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**E911 Board Quarterly Meeting-20250114\_100032-Meeting Recording**

January 14, 2025

1h 23m 6s

● **Johnson, Soni** started transcription

0:04

Alright, there we go.  
It is being recorded.

● **Roger Marcoux** 0:07

RM OK.  
Very good.  
Welcome, everybody, and I'll ask Sony to go through for the roll call.

0:16

Alright, let me pull up my people list here.  
Hold on. I've got somebody in the lobby.  
All right, Roger Marcoux.

● **Roger Marcoux** 0:33

RM Was it?

0:35

Steve Locke.

● **Steve Locke** 0:37

SL Yes.

0:39

Through Hazleton.

● **Drew Hazelton** 0:41

DH Doesn't.

0:42

Chris Loris.  
He's probably muted.  
He is on the phone and I know he's headed into the building, so I'll I'll pass him for now. Eric nordenson.

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**EN** **Eric Nordenson** 0:54  
Morning.


0:56  
Spider.

**CP** **Pedoty, Christian** 0:59  
Very good morning.

1:01  
Brian Keith.

**BK** **Brian Keefe** 1:03  
Here.

1:05  
Just Violet.  
And I I'm Sonny Johnson, board clerk. Hi, Chris, you're here.  
Let's see. Who else do we have on here?  
See Jared lemaire.

 **Lamere, Jared** 1:22  
Good morning.

1:23  
And.  
And Barb Neal. She's our executive director.  
And then I had.  
So I had somebody join by phone, but then it looks like they dropped off.  
Well, if they come back, I'll let you know.

**RM** **Roger Marcoux** 1:43  
OK.  
Very good. Thank you.  
Think the next order of business is to.  
Accept the general meeting #4, which occurred on October 15th of 2014, looking for a motion.  
To.  
To get through that.

**SL** **Steve Locke** 2:07  
Move their adoption as printed.

**RM** Roger Marcoux 2:10  
Thank you Steve. 2nd.

**BK** Brian Keefe 2:14  
I'll 2nd.

**RM** Roger Marcoux 2:15  
So I urge. Thank you, Eric. Any discussion about that meeting as it was sent out to everybody.  
Hearing none.  
All those in favor of adopting accepting the the meeting signify by saying aye.

**DH** Drew Hazelton 2:34  
Hi.

**SL** Steve Locke 2:34  
OK.

**CP** Pedoty, Christian 2:34  
Bye.

**RM** Roger Marcoux 2:36  
It would appear that that has been passed.  
Good to go, Sonny.

2:43  
Yes.

**RM** Roger Marcoux 2:43  
OK. Next up on the agenda is a public comment. So I do we have any members of the public out there?

2:52  
And at this time.

**RM** Roger Marcoux 2:55  
OK.  
We'll meet.  
We'll go right into the to the meet of the meeting here and. And I'm gonna ask Barb to to speak about her work on the tariff study and and open that up for discussion after that.

**NB** Neal, Barbara 3:09

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OK.

Great. Thank you, Roger.

So a little bit of background just to make sure everybody's on the same page with the tariff study review.

The board currently pays Vermont's regulated telephone companies.

Those are the ones that provide wireline phone service in Vermont.

For two tariff service elements, one of them is the alley database updates, which is approximately \$112,000 per year.

And the second element is trunking costs, which is the cost for the delivery of 911 calls into the 911 system. And there's two components of that. The 1st, which is charged to us by the the telcos.

3:48

OK.

NB

**Neal, Barbara** 3:59

Is approximately \$20,000.

That is charged under the tariffs themselves.

That is, for the cost to deliver the arlex traffic to an aggregate an aggregation point.

Call it provided by consolidated Communications and then consolidated delivers those calls into the 911 system as part of our system contract within digital.

So there is a cost there of about \$108,000 a year as part of the contract. And while that is not charged to us under the tariff, it's important to keep in mind that it is an actual cost related to trunking into the system.

So that's what we currently pay.

In 2011.

There was a study completed by the board or by a contractor hired by the board that suggested that we might be paying too much for these tariff service elements, especially for the alley database updates.

However, the board didn't take any action at that time based on that report.

Then last year, in the last Legislative Session, Act 143.

Directed the board to report back to the legislature on the current tariff structure and costs associated with it by January 15th, 2025, which is tomorrow.

The board hired 911 authority to complete the required work and the report was finalized and delivered to board members on January 10th, 2025.

So you should have seen that come through from Sonny in your e-mail.

Hopefully you've all had a chance to read.

We were hoping to give you a little bit more time to do so, but it took a minute longer than we expected to get it finalized.

Here's a summary, though, of the findings and conclusions and recommendations from that report.

One finding was that all of the 911 tariffs, except that the one for consolidated communications, has been in place or have been in place with no changes since 1995.

And the another finding the modernization.

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Of communications land of the communications landscape.

In Vermont and nationally, actually meaning the move towards wireless and voice service for communications types, that modernization calls into question the applicability and relevance of the existing tariffs.

Costs for the all database portion of the tariff continue to rise, while the database record counts.

In other words, the number of wireline subscribers in that database continues to fall.

And this results in a higher cost per record for the upkeep of those records.

So in the report you will see some some tables and charts that will demonstrate to you that the average cost per updated record.

Has increased from \$5.84 in 2011 to just shy of \$10.

Updated record in 2023.

And there was a shift in the range of costs as well.

So back in 2011, there was a range of cost for updated records that went from \$0.05, a record that was for the Fit then Fairpoint records because they have such a huge quantity of them all the way up to \$15.75.

Per updated record in 2011.

And then in 2023, that range shifted and it went from \$0.28 per record with with consolidated communications all the way up to 2855 per record.

So that's what we're talking about when we're talking about an increase or shift in the cost per record.

The report also pointed out that the comparative analysis part of the the scope of work was a comparative analysis with other states. What are they paying?

In comparison to us, the report indicated that.

That analysis is a bit problematic due to the variations in local and state regulations.

Though it was noted that several states.

Excuse me, have have already moved away from the tariff structure.

As this communications landscape evolves.

The report does call in the end for a reassessment of the tariffs and recommends that consideration be given to a recent FCC ruling.

That addresses certain aspects of the services currently covered by the 911 tariffs.

And it's important to note though, this is not called out specifically. As I recall in the report itself, but it's important to note that the FCC order that they are referring to was issued in July, I think became final in November, I think is accurate.

That reporter includes assigning responsibility to the carriers for the costs of the delivery of 911 calls.

And location information into next Generation 911 systems and it also it further outlines the responsibilities of both the carriers and the 911 authority for making that all happen.

So that order needs to be.

Part of the consideration of the path forward, and I do have some recommendations on that, but I'm gonna pause here.

Roger, go back to you to ask if you want questions now or you want me to go to the what I would suggest.

We do next.

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**RM** **Roger Marcoux** 10:01  
Why don't we just continue on and then we can have the, you know, we will hear what you have to say about recommendations and and then we can go from there.

**NB** **Neal, Barbara** 10:10  
OK, so given all of that, the the recommendations and findings and all of that in the report? My recommendation is first that we submit the 911 authority report to the legislature by tomorrow per Act 143, and then that we provide the tariff report and the SCC order to our legal counsel for review and discussion about the specifics of the impact.

**RM** **Roger Marcoux** 10:39  
S.

**NB** **Neal, Barbara** 10:42  
Applicability of the FCC order in the Vermont landscape and then I would come back to you at our next quarterly meeting, which will likely be in April.  
With that information compiled, and perhaps.  
Options or recommendations for next steps.

**RM** **Roger Marcoux** 11:05  
OK. Gonna open it up for for questions or the comments, suggestions.  
Cheap.

**SL** **Steve Locke** 11:15  
Car where do you?  
Where do you anticipate, you know, our recommendation being after legal counsel to do away with the tariffs, I mean, where do?  
Where do you? You know, I guess if you were thinking the end game here, what's that look like?

**NB** **Neal, Barbara** 11:32  
I think there's a couple options.  
One would be.  
In my understanding of the FCC order now.  
Is.  
That it does not supersede any arrangements that states have in place for cost recovery for carriers.  
So it's not going to automatically eliminate our tariffs. The state would need to take action if we wanted.  
Those repealed the legislature would need to take action.  
Another route would be to have the tariffs reassessed in the in the in the Public Utility Commission.  
Context.  
And that might take us down a different path.

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If I had to, what would I would like to understand is, can we rely on the FCC order?

To eliminate these costs to the state that the FCC has determined the carriers should should be covering.

But I want to understand how that really applies here in Vermont and the impact it would have on the those carriers.

**RM** **Roger Marcoux** 12:47  
And how how would we do that?

**NB** **Neal, Barbara** 12:51  
Those two ways repeal it or go, potentially.

**RM** **Roger Marcoux** 12:54  
But no.  
But how did you said that you'd want to see if if the FCC can make that determination, who makes that decision?  
Is that legal or legal or?

**NB** **Neal, Barbara** 13:08  
I want so the SEC has already made a determination about who's responsible for costs of delivery of those calls.  
So that determination is made.  
But I want to see how, in consultation with legal and probably others, including the FCC, how we would imply apply that in Vermont with the existing well, because we have the existing tariffs.  
So what needs to happen with the tariffs?  
Or could happen with the tariffs before we apply the order.

**RM** **Roger Marcoux** 13:39  
Right.

**SL** **Steve Locke** 13:40  
So so really it could be we're sending this to legal.  
I mean, so I guess I wanna make sure I understand why I'm sending it to legal.  
I I think I understand the strategy but is to send it to legal with an objective of using the FCC order as a way to either renegotiate or change the tariff structure recommend to the legislature to change those structures.  
To and to say to reduce reduce our payments to the carriers.

**NB** **Neal, Barbara** 14:04  
Yes.  
Yes, I would.  
I would want to know from a legal standpoint, could we rely upon that FCC order and and still be able

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to require obviously carriers to deliver their calls to our points of interconnection?

I think the answer is yes, but it's a.

It's a complex order that I I would like to have reviewed by others.

**SL** Steve Locke 14:31

And I guess I would just like to cut to the chase and have the directions be instead of bringing back this in April with this is what Council discovered is that the guidance to Council is that we want to move, we want to move in this direction. How?

Can how can you help us get there?

Basically, instead of asking them, you know it's it's freezing the question a little bit differently to get give them direction as opposed to them giving us a lot of different options.

**NB** Neal, Barbara 14:57

Mm hmm.

I see what you're saying.

Yeah, I see the distinction that you're making.

**RM** Roger Marcoux 15:07

So probably what we'll do is at the end of the discussion, just put that to a vote.

Seems so.

It's more official.

My another question I had was does the public?

Service folks get involved in this.

**NB** Neal, Barbara 15:25

They could.

They were part of the stakeholder outreach that 911 authority performed.

I will be providing a copy of the report to them so that they know that the discussion is going on and would certainly welcome any any feedback they might have.

They would.

They will be involved in the discussion as we go along so they know what our position is and what we're what we're doing and certainly if it were to become a public utility Commission.

Event if you would or case, then they would be involved as well.

**RM** Roger Marcoux 15:58

K.

Other questions or comments?

OK.

Steve, would you like to put your thoughts into emotion?

**SL** Steve Locke 16:13

Move that, we.



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The tariff study to the legislature, as required. And then so that's, you know, kind of I do it all in one but so just for formality and then also work have Barb work with Council to evaluate the FCC report and the the study and see if there is.

A way that we can recommend to the legislature, reducing or eliminating.

The tariffs.

Still requiring the information be kept relevant and accurate in the database.

Barb, does that accurately reflect what I think I've said?

**RM** Roger Marcoux 16:59

OK, looking for a second on that.

Eric, thank you any further discussion?

All those in favor of Chief Locke's motion signify by saying aye, please.

**SL** Steve Locke 17:17

Hi.

**RM** Roger Marcoux 17:20

OK, looks like that motion carries so on.

Barbier clear with everything and.

**NB** Neal, Barbara 17:26

AM.

**RM** Roger Marcoux 17:27

We'll we'll keep everybody apprised as to how that process is going so.

Next up is the director's report.

They could drink of water and then get back at it bar.

**NB** Neal, Barbara 17:40

Yes, sorry, I'm getting over the remnants of a cold here, so I'll try to keep it all together.

OK. We're gonna start with the tropical storm. Debbie. After action report and next steps.

So again, a little bit of a refresher. As we discussed in October at the October board meeting.

The events of August 9th Tropical Storm Debbie resulted in the system really being.

Really being tested.

So we found then and we discussed then that caller ring times were excessive. In fact, there were 300 calls in the 7:00 to 8:00 PM hour that night, and only 17% of them were answered within 10 seconds, which is our call answer standard half of them.

Took between 31 and 60 seconds to answer, and nearly 24% of them took over a minute to answer.

We discussed also peace app availability.

And the fact that while we would never expect over the course of shifts, for example to have 100% availability of AP SAP, we were seeing some very low availability times at various pace apps around the state, including two that actually went dark or or were not.

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Involved to any great extent in 911 call taking during that time.

Some P saps nearly doubled their usual call volume.

While others were far, far below their usual call volume.

And we, we concluded that first of all storms of this nature with high call volumes are going to continue.

And longer call caller ring times are avoidable or minimized with appropriate staffing.

So that was kind of all that we talked about back in October.

Discussion occurred then regarding whether the board should support.

For fund dedicated 911 call taking positions within peace apps and the board staff was tasked with developing considerations around that idea.

So Jared was joining us today.

Did exactly that and took a look at the impacts of the dedicated 911 call taker role.

And the biggest question that needed to be answered was to help determine whether hiring.

Wearing these two two, let's say two full time 911 call takers would be a of benefit to Vermont 911.

And what would be the impact? So Jared developed information focused specifically on the potential of how many calls per hour could a full time dedicated call taker answer?

So keep in mind that this things as we discussed this, these things, the Enhanced 911 Board currently has a program for part time dedicated 911 calls.

In a couple of pseaps, those participating call takers login with a specific role and get 911 rollover calls from any of the six peace apps. If the call cannot be answered at the primary, peace out.

And let's see in November and December of 2024, the average call duration for those part time 911 call takers was two minutes 44 seconds, which is actually a bit longer than the system's average call duration.

For the same timeframe of two minutes and 18 seconds. So the dedicated call takers are spending a bit more time, at least during that time frame with the caller. So with all of this, with knowing the call durations theoretically, it would be possible for a dedicated call T.

To answer 24 calls in an hour, theoretically, in reality, based on the call durations, a more likely estimate is 17 to 18 calls per hour.

So you got that.

So 17 to 18 calls per hour and in calendar year 2024 Vermont 911 processed about 630, seven 911 calls on average per day.

And if we are to assume that one full time dedicated 911 call Taker Works an 8 hour shift every day.

And on average can answer 18 calls per hour.

That would equate to 144 calls.

Per day being answered by that one full time person or about 23% of the daily average.

So that could happen, but another consideration is this.

How would we be able to funnel enough calls to the dedicated 911 call taker to make an impact and be economically efficient for Vermont 911? So most of the peace apps now thankfully are meeting or close to meeting their primary catchment area answer rate.

Of 90% that leaves about 10% of the call.

For the full time dedicated 911 call takers to answer.

We took a look at some call volumes then between N1 and December 31, 2024.

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And determined that there would have only been about 3061 calls available to be answered by a dedicated full time person, which equates to about 52 per day. And if you remember the the stats I gave you a minute ago, they would have the pot.

To answer 144, but only 52.

Are going to be available based on these numbers, so we would not want to add to just add the full time dedicated 911 call takers as the primary destination for any 911 calls, because then we could potentially be disrupting one stage call handling which.

We want to support wherever possible, right?

We could create.

A specific primary catchment area for these individuals.

That is made-up of geographic.

Areas that do not have one stage call taking.

So.

There's the question of.

Would we have enough call volume or could we make enough call volume to support dedicated 911 call taking?

And what I want to convey to you is that there are a lot of things to take into consideration there.

We're also planning a PSAP administrator meeting to better understand how the pcps prepare for major weather events.

And to ensure we're all on the same page as things currently stand regarding these high call volume events, how we handle calls during them and the peace app closure and go dark procedures.

So that's what we have on the capacity of dedicated.

911 call takers, and really the does the question I think is does the.

Does the available rollover.

Support the need for that is what you should be thinking of.

**RM** Roger Marcoux 25:19

OK.

Let's open that up for discussion.

This to me is a hot button topic because it was clear during that wind sort that we are that we were deficient and and if possible, we've gotta come up with a different distance system so.

25:34

Can we hear that OK or do you need me to turn it up?

Oh, I got my hearing right now, but that'll be fine.

**RM** Roger Marcoux 25:38

Tony, can you mute yourself?

**NB** Neal, Barbara 25:40

Sonny, can you mute?

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25:42

Sorry.

RM

**Roger Marcoux** 25:43

OK, alright.

Steve, I know.

I I just we've been together so long that I can just read you.

So go right ahead.

SL

**Steve Locke** 25:55

I I have a lot of thoughts.

Let's let Drew go first.

He had his hands up and only because I'm. I'm. I'm no. No, I'm. I'm curious to get someone else's take too.

RM

**Roger Marcoux** 26:00

Oh, I'm sorry, girl.

SL

**Steve Locke** 26:04

I have a million thoughts and some, but I'm curious to have someone new what their thought might be.

RM

**Roger Marcoux** 26:11

True.

DH

**Drew Hazelton** 26:13

Well, well, Barb was speaking.

I was trying to make a mental picture of the numbers in my head and I guess my question is.

Is there a? Is there a targeted data-driven solution?

So I know in our world we apply, you know, ambulance resources based on you know patterns and and call volumes. And we know that dispatchers in the single source centers are going to be busier during certain windows.

We know those calls are.

So rather than looking at the entire slice, should be we be looking at those windows where volume is the highest in order to reduce the overall.

You know, time to to answering calls versus the entire day.

RM

**Roger Marcoux** 26:59

Can I?

Can I just respond, Bart, before you do? I've been working with Barb on this, trying to figure different things out.

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And some of these events, like when we had Irene, we knew Irene was coming. So we were able to staff up and, you know, discuss different scenarios.

Drew the tough one with this windstorm and heaven forbid a shooter in a school is that you go zero to 100 immediately without any advance notice without knowing who's on vacation.

Have you?

So that's kinda what made this storm unique is that it really wasn't predicted.

And and it came up pretty quickly. And you know, it hit some piece out so hard that they just stopped.

They had to stop answering 911 calls, so with having said that, Barb.

**NB** Neal, Barbara 28:05

I think I all of what you said is completely accurate, Roger.

And then to answer Drew's question, I mean, we are definitely able to look at the data like on a daily basis and we understand where the highest call volumes are.

Throughout the day and I and I will say that generally speaking, when we run these reports on, it is a monthly basis.

The the Pcp's are answering those calls within the 10 second within within the standard.

Umm, I don't think we've seen except for high call volume events like this event on August 9th.

We haven't seen routine situations that have resulted in falling below that standard.

So that's one thing to to keep in mind. I think the harder thing to address is just what Roger was mentioning is these things that come up unexpectedly or with very little, very little lead time.

And how those those situations are handled and whether in the context of this conversation, having dedicated 911 call takers?

All the time, right?

Would support would help with that situation or do we need to be just during those situations which it's very difficult to respond to those when you've got, you know, not much lead time?

**RM** Roger Marcoux 29:35

Thoughts come, Steve, go ahead.

**SL** Steve Locke 29:37

So because I think there's kind of two different thoughts here.

One is these one off incidents that happen every 10 years or X years that I don't know that we'll ever be.

We never will have the staffing to to do 100% of 10 seconds, but there were 35 calls or so that were never answered. If I remember right, because of a lag time.

It rang so long in my am I remembering that incorrectly Barb.

There's some point that calls for networking, just not answered.

And maybe they go to some.

Isn't isn't there a certain number of calls that after a certain period of time it just times out?

**NB** Neal, Barbara 30:21


No, I'm gonna turn to Jared to talk about first, Jared.

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**SL** **Steve Locke** 30:22  
So.

**NB** **Neal, Barbara** 30:27  
I believe we accounted for all of the 911 calls, right?  
So they would have appeared at least as abandoned calls or rerouted into the system once they'd gone to Meebo.  
And then if you could address Stephen's question about like the timeout, go ahead.


**SL** **Steve Locke** 30:42  
What is Nemo? What is that?

 **Lamere, Jared** 30:44  
So.


**SL** **Steve Locke** 30:44  
What's that word there?  
'Cause, that's the. That's what I was thinking.

 **Lamere, Jared** 30:45  
So, so so Amebo is a is A, is a desk phone.

**NB** **Neal, Barbara** 30:47  
Evil.

 **Lamere, Jared** 30:52  
That is a disaster recovery.  
So if our CP equipment were to have some sort of significant event that the calls could be answered at at a SIP phone, on the desk of that one positions. And So what happens is.

**DH** **Drew Hazelton** 31:08  
Can I interrupt for a quick second?  
What? What's that acronym stand for?  
'Cause I'm not.

 **Lamere, Jared** 31:12  
Oh, not sure it's something that the the vendor has made-up.  
I think it's messaging evolution something, but essentially it's just a disaster recovery system.

**RM** **Roger Marcoux** 31:25  
We'll get that out to everybody.

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**Lamere, Jared** 31:28

Yeah. So.

What happened is the system is gonna hold the call for so long and then it's gonna say, well, something is wrong, right?

I can't deliver the positions.

I'm not seeing any available positions, so then it tried to send it to me though, and all the calls were accounted for. 35 of them were routed to Meebo, but then once Meebo wasn't answered in Meebo, then it would send it back to the this the contro.

On our primary system. So then it goes into a safety queue and is held there.

Until it's answered.



**Steve Locke** 32:00

So I guess that that's helpful. And I guess what I was trying to figure out is, is there a way to, you know, we do so much of mutual aid?

Is there some way that to work with New Hampshire right?

So these are very much one offs that when it gets to that point, it's at least routed to a person.

And I guess I'm just wondering is there a way to have when it got to that point that it goes to? I'm just making something up the New Hampshire system, at least someone is picking that up and it's its power.

Down something not it can figure it out, and as opposed to someone's trapped in their house with the floodwaters and they need immediate attention, you know.

So is there cuz I think that that is there probably can be almost nothing worse than calling 91. Having no one answer, not being able to speak to a person.

And so I think that's the one off that we could at least say we've done.

We're taking some sort of steps when it gets to that crisis point that something beyond.

Routing it back to our our our own busy system.

And then secondly.

I think our data has shown that when Williston was the one center that had the dedicated.

Calls position was answering a lot of a good percentage and I think what perhaps the numbers may or may not just understood, it is how what percentage of calls would never have been transferred and it probably only effects Williston and Westminster just because the percentage of calls they.

Answer.

That during the busiest of times, so whether that's noon to 8:00 PM, whatever that is, if you had a dedicated call taker that we funded in those two centers, what that workload they would take off, the other people who are doing dual work that would increase the work.

Life balance of the dispatcher.

The complexity of the dispatcher SAS call taker and make the system more resilient. So.

You know, because then another call in that center never would have been rolled over to some place else.

I do think there's two different arguments here.

I think a dedicated call taker in both those.


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Facilities, given that they answer about what 70% of the states call 91 call volume between the two of them.


Would be would be very helpful. I mean for a lot of reasons, I don't think it solves this storm's problem. I think that's kind of, you know, I think that separately and I think we should, we should do something to cover that. So lot of words I.


Not sure it made any sense.


 **Roger Marcoux** 34:32  
So Steve?

 **Lamere, Jared** 34:32  
You want me to address that, Barb? Or did you wanna?

 **Neal, Barbara** 34:35  
I think let's go to Roger 1st and see where he was to go.

 **Roger Marcoux** 34:37  
Go ahead, Jared.  
Jared, we'll stay on your tract and and I'll just make a note to to speak a little later.

 **Lamere, Jared** 34:43  
Yeah, so, so on your first point, we there have been internal conversations to discuss, you know, working with another jurisdiction to answer calls.  
I think First off, New Hampshire, we already have an interconnection with them, but the the concern that I have is if we're having a weather event, New Hampshire might be having a similar weather event.  
So having some geographic displacement, there might be to benefit, but it also could be something that you know we could certainly.  
Entertain. So I think that the meeting that I had, this is sort of like let's look at the this specific thing as far as dedicated call takers that the board would hire.  
Secondly, both Westminster and Williston do have the primary call takers.  
Westminster. And that's why I focused on the November and December time frame, because Westminster has been utilizing a primary call taker to the later part of the 2024.  
So I wanted to look at that as a snapshot.  
So they are doing that today and you in in the report.  
Provided to Barb, you can see the impact it has for those centres.

 **Steve Locke** 36:00  
And I assume that impact is positive.

 **Lamere, Jared** 36:03  
Absolutely. Absolutely. Yep.



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**NB** **Neal, Barbara** 36:06  
Yes, and I did not distribute that report and I can to board members. I we can do that after the meeting.  
So you can take a closer look.

**SL** **Steve Locke** 36:16  
So I think the question you know comes is that is that is there a higher value in having you know? Additional capacity there or looking at capacity in one of the municipalities apps, but the municipal piece apps handle such a lower call volume. I struggle to see the value unless it became the first position for roll over.

**RM** **Roger Marcoux** 36:41  
So Steve, something to consider is in this event that we had.  
You know we're we're talking about call takers right now.  
But the same pressures were put on the the dispatchers as well, so.  
To to address that last point, you said I I'm kind of wondering if we should at least look at spreading that out beyond the Department of Public Safety.  
Umm.  
You know the two piece apps there because if something happens to anyone of them, I think it's a good idea to not only have, well, they have that geographical dispersion. I think we ought at least consider that because, you know, if we put our eggs in that basket.  
And let's say Westminster goes down altogether.  
You know or or Williston, heaven forbid.  
And they take so much of the volume.  
Should we start thinking about how can we?  
Begin to think about handling that.  
So I'll I'll just throw that.

**SL** **Steve Locke** 37:49  
Yeah, yeah. And I, I mean, I don't.  
Well, I don't necessarily disagree.  
The the struggle I have is that all the municipalities are doing dual function right? And if I remember right, Shelburne shut down because of a mechanical problem, right?  
They lost power and then back up power and St.  
Albans shut down because they were too busy dispatching that they couldn't take calls.  
That's not at some point.  
That's a problem for us where you know, we're relying on them.

**NB** **Neal, Barbara** 38:17  
Mm hmm.

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**SL** Steve Locke 38:18

We're paying them for a service.

And they couldn't deliver.

And so I you know, as if I sit here representing the state, I have to say.

That my service provider didn't perform as required and there should be at there. There's AI mean that should be a concern that should be as a big a concern for us as anything when a municipal partner who we require to deliver service shuts down because they said we.

Too busy?

That impacts the entire operation, so.

You know Westman, I don't think.

I don't think one of the state peace apps would ever say sorry. I'm I'm done.

I'm too busy dispatching police officers and I think that's what happened. And so that that's that, that should be figured out.

**RM** Roger Marcoux 39:06

Well, until Chris, Jody, get on board, we practically had that with Westminster.

So you know, I I I make the point that look we're we're none of us are are.

It can happen to any of us.

So you know, I get your point because we we didn't know that St.

Albans and Shelburne were gonna be offline and it is more difficult when you got less resources in all of the locals, but.

You know, one of the conversations I had was should we train and dedicate at least one?

You know, single stage call taker in at least one or two of the piece.

The locals to to work in tandem with our state partners.

**SL** Steve Locke 40:01

Yeah, I don't think I would. I think I would be apprehensive to do that unless we had an agreement with each of them.

Local peace apps that they would add dedicated minimum if they're going to take our if they're going to take funding, they're going to be our service provider, then they have to guarantee to dispatch 2 two people on a call taker and a dispatch.

You know, so they I don't think you can just not take calls if you're taking the funding from the state.

So and I and I and some in some part of that is my experience out of Hartford, you know, spent a lot lot of years there in the peace app.

**RM** Roger Marcoux 40:28

No, but wait.

**SL** Steve Locke 40:36

And so I think if you're going to be in this game, you got to be all in.

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**RM** **Roger Marcoux** 40:39  
Agreed. Who else had I thought? I saw another hand out there, Chris.

**NB** **Neal, Barbara** 40:44  
Drew has his hand up.

**RM** **Roger Marcoux** 40:46  
Alright, drew.  
And then then after that, I'd like to hear from Chris Padotti. You know your thoughts on Drew?

**DH** **Drew Hazelton** 40:53  
That should so a couple things.  
One is if, from what I understand, that the municipal partners, there's no actual requirement for them to be functional certain number of hours, a certain number of people per day.  
So would we be talking about adding an actual requirement that says that position must seat must be filled?  
During certain, you know as a single, as a call taker for for that period of time.  
And my second question is, has any of the this data or information been collected as part of the public Safety Communication task force work about?  
The dispatching versus.  
Call taking and. Is there something we could be leaning on in that research to help us in this conversation?

**NB** **Neal, Barbara** 41:44  
I can.  
I can handle those.  
So regarding the first question, the minimum staffing requirement that you're right, that is not currently in the Memorandum of Understanding that we have with all of the Pcps, what they're and that's a long standing tradition that the 911 board has not defined minimum staffing for the. P CS but allowed those decisions to be made at the PCP level.  
The metric that we have built into the Memorandum of Understanding.  
Is that peace apps will staff appropriately in order to answer 90% of their primary call catchment area over the course of a year.  
So it's it's much, much broader.  
It doesn't get granular as to who's going to be sitting in a seat at what time, but I mean, I think that's certainly open for discussion.  
And regarding the second question, how the task force has been working on this, there's been a lot of stakeholder input.  
And.  
Discussion with dispatch centers around the state regarding staffing.  
But it has not centered the focus of the task force is on the dispatch function, not on the 911 function,

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although as the reports are being prepared, you'll see a little bit of the the bleed over, so it will come into the conversation, but the focus.

Was on the dispatch landscape for the task force.

**RM** Roger Marcoux 43:16

Drew one thing to point out is that you know, if you don't perform, you don't get paid. So at least that that is in place.

**NB** Neal, Barbara 43:24

Yeah.

**RM** Roger Marcoux 43:26

So a lot of it is incentivized.

So Chris Christian.

**CP** Pedoty, Christian 43:33

Thank you. You know, just from a a selfish you know standpoint when we talk about a dedicated 911 call taker, I mean of course I would rarely object to anything like that just because again you know I see how busy our our facilities are between West.

And and Williston, what you know, what I will say is, and this was kind of brought up before is.

We've been consistent.

Obviously up in Williston, we're fortunate enough to have more folks that are.

If not dedicated to taking 911 calls.

Just more folks overall, taking that one calls and at least one person that we utilize who's our vows coordinator who we utilize to take 911 calls, which is incredibly efficient and helpful during the day in Wolston during the busy hours.

We just recently hired.

Two-part time dedicated 911 call takers in Westminster.

We have seen that as being a help.

Again, they are part timers right now, so it's always difficult to get.

More consistency there with ours, but I think we've been fairly successful and and really we're at the point now where I'm writing up a proposal to.

Basically, I brought this up at the last meeting.

Switch one of our ECD positions, emergency communication dispatcher positions to a full time not in one call taker position.

And and that's a little bit more of a a difficult process to do. You know it's not that it's not gonna get done, but I figure maybe within the next few months we can make that happen.

But anyway, that's a long way of saying that.

Yes, I I think it's it's a huge help to have that that extra help now how this is going to look with with what you know Barb was mentioning and etcetera on the call.

How is this going to look?

Is it going to be something that is going to?

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Be predominantly helpful to the two state peace apps.

Is it going to go to a backup peace app? You know, and and that was all mentioned on this call. I think those are the things that I'd be curious to see. You know what that looks like and how but I would never object just overall to having.

A dedicated an extra dedicated 91 call taker.

I mean, if that I I have no reason to to object to that it can.

It can only help.

It can.

It certainly can't hurt, especially.

During those busy hours, you know our part timers. We're trying to get them in there.

You either 8:00 to 4:00 or 4:00 to 12:00 in that in that typical time frame, or somewhere in between where we get those busy hours. That's we're really focusing on.

We've also kind of just in Westminster just to kind of throw it out there.

Is really just.

Had a meeting with with a lot of the staff, really just focusing on, hey, let's get back to a mindset of prioritization.

Of 911 calls and I've had this discussion with Barb as well.

That I think sometimes just because dispatch itself is so overwhelming many times to a lot of dispatchers, especially when it's busy, people tend to get away from that thought process of how important it is to make sure that you're getting that answer on those 91 calls because.

I think in the back of some people's mind, they're thinking, oh, it's gonna roll over to somewhere else.

And I'm not saying again, it can make people lazy to some degree.

And and I'm not.

And I'm and I think the staff does an incredible job, but I think that's just human nature.

So I've kind of reinstalled that within the staff as well, and I think it's again, it's had a great impact knock on wood.

You know, we've been consistently over 90% at Westminster since September of last year and and my my thought is we're gonna continue in that vein.

I mean, if if we don't, obviously I'm not gonna be too happy about it, but.

Anyway, yes, that that's just a little bit of throwing out some general ideas.

But yeah, I'm, I'm all for.

A dedicated 911 call taker like to know more.

RM

**Roger Marcoux** 47:49

Chris Loris.

47:51

Yeah, you got me. I know, echo.

RM

**Roger Marcoux** 47:52

Yep.

Nope, you're good.

47:55

OK, good. You know, while we're talking about alternatives and I know that the only time I ever put my mouth is to talk about nine, eight, eight.

So I apologize for that. But as we work on over the next whatever months, years to coordinate the nine, one, one, nine, eight, eight.

Is nine, eight, eight an opportunity to at least triage and have those individuals trained who are answering not to dispatch course but to just simply triage to see whether or not the type of call is being made?

That gets if you will put on hold.

Could it could be answered and dealt with?

At nine, eight, eight and somehow find a way to sneak that into the nine one one system if it is a truly a life safety issue. Just looking at other options like we talked about with New Hampshire or other peace apps and I don't know if nine, eight.

Is the right vehicle or not?

Just throwing that out there.

RM

**Roger Marcoux** 48:57

What I know of 988 Chris and I'm getting to know more and more about it because we're you know we we wanna utilize it.

We think it'll be very helpful, but I think there's a difference between.

A.

Law enforcement type of event or a natural disaster type of event.

There the other thing too is is that a lot of these folks.

Off hours may be answered out of state and they may not be familiar that familiar with the state is that right, Barb?

NB

**Neal, Barbara** 49:29

Yes it is.

The calls could roll out of state even.

I think New Hampshire is like a primary backup for them, but then there's also the possibility that could be any at any, not any center, but at backup centers across the country.

One one comment on that 988 piece is we wouldn't be able to reciprocate, right?

So well, they would need to be trained in emergency communication.

So there's that.

But these are clinical professionals that are handling.

988 calls, so we wouldn't be able to take any of their overflow.

So that's just like an initial thought. And if we were to explore.

Backups like from other states or jurisdictions.

My expectation is they'd say, yeah, we can do that for you and you can do that for us.

So that's one of the things we'd have to we'd have to take into account, right? Can we really?

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50:19

OK.

NB

**Neal, Barbara** 50:24

Can we commit to that?

So but.

RM

**Roger Marcoux** 50:29

It might be.

It might be a good handoff, Chris, if you had and I haven't fully thought this out, but if you had like a shooter in a school and you get calls after calls and you get some people that obviously.

Are just in need of. You know what 988 can offer.

You know that kind of situation we might be able to hand off so, so more to more to explore on all of that I think.

50:53

Yeah.

NB

**Neal, Barbara** 50:57

Roger, if I could add one more thing, it might be helpful to this discussion.

And Jared, I'll turn to you to maybe talk about this.

There is a potential that we could implement.

A procedure that for a high call volume event that we might also implement if there were like at DOS, a telephone denial of service attack on our system.

Jared, can you explain that a little bit more what that would entail?



**Lamere, Jared** 51:26

Essentially, we have a process with our vendor that if we believe there's a TDs happening, they can implement a strategy that you know has to require a, you know, a human interaction, meaning that you know, press 1.

If you're, you know, try reporting an emergency. Excuse me. So.

One thought, when we're speaking internally about these high call volumes is you know, I believe actually.

Reviewed a bunch of the recall recordings and so.

A lot of them were. Well, I'm reporting it down. You know, power line, those types of calls. And so one thought was similar to what Barb's experienced back when she worked at Williston was, you know, if this is a power outage, you know, putting a power line.

Contact the power line or we put some sort of message up there so that we're getting true emergency calls versus ones that could be off in, in a separate queue and answered a little bit later.

So by the input of the user they would be put into a different queue priority queue versus you know secondary queue for call takers to answer when they become available.

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**RM** Roger Marcoux 52:28

Where?

So Barb, where, where do we go from here?

**NB** Neal, Barbara 52:44

Umm.

Well, I think it might be important, you know, since since Westminster has started to apply this dedicated 911 call taking model, it might be good to monitor how they're doing and the impact that that it's having overall on call volumes and maybe we can find you.

Know. I'm sure there'll be higher call volume events, hopefully not to the extreme of August 9th, but we might be able to measure that.

Over the next, I don't know.

Several months and see where we are.

I think we could discuss internally whether there are viable options to open up a conversation with other jurisdictions for backup.

That's a pretty big issue, but we we can certainly have the discussions internally and come back with sort of the considerations or pros and cons, if you will, of that.

I think.

Those two steps might be a good start.

**RM** Roger Marcoux 53:55

Drew, you got your hand up?

Hope you muted, drew.

**DH** Drew Hazelton 54:04

So some of these events like you were talking about, unfortunately there'll be no warning, but there are a fair amount of events that we do have a warning for where we do know that there are storms coming in. Do we have a way of?

You know, surge staffing those windows of time so that you know when we do know the windstorm or the flooding events happening, we can call an additional dedicated staff to and is that already part of the plan somewhere?

**NB** Neal, Barbara 54:36

That's a good point and I should have added that as things we can do right away, right. We are in the process of scheduling a PSAP administrator meeting to better understand how they prepare, how each of the PSEUD prepares for events that they do know about. And so.

I think what you just mentioned Drew can be part of that discussion.

You know, I have questions like, well, are you just monitoring channel 3 News to find out if there's a storm coming or do you have additional import from Emergency Management or wherever?

That's giving you a a better heads up about how you might wanna plan. I think those conversations need to happen.



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And at least have an understanding of what is done to ramp up in those situations.

And kind of what triggers what?

What level of staffing?

**RM** Roger Marcoux 55:29

Barb, we we recently got you in with the electrical utilities who could be really, really organized when it comes to to you know storms.

**NB** Neal, Barbara 55:35

Yes.

**RM** Roger Marcoux 55:43

Advanced preparation or what have you and.

They seem to be very, very connected with National Weather.

And I've seen and known some of these folks for a while and they seem to hit the mark pretty well and are are ready to go.

So I think that that's something that Barb can report out to us.

I will say for Irene, I think in a 2 day period it might have been a three day period, but we had 2500 calls.

So, but I think a lot of us, I know here that we were staffed for and and we were prepared drew because we had that advance notice.

It's these.

You know these these.

Incidents that occur with no notice that I'm still scratching my head even here to figure out. All right, what do I do when everybody's on vacation?

Now that state, how do I?

How do I deal with that so?

**NB** Neal, Barbara 56:43

That there's another piece of this, too, that.

Very often, you know we have people logged into the 911 system, but they have not made themselves available.

I mean that can happen at happening right now. I'm sure there's X number logged in and available to take calls, and there are some that are looking at the system but have not hit the button to become available, and it may not even be necessary for them to.

Be available at this point based on call volume, but I think there might. We might be able to have a discussion about.

When the call volume or an event is going on and and you know this or that trigger happens that those people that are already sitting in the seats log in and I'm sorry make themselves available to take calls and so that we sort of enter into a all hands.

Deck situation under certain triggers.

I think it would be good to have more clarity around.

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When and how that happens and?

You know, out in the field, so that can be part of the peace app admin meeting as well.

**RM** Roger Marcoux 57:47

All right, so we'll continue working on this internally and reporting back to everybody and more to follow.

**NB** Neal, Barbara 57:57

I think Steven has a A.

**SL** Steve Locke 57:57

Roger, can I put in AI?

Can I just put it in a form of emotion?

Because I think there are.

I mean, I I I suspect that I'm just gonna say this, that staff may disagree with. Perhaps what I want to see.

And so I would prefer to put it in a form of motion if there's not support for there's not support for it, I think there's. But for so for me, I think there's three components here.

It's your staff to bring back a policy on increased staffing during.

Severe weather events.

So you know, if I know I have a severe storm coming so and we know this happens all the time with the pre deploying Swift water team.

That we and our budget may not support this.

So I wanna know that that we put a place a plan in place to ensure that we have one or two or a number of dedicated call takers on staff, right?

So we often know.

We often know the certain events are going to be coming, that we have a policy about and may this already exist when we increase staffing for dedicated call takers.

And that may require us so comma first thing that we develop a plan for roll over coverage.

So that this disaster level and I think that I think the out of state rollover and I agree that it should be reciprocated that we develop a plan for that, that if if this happens again, I don't know how this didn't make the front page a digger and.

We don't take action over resolving this.

Then shame on us.

So I would like to see a plan brought back where we.

The calls just don't dead end and I say dead end.

They go into this disaster recovery.

I think that's not a good thing. And then.

A plan or and and may come into the 26 budget that we create a dedicated call taker position staffed in one of the municipalities.

Could that that period now my my objective there would be that that becomes the first rollover point for the municipalities.

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Could we program that in the system, Jared?

Or is that in a?

Is it always going to go to a last known position?

The last used position.

Most you know, whatever it is, you know what I'm saying?



**Lamere, Jared** 1:00:13

I mean right now the part time that we have the role, the role that they log into, they get all the rollovers from all six piece apps.



**Steve Locke** 1:00:21

So I mean that's it, yeah.



**Lamere, Jared** 1:00:24

Just one week, there's we we can do just about anything.



**Steve Locke** 1:00:25

No, that that would probably even be better.

It's that would probably even be better.

So those type, I think that those three things are things that we can do to improve the, the service our citizens receive when they call 911. And I just don't want to let this die in the vine because I could.

I think these this is the type of thing because it was a one off. Some of it's a one off. Some of it occurs every day.

That will improve the capability and capacity of the system.

It's gonna come with a cost.



**Roger Marcoux** 1:00:54

To reiterate all of that.

Or can we make that his motion?

Or Steve, are you willing to?



**Steve Locke** 1:01:03

I tried to put that in the form of emotion, but we added a lot of intent in there as well and I may have to put it in writing to send it if, but that's that's the intention.

I don't know if you're comfortable voting on that as as kind of a lot of dialogue.



**Roger Marcoux** 1:01:22

Yeah, I think I get the three prongs of of what you're saying. And I don't have a problem with with asking for a second and further discussion. And we can either proceed or kill it. Then so have we got a second for Steve's?

Eric.

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**EN** **Eric Nordenson** 1:01:42

I was just.

I was just curious if that that motion helped Christian solve kind of his need for the dedicated position. He kinda said he could use it.

And we clearly have some gaps.

So do we wanna address this sooner rather than later?

And I think I appreciate that the motion that makes a lot of sense, but are we addressing what Christian needs in the short term?

**RM** **Roger Marcoux** 1:02:07

I think at Steve's motion talked about one local position as well.

So were you talking Eric?

Did you?

Were you thinking that the the positions would be an extra position for the state or?

**EN** **Eric Nordenson** 1:02:25

I think I could go either way if if Christian's answering the majority of these calls and he can staff a dedicated position, does it make sense to put it there if he can't staff it? Can the municipality staff it? I just want to make sure that we're addressing what Christian needs.

**SL** **Steve Locke** 1:02:44

Just a friendly amendment where it really should be is Barb and staff should tell us the best place to put it based on really the the truly the I guess I would just say we look towards funding another dedicated call taker and let let let staff tell us.

With data where the best place to put that is.

**EN** **Eric Nordenson** 1:03:04

I.

I agree 100% with that.

**SL** **Steve Locke** 1:03:05

Does it help it's system capacity then?

**CP** **Pedoty, Christian** 1:03:05

Yeah.

**RM** **Roger Marcoux** 1:03:09

OK.

**NB** **Neal, Barbara** 1:03:09

And it.

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**CP** **Pedoty, Christian** 1:03:09  
Yeah.

**NB** **Neal, Barbara** 1:03:10  
And it it could very welcome right back to you because the the short story is we can direct calls from anywhere to any call taker anywhere.  
So it'd be a matter maybe of coming up with the appropriate configuration to make the best use of that call taker wherever they happen to sit.  
But I get your I get your point on that.

**RM** **Roger Marcoux** 1:03:33  
OK.  
So I'm still looking for a second I think.

**CP** **Pedoty, Christian** 1:03:39  
Second here.

**RM** **Roger Marcoux** 1:03:40  
OK, Chris, thank you. Any further discussion on this?

**DH** **Drew Hazelton** 1:03:48  
I guess to to be clear, the we're asking the the motion is requesting the staff do some work for us is what we're asking for.  
We're not actually making any changes, but we're asking for additional information and some work from the staff.

**SL** **Steve Locke** 1:04:03  
Come back to the and I would say give us to the April.  
Give them to the April meeting to come back with some options to address these three things.

**RM** **Roger Marcoux** 1:04:15  
Further discussion.  
All those in favor of the motion signify by saying aye.

**CV** **Chris Violette** 1:04:22  
OK.

**SL** **Steve Locke** 1:04:22  
Hi.

**RM** **Roger Marcoux** 1:04:23

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OK.

Good, good stuff.

Barb.

NB

**Neal, Barbara** 1:04:28

OK, excellent.

Alright, we are moving on then.

To the next item under the Directors report, which is a request to hire.

Two potentially two-part time individuals to assist our training and communications department with quality assurance and quality control.

So a little background on this. The training department has struggled really with a vacancy for months. And even before that was struggling to come close to the national standard of standard for quality assurance and quality control reviews.

So essentially we're talking about call reviews and call evaluations.

And don't have the the figures right in front of me, but I if I'm recalling correctly, the standard is for at least a 2% of the system call volume should be evaluated.

For quality.

Control each year, which equates to thousands of calls in the 911 system.

So right now we're really in and we have been for some time.

We're really in a very reactive place for our quality control, so we get a complaint. We investigate the complaint and and get engaged with the all of the parties involved and and somehow resolve it, but we need to be in a more proactive position.

And that will take resources.

So we are hopeful that we're going to have a successful hiring process, which is in progress right now actually for the the second full time staff in the training department.

So that would certainly help, but if we were able to hire two-part time people as well, that would get us much, much closer to meeting the standard and put us in a more proactive position.

We would need to hire people that are not actively taking 911 calls right now, but have I would advocate for having someone who has demonstrated familiarity with 911 call handling, whether that's in Vermont or elsewhere.

Practices and protocols.

We would initially fund this.

Through the the the funds that we have for the vacancy, right, the vacancy savings that we're experiencing because we've had this months long situation.

Training department.

We would probably need to, once we get someone hired into that position, need to build it into future budgets moving forward.

But if you are approving of this idea, we could really get started immediately on it with existing funds.

RM

**Roger Marcoux** 1:07:22

These would be.

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**NB** **Neal, Barbara** 1:07:22  
It assumes a successful hiring process, so fingers crossed on that.

**RM** **Roger Marcoux** 1:07:28  
These would be temporary positions.

**NB** **Neal, Barbara** 1:07:31  
Yes. Yep.

**RM** **Roger Marcoux** 1:07:33  
Any discussion?

**CP** **Pedoty, Christian** 1:07:40  
I can say one thing if possible.

**RM** **Roger Marcoux** 1:07:40  
See.

**CP** **Pedoty, Christian** 1:07:45  
Just going along with that, I mean I, I I certainly couldn't agree more with additional quality control. I know we run into that problem now. Where we're basically more reactive than anything else. A lot of the times, as Barb said, you know, a complaint comes in. If it's a 911 complaint, you know we're going to Ashley to address that one particular complaint and that's where it stops. And that same on. The dispatch side because. Basically, all of our supervisors are currently dispatching more than they're supervising just because of staffing. So just just a proponent of that idea anywhere we can to get more quality control I think is a good idea. Thank you.

**RM** **Roger Marcoux** 1:08:28  
Steve, you were think you had a comment? No.

**SL** **Steve Locke** 1:08:32  
I was just gonna support it so.

**RM** **Roger Marcoux** 1:08:35  
OK. Any other discussion?  
If none, I'm gonna ask for a motion to support the.

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Request.

Anybody on the motion?

**SL** **Steve Locke** 1:08:50

Yeah. Now so sorry.

I'll move that we support the request from the Executive Director for two two-part time positions for quality assurance.

**RM** **Roger Marcoux** 1:09:00

Thank you. Second.

**CV** **Chris Violette** 1:09:01

2nd.

**RM** **Roger Marcoux** 1:09:02

OK.

Chris, Violet, thank you any further discussion?

All those in favor signify by saying aye.

I OK you get your people Barb.

**CP** **Pedoty, Christian** 1:09:12

Aye.

**SL** **Steve Locke** 1:09:12

Hi.

**CV** **Chris Violette** 1:09:12

Aye.

**NB** **Neal, Barbara** 1:09:16

Thanks very much and I'll report next time at how that that effort is going.

**RM** **Roger Marcoux** 1:09:21

OK.

**NB** **Neal, Barbara** 1:09:22

Alrighty. We are moving on to the next item under the Director's report is originating carrier rule making status.

This is easy because it's basically on hold.

It's largely dependent on the next steps related to the tariff report. So once we understand where we're going with the tariffs and the regulated telcos and the service elements that they provide.

Will be able to work in any necessary changes to the rule, so it's in a holding pattern at the moment.



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Next item and stop me. Roger, if you want to open it up for questions. But these next few should be pretty quick.

**RM** **Roger Marcoux** 1:10:06  
Go go ahead.

**NB** **Neal, Barbara** 1:10:07  
OK.

The contract extension status the board approved us moving into contract extension discussions within digital, those continue to.

Occur. We are currently scheduling a user group to review potential mapping solutions for when the contract extension takes place, which will be October of this year.

The the current mapping solution is not going to be able to be carried forward into the new system. So once the decision is made on who we are going to go with, we'll be able to finalize that contract extension and and get get it signed on the dotted line. Essentially. I don't anticipate any problems with any of that.

It's just a matter of making sure the mapping solution we choose is going to work for the people in the field.

So that is the contract extension legislative preview just quickly.

There's currently no. There are currently no bills that have been introduced that have a direct impact on the 911 board.

Of course, we will be called in soon. I would expect to for budget testimony.

So our FY26 budget has been submitted in the amount of just under 5.4 million.

Which includes an increase.

I mean, I'm sorry.

It includes the RE establishment of the 300.

\$1000 capital replacement line item that had been removed as a result of the troubles with the Vermont Universal Service Fund.

That has been corrected beginning in FY20.

Six, the revenue mechanism has changed.

For that. So so we are in a position now that we can that the revenue would support this additional. Increase in our budget.

We also have a 3% increase in the peace up reimbursement that was built in increases to salary and wages and some shifts in the general operating costs without the addition of the \$300,000 item, which is a pretty good chunk of our budget we would.

Be in at the 3% increase.

Increase that Department of Finance and management.

Wants us to hold to so.

So that is where we are with the.

Budget and the legislative preview.

And the next item I have is the public Safety Communications Task force update.

So there are two reports that the task force vendors are working on right now.

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One is the draft inventory and assessment report, which basically does a thorough.

Evaluation of what is out there currently in dispatch as far as.

As far as budgets, as far as systems in use.

As far as training and operational practices and so on and so forth, that inventory and assessment report has been distributed to the individual dispatch centers that completed the questionnaire that supports the report and we're waiting for their feedback.

Thank you, Chief Nortonson, for getting yours back just yesterday, I believe.

So that report will be finalized soon.

There are elements of the report that relate to system security, obviously, and cybersecurity that will have to undergo review for redaction.

But it should paint a pretty clear picture of where things stand across the state.

In the dispatch landscape and then the second report is a system planning report which is currently under discussion and review by Task Force members.

**RM** **Roger Marcoux** 1:14:06  
Mm hmm.

**NB** **Neal, Barbara** 1:14:11  
That review and input on the evolving draft will occur over the next 4 weeks.  
And there should be a draft available for public review and comment, including specifically from Dispatch agency and 1st responder agency stakeholders in the February time frame.  
So that work continues.  
And that's all I have for the director's report.

**RM** **Roger Marcoux** 1:14:44  
K.  
Any questions or anything on any of these last few things that Barb has talked about?  
I just want to mention in the legislative piece of it that there there is some changes this year in, in leadership in committees that we deal with in Gub OPS.  
Brian Collmore is the new chair of the Senate Gov OPS and.  
And so.  
Ruth Hardy has moved on to couple of different committees, so we'll see when we get in there.  
We'll see.  
You know, if they have a different agenda than they've had in the past, Barb, any other moves that might impact us?

**NB** **Neal, Barbara** 1:15:33  
In house Gov.  
OPS, of course, my representative Mike McCarthy was the chair for some time.  
He was not re elected, so their leadership has changed there. I believe it was the Vice Vice chair of that committee who's taken the reins at this point.  
There's been a shift to in in.

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There was a committee in the House Energy and Environment last year that's been broken up into. I believe there is a separate environment.

Committee and then one that's more focused on energy and at least one component is telecommunications.

So I don't have the correct title of that committee.

So that's been a little bit of a shift.

And then yeah, it seems like a lot of new faces and new.

New or new leadership in a lot of committees so.

**RM** **Roger Marcoux** 1:16:25

It's inappropriations. Jane Kitchell has retired, and now we have Andrew Perchnick, I think.

**NB** **Neal, Barbara** 1:16:30

Yes.

Yes.

**RM** **Roger Marcoux** 1:16:35

And so he has been in that committee, so and. And so we'll see.

We'll see how we received and everything.

Barb is very well respected in the legislature, so I don't anticipate any negative kind of connotations any of this, so.

**NB** **Neal, Barbara** 1:16:52

Hopefully I can maintain that.

**RM** **Roger Marcoux** 1:16:52

All right.

Yeah, hopefully so lastly, Barb.

**NB** **Neal, Barbara** 1:16:58

OK. Lastly is our annual open meeting law refresher so?

I'll just give a couple reminders and a little bit of an overview of some changes that happened in the open meeting law as a result of last session, so.

One reminder is regarding e-mail correspondence.

So anything that we do as a group via e-mail must be for the purposes only of scheduling a meeting.

Or providing documents for a discussion at a meeting.

So none of the discussion of the work of the board, so to speak, should be happening by.

Should be discussed via e-mail.

And in order to prevent accidental violations of this e-mail rule, if you will.

Wait, you will notice that we send correspondence from the board to ourselves, essentially.

So Sandy sends it to herself or I send it to myself.

With a blind CC to each of the board members and this helps prevent accidental reply. All situations

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that can get you into an open meeting law violation pretty quickly.

So just be aware of that.

And then some recent changes to the open meeting law include that decision making bodies like the 911 board must ensure that a physical location is provided and in addition.

Remote attendance options. We've been doing this for quite some time. Once the the the heavy threat from COVID passed and Room 315 is our physical location today and will continue to be so.

Board members can attend there or remotely.

Meetings must be recorded and the recording posted for a specified amount of time on the board's website. We've been doing this all along and will continue to do so.

And then.

Chairs of decision making boards must participate in an annual training on open meeting law.

So, Roger that, that training was created by Secretary of State's office and I will forward a link to you so you can complete that that training at your convenience.

**RM** **Roger Marcoux** 1:19:23  
Terrific.

**NB** **Neal, Barbara** 1:19:26  
I need you to be happy about that.

**RM** **Roger Marcoux** 1:19:26  
No.  
Alright, any.

**NB** **Neal, Barbara** 1:19:29  
I've watched it, I've watched it.  
It's it's good information.

**RM** **Roger Marcoux** 1:19:34  
Well, certainly this open meeting stuff will get you in trouble. So I welcome the chance to learn what I can. So any any questions for Barb on on this or.  
Do you think we should expand training to maybe like a couple 3 hours of next meeting or anybody for that?  
OK.  
All right.  
Any new business?  
I think we've had a a very drew.

**DH** **Drew Hazelton** 1:20:05  
Just so that everybody knows, the EMS Advisory Committee is actively looking at the EMS system, part of the information that they are gonna be requesting is going to be they'll be reaching out to Barb for some dispatch information about EMS calls in Vermont.

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So I think it's important that everybody knows that you know that work is going on and certainly. The impact of 911 on EMS is part of that. That study. That's happening.

**RM** **Roger Marcoux** 1:20:36  
What? What is it? That.

**DH** **Drew Hazelton** 1:20:38  
Wait.

**RM** **Roger Marcoux** 1:20:38  
Is there anything in particular that they're they're trying to do, drew or, you know, is this kind of with the eyes on statewide CAD system or something like that?

**DH** **Drew Hazelton** 1:20:52  
So the it's a statewide assessment of EMS and development of a five year statewide EMS plan. Dispatching was included as part of that. And kind of the the blurred lines between call taking and dispatching is part of what is being evaluated. You know what? What does it take for time to get through that system? So I know they're going to be looking for and. Have asked for certain pieces of information already as part of their study.

**RM** **Roger Marcoux** 1:21:27  
OK.  
Thank you any other.  
Comments or discussion before we ask Sony to identify the next meeting date, and then we'll get a motion for adjournment.  
Sony, what do you got?  
Now look at my schedule here.  
Anybody got any?  
Issues.  
At 8th and 15th of April.

**DH** **Drew Hazelton** 1:22:15  
The 8th does not work for me.

**RM** **Roger Marcoux** 1:22:20  
Alright, let's go with the.  
15th and then we have to make an adjustment. We'll go from there.  
OK.

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Motion to adjourn.

OK, Chris. Laura, second by Steve Locke and no further discussion.

All those signify by saying aye. Wanna leave.

OK.

**CP** **Pedoty, Christian** 1:22:47  
OK.

**RM** **Roger Marcoux** 1:22:47  
Thanks everybody, this productive meeting.  
Thank you very much.

**CP** **Pedoty, Christian** 1:22:50  
Thank you.

**NB** **Neal, Barbara** 1:22:51  
Thank you.

**RM** **Roger Marcoux** 1:22:53  
Good job.

**NB** **Neal, Barbara** 1:22:54  
Thanks. Bye, bye.

**RM** **Roger Marcoux** 1:22:56  
So.

● **Johnson, Soni** stopped transcription

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