

**STATE OF VERMONT
ENHANCED 911 BOARD**

General Meeting #1 – 1/14/25

6 Baldwin Street (Rm #315), Montpelier, VT and via Microsoft Teams

10:00 AM – Call to Order

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

Board Members Present

Sheriff Roger Marcoux, Chair
Chief Steven Locke, Vice-Chair
Chief Eric Nordenson
Christian Pedoty
Drew Hazelton
Chris Violette
Brian Keefe
Chris Louras

Staff Members Present

Barbara Neal, Executive Director
Jared Lamere, 911 IT Manager
Soni Johnson, Board Clerk

Approval of Minutes

- General Meeting #4 – 10/15/24 – *Motion: Chief Locke made a motion to accept the minutes as written; 2nd by Chief Nordenson. There was no discussion and the motion passed unanimously by voice vote.*

Public Comment – none

Tariff Study Review and Discussion

- Executive Director Neal provided an overview of the *911 Tariff Study 2024*; a copy of this report is available from the board office on request. Executive Director Neal also provided details concerning a recent FCC order concerning 911 tariffs.
 - Executive Director Neal recommended that the Board should submit the tariff study to the legislature by 1/15 (as required by Act 143). Also, the Board should provide the tariff study and the FCC order to legal counsel for review and discussion concerning the possible impacts to Vermont. Results of the review will be presented at the next quarterly meeting.

Board Member Questions/Comments

- Q: What outcome does the Executive Director anticipate after legal review? A: The FCC order does not automatically eliminate the 911 tariffs; the legislature would have to repeal them or the tariffs could be reassessed by the Public Utilities Commission. The impact of the FCC order must be determined before the next steps can be determined.
- Q: Is it the objective of the legal review to be able to use the FCC order and the 911 tariff study to renegotiate or change Vermont's 911 tariff structure? A: Possibly. It's a complex order and needs to be reviewed as it relates to VT 911.
- Q: Will the Public Service Department get involved in this? A: They will be provided with a copy of the report and be involved in discussions moving forward.

Motion

Chief Locke made a motion that the Board submit the tariff study to the legislature as required, and authorize the Executive Director to work with legal counsel to evaluate the FCC report and tariff study to determine a possible recommendation to the legislature to reduce or eliminate the tariffs, while still requiring the information be kept

relevant and accurate in the database; 2nd by Chief Nordenson. There was no discussion and the motion passed unanimously by voice vote.

Director's Report

1. Tropical Storm Debby After Action Report and Next Steps – Executive Director Neal provided an overview of this issue as it was discussed at the 10/15/24 meeting. Discussion at the 10/15/24 meeting concerned the possible funding of dedicated call-taking positions. 911 Board staff have been pulling call/911 system statistics to help determine the impacts of the dedicated 911 call-taker role and whether hiring two full-time dedicated call-takers would be of benefit to Vermont 911.

There was lots of discussion concerning:

- PSAP staffing levels for known events vs. unexpected events
- Does the available rollover volume support the need for more dedicated call-takers?
- Is there a targeted data-driven solution (based on highest call volume and busy times)?
- Can there be changes to how the system handles rollover calls during a high-volume period? Would it be possible to have those calls route to another jurisdiction?
- Improvement in call-answering statistics at PSAPs currently utilizing dedicated call-takers during busy hours.
- Should changes be made to the minimum required staffing at the PSAPs?
- Could 911 calls during busy times be prioritized by emergency type and split into different queues?

Motion

Chief Locke made a motion that the Board develop a policy about when/how to increase staffing for severe weather events, develop a plan for roll-over call routing during high-volume events, and create a dedicated call-taker position staffed in one of the local PSAPs.

Discussion: Would creating a dedicated position at a local PSAP be of help to the DPS PSAPs? Motion could be amended to say, “create a dedicated call-taker position”, and Executive Director Neal/911 Board staff could determine the best PSAP for it.

Amended Motion: Chief Locke made a motion that the Board develop a policy about when/how to increase staffing for severe weather events, develop a plan for roll-over call routing during high-volume events, and create a dedicated call-taker position to be staffed at one of the PSAPs as determined by the Executive Director and 911 Board staff; 2nd by Chirstian Pedoty.

Discussion: Is the Board asking that the Executive Director and 911 Board staff pull together all the necessary information and provide options to Board members at the next meeting? (Answer: yes).

Vote: There being no further discussion the motion passed unanimously by voice vote.

2. Request to Hire Two Part-Time Individuals to Assist with QA/QC Program – The TAC Department has been dealing with a vacancy, impacting its ability to complete necessary 911 call QA/QC. Two part-time positions could currently be funded with position-vacancy savings.

Motion

Chief Locke made a motion that the Board support the request from the Executive Director for two part-time positions for quality assurance; 2nd by Chris Violette. There was no discussion and the motion passed unanimously by voice vote.

3. Originating Carrier Rulemaking Status – Updates to this rule are on hold while the Board reviews the conclusions/recommendations of the 911 tariff study and possible impacts of the recent FCC order.

4. Contract Extension Status – Board staff are considering potential mapping solutions for when the contract extension takes place (expected in October 2025).
5. Legislative Preview – No bills have been introduced that have a direct impact on the 911 Board. The FY26 budget has been submitted.
6. Public Safety Communications Task Force Update – A draft Inventory and Assessment Report has been distributed for review prior to finalization. A first draft of the System Planning Report is currently under review by task force members.

Annual Open Meeting Law Refresher

Executive Director Neal provided a brief review of the Open Meeting Law; most specifically as it pertains to email correspondence. Recent updates to the Open Meeting Law were also noted (need for physical meeting location, meeting recording/posting requirements, annual training requirement for board chairs).

New Business

Drew Hazelton noted that the EMS Advisory Committee is looking at the EMS system and will be reaching out to Executive Director Neal for some dispatch information about EMS calls in Vermont.

Next Meeting Date & Adjournment

- The next quarterly board meeting will take place on 4/15/25, location TBD.
- *Motion: There being no further business, Chris Louras made a motion to adjourn; 2nd by Chief Locke. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:23 AM.*

Respectfully submitted:

Soni Johnson
Soni Johnson, Board Clerk

1/17/25
Date