to be involved in the conversation specifically as it relates to protocols around 911 called diversion to 988 risk assessment training and protocols that would be involved for call takers.

0:21:44.80 --> 0:21:46.50

Neal, Barbara

So that's a longer conversation.

0:21:46.60 --> 0:21:53.340

Neal, Barbara

I know that there is work going on in the background already on this topic and I don't know quite what will happen with the bill, but it's out there.

0:21:56.40 --> 0:22:0.230

Neal, Barbara

H622 is an act related to emergency medical services.

0:22:0.240 --> 0:22:6.330

Neal, Barbara

It creates an EMS board and names the 911 board chair.

0:22:6.420 --> 0:22:10.790

Neal, Barbara

Congratulations, Roger or his designee or the designee.

0:22:11.370 --> 0:22:11.650

Marcoux, Roger / Johnson, Soni

Barb.

0:22:14.540 --> 0:22:25.990

Neal, Barbara

To it, and is tasked with that board is tasked with the development of A5 year EMS plan along with other responsibilities, so that that is out there as well.

0:22:26.280 --> 0:22:41.120

Neal, Barbara

There's H723, an act related to flood recovery, which calls on the 911 board to develop a policy for the 911 system to more efficiently and effectively use the Vt alerts system during emergencies.

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0:22:41.990 --> 0:22:50.760

Neal, Barbara

And I have on my list of things to do this week is to reach out to the sponsor of this bill and let them know.

0:22:50.850 --> 0:22:51.630

Neal, Barbara

Of course, Chris.

0:22:51.640 --> 0:23:12.980

Neal, Barbara

And and Lance know this that Vt alerts is managed by Vermont Emergency Management and while they use our wireline or alley information in their system, they are also responsible for issuing wireless emergency alerts which reach a much larger wireless base of subscribers.

0:23:13.320 --> 0:23:22.160

Neal, Barbara

So I think there needs to be some discussion on who's developing what policy and procedure around this, but but those those discussions can be had.

0:23:23.820 --> 0:23:37.170

Neal, Barbara

There are also several bills out there related to the development of a rental registry by the Agency of Housing and Community Development, and they all identify that this work will be done in collaboration with the 911 board.

0:23:37.250 --> 0:23:42.550

Neal, Barbara

I suspect they will be interested in our E site data for that project.

0:23:43.700 --> 0:23:53.300

Neal, Barbara

And then finally, of course, S 139 still exists and that would expand the authority of the 911 board to include all of public safety communications.

0:23:53.670 --> 0:24:10.180

Neal, Barbara

In other words, the work of the current public safety Communications task force so that one, I believe they are going to allow the task force to continue its to to do its work before there's any any change in S 139, but who knows.

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0:24:10.190 --> 0:24:12.890

Neal, Barbara

So it's still active there.

0:24:13.970 --> 0:24:17.190

Neal, Barbara

So questions on the legislative update?

0:24:20.290 --> 0:24:22.480

Marcoux, Roger / Johnson, Soni

I have one on the.

0:24:26.90 --> 0:24:29.780

Marcoux, Roger / Johnson, Soni

The collaboration with the Agency of Housing and Community Development.

0:24:30.560 --> 0:24:30.820

Neal, Barbara

Mm-hmm.

0:24:31.830 --> 0:24:34.390

Marcoux, Roger / Johnson, Soni

We have some confidentiality.

0:24:35.810 --> 0:24:42.510

Marcoux, Roger / Johnson, Soni

The issues you see that this is not gonna be as simple as it providing them with information that we have.

0:24:43.300 --> 0:24:45.590

Neal, Barbara

It it depends on the information they're thinking.

0:24:45.600 --> 0:24:50.570

Neal, Barbara

I'm guessing that they're going to want our GIS data, which basically is a map, right?

0:24:50.580 --> 0:24:55.90

Neal, Barbara

That doesn't attach personally identifiable information.

0:24:55.260 --> 0:25:12.150

Neal, Barbara

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It's really addresses and perhaps structure types and that type of thing, but that would, I mean, if it's anything beyond that, yes, we would have to have you know there there's a limitation to what we can release so.

0:25:13.850 --> 0:25:14.300

Marcoux, Roger / Johnson, Soni
Thank you.

0:25:14.340 --> 0:25:17.510

Marcoux, Roger / Johnson, Soni
Is there any other questions on the legislative front here?

0:25:19.770 --> 0:25:20.320

Marcoux, Roger / Johnson, Soni
OK, Barb.

0:25:21.710 --> 0:25:25.860

Neal, Barbara
OK, so Next up is the strategic plan review.

0:25:26.370 --> 0:25:32.560

Neal, Barbara
Last week, we circulated the updated strategic plan for your review.

0:25:32.570 --> 0:25:48.640

Neal, Barbara
Just as a reminder, you approved the strategic plan back in October 2021 and in the plan it states that it will be updated and and you know brought back to you every two years which would have been last November and didn't happen.

0:25:48.650 --> 0:25:50.440

Neal, Barbara
So we're we're doing it in January.

0:25:50.730 --> 0:26:3.870

Neal, Barbara
Instead, I'm gonna share a a version of it and just go through the changes pretty quickly, so I'm hoping that you had an opportunity to review them, but let's get the screen up.

0:26:9.170 --> 0:26:12.630

Neal, Barbara
Everybody see that you should be seeing a track changes version.

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0:26:14.930 --> 0:26:17.300

Neal, Barbara

Of the document and I can't see you so.

0:26:19.360 --> 0:26:34.280

Neal, Barbara

Just yell if you if you need to interrupt me, so lots of or several technical and grammatical corrections throughout the document to bring it up to date, correcting tents and grammar and all of that type of thing.

0:26:34.620 --> 0:26:38.50

Neal, Barbara

The first, yeah, a significant change.

0:26:38.60 --> 0:26:41.850

Neal, Barbara

Sorry for the scrolling is on page 8.

0:26:45.980 --> 0:27:10.210

Neal, Barbara

678 where we've added the public safety Communications task force as one of our key stakeholders or included among the key stakeholders on page 9, we have simply added links to all of the board rules that are referenced in the document so that will bring them right to the rules page of our web page.

0:27:11.730 --> 0:27:14.640

Neal, Barbara

And then we go to uh section.

0:27:16.620 --> 0:27:31.790

Neal, Barbara

Well, uh Section 3, which is we're we're in Section 3 right now, but so throughout Section 3 in the current environment, we have added changes to reflect the current conditions and landscape.

0:27:32.300 --> 0:27:43.10

Neal, Barbara

So you will see, you know, some minor corrections throughout here in section 3.2 point 1.1.

0:27:43.20 --> 0:27:45.550

Neal, Barbara

We've changed the number of our full time employees.

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0:27:45.560 --> 0:27:49.0

Neal, Barbara

That's because we now have a full time program technician.

0:27:50.40 --> 0:28:8.220

Neal, Barbara

Umm, in the section on GIS and database administration, we've had some restructuring of that department and our data integrity analyst is now our compliance and performance improvement manager.

0:28:8.230 --> 0:28:11.460

Neal, Barbara

So she is not in the database anymore.

0:28:11.470 --> 0:28:22.520

Neal, Barbara

She works with our ECS compliance rule and also is responsible for developing and implementing a continuous improvement program specific to the board.

0:28:22.590 --> 0:28:38.120

Neal, Barbara

The goal of which is to make sure our internal processes are well documented, solid and that we're we have that solid base to move forward on should we have staff changes or any other number of things.

0:28:38.130 --> 0:28:42.400

Neal, Barbara

So we're working on some pretty, pretty big projects internally related to that.

0:28:44.310 --> 0:28:48.400

Neal, Barbara

Uh, the training and communications section also had some restructuring.

0:28:48.730 --> 0:29:5.140

Neal, Barbara

We have the training and communications program manager now and the Emergency Communications Training Coordinator will report to the program manager and then at the bottom of page 12 is just the information that that.

0:29:6.940 --> 0:29:9.850

Neal, Barbara

Speaks to the change in the program.

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0:29:9.860 --> 0:29:17.490

Neal, Barbara

Technicians move from part time to full time and also to the change in the compliance and performance improvement manager.

0:29:19.740 --> 0:29:24.600

Neal, Barbara

In sections 3.3 this talks about the current 911 technology.

0:29:24.610 --> 0:29:34.10

Neal, Barbara

You will just see changes in you know where our current service provider provides service in additional states.

0:29:34.20 --> 0:29:37.610

Neal, Barbara

Now our call volumes have been updated.

0:29:37.700 --> 0:29:46.890

Neal, Barbara

Our relationship with New Hampshire and Massachusetts as far as the exchange of information has been updated and.

0:29:49.260 --> 0:29:52.140

Neal, Barbara

Links to certain reports have been updated as well.

0:29:54.20 --> 0:29:58.480

Neal, Barbara

Still, I'm just gonna continue scrolling through here.

0:30:1.50 --> 0:30:11.730

Neal, Barbara

I would say that most of the changes that I haven't already called out are really just to provide a little bit more clarification and detail in certain aspects of the current environment.

0:30:14.240 --> 0:30:18.800

Neal, Barbara

Umm, continuing down through minor changes.

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0:30:18.860 --> 0:30:19.40

Neal, Barbara

This.

0:30:22.470 --> 0:30:23.240

Neal, Barbara

Is there a question?

0:30:26.100 --> 0:30:27.340

Marcoux, Roger / Johnson, Soni

No, that was me coughing.

0:30:27.80 --> 0:30:28.380

Neal, Barbara

OK, OK.

0:30:31.60 --> 0:30:32.510

Neal, Barbara

And let's see.

0:30:35.240 --> 0:30:37.220

Neal, Barbara

Here's 1 update you might be interested in.

0:30:37.230 --> 0:30:38.490

Neal, Barbara

Of course, you're all remembered.

0:30:38.500 --> 0:30:51.770

Neal, Barbara

The school compliance project that we've had going on since 2016 where we have increased the number of schools that are able to provide all of the required location information.

0:30:51.780 --> 0:31:4.240

Neal, Barbara

So the physical location of the building as well as the room number and and or floor number within the building when calls are made from telephone systems.

0:31:6.260 --> 0:31:9.410

Neal, Barbara

You know, wired telephone systems in those facilities.

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0:31:10.440 --> 0:31:12.890

Neal, Barbara

So we started in 2016.

0:31:12.900 --> 0:31:16.10

Neal, Barbara

We're only 20% of schools were able to do that.

0:31:16.60 --> 0:31:24.670

Neal, Barbara

And finally, as if January 2024, we're over 90% of schools being able to provide that required information.

0:31:25.300 --> 0:31:41.790

Neal, Barbara

So the grant program that was associated with this has ended, but there is still work going on in some of the grant recipients projects to bring them into compliance with the ECS rule.

0:31:44.340 --> 0:31:46.380

Neal, Barbara

To continuing on.

0:31:48.930 --> 0:31:58.20

Neal, Barbara

A little bit more detail was added on page 21 about how we share our GIS data with other entities.

0:31:59.300 --> 0:32:5.730

Neal, Barbara

We might if that bill that I spoke about earlier passes might include the Agency of Housing and Community Development as well.

0:32:5.740 --> 0:32:7.180

Neal, Barbara

On this list at some point.

0:32:9.380 --> 0:32:9.750

Neal, Barbara

Uh.

0:32:11.520 --> 0:32:21.190

Neal, Barbara

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And we've I've updated the funding challenges Section 3 point 6.2 to reflect where we are with the Vermont Universal Service Fund discussion.

0:32:24.30 --> 0:32:26.170

Neal, Barbara

And then we go into future environment.

0:32:28.410 --> 0:32:51.50

Neal, Barbara

And have added a section about how the board will continue to or will support the work of the public Safety Communications Task force in as far as you know, understanding how 911 will integrate with whatever system is developed out of that task force work as well in any information that that they might need from us on that project.

0:32:52.280 --> 0:33:2.630

Neal, Barbara

And then I won't go through all of these, but Section 5 lists out the the objectives and the measures related to all of those different goals.

0:33:2.800 --> 0:33:8.400

Neal, Barbara

So so I am hopeful that you've had a chance to review those on your own.

0:33:8.790 --> 0:33:11.590

Neal, Barbara

Certainly you can ask me any questions you might have about them.

0:33:13.670 --> 0:33:20.780

Neal, Barbara

But other than that, I'm gonna stop and see if there's any questions or comments on this report.

0:33:26.630 --> 0:33:28.770

Neal, Barbara

He and I will stop sharing.

0:33:30.700 --> 0:33:32.230

Neal, Barbara

Oops, Stephen, I didn't see your hand.

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0:33:32.240 --> 0:33:32.520

Neal, Barbara

Go ahead.

0:33:32.880 --> 0:33:33.150

Steve Locke

That.

0:33:33.160 --> 0:33:45.840

Steve Locke

That that's right on Objective 5.3 dot one, it talks, you write you've completed and it says dedicated 91M OU's in place with three regional peace apps.

0:33:46.510 --> 0:33:46.770

Neal, Barbara

Yep.

0:33:47.670 --> 0:33:48.340

Steve Locke

Where's the?

0:33:48.350 --> 0:33:49.300

Steve Locke

What about the 4th?

0:33:50.150 --> 0:33:52.850

Steve Locke

Where isn't there 4? Umm.

0:33:50.420 --> 0:33:55.440

Neal, Barbara

The four the 4th is Shelburne, and they did not participate in that.

0:33:58.240 --> 0:33:59.500

Neal, Barbara

In the dedicated program.

0:34:2.20 --> 0:34:3.170

Steve Locke

OK, got it.

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0:34:6.120 --> 0:34:6.520

Marcoux, Roger / Johnson, Soni
Any other?

0:34:8.140 --> 0:34:8.380

Marcoux, Roger / Johnson, Soni
Brian.

0:34:11.970 --> 0:34:12.820

Marcoux, Roger / Johnson, Soni
Uh, your beauty.

0:34:17.510 --> 0:34:19.330

Marcoux, Roger / Johnson, Soni
Brian, you're muted if you can hear us.

0:34:21.670 --> 0:34:22.110

Marcoux, Roger / Johnson, Soni
There you go.

0:34:21.710 --> 0:34:28.920

Brian Keefe
I'm sorry, this isn't really the strategic plan per se, but the school compliance you said it's now over 90%.

0:34:29.250 --> 0:34:29.380

Neal, Barbara
Yes.

0:34:29.510 --> 0:34:30.660

Brian Keefe
It's been a bunch of years.

0:34:30.890 --> 0:34:34.510

Brian Keefe
Should we be concerned about the 10% or so that are not in compliance?

0:34:35.180 --> 0:34:40.550

Neal, Barbara
They have of the 10% some of them and I don't have the exact number I can get it for.

0:34:40.560 --> 0:34:56.540

Neal, Barbara

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You are in the process of making the upgrades they've received grant funds and they're doing the work and and there are I think there are three schools that we don't yet have a plan, a path forward, but for the others we do.

0:34:57.450 --> 0:35:12.960

Neal, Barbara

And when they are doing this work or if we don't have a plan, there are interim steps that they are required to put into place to help ensure that a 911 caller has the information they need.

0:35:13.130 --> 0:35:28.0

Neal, Barbara

In other word, typically the the requirement is they put a, a, a placard, or some other notation near the phone that they are using that identifies the specific location within the building so that the caller can relay that to 911.

0:35:29.220 --> 0:35:42.290

Neal, Barbara

That's that is a helpful step, unless the caller can't speak right, which is why we wanna get to the full compliance where that would be delivered automatically to the call taker.

0:35:42.960 --> 0:35:56.80

Neal, Barbara

The good news is when we started this back in 2016, there were a number of schools and I I don't recall the number that couldn't even deliver the correct street address of the building.

0:35:56.330 --> 0:36:3.160

Neal, Barbara

So and and Roger will remember this because it came out of a training exercise they had, but in some cases.

0:36:3.780 --> 0:36:4.270

Neal, Barbara

Umm.

0:36:4.830 --> 0:36:13.290

Neal, Barbara

A call from a particular school which show the address for the Supervisory Office, which might be miles away or even in a different town.

0:36:14.130 --> 0:36:27.700

Neal, Barbara

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Not helpful when there's an event going on at the school, we need to know where that is now, 100% of the schools are at least delivering that amount of information the the specific address of the building.

0:36:28.110 --> 0:36:37.170

Neal, Barbara

So we're good with that and then working on these remaining 9 or 8 or 9 or 10% to get them up to speed as well.

0:36:38.760 --> 0:36:39.0

Brian Keefe

OK.

0:36:38.620 --> 0:36:39.270

Marcoux, Roger / Johnson, Soni

Are better.

0:36:40.890 --> 0:36:42.970

Marcoux, Roger / Johnson, Soni

Alright, so back.

0:36:42.60 --> 0:36:43.920

Brian Keefe

I just going to say thank you for that.

0:36:43.930 --> 0:36:52.920

Brian Keefe

I just, you know, I'm just mindful of the report that came out of the Department of Justice early few days ago about the eval day shooting, and I'm just I think we should.

0:36:54.850 --> 0:37:2.810

Brian Keefe

I just think proper oversight is to encourage getting to full compliance as soon as possible, and I know you've gone over some of the challenges in the past.

0:37:2.820 --> 0:37:5.860

Brian Keefe

I appreciate the progress we've made, but I just wanna make that point.

0:37:5.870 --> 0:37:6.440

Brian Keefe

So thank you.

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0:37:6.750 --> 0:37:7.220

Neal, Barbara

Yep.

0:37:7.510 --> 0:37:8.470

Neal, Barbara

So noted. Yep.

0:37:9.330 --> 0:37:9.560

Marcoux, Roger / Johnson, Soni

Yes.

0:37:12.580 --> 0:37:22.900

Burnham, Lance

Yeah, the the nine schools that are not quote unquote in compliance, are they in a particular area, are they close by or are they just scattered throughout the state.

0:37:23.900 --> 0:37:25.850

Neal, Barbara

You know, I'm going to have to check on that.

0:37:28.50 --> 0:37:30.100

Neal, Barbara

I, Sonny, do you know the answer to that question?

0:37:31.520 --> 0:37:32.610

Marcoux, Roger / Johnson, Soni

No, I'm afraid I do not.

0:37:32.820 --> 0:37:34.700

Neal, Barbara

OK, let me check on that for you.

0:37:35.570 --> 0:37:36.550

Burnham, Lance

Uh, thank you.

0:37:37.0 --> 0:37:42.990

Marcoux, Roger / Johnson, Soni

I think what we've started this project we had maybe 30%.

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0:37:46.470 --> 0:37:49.400

Neal, Barbara

20 just over 20%, Yep.

0:37:44.470 --> 0:37:50.790

Marcoux, Roger / Johnson, Soni

Do you remember the percentage bar 20% right now we're at 90.

0:37:52.490 --> 0:37:52.610

Neal, Barbara

Yeah.

0:37:52.130 --> 0:38:8.330

Marcoux, Roger / Johnson, Soni

So you know it's outstanding work by Barb and the team and you know this, there's gonna be probably a point in time where we just can't bring it home to 100, but we'll keep going.

0:38:8.340 --> 0:38:43.990

Marcoux, Roger / Johnson, Soni

And I think at some point, Barbie, you and I can discuss it, but I think it would be good to maybe do a little article or something that we can put out statewide on this project because this this project really started with the money that came from Senator Mazza and Senator Scott when they were both in institutions and, you know, and it's nice to to see that we've spent the money and and we've made that amount of progress and I know that Governor Scott asked about this project every once in a while when I met with him.

0:38:45.980 --> 0:38:46.240

Neal, Barbara

Good.

0:38:44.0 --> 0:38:47.270

Marcoux, Roger / Johnson, Soni

So a good job so.

0:38:47.690 --> 0:38:51.860

Neal, Barbara

Thanks and the credit really goes to Karen Riley.

0:38:51.950 --> 0:38:57.660

Neal, Barbara

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In our office, Sonny Johnson also has been working on the compliance grant process as well.

0:38:57.670 --> 0:39:8.950

Neal, Barbara

So lots of people involved and they got us on the right track with how to approach this project way back when and have seen it through to now so.

0:39:10.60 --> 0:39:10.410

Marcoux, Roger / Johnson, Soni

OK.

0:39:10.890 --> 0:39:11.160

Neal, Barbara

OK.

0:39:12.250 --> 0:39:12.500

Marcoux, Roger / Johnson, Soni

Brian.

0:39:10.920 --> 0:39:13.590

Brian Keefe

I I I just wanna quickly second.

0:39:13.600 --> 0:39:16.610

Brian Keefe

That's good words about the progress since I've been on here.

0:39:16.620 --> 0:39:17.350

Brian Keefe

Great progress.

0:39:17.360 --> 0:39:21.310

Brian Keefe

Important program nothing I said earlier takes away from that.

0:39:21.320 --> 0:39:23.80

Brian Keefe

So nice work on this.

0:39:24.240 --> 0:39:24.950

Marcoux, Roger / Johnson, Soni

Thank you, Brian.

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0:39:25.370 --> 0:39:25.810

Neal, Barbara

Thanks Brett.

0:39:25.220 --> 0:39:27.100

Marcoux, Roger / Johnson, Soni

Any other comments or questions?

0:39:29.840 --> 0:39:34.300

Marcoux, Roger / Johnson, Soni

OK, barbell, go to the public safety communications Task force update.

0:39:35.20 --> 0:39:40.30

Neal, Barbara

OK, so I so are we sent Sonny sent out to you last week?

0:39:40.80 --> 0:39:51.650

Neal, Barbara

The a copy of the report from the Public Safety Communications Task Force to the legislature that was provided earlier this month let me share that as well.

0:39:52.120 --> 0:39:53.290

Neal, Barbara

Might make it easier.

0:40:2.350 --> 0:40:2.910

Neal, Barbara

OK.

0:40:5.820 --> 0:40:16.490

Neal, Barbara

So just real quickly, I think you're all aware that the public safety communications task force was created in June of 2023 upon the enactment of Act 78.

0:40:16.940 --> 0:40:18.150

Neal, Barbara

That was the Big bill.

0:40:18.160 --> 0:40:28.500

Neal, Barbara

The appropriations bill from last year, which was vetoed and then they had the veto session, so we were able to get started with our meetings in late June.

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0:40:28.560 --> 0:40:40.310

Neal, Barbara

In the the ACT itself, named the Co chairs of the task force, as myself and Commissioner Morrison from the Department of Public Safety.

0:40:40.980 --> 0:40:55.190

Neal, Barbara

It also named Paul White, who is chair of the Berry Town Select Board and was chair of the Regional Dispatch Working Group in 2022 and named Paul to the Task Force membership.

0:40:55.290 --> 0:41:8.30

Neal, Barbara

And then the task force elected Paul as the vice chair in in our first meeting, Mayor Mike Dungeness from the city of Rutland is representing the Vermont League of Cities and Towns.

0:41:8.100 --> 0:41:15.490

Neal, Barbara

Ron Krumitz is chief of the Albert Volunteer Fire Department appointed by the Vermont State Firefighters Association.

0:41:16.60 --> 0:41:21.710

Neal, Barbara

Jim Mack from the Shelburne Peace app was appointed by the Vermont Association of Chiefs of Police.

0:41:23.410 --> 0:41:29.760

Neal, Barbara

And Michael Wright, the CEO of Kellogg's Ambulance, was appointed by the Vermont Ambulance Association.

0:41:30.860 --> 0:42:4.870

Neal, Barbara

There have been many, many, I think upwards of 30 now task force meetings since late June at 78, laid out numerous requirements for the initial work of the task force and our immediate priority was to develop and Release 2 requests for proposals to acquire 2 things, project management support for the task force itself and system planning expertise to assist us in meeting all the requirements of that act in uh.

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0:42:4.880 --> 0:42:5.530

Neal, Barbara

Let's see.

0:42:5.540 --> 0:42:7.850

Neal, Barbara

January late December.

0:42:7.860 --> 0:42:13.370

Neal, Barbara

Actually we we selected the winning better bidder, we got the contract executed.

0:42:13.500 --> 0:42:16.850

Neal, Barbara

I'm sorry the winning bidder for the project management piece.

0:42:17.700 --> 0:42:21.130

Neal, Barbara

That contract was executed on January 5th.

0:42:21.300 --> 0:42:28.630

Neal, Barbara

We've had our kickoff meeting and their work has their work serving as a trusted advisor to the task.

0:42:28.640 --> 0:42:46.710

Neal, Barbara

Force has begun one of the first tasks for that company, which is televote the name of the company is to elevate will be to assist the task force with the review of the responses received and response to the system planning RFP.

0:42:46.980 --> 0:42:58.30

Neal, Barbara

And we are hopeful though we are hopeful that we will be able to select a winning bidder for the system planning RFP by the end of the month.

0:42:58.40 --> 0:43:1.640

Neal, Barbara

We're currently on track to do that and we're hoping not to get derailed.

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0:43:2.800 --> 0:43:8.410

Neal, Barbara

Additionally, a A an RFP was issued for legal services.

0:43:8.420 --> 0:43:12.30

Neal, Barbara

Contract negotiations are currently under way for that.

0:43:12.400 --> 0:43:20.30

Neal, Barbara

There was some concern or some discussion about how best to secure legal services.

0:43:20.40 --> 0:43:41.570

Neal, Barbara

We were using kind of a combination of the Department of Public Safety, legal team and also working with Umm, the Board's legal counsel from the Attorney General's Office and questions came up about whether that was really in the best interest of the task force.

0:43:41.580 --> 0:43:44.770

Neal, Barbara

So we're working on getting separate legal support in place.

0:43:46.30 --> 0:43:49.970

Neal, Barbara

Umm, there are a couple of timelines.

0:43:49.980 --> 0:44:4.30

Neal, Barbara

There's an expectation, or actually I guess I should just say, it's a requirement of Act 78, that the task force provide a report on the on an inventory of.

0:44:4.700 --> 0:44:6.160

Neal, Barbara

Sorry, I'm looking for my words here.

0:44:9.210 --> 0:44:10.360

Neal, Barbara

Data collection.

0:44:10.370 --> 0:44:31.30

Neal, Barbara

So there's a September 2024 deadline for the completion of data collection and analysis

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requirements outlined in the ACT, and these are very robust data collection information on the systems in place in all of the dispatch centers around the state, technology wise, what their operations are like.

0:44:32.680 --> 0:44:49.380

Neal, Barbara

There's financial information that needs to be collected, and so the requirement is that we complete that work by September 2024 and come up with a final system planning recommendation by December of 2024.

0:44:50.150 --> 0:44:59.770

Neal, Barbara

We are hopeful, but not certain about our ability to meet both of those deadlines and that has been relayed to the legislature as well.

0:45:0.860 --> 0:45:12.820

Neal, Barbara

We had some delays in in really that we're still experienced in experiencing in securing our subject matter expertise which may kick the timeline out a little bit further.

0:45:16.0 --> 0:45:26.130

Neal, Barbara

You may recall that there is \$11 million in general funds that were set aside for or that are being used for to support the work of the task force.

0:45:26.360 --> 0:45:37.180

Neal, Barbara

Right now we have access to \$1,000,000 in general funds, or of that eleven million for subject matter expertise, and the project manager and and so on.

0:45:38.40 --> 0:45:43.620

Neal, Barbara

And then the joint we the task force can go to the Joint Fiscal Office.

0:45:46.810 --> 0:45:58.480

Neal, Barbara

Well, when the act was originally written, we had the ability to go to the Joint Fiscal Office in 2023 if we needed an additional \$1,000,000 for consulting costs in 2023.

0:45:58.610 --> 0:46:11.570

Neal, Barbara

We did not need that then, but we're working with our legislative partners to ensure all the

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appropriate mechanisms are in place in the event that we do need that additional funding as the work advances.

0:46:13.350 --> 0:46:13.720

Neal, Barbara

Uh.

0:46:13.730 --> 0:46:27.470

Neal, Barbara

Working on Umm stakeholder engagement, there have been a couple of updates that were released to stakeholder Umm membership organizations, one in September and another in December.

0:46:30.90 --> 0:46:57.690

Neal, Barbara

The successful bidder for the system planning RFP will be tasked with developing an effective mechanism for soliciting and cataloging stakeholder input for the task force, so that work will get more will become more robust as we move along, and then we have had and Commissioner Morrison and I have already testified on this, a couple of legislative requests for 2024.

0:46:57.760 --> 0:47:21.840

Neal, Barbara

One is a clear mechanism for access to that second \$1,000,000 in funding for technical expertise and then we've asked for language that will require all public safety communications centers doing business in Vermont or 4 Vermont to comply with the requirements for data collection that are outlined in sections in the sections of the Act.

0:47:22.230 --> 0:47:32.940

Neal, Barbara

That language is still being discussed in various places at the legislature, so I don't know quite what will end up with access to the second.

0:47:32.950 --> 0:47:39.440

Neal, Barbara

\$1,000,000 is last I knew expected to be addressed in the Budget Adjustment Act.

0:47:41.280 --> 0:47:45.690

Neal, Barbara

So questions on task force work.

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0:47:53.740 --> 0:47:57.980

Neal, Barbara

I will tell you that it takes up more than a minute of my day so.

0:47:59.820 --> 0:48:4.290

Neal, Barbara

That is a that is a lot of work that needs to be done in that group. So.

0:48:6.430 --> 0:48:7.650

Neal, Barbara

OK, I think.

0:48:10.200 --> 0:48:11.860

Neal, Barbara

Roger, that brings us to.

0:48:13.990 --> 0:48:16.450

Neal, Barbara

Public comment, that is it for the Directors report.

0:48:17.360 --> 0:48:17.630

Marcoux, Roger / Johnson, Soni

OK.

0:48:17.640 --> 0:48:18.290

Marcoux, Roger / Johnson, Soni

Thank you.

0:48:19.20 --> 0:48:23.610

Marcoux, Roger / Johnson, Soni

So I see we have a a couple of guests here from the public.

0:48:24.0 --> 0:48:26.440

Marcoux, Roger / Johnson, Soni

Is there any public comment?

0:48:29.210 --> 0:48:32.400

Marcoux, Roger / Johnson, Soni

And I'm looking at Cindy and Sherry, I think.

0:48:35.980 --> 0:48:37.640

Sherri Bush, ENP - ADCOMM Engineering (Guest)

Hi, this is Sherry Bush.

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0:48:41.50 --> 0:48:41.370

Marcoux, Roger / Johnson, Soni
OK.

0:48:37.650 --> 0:48:48.30

Sherri Bush, ENP - ADCOMM Engineering (Guest)
Cindy Mayor, both with Ed Comma engineering and we're putting in because we're just trying to track where you guys are at with the project that Barbara just spoke about.

0:48:48.40 --> 0:48:48.800

Sherri Bush, ENP - ADCOMM Engineering (Guest)
Thank you, miss Neil.

0:48:49.410 --> 0:48:49.840

Sherri Bush, ENP - ADCOMM Engineering (Guest)
Umm.

0:48:50.130 --> 0:48:54.540

Sherri Bush, ENP - ADCOMM Engineering (Guest)
And we we understand that televote was selected to do the project management work.

0:48:54.550 --> 0:49:1.960

Sherri Bush, ENP - ADCOMM Engineering (Guest)
So we're just seeking status on the selection for the subject matter expertise work, which we're part of the team for that.

0:49:2.70 --> 0:49:4.160

Sherri Bush, ENP - ADCOMM Engineering (Guest)
So thank you for that update, Miss Neil.

0:49:5.950 --> 0:49:6.230

Neal, Barbara
Some.

0:49:5.240 --> 0:49:6.310

Marcoux, Roger / Johnson, Soni
OK, very good.

0:49:8.30 --> 0:49:8.490

Marcoux, Roger / Johnson, Soni
All right.

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0:49:9.270 --> 0:49:10.350

Marcoux, Roger / Johnson, Soni
Any new business?

0:49:13.280 --> 0:49:15.850

Neal, Barbara
Yes, I do have some new business.

0:49:16.900 --> 0:49:17.150

Marcoux, Roger / Johnson, Soni
Where?

0:49:17.800 --> 0:49:32.720

Neal, Barbara
Umm, so I have a our training and communications program manager has had some conversations with an organization called the Vermont Language Justice Group Language Justice Justice Project.

0:49:32.770 --> 0:49:49.860

Neal, Barbara
Actually this is a group that is based in Vermont and it it, it develops and provides public service videos and audio files in 17 in these 17 languages that are spoken here in Vermont.

0:49:50.70 --> 0:49:55.580

Neal, Barbara
They have done work with various partners around the state, including the Department of Mental Health.

0:49:57.10 --> 0:50:2.100

Neal, Barbara
School districts around the state Ben and Jerrys has had some work done by them.

0:50:3.670 --> 0:50:21.960

Neal, Barbara
Several colleges Department of Health Vermont Human Rights Commission, Vermont legal aid and so on and so forth to translate basic information about how to function in Vermont, things people need to know in these various languages.

0:50:22.250 --> 0:50:32.200

Neal, Barbara
And the conversation turned to whether we should have videos and public service announcements made in these languages on how to use 911.

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0:50:32.340 --> 0:50:39.790

Neal, Barbara

So for people who are new to this country and this state, that's really critical information.

0:50:39.880 --> 0:50:47.610

Neal, Barbara

So we've gotten a quote from them on what it would cost to to do these translations.

0:50:47.620 --> 0:51:0.530

Neal, Barbara

It's about \$8500, which I can find in the budget, and I think it is a particularly important project to undertake.

0:51:0.540 --> 0:51:5.380

Neal, Barbara

So I would wanted to let you know that I'm pursuing that here.

0:51:5.430 --> 0:51:9.170

Neal, Barbara

If there are any concerns about that and or questions.

0:51:12.310 --> 0:51:12.560

Marcoux, Roger / Johnson, Soni

OK.

0:51:12.570 --> 0:51:15.70

Marcoux, Roger / Johnson, Soni

Is there any questions that anybody has?

0:51:19.260 --> 0:51:20.20

Steve Locke

It's a great thing.

0:51:19.710 --> 0:51:20.70

Marcoux, Roger / Johnson, Soni

OK.

0:51:23.70 --> 0:51:23.540

Neal, Barbara

Thanks Stephen.

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0:51:25.210 --> 0:51:25.720

Marcoux, Roger / Johnson, Soni
Yeah, maybe.

0:51:25.730 --> 0:51:29.930

Marcoux, Roger / Johnson, Soni
Yeah, through the board can get a little glimpse of that training down the road so.

0:51:30.800 --> 0:51:31.460

Neal, Barbara
Sure.

0:51:31.740 --> 0:51:32.270

Neal, Barbara
Yeah.

0:51:32.570 --> 0:51:46.540

Neal, Barbara
And I will work with that group and the the partners in state government that have used their services to figure out how to navigate the the bid process or the development of a contract in the appropriate mechanism.

0:51:49.830 --> 0:51:50.140

Marcoux, Roger / Johnson, Soni
Right.

0:51:48.360 --> 0:51:50.360

Neal, Barbara
So good move forward with the.

0:51:51.570 --> 0:51:52.300

Marcoux, Roger / Johnson, Soni
Thank you.

0:51:53.70 --> 0:51:54.70

Marcoux, Roger / Johnson, Soni
Right now we've got.

0:51:54.120 --> 0:51:54.800

Marcoux, Roger / Johnson, Soni
Uh, I'm.

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0:51:54.810 --> 0:51:57.350

Marcoux, Roger / Johnson, Soni

I'm looking for a motion to go into executive session.

0:52:0.720 --> 0:52:3.20

Marcoux, Roger / Johnson, Soni

To discuss contract issues.

0:52:5.580 --> 0:52:6.680

Brian Keefe

I'll move that Mr. Chairman.

0:52:7.700 --> 0:52:8.400

Marcoux, Roger / Johnson, Soni

Brian, thank you.

0:52:10.160 --> 0:52:11.900

Burnham, Lance

I'll 2nd, I'll second.

0:52:10.20 --> 0:52:14.120

Marcoux, Roger / Johnson, Soni

Second, yes, OK.

0:52:14.230 --> 0:52:15.600

Marcoux, Roger / Johnson, Soni

Any further discussion?

0:52:16.380 --> 0:52:19.810

Marcoux, Roger / Johnson, Soni

All those in favor of going into executive session signify by saying aye.

0:52:21.80 --> 0:52:21.320

Brian Keefe

Aye.

0:52:21.220 --> 0:52:21.660

Burnham, Lance

Bye.

0:52:21.550 --> 0:52:21.780

Steve Locke

Aye.

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0:52:22.250 --> 0:52:22.620

a4d7bdca-c302-48de-84dd-bc0cfbc9b360

I.

0:52:22.600 --> 0:52:24.170

Marcoux, Roger / Johnson, Soni

It's uh, thank you.

0:52:24.180 --> 0:52:25.90

Marcoux, Roger / Johnson, Soni

It's 1052.

0:52:26.700 --> 0:52:28.480

Marcoux, Roger / Johnson, Soni

OK. Hold on.

0:52:26.440 --> 0:52:29.260

Neal, Barbara

Sonny, how are we doing that the executive session?

0:52:30.130 --> 0:52:30.480

Marcoux, Roger / Johnson, Soni

Yes.

0:52:30.490 --> 0:52:36.560

Marcoux, Roger / Johnson, Soni

So if the members of the public could lead the meeting if they haven't already, and then I have to stop the recording.

0:52:38.360 --> 0:52:41.800

Marcoux, Roger / Johnson, Soni

And let's say one thing at a time.

0:52:43.450 --> 0:52:44.210

Marcoux, Roger / Johnson, Soni

Stop recording.

1:1:49.320 --> 1:1:51.790

Marcoux, Roger / Johnson, Soni

And the recording has started again.

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1:1:53.850 --> 1:2:2.200

Marcoux, Roger / Johnson, Soni

OK, looking for a motion regarding the indigital contract conversation.

1:2:6.230 --> 1:2:6.510

Marcoux, Roger / Johnson, Soni

Right.

1:2:6.420 --> 1:2:7.320

Brian Keefe

This, Mr.

1:2:7.330 --> 1:2:18.460

Brian Keefe

Chairman, I'd like to move that this, this board authorizes Barbara Neil to negotiate with Indigital on an contract extension for the services they provide.

1:2:20.310 --> 1:2:21.60

Marcoux, Roger / Johnson, Soni

OK.

1:2:21.250 --> 1:2:22.630

Marcoux, Roger / Johnson, Soni

Is there a second to that motion?

1:2:25.110 --> 1:2:25.640

a4d7bdca-c302-48de-84dd-bc0cfbc9b360

I'll second it.

1:2:26.720 --> 1:2:28.890

Marcoux, Roger / Johnson, Soni

Eric, thank you.

1:2:29.300 --> 1:2:32.120

Marcoux, Roger / Johnson, Soni

Any further discussion regarding that motion?

1:2:34.450 --> 1:2:39.0

Marcoux, Roger / Johnson, Soni

Seeing none, all those in favor of the motion signify by saying aye.

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1:2:40.460 --> 1:2:40.870

Burnham, Lance

I.

1:2:40.730 --> 1:2:40.910

Steve Locke

Hi.

1:2:40.890 --> 1:2:41.150

Brian Keefe

Aye.

1:2:41.530 --> 1:2:41.860

a4d7bdca-c302-48de-84dd-bc0cfbc9b360

I.

1:2:42.920 --> 1:2:46.360

Marcoux, Roger / Johnson, Soni

OK, for the eyes, have it, Barb, you're good to go.

1:2:47.580 --> 1:2:48.240

Neal, Barbara

OK, great.

1:2:48.250 --> 1:2:48.610

Neal, Barbara

Thank you.

1:2:49.330 --> 1:2:50.160

Marcoux, Roger / Johnson, Soni

Alright, great.

1:2:50.170 --> 1:2:54.790

Marcoux, Roger / Johnson, Soni

So next on our agenda here is the establishment of the next meeting date.

1:2:55.900 --> 1:2:56.220

Marcoux, Roger / Johnson, Soni

Uh.

1:2:56.260 --> 1:2:58.30

Marcoux, Roger / Johnson, Soni

Is there Barb?

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1:2:58.40 --> 1:3:7.700

Marcoux, Roger / Johnson, Soni

Do you see a reason why we might have to come back in sooner or with the next natural rule?

1:3:7.710 --> 1:3:8.790

Marcoux, Roger / Johnson, Soni

The next quarter work?

1:3:9.350 --> 1:3:10.880

Neal, Barbara

I think the next quarter will work.

1:3:11.810 --> 1:3:13.740

Marcoux, Roger / Johnson, Soni

OK, so, alright.

1:3:13.750 --> 1:3:17.550

Marcoux, Roger / Johnson, Soni

So we're looking at the 1st April 16th.

1:3:21.90 --> 1:3:21.730

Marcoux, Roger / Johnson, Soni

16.

1:3:34.940 --> 1:3:36.510

Marcoux, Roger / Johnson, Soni

OK, that's a Tuesday.

1:3:37.440 --> 1:3:38.470

Burnham, Lance

If I'm good.

1:3:36.650 --> 1:3:40.560

Marcoux, Roger / Johnson, Soni

Umm, that so far good for everybody.

1:3:42.310 --> 1:3:42.490

Burnham, Lance

Yep.

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1:3:43.330 --> 1:3:46.920

Marcoux, Roger / Johnson, Soni

OK, so let's go with that and you'll put something else.

1:3:47.130 --> 1:3:48.140

Marcoux, Roger / Johnson, Soni

I will indeed.

1:3:48.230 --> 1:3:51.110

Marcoux, Roger / Johnson, Soni

OK, looking for a motion to adjourn.

1:3:53.930 --> 1:3:55.190

Burnham, Lance

I mean motion that we adjourn.

1:3:56.110 --> 1:3:57.390

Marcoux, Roger / Johnson, Soni

France's second.

1:3:59.360 --> 1:4:0.110

Dale Porter

I can second that.

1:4:1.90 --> 1:4:5.180

Marcoux, Roger / Johnson, Soni

GAIL, any further discussion hearing?

1:4:5.190 --> 1:4:5.560

Marcoux, Roger / Johnson, Soni

None.

1:4:5.570 --> 1:4:9.990

Marcoux, Roger / Johnson, Soni

All those in favor signify by saying aye, and thank you very much, everybody.

1:4:9.690 --> 1:4:10.100

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I.

1:4:10.980 --> 1:4:11.520

Dale Porter

Thank you.

NOTE: This transcript was created via Microsoft TEAMS – No corrections have been made to this auto-generated text.

1:4:9.20 --> 1:4:11.960

Burnham, Lance

Uh, thank you.

1:4:12.90 --> 1:4:12.670

Neal, Barbara

Thank you.

1:4:11.260 --> 1:4:13.120

Marcoux, Roger / Johnson, Soni

Very quick patient meeting.

1:4:12.830 --> 1:4:13.230

Neal, Barbara

Take care.

1:4:14.370 --> 1:4:14.610

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Bye bye.

1:4:14.450 --> 1:4:15.390

Marcoux, Roger / Johnson, Soni

At bye bye.

1:4:15.610 --> 1:4:15.850

Neal, Barbara

Bye bye.

1:4:22.990 --> 1:4:25.220

Marcoux, Roger / Johnson, Soni

Then I usually do my call to Barb.

1:4:26.940 --> 1:4:27.950

Marcoux, Roger / Johnson, Soni

Sure, usually.