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Transcript

May 14, 2024, 2:00PM

Johnson, Soni 0:07

JS

Let's see.

Let's go around the table first.

I'm Sonny Johnson, board clerk chair Roger Marku.

Evelyn Bailey.

They'll Porter.

Yeah, messed Rep to the board.

Several petting a member of the public, I see.

Andy Lambert, Barb Neil, executive director and we have Steven Whittaker joining us today and let's see online.

We have Eric nordenson.

Eric Nordenson 0:35

EN

Good morning.

Johnson, Soni 0:36

JS

Kelly Kennedy.

Kelly Kennedy 0:38

KK

Good morning.

Johnson, Soni 0:39

JS

Uh, Christian, OK?

I asked this every time I see you.

How do I pronounce your last name?

Pedoty, Christian 0:46

PC

Hadoti.

Johnson, Soni 0:47

JS

Adoti.

OK, so when you found forward as long as Dale has, I promise I will remember how to pronounce it.

Pedoty, Christian 0:48

PC

Yep.

Johnson, Soni 0:54

JS

Let's see.

We also have Steve Locke.

We didn't hear Steven say I haven't.

Well, I think we may have just is.

Steve Locke 1:04

SL

At good.

Morning.

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Good morning.
I was muted.

JS **Johnson, Soni** 1:09
And we have Scott Smith.

SS **Scott Smith** 1:12
The morning.

JS **Johnson, Soni** 1:14
Chris, I'm violette.
Serve.
That how you went, Chris Violet.

CV **Chris Violette** 1:20
I heard my name, but I just, uh, I just turned my speakers on.
So I'm not sure where you talking to me.
I'm sorry.

JS **Johnson, Soni** 1:27
So we're doing roll call.

CV **Chris Violette** 1:28
Oh here.

JS **Johnson, Soni** 1:32
And that is everything great.
Alright, 1st order of business here will be to the approval of the Minutes and the first one is going to be the general meeting number one which took place January 1st or January 23rd of 2024.
Looking for a motion.
I would make that motion.
You're almost made the motion to accept the general meeting #1 minutes a second.

KK **Kelly Kennedy** 2:04
I'll second.

JS **Johnson, Soni** 2:06
Who is that?

KK **Kelly Kennedy** 2:07
Kelly.

JS **Johnson, Soni** 2:07
I don't know, Kelly.
Thank you.
Thank you.
Any discussion.
Hearing none, all in favor accepting the general meeting #1 minutes signify by saying aye bye.

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KK Kelly Kennedy 2:23
I.

EN Eric Nordenson 2:23
I.

SL Steve Locke 2:23
Right.

JS Johnson, Soni 2:24
Yeah.

I just have it special meeting #2, which took place April 2nd.

That's meeting.

Excuse me?

Special meeting number one, which took place April 2nd, 2024, looking for a motion so moved except the Minutes.

Dale, looking for a second.

KK Kelly Kennedy 2:46
I'll second it again.

JS Johnson, Soni 2:49
Kelly, any discussion?

All those in favor of the motion signify by saying aye.

SL Steve Locke 2:57
Aye.

KK Kelly Kennedy 2:57
I'm.

JS Johnson, Soni 3:00

And lastly, special meeting #2, which took place April 10th, 2024, looking for a motion to accept those minutes.

I'll make that motion again.

OK, Jerome, second.

KK Kelly Kennedy 3:17
Make it #3.

JS Johnson, Soni 3:19
OK.

Any discussion?

Although it's in favor of accepting the minute meetings from the special meeting, #2 signify by saying aye. Aye.

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Kelly Kennedy 3:31

KK I.

Steve Locke 3:32

SL I.

Johnson, Soni 3:33

JS

OK.

Thank you.

It takes care of that.

We'll go right into public comment.

Uh, we got various members of the public here today.

Steven will start with you.

Umm.

I don't know.

I don't have anything today.

OK.

Anybody else from the public?

OK.

Moving right along, we'll go into the director's report.

Right.

Well, I do have a few things to say today, so let's start with psapp staffing and related topics.

Chris, I didn't give you a heads up on this, but I'm wondering if you could give us a quick report on the staffing situation at Department of Public Safety and if you're not ready for that, I could check back with you later.

Pedoty, Christian 4:29

PC

No, it's it's totally fine, you know, it's staffing is always, always a struggle, obviously.

But so we we have some vacancies, obviously UH-12 between Williston and Westminster, the majority in Williston and and we've been actively hiring.

We just hired 4 and Westminster, who were training currently.

Umm.

And we have a couple training in the Williston at the moment.

So obviously we hope to be up to full staffing, but as you know, but the length of the training time by the time you end up training someone.

Umm yeah, you and the Blues from somebody else through either going to another position or uh, another job for, for, for that matter.

So again, I think it's just a constant struggle for keeping our positions open for the most part of online so that we can just keep applicants coming in the system.

Johnson, Soni 5:21

JS

But.

OK, great.

Thank you.

So I wanted to just give a quick little refresher about the dedicated 911 call taking program that we have going on and where we might wanna go from there.

So as you recall, piece apps are supposed to be answering 90% or more of their primary catchment

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area.

Umm calls Westminster and Williston had several years ago fallen well below that and at times below 80% of their primary catchment area answer rate because of critical staffing issues and they dropped from answering 68% of the statewide call volume down to under 55%.

So all of those calls that were not being answered at the primary pieces were rolling out to the regionals, which is why we implemented the dedicated 901 call taking program, which essentially created a separate set of call takers who would answer only 911 calls and have no dispatch function while they were in that role.

So three of the four regional peace apps participated in that program currently, Hartford is the most active and they are putting in still about 150 or so hours a month on that program.

What we've been tracking closely for the last six months is what the primary catchment area rates are doing.

So Williston has been back up over 90% now for six months.

Solid Westminster has improved from about 84% six months ago and they are near 89% now over those same six months.

Shelburne actually is one that we haven't mentioned often, but they they have always been in the mid 80s mid to upper 80s.

Umm, so I think especially with Williston going up over 90%, Westminster approaching 90% and hopefully that will stabilize.

My recommendation is that we modify that dedicated 911 program to include not just rollovers coming out of the DPSP apps, but also coming from all PC apps, so that if there is somebody logged in as a dedicated call taker, will go to them first before impacting any other center.

And then also recommend that we restrict the the hours to certain really highly critical hours where most of the calls are rolling out.

If we can determine that with, that will be a little bit of a guesstimate.

So that's my recommendation for today, which we're ready to implement unless there's a concern from the board.

Uh, what's the impact on the in the budget?

I realized that that money comes from the money that would have gone to DPS, right?

But is it still, you know, a viable concept?

I I think so, yes, it is.

Because there's one part of money, and if calls are rolling, then we we take from Peter to pay Paul, right?

So that that one pot of money is just being spent in different places.

Umm I where the question comes in is how much are you paying per call, right?

If you have somebody logged in as a dedicated 901 call taker and we reimburse their their labor costs in full, you're set.

You're paying maybe \$50.00 an hour for them to take one call, which is not where we wanna be, right?

We want to have a little bit more, umm, a little bit more activity going on to really justify that we would have to do some math as far as where the so if calls were rolling from one piece at that would impact their reimbursement and go to the dedicated fund and so on.

So I haven't figured out all the formulas yet, but we will, but you can see that and if this dedicated call taker starts taking roll overs from other places, it wouldn't be just one call, it might be right 5, correct.

Yeah.

Yes, exactly.

Which would then that would alleviate that call rolling to any other piece app who is trying to answer their own primary questionnaire calls.

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So yeah, we could see that exactly where they came from.

The other question is.

Can you look at it for six months or look at it for one years?

You're not making a contract out of this.

You're seeing how it goes exactly.

I think the best way and I should have included that in my recommendations, is if we take a look at it for the next three months, talked about it again at the July board meeting and then decide where whether we need to continue or wrap that program up or what we need to do with it.

Just I think that satisfies, you know \$50.00 an hour for one call, right?

And if it's going to go on forever, let me know. Right.

Yeah, you're right.

Right, exactly.

OK.

Could you not happy to have that?

That's my retirement.

Yeah, so.

How long has the programming going on since we began that in mid 2021, so off the top of your head has have we seen any positive?

Uh impact during the floods in in the natural disasters, I would have to go back and look and see who specifically was logged in as a dedicated call taker during that time, but I can certainly do that.

It's not going to impact my.

Yeah, my thinking on it, but I'm curious as to uh, it seems like that that would have been very, very helpful.

Yes, definitely.

During the flooding and another one that we might wanna look at is the eclipse.

Although everyone was was intentionally staffed up on the Eclipse Day, so ohh no impacts there.

I'll check that Roger.

Have we got any other questions from any of the board members?

I actually curious doesn't can any call taker be a dedicated call taker just by logging in as such, right?

There's what you do well, they're giving given a special role that puts them into a particular queue in the system.

And then the system does all its, you know, magic in the background to direct the call.

Umm that it that rolls first to them.

If they happen to not be available, it will continue on its way and roll to another available call taker.

So all psaps at one time or another have dedicated call takers logged in at any given time they they could.

They could.

There's really no there is no requirement that they do, but we make certain hours available to the three that are participating right now.

And and they fill that schedule as they can so.

You know, it's been kind of a, an experiment.

We talked about this for years and it was something that we sort of worked forced into. Umm.

So but.

You know, I think the the peace apps that have stepped up to help out.

So, and I think Hartford's Hartford, Hartford is the most active, yes.

Yeah, with that program.

OK.

You good on?

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OK, good on that.

OK.

Next, let's keep going.

I'm going to continue.

I have.

I have a couple pages here, so legislative updates so H-83 which is the big bill, the appropriations bill passed our budget request was for just over 4.9 million.

That was approved with no changes.

The Big bill also included or the governor's recommendations included a \$1.3 million general fund transfer for the next fiscal year, FY25, which was also a part of the Big Bill and approved that money is needed until certain changes occur in the structure of the Vermont Universal Service Fund, which, as you know has not generated enough revenue to support all of the programs that's required to support, most notably us UMM, which brings me to the next Bill of interest, which is H657.

So this bill, among other things, restructures the Vermont Universal Service Fund and changes the the 2.4% fee on retail telecommunications sale sales to a monthly per access line fee of \$0.72 per line.

So that charge that fee will apply to any device with a service location within Vermont that has a 10 digit telephone number or other unique identifier and that is capable of reaching 911.

So the estimates from the Joint Fiscal Office are that that will raise an additional \$3 million into the Vermont Universal Service Fund and provide adequate funding for all the programs including us through at least 2029.

So it doesn't change the hierarchy of disbursements from the funds, which has always been a talking point for us.

We'd like to have that changed.

No changes there.

I would note that there is a sort of an off the top of amount of money is 17% of that revenue that goes to the Vermont Community Broadband Board.

Now that broadband board actually may sunset in 2029, once the communications union districts that it is responsible for are up and running and stabilized, that's not a a guarantee.

I think they could go back to the legislature and and asked to continue if there's a need.

Umm, but I I was concerned that the funding looked to be adequate through 2029.

And then what?

Umm, so that may be part of the equation that's going on here.

Umm, so the changes to the Vermont Universal Service Fund take effect on July 1, 2025, so not this year, but next, and then S 310 is a governor uh related to government response to natural disasters. So this bill gives the board the authority to require customer information from VoIP service providers and requires us to report back to the legislature in January on the current tariffs that are in place that provide a cost recovery mechanism for wireline providers here in in Vermont.

Umm, so those two things are going to require a couple things.

One we'll have to initiate a rulemaking to put the guardrails around how we get the the customer information from the void providers and at what cadence and when it needs to be updated and all of that.

Umm.

And then on the second piece, the tariff report, we will need to hire a consultant to do that work.

When the bill was initially going through, I'd requested an appropriation of, well, I started at 50,000 and got that.

They put it down to 25,000 and then they removed it.

So I'm thinking in the \$25,000 ballpark, which we can, we can work with our financial people to find in

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the existing carry forward to do that work and and a little bit of history here.

Board members may remember some board members may remember.

Back in 2011, a similar study was done that concluded that Vermont was paying over 600% more for database maintenance costs.

Then, like the next nearest jurisdiction, and I don't remember all the details, but it was a significant amount more and it wasn't clear to me why nothing was done at that time.

But it wasn't, and it seems prudent to me to and go back and and see if that landscape is the same.

If those numbers are still the same and then come up with recommendations for the legislature about whether or not those tariffs should continue or be modified or be eliminated, or what have you.

So that's what the end result of that study and will allow the board to do is come up with those recommendations so.

I so this will be like most it could be a simplified bid.

This is not a a big heavy lift of an RFP to do so unless the board disagrees, I would issue that RFP as soon as we can and get it moving since we've got a tight deadline of of really December for report.

Has this got to go through a DS?

This would not have to go through a DS.

It's not information technology, right? Umm.

Yeah, sure.

I'll open the floor up for discussion on this.

And are you looking for a motion?

And the, yeah, they'll probably be a good idea.

I don't know that it's absolutely necessary, but alright, so why don't we do it this way?

What I'm gonna look for a motion to authorize a Barb to find the 25,000 within our budget to proceed with this this research, and then we can open it up for discussion if I get the motion.

And a second so.

Anybody.

You're looking for a motion.

Just so we can talk more about it.

No.

Well, I'm looking for a motion to to to push forward Barq's request.

OK.

For the 25 grand and then we can talk about it, I'll make that motion.

OK, Dale, second.

He must be bought.

Thank you.

And now any discussion on this, this plan, this motion.

I had to ask a stupid question, but this is related to the \$0.72 per line that these boy providers are gonna have to bear.

They're gonna need to verify all their own land.

People that have lines through them so that they can collect the \$0.72 per month per line and no, no, there's kind of a couple different things going on.

So the the Void customer information will come to us separate from this terror study and there's no cost recovery mechanism in place, nor should there be, in my opinion, for VoIP providers or wireless providers.

So this the tariffs apply only to the wireline telephone companies.

So consolidated, we have an agreement with them on their amount.

Still hardwired.

Yes, exactly, exactly.

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And it's for maintaining the their customer information, which then supports the LED database.
Umm.

And we pay \$58 every time they change a record, and that's a lot compared to other jurisdictions.
So dollars a day.

So whether they one record 1000 records in that day, \$58 for their day per day, yes, to make changes
to.

Planned to make changes to landlines, so if that numbers, what are some examples of the changes
that edits and they move that yeah move in or the line comes out.

New lines are added.

So yeah, much of that is actually going on.

Do we have a handle on that?

Yes, we have those numbers.

I can tell you the the cost that it the the cost the board incurs, which of course comes is reimbursed
through the Vermont Universal Service Fund, right.

We're funded by that and then this amount goes back out to them.

In total, the tariffs are about \$145,000 a year.

That includes about 110 to 12,000 for these data.

This database maintenance aspect and the rest is for trunking of calls into the 911 system and I don't
recall the exact figures this new study will help us understand if those trunking costs are.

Are appropriate or if there needs to be changes there, but my main focus is on these database plus
and a lot if we're a gazillion percent higher than our next highest whatever it is.

Yeah.

Will this study tell us why?

I think it yes, I think that will definitely be part of the report clearly enough so that we can see where
changes need to be made.

Yes, that's what I would expect.

And and I think that it will just reflect back on the structure of the tariffs but but that's why I would like
to have a consultant look at this so that we know that we're comparing apples to apples.

On all of it.

And where does the money go?

Tell me again, where's the \$58 a day or whatever it is, it's reimbursed to the telco to the telephone
companies, the wireline telephone companies. Changes. Yes.

Yeah.

Which are?

How come?

I think the crux of the issue is these are changes that they have to make anyway, you know, so it's not
something special for the 911 system.

They have to make these changes anyway.

Where did that end up coming into play?

Is it in a piece of legislation?

Is it in a contract?

It was.

I mean, how did we get ourselves into this?

The tariffs were part of the original legislation and looking at everyone because she probably
remembers it very clearly.

Yeah, part of the original legislation and at the time, wireline companies were the only game in town,
right?

They were the only entities, but even had a a a need for cost recovery and so and so that's why they

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were put in place, presumably to.

And make these changes happen more effectively I think would be.

One would have to think that over the period of time that this has been an in effect, that it's easier and easier to effect the change.

That's my thought, and that's what the the the consultants hopefully can tell us, less and less people and less and less people, but more efficient technology.

It's probably less intensive.

Steve Locke 24:59

SL

What?

So what's the what's the outcome?

I mean, so you find that you find get the response back from the consultant.

What's the what are you gonna do with it then?

Is the to negotiate a lower rate?

Is that the intent?

Johnson, Soni 25:12

JS

Yeah, I'm going to bring it to you and the and the board can come up with a recommendation for the path forward to either reduce them, reduce those costs or eliminate them, and then we would we are required to report that back to the legislator legislature so.

Steve Locke 25:27

SL

Would would the legislature have to be the ones who changed that rate?

Johnson, Soni 25:35

JS

UC they the the the Public Utility Commission was is where the tariffs were submitted originally at the direction of the the legislature.

Steve Locke 25:35

SL

Given that they set the tariff.

Johnson, Soni 25:48

JS

And so I would go back to the legislature with whatever our recommendation is and they can, they can provide direction either to the PUC or to remove the the tariffs or wherever it lands and it have to come from the legislative body.

Yes, I get big enough change to get rid of the tariffs.

I think it would.

I think it I think that would be the cleanest way to do it right?

The we're we're looking at spending 25,000 just to look at reducing it by 125,000, yes or about well about the database portion of it is about 110,000.

So yes, I mean that yeah, presenting that information should result in some changes out there.

The one common sense, yeah, it would seem it would seem right.

So I mean, being caught in a subscription, right? Right.

Right, that's an automatic hit on your card or your account, right?

That you just haven't dealt with, right, right.

And we'll see what what the report comes back with.

I mean, there may be things that I don't know.

I don't know.

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So.

So we'll see where that lives.

Uh, but I think we're in the middle of a motion, right?

We still.

Well regarded.

Yeah.

Any further discussion?

OK, I'm going to.

Call for a vote.

All those in favor of allowing Barb to.

Uh, fine and expend \$25,000 to do the research on this signify by saying aye.

Steve Locke 27:31

SL Aye.

Kelly Kennedy 27:31

KK I.

Johnson, Soni 27:32

JS Thanks.

Eyes would appear to have it OK.

Ready to move on?

OK.

Next item on my list is the system contract extension status.

So the draft contract extension language is currently with legal once it moves out of legal, it will move over to in digital for their review and input.

And as a reminder, the current five year contract within digital is in effect through October of 2025 and this amendment will extend the agreement with INDIGITAL for another 30 months, the mid 2028.

So we have we have a bit of time, but I'm hopeful to have something more substantial update on that at the next board meeting.

OK.

Any questions about the our current system and the extension?

Umm, we did a project I mentioned.

I think at the last board meeting with the Vermont language Justice project, our training and communications manager, Ashley Happy.

Collaborated with that group to create a multilingual short video.

It's about 5 minutes long.

It was translated into 18 languages to tell to instruct our non English speaking fermenters it about the basics of 911.

So that work was completed recently I can send a link out to board members if you wanna check the the product itself.

We're in the process of amending this contract, expanding it a little bit to it, allow for the creation of a similar video that is in American Sign Language and specific to the needs of that community.

So stay tuned for that.

That's all I have on that and move on.

Umm, we have a vacancy, we've had a vacancy for some time now in our training department and the Emergency Communications Training Coordinator position is ready to be posted now.

We've revamped the job description.

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We should be able to post that within the next week or 10 days.

I did wanna make you aware that we've added a requirement that the final candidate for this position, so a training position or if we ever need a another IT position, those candidates will be required to submit to a fingerprint supported background check conducted by the Vermont Crime Information Center.

This requirement will will ensure that we and and the state essentially are in compliance with federal requirements related to unescorted access into a PC app or dispatch center, so that I've worked with HR to get all the proper mechanisms in place to make that happen.

So I'll make a comment on that that I've been pushing for a full fledged background investigation on our new employees.

They're they have access to a lot of information in, in peace apps.

It's a common practice and all law enforcement, umm, you know, you would be surprised at the backgrounds of some candidates for various jobs.

And Barb has more or less run into some some issues with HR on being able to do that.

I still think that that is the responsible way to to go when again, our people here in the E911 on the E911 board do go to a lot of peace apps and have a lot of access to information.

You know the they just come by by just virtually being there.

So so we have, I have to have fingerprint background check to have my job, but but the fingerprints just just will tell if someone's been convicted of a crime, right?

So there's so many people, even in my field and law enforcement, are dismissed for policy violations or or even potential criminal violations, as long as they resign, then there's no record of that.

Right.

So in that comes up in background right?

I think it it to to where you wanted us to be and to where we're going where a a step further down the road and I'll keep continuing to to work on the issue with HR as we go forward and that got added to this job posting. Yes.

Yeah, yeah, the the other reason why I think we haven't really worked this in in the past is we've been fortunate enough to many of our candidates have come from the Department of Public Safety or other piece apps like I've taken a couple of Rogers people.

So we know that they have gone through that that some some level of background check, but now I mean with the staffing issues that are affecting everybody are impacting us too.

There's a smaller candidate pool, and so you don't have that assurance.

Ohh, we get a lot of people.

I don't know if we have a lot, but we have people coming in from out of state that we basically know what they tell us and that's all you know, right?

So so that along with we, we've made some changes to you know, certainly not to the level of the of background checks that Roger would like to see, but changes to even our interview questions and our reference checks questions and all of that to make them more robust and hopefully more effective pieces of that hiring process.

That concept.

OK.

So one other thing that's come up based on we had the recent conversations about the open meeting law requirements and I've had several conversations with David Borzuchowski, our legal counsel, and he reminded me about the best practice for board and Commission members and Task Force members that work for the state of Vermont is to have a if you don't already have a vermont.gov email address, the best practice is to set you up with what's called a partner at vermont.gov email address.

So that all email correspondence would then go to and through to and from that partner account.

We did this with the public Safety Communications task force at the UMM at the advice on the advice

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of legal counsel, and I think it would be a good idea to do for this board as well.

It also streamlines actually public records requests, right?

Because everything is coming through that email address, I will say I think we can spare Dale and Jerome, says Jerome.

Yeah, we can spare you that.

But we do have a number of new people coming on and and and will in the future.

So this is a good time and and we we we should implement this.

So I having said that within the next week or so, we'll have a a an email from me or Sony or perhaps the agency of digital services.

You might see come through on your email that will give you the instructions on how to set up that account and we will put some mechanisms in place so that so that you know that something's been sent to that email and that you will need to check it so so that is the up and coming two.

And then finally, umm, public safety communications task force update.

So we have been our system planning consultant.

Mission Critical Partners has been doing a lot of foundational work here, and they are finalizing a robust questionnaire to help the task force assess the current dispatch landscape.

All across Vermont, we are going to be reaching out to the dispatch centers and response agencies around the state to let them know this questionnaire this coming.

It's not a short questionnaire.

It's, it's it.

It's a substantial amount of work to provide the information that we are required to collect by ACT 78.

So we think the the successful completion of that data gathering is really foundational to Mission Critical's ability to create viable system planning options and they are, they are to create multiple options for dispatch system planning moving forward.

Umm, we are working with with the the other consultant that we've hired, the task force that is to understand the congressionally directed spending plans that have been made for the \$9 million in federal funds that are supposed to support it's support, the work of the task force.

We've asked televote to review that plan through the eyes of the task force, which is to you know, to create a system that is broader than just the Department of Public Safety.

It is across the state and we're waiting for a feedback from them on what they see in that plan.

That is either foundational to all models or work that might restrict mission critical's ability to.

To have multiple models moving forward so that that's pending and I'll keep you posted on task force activities as we move forward.

So with respect to the inventories, is there any thought to paying to having them some money available for the PC apps to be able to do this job that has not been a that has not come up?

I can bring that to them.

What are what are you thinking?

Well, I'm thinking that this public safety communications task force didn't move until they hired people because they didn't have people to do the job on a much smaller level.

This is gonna be labor intensive for peace apps to conduct this inventory.

Some of the inventory will be, you know in place it should be because you have to ensure your equipment and everything, but it's still, you know I don't have any idea how long it could take, but is you know is there any resources considered for you know for for different agencies to do that?

That's the question.

OK, I'll take it back to the task force and talk to my Co chair and.

And let them know that that thought has come up.

There is we do have a mechanism in place where mission critical will be doing on site visits to kind of support, answer questions and support that work.

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But you know, you're right, it's a.

It's a heavy lift of work to complete this inventory.

If everybody is short handed in this state, even mission critical showing up, somebody's gonna have to hold their hand.

Yeah, exactly.

Maybe on overtime or what have you.

So OK, I'm just bringing it up for consideration in case it hadn't been thought of as to what this the trickle down to to us.

Sure.

Yeah.

OK, just tell me I'm.

I've obviously missed a few things.

What's mission critical?

Is it a business agency?

Yeah.

It's a consulting firm that's well known in the industry for these kinds of projects, system planning and and other things really task force has hired.

We did hire mission critical partners for system planning and then we hired another company in that same ball game televised for project management for really to be a an advisor, trusted advisor to the Task force itself as we navigate through these technical waters.

Is it in their wheelhouse to design this sort of thing?

Missing criticals.

Yeah.

Yes, you know, dispatch centers, regional this and that's yes, they have quite a bit of experience in in all of that and and related related projects as well right to assume so.

I want.

Yes, double check, yeah.

OK, absolutely.

Alright, new business.

Umm that if board members don't have any new business.

I had one other thing I wanted to add that I didn't get on the agenda.

Alright, so let me back up a bit.

Thanks for that.

Is there any other new business that any of the board members would like to bring up?

You know, a lot of shaking heads, so it looks like it's back to you.

But OK, so I just wanted to make everyone aware that one of our long time staff members, Karen Riley, was nominated by the Chief Performance Office of the State of Vermont for a public Service Recognition Award this year.

Karen has her job.

Description has kind of evolved over the past couple years, really, and she's been tasked by me with developing and implementing an effective continuous improvement program for the board's internal operations.

So how the office works and the things we do internally, so she has been attending multiple multiple continuous improvement courses that the Chief Performance Office has offered and then working through reaching out to them on a regular basis about how to apply the things she's learning to specific things that are happening in the Board office and apparently roasted the level where it got on their radar as someone who is demonstrating a commitment to this continuous improvement philosophy and methodology.

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So I will be joint Karen and I will be attending a a meeting with the governor and in June, June 13th, where she'll receive that award.

And I just wanted to make you all aware.

Yeah, they can't have her.

No, no, no, they can't.

We make that very clear that.

Yeah, that's true.

Yeah, she's been with us for over 30 years.

So she does?

Yeah.

So that's all I wanted to add there.

OK.

So any before we move on any other new business, anybody can think of?

OK, so uh, coming to a a part of our meeting here where you've got two very, very long term board members and Jerome and and Dale that are leaving.

So when people go out, we've got new people coming in.

So I'll take this moment to again recognize Chris Vidotti, who's taken over from Lance Burnham, her DPS.

I think we've welcomed you, Chris, but welcome.

Pedoty, Christian 43:16

PC

Yes.

Yes, thank you.

Johnson, Soni 43:19

JS

Uh, Chris Violet, who is a person very well known to me.

Uh, not any law enforcement way.

But yeah, Chris is from Berry Town and Chris's I I believe that your appointment is on the governor's desk or close to it.

So you're not an official board member yet, but I appreciate you taking the, you know, taking the, taking the job.

So.

So with that ohh on the other end, we've got Jerome, who's been with us for 2022 years.

You got in in 2002 as I decided to pull the plug in Dale 3031 years.

Yeah.

Accounts so and and and Dales leaving and Dale is somebody very well known to me and very close to me.

She is a the person that we see quite often when we have a misfortune to heaven to go to the hospital.

Uh, and and.

And she's just very, very well thought of in the community and and so, uh, with you folks head now.

We just thought that it was really a appropriate that we tracked down some old faces.

Well, no.

That was right.

Yeah.

No, my wife would be so disappointed.

And this is where that kick would have happened.

Yeah.

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So, but I would like to to thank you both on behalf of the board.

And I've I've been a chair for.

I don't even know how many years now, but certainly you've seen a lot of board chairs, especially you, Dale.

Uh.

And but I wanna you know, it's very special to have Evelyn here today and went on.

I turn this over.

Everyone's head a few words to say.

Let's see.

Thank you, Mr.

Chairman Mark, who very well.

I would like to thank the board.

For this amazing opportunity to be here after so long.

Ohm this really is a milestone.

No, for me and for the two of you.

So Dale, you are the last.

Remaining or maybe the word is surviving.

You're well, depending on how you look at it, right?

You look at it, remember from that original board that was created in 1994.

Umm.

And you were on the board.

That pre existed that one for a year.

Uh, it was really such an exciting time for the state of Vermont. Uh.

What you did?

You helped uh conduct the research that determined that it was feasible to have a statewide enhanced 911 system.

You helped, and I remember long days at the State House craft, the law that created the board and has guided the board ever since then.

Uh, you were actively involved in the grassroots effort statewide to develop standards for every aspect of the 911 system.

Uh to map and address the whole state and something near and dear to Barb's heart.

I think to establish a professional training and certification program.

Uh to professionalize the uh daughter of the people who answer 911 calls.

And the result of all of that was to bring the nation's first digital statewide enhanced 911 system to the state of 1.

And that is something I hope that you are immensely proud of.

And.

And Jerome, so you join the board three years or so before I moved on.

Umm and.

It was similarly a time of dynamic change for the state of Vermont.

The telecommunications industry was changing rapidly.

I don't think I've seen anything like it since then.

That was a time.

That was extremely dynamic and so the the industry was changing, the technology was evolving rapidly.

Uh, right?

The the way people used to the telecommunications technology available to them to communicate with each other saw a sea change during that period of time and simultaneous with that was their

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expectations of how they would interact with the 911 system. Uh.

New opportunities came up such as text to 911 and other ways of getting access to the 911 system.
So.

That necessitated really the need for the 911 system to adapt to those changes and.

You came on board right at that transition, right?

That very, very exciting time for next Generation 911 and the work that you did as a member of the board ensured that, uh, all calls or requests for service to 911 got answered.

Number one, they got to a pizza, they got answered by somebody trained to recognize and deal with those communications and uh, that people got the help that they were asking for.

Countless lives have been saved because of the work that the two of you were involved in as part of the Enhancement Board and and property preserved from the extent of damage that could have happened if Romant had not happened, enhanced our own one.

It was work worth doing, wasn't it?

For sure.

Yeah, absolutely.

It was worth worth doing, and so I hope you both leave the board with a sense of accomplishment, a sense of pride.

Uh, I know for a fact that you gave your heart and soul to the mission of the board and.

And.

I want to say.

Personally, what a privilege it was to work for you.

I thank you so much for everything that you've done to make Vermont a better place, and I hope that whatever comes next for you is even more fulfilling and rewarding.

I don't know that that's even possible.

Anyways, I I really appreciate everything that you've done and I'm so grateful for the chance to be here to see your faces and to wish you well what was really, really special to have guys here.

Long, long time.

Very long time I I think we have to acknowledge that Steve was right there at the beginning as well.

We have some we have this very, very long standing group of folks here and but like way back in the beginning, I think people didn't fully understand that.

So many folks kind of thought they already had a good thing going.

See, it's really tough to change something, you know, in in a rural area where nothing much changes and we were faced with the post office had just put out some addressing guidelines and many, many towns had just adopted them.

And then we come along with it.

Really needs to be a little tighter than that, so just as we're looking at this, folks had already recently just thought of giving up a rural route and box number in favor of something that looked more like a street address.

And then we're asking them to change it, right?

We're asking them to really follow these guidelines.

That was so tough.

I can remember, you know, like there were months where you were putting 1000 miles a week on your car, you know, and going to any fire station, town office, library, church basement to meet with the locals and and say things that I had no idea what I was talking about.

Some of our first meetings were explanations about how a telephone call got routed around, and then there's like, I have to know this, but it it was well enough received.

I mean it, it was well done.

I mean, under your leadership.

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And don't be.

Don't be thanking me.

I work for you, my dear.

It's it's so hard to see it that way, though.

You know, I mean, I understand all of us were coming from what, like I mean, I I knew how to hear a tone go off and jump in an ambulance.

I bet I didn't know how to route a phone call.

And and you know, our public members came with their background.

Sometimes it was just as much fun to find out what Jerome was going to be driving to the meeting.

I sandy, do you have anything that you like to say?

I I guess I wasn't prepared to say anything, but in listening to the board meeting today, the technology has changed and evolved so much and I I think that it's been very fortunate for the board to have Members that have stayed on the board for so long and understand what it was like from day one and what it's like now.

I I just think it makes them.

But it they they contribute a lot because they understand.

And from my point of view, it's been great working for you guys so many years ago and I wish you well both of you.

Thank you.

Very much.

We would come down to the office, you know, get a box of things from Sandy to take to a table at some public event so that somebody could come and complain about their address or, you know, ask ask questions that we don't really know the answer to that we put a face out there in a lot of locations around the state, being a board member years ago is completely different than the four or five meetings required in today's time.

But I mean, that's because the systems got that's right was put into place and the folks that know how to manage it are managing it and it it's been a ride.

You know, it really has been, you know, I don't think there's a salt and process of Vermont border who doesn't know that they're that if they call 911, they're gonna get an answer.

Get somebody.

There you are.

You know, is that ridiculous?

I'm belt.

Jeez, I must have had a waste.

Coming up on the screen.

What she's looking at me.

Oh, do you have it?

I think we do like to give Jerome an opportunity.

Ohh my God.

Anything you wanna say or you don't have to?

Well, I do remember it was awash with acronyms in the beginning with X and celex and and all the complicated relay systems that required to switch phone calls over, and now it's all just electrons flowing.

So complete change of operation and so that got a lot, a lot, a lot less complicated.

That's that's about all I have to say is it's changed on fire.

No kidding.

Yes.

Well, I certainly thank you both for all your support in my tenure here from that very first meeting

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where I walked in and you decided I should be interim executive director and then sealed the deal a few months later.

But I do appreciate all your support throughout all these years.

Yours too, rapture.

And I did want to add that though he wasn't able to join us today, Governor Scott also expresses his appreciation to Jerome and Dale for their contributions.

And I think if you hand it Dales to Roger, I'll read Jeromes first and then you can read Dales.

Yes.

And then you'll get a copy of this, but let's see.

So let me stand up for this one.

So, dear Jerome, congratulations on your retirement.

After 22 years of dedicated service to the Enhanced 911 board, your pragmatic approach has helped address problems facing Vermont's 911 system and strengthened it over the course of your career.

You played a pivotal role in advancing our emergency response capabilities, including the landmark implementation of text to 911 service.

Thank you for your commitment to ensuring the safety and well being of Vermonters.

I join your family, friends and colleagues in celebrating your achievements and recognizing your contributions to your community.

I hope you have a happy and healthy retirement.

Sincerely, Phillippe Scott, governor.

But OK, see you there. You know.

Thank you.

That's that.

I not stand there long enough.

They'll raise your right hand.

Repeat after me.

I don't.

Alright, dear Dale, congratulations on your retirement.

After 31 years of dedicated service on the Enhanced 911 board, you've been a crucial asset.

Remote emergency services infrastructure, leaving a lasting mark on your state's public safety systems.

Your pioneering work to create a stronger response system has been expanded, has expanded Vermont's ability to help those in need.

Thank you for your commitment to ensuring the safety and well being of Vermonters.

I join your family, friends and colleagues in celebrating your achievements and recognizing your contributions to your community.

I hope you enjoy a happy and healthy retirement.

Sincerely Philip's sky.

OK.

Because, oh, no, like the sandwich.

Am I supposed you don't have to shake his hand?

Yeah, but you can then.

Yeah, that looks very official.

Thank you.

A whole list of pictures for after the meeting, but I thought we spare the public meeting better.

There we go.

And then we have one more thing here.

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Sunny, maybe you can help me.

Umm, so we wanted to present each of you with a another token of appreciation for your years of service.

This is jeromes, so this clock, Jerome, symbolizes the countless hours or years.

I guess we could say of your commitment to the 911 board.

We thank you.

There's another scription on the back that I won't take it out of love.

Yeah, the better on there we go.

There we go.

I want to.

Babe, thank you very much.

Yes, come with batteries.

It doesn't.

Yes, they're, they're, they're Dale.

We wanna stay, right?

Yeah, it's anomic then you know it won't keep correct time.

Here we go.

Also, for your countless hours and years with the 911 board and all that you've done to promote the safety of Vermonters, it's.

I know, OK.

Thank you.

Thank you very much.

One more.

Thank you.

Alright, thank you very much everyone.

And a little lesser with.

There are cookies.

Conclude the meeting.

Gotcha. Alright.

So if there's nothing further, I'm looking for a motion to adjourn.

Well, don't you have to?

First we I'm told we have to establish the next meeting date.

So.

So we're looking at July.

So the 16th is the first date that popped up on my calendar.

I'm gonna be busy.

Yeah. Busy.

You're gonna be busy retiring.

Can retire, the governor said.

So yeah, that's right.

I'm sorry I have to go to work.

OK, so the 16's gonna be a Tuesday and so far so good for me that.

But now it's on the computer.

Yeah, it's totally anything. Yeah.

916 OK.

It's just weird and now I'll take a motion to adjourn.

So moved right, wrong.

2nd it's it's and Dale.

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Second said yes, of course.

I was in favor signify by saying aye.

Aye.

Kelly Kennedy 1:01:26

KK

I.

Johnson, Soni 1:01:27

JS

Meeting is adjourned.

Thank you very much everybody.

Thanks everybody out of my head.

Kelly Kennedy 1:01:30

KK

Take care.

Johnson, Soni 1:01:32

JS

Alright, bye bye.

Because all your meetings are cooking with that, all your meetings are kooky.

Johnson, Soni stopped transcription

□

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