

Transcript

July 16, 2024

□ **Johnson, Soni** started transcription

● 0:03
Thank I.
Just remind everybody this meeting is being recorded.
Let's see.
So roll call.
Roger Marku.

● **RM** **Roger Marcoux** 0:13
Present.

● 0:15
Dottie.

● **PC** **Pedoty, Christian** 0:17
Yeah.
Good morning.

● 0:20
I grew Hazelton.

● **DH** **Drew Hazelton** 0:21
Here.

● 0:24
Northington.

● **EN** **Eric Nordenson** 0:26
Good morning. Present.

● 0:28
Peacock.

● **SL** **Steve Locke** 0:29
Yes.

0:32
First pilot.

CV **Chris Violette** 0:33
I am here.

0:35
Brian Keith.

BK **Brian Keefe** 0:37
Here.

0:39
Plants Burnham.

+18***33** 0:42
I'm here.

0:45
Chris Morris here.
Alright, I'm Sonny Johnson, ward clerk.
Jeremy McMullen.
I see you online.
And did I see Kelly Kennedy join ohh? Yep.

KK **Kelly Kennedy** 1:03
Yes, Yep. Morning.

1:03
There you are, Kelly.
Good morning and also present here in the room is actually happy.
She's our training and communications department.
Umm and Barb meal, the executive director and Sean Adams.
And I'm sorry I can't remember.
Where you with the Center for geographic information.
Have a good.

RM **Roger Marcoux** 1:26
OK, good to go.

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1:29
Yes.

RM **Roger Marcoux** 1:29
We we've got a number of changes in board membership and I'd like to welcome the new Members today and I'll give them an opportunity to to introduce themselves in a bit. But first of all, I'd like to recognize Kelly Kennedy, who's been with us for eight years. Kelly, I think it's been and and I wanted to personally thank you for the for your commitment and the time that you've given to attend these meetings and your contribution and wish you nothing but the best going forward for for you and your your family.

KK **Kelly Kennedy** 1:48
Yes.

RM **Roger Marcoux** 2:03
If you've got any, any, anything you like to say before we move on.

KK **Kelly Kennedy** 2:08
No, I'd like to thank everybody.
You know, it's kind of a different.
Never really kind of meeting a lot of you guys, people, but keep up the good work and I know it's a battle at times, but it's it's a great board and keep keep the fight.

RM **Roger Marcoux** 2:27
Thank you, Kelly.
So with that, we have some new Members now and I I'd like you.
I'm gonna call your name and and ask you to say a little bit something about yourself.
First of all, is somebody who's not new to the board.
It's Lance Burnham.
And Lance is now joining as a member representing the public in in Lance.
I I appreciate you stepping right up.
Yeah.
Lance in his previous life had been with the Vermont State Police representing the Department of Public Safety.
But Lance?

+18***33** 3:07
Yeah.
Thank you, Roger.

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I I think you pretty much summed it up.

I was.

I'm not necessarily new to the board.

I'd probably just taking a different role.

I retired from VSP a couple weeks ago, so I'm actually sitting in my camper in a nice sunny day.

So I apologize, I don't.

I don't even have a computer yet.

I had to turn everything back in and I'm transitioning into civilian life slowly.

But you know, I saw this as an opportunity and I'm happy to do it the and yeah.

So I'm looking forward to working with everybody.

Thank you.

RM Roger Marcoux 3:43

Thanks for stepping up.

Uh.

Lance, a former mayor of Rutland City, Chris Loris, is representing the public and he's replacing a long time member George Jerome, petting Chris.

I know you're there somewhere.

And you're there you go.

4:01

Ohh yeah I'm.

I'm with Barb, so name is Chris Flores.

I'm from the city of Rutland and.

As Roger said, former mayor of the city's finished up that gig in 2017 after 10 years.

A most currently I worked for as a research associate with crying research group.

They worked under a they work under a DPS contract as a states statistical Analysis Center.

I pulled the plug on that, and February likewise was a gubernatorial appointee to the Criminal Justice Council as it was reconstituted from 2021 through 2024, and also pulled the plug on that in February of this year.

Then out of the workforce since then, and I got a call from Roger spoke a bit with Barb.

She and I go back to when I gave the not going on folks a little bit of a problem with street names and such.

When I was with the city of Rutland.

Ohh and right now.

Just last night, the mayor city announced that me and a former colleague from probably research group will be working on a strategy to address homelessness in the city of Rutland.

And that's going to be an 18 month gig looking for a couple of other consulting.

Ohh after these to augment and support that work.

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So happy to be here in some in an organization or a that is clearly got a little bit more.

Umm.

Functionality associated with it.

Then the criminal justice has Common Council has for the last three years.

BK **Brian Keefe** 5:49
Yeah.

RM **Roger Marcoux** 5:51
Thank you, Chris.

Appreciate your stepping up and another Chris, whom I've known for quite a while.

Chris Violet, who is the Berry town manager.

He's a municipal representative and he's replacing Angela, Chris.

CV **Chris Violette** 6:05
Yes.

Good morning.

Very excited to be a part of this group as the sheriff just mentioned.

I represent the Vermont League of or the Vermont League of Cities and Towns nominated me.

I have 26 years of municipal government experience.

UH-25 of that was working with planning and zoning the last year plus, as the town manager here in Barrytown just completed my second flood in that year.

So that's been challenging as we start the process all over again with FEMA and other entities.

I have a background.

Of substantial background in public safety with the fire department here in town, and I also have an interest in.

Always kind of been interested in in dispatching and E91 and general for short period of time.

I was the E911 coordinator here in town so have quite a wide range of experience in different things, so happy to be here.

Thank you.

RM **Roger Marcoux** 7:07
Thank you, Chris.

Lastly, I drew Hazelton, chief of Operations and Rescue, Inc in in Brattleboro and he's representing EMS and replacing another long time original board member, Dale.

So drew welcome.

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DH Drew Hazelton 7:24

Thank you.

Happy to be here.

Umm.

And as you said, I do represent EMS.

I've been working in EMS for 29 years.

I do share the Vermont you must advisory committee forward to you providing some information and and maybe moving EMS forward as part of our emergency response and health care systems.

Happy to be here and look forward to working with you.

RM Roger Marcoux 7:50

Thank you, girl.

I'd like to thank uh, Barb and staff for help out here while we we had a lot of holes to plug in terms of open positions and barbin and everybody, Sony and everybody that a lot of work to to help that happen.

One thing is that I just want to point out is is that when we we were looking for for people we made a conscious effort to be geographically diverse.

Uh, as we could and and I appreciate the fact that the, you know, Rutland and Brattleboro particularly and more down towards central Vermont with Chris, I think we've accomplished that.

And I think it's important to, even though everything seems to happen in in Montpelier and Waterbury, it's important or to make sure that we get the representation from from, you know, wide, wide areas of Vermont.

So again welcome.

Thanks for serving.

So with that, I'm going to be looking for the approval of the minutes of the general meeting #2, which occurred on May 14th, 2024.

And Steve, looks like got a motion to accept from Steve's second.

9:09

Florist.

RM Roger Marcoux 9:11

OK.

Thank you, Chris and discussion.

Hearing none, all those in favor of accepting the minutes.

Uh.

By saying aye.

SL Steve Locke 9:23
Aye.

BK Brian Keefe 9:23
Aye.

+18***33** 9:24
I.

RM Roger Marcoux 9:26
OK.
Thank you.
AM that motion passes.
Uh, and do we have anybody?
Sony from the public.
This is the public comment section of the meeting.
Uh, it's.

9:40
We do not.

RM Roger Marcoux 9:41
We do not.
OK, then we will, uh, continue on with the uh housing unit update.
So it's a data collection project and I'd like to welcome Mr.
John Adams, who's the executive director of the month center of Geographic Information and
uh between John you and and Barbara.
One or two kick off this portion of of the of the meeting.
Thank you.

10:12
You could do just a little bit of an introduction here and so we were approached a while ago
by the governor's office about ways that we, the 911 board and our non confidential GIS data
might be able to support this housing unit data collection project which is currently
underway.
And as Roger said, this is John Adams from VCGI, who's here to tell us about that work.
And also joining us for this conversation is Jeremy McMullen, who is the board's GIS and
database administrator who can help provide or answer questions or provide some context
about the GIS data that we're talking about and our ability to support this work.

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What?

What would be needed?

And so on.

So to kick it off, I'll hand it off to you, John, welcome.

Thank you and thank you all for having me.

Uh Vermont Center for Geographic Information has been around since 1992 or so, and we've been the stewards of Monsieur spatial data.

We work closely with all of our state agencies with Jeremy and we've been asked by the Governor's Task Housing Task Force to help.

Figure out how we can accurately measure the number of new housing units being developed in the state.

And I thought we present that to you for awareness and to to also see if you have questions, thoughts or ideas or suggestions.

I prepared a slide deck here.

I will try to share my screen.


It's like it's progress.

See.


And then you can see it on my screen.

But yes, thank you.

 **McMullen, Jeremy** 12:08
Yep.

 12:09
Thank you.
Thank.
Folks see that?

 **McMullen, Jeremy** 12:11
I I'm able to see it.

 12:15
Great.
So as I mentioned, our goal really is to try to accurately measure the number of new housing units being developed statewide.
Umm.
And I'll talk a little bit about.
Try to answer some of these questions.
How do we know how much housing units being built?
What are some of the current estimates and what are some of the opportunities?

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Ah, to estimate and and track progress over time, I've got a little shot there.

A screenshot of a report from.

1930s on the Commission of Rural Life, just to remind us that this isn't anything new.

We've been doing this this for a while but doesn't make it.

That doesn't make it any easier when we evaluate it.

A lot of the different housing sources we were really looking at something that's, uh, statewide, something that we can we can access.

When I say accessible something that we can sort of have a process that's automated and read those those data to feed into a dashboard.

We looked at it in terms of quality and quality for the purposes of counting and measuring housing starts.

Not necessarily for the quality of what that data set is intended to, what program it is supporting, and then timeliness as well.

We wanted to look at things that were updated at least monthly.

If you look at this list, there are sort of two that that rise to the top in terms of being statewide and and timely and for us to access the build, the Census Building permit survey and then E 911 addressing and the the Census Building Permit survey is something that goes out to municipalities around the country often to zoning administrators to fill out and they update that on a monthly basis.

There are some challenges with relying on that in Vermont.

When you dig into the data, you'll see a Vermont's response rate to this is exceptionally low.

We have a response rate of around 17.8% compared to a national response rate of 81%.

So this can relate result in some some census underestimates which has bigger implications for how federal funds are allocated and a number of other programs.

But when they don't receive.

A building permit survey responses did you have like a imputation methodology?

Oftentimes they'll use camera, so assessor data in Vermont, if you read their census methodology, we're also we are the maybe one state that does not have that accessible readily for for them to use and then they do use other sources such as E-911-IN-911 data.

So here's a A look going back to like the mid 90s on we compare if we if we look at the multifamily and single family units, new construction across the same Vermont according to the US.

That's this building survey permit.

You compare that nationally to some of the trends.

We're actually not not terribly, terribly far off there in terms of the the patterns.

So etching over to E911 addressing.

So it's refreshed weekly, at least in terms of how we take data from the Enon 11 database and and take parts of that and make that available available publicly.

We refresh that weekly.

You can see this bar chart here showing sort of our housing unit numbers.

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Umm, going back to 2018, there are some challenges with that, so it can include some previously unaddressed structures.

So we're using the map year field.

So what the year that that address gets created?

You know which is not created for the purpose of tracking new housing starts.

It can often, you know, won't capture existing or or new units that are added to existing addresses, multifamily or particularly challenging.

And then conversions of existing structures like camps or seasonal homes are often not not captured.

Here's an example, but Earlington of day.

I think this is a A40 unit building that has a single address, so it's it's captured as a one unit in the.

You know the one database, the another example here.

You know, some poster of new new addresses when we take a closer look, you know, are the are these actually new constructions?

It looks like they're new.

They're mobile homes that have been assigned addresses that may be previously didn't have enough and one addresses, so those would be counted maybe as a false positive.

And when we compare those in terms of the complete number of units, when we when we sum up, how many housing units do we have according to our E 911 database and and in the 2020 Census, what were there housing unit estimates? You can see that the differences here and the the majority of those are accounted for by differences in the the multifamily units, particularly in Chittenden County where there are the most in the state ohm.

Nevertheless, it is.

There is a lot of value in the the 911 data.

It is of of particularly high quality, I think of some of the best in the the country, you know, here's a map showing where the distribution of some of those E 911 addresses that have been added since 2016.

Since we do have it published weekly as in our our, our geographic information system, it's easy for us to do things like create these dashboards for us to have some visibility into where some of these these units are and what that construction activity is.

You can filter.

Here's, for example, just filtering by multifamily.

You can see that that different distribution in the state.

And then there are other.

Other similar efforts that we're looking at or wanna be aware of, we wanna avoid the duplication of efforts to work with other partners.

Anyone else trying to do this?

Of note, sitting in County RPC for the past decade or so has been it's created their own housing unit database that they update annually.

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Fairly labor intensive.

They do go around to.

Every municipality and have them fill out reports asking around about building permits, about certificates of occupancy.

And do you do some some research and sort of the assessing databases and land records to do this?

So it's a, it's a quite an effort for them to do this every year, but it is something that we potentially be able to leverage and we have been talking with other RPC's are also looking at what CCR PC does and asking themselves, this is something they can do.

I can you, bill, that was passed.

There are new housing targets that need to be set and if you need to start measuring progress towards those housing target, so we want to try to maybe get ahead of that and avoid different our PC's reinventing the wheel.

Well, and they have been thus far receptive to that.

They're also other data sources that we're looking at to see if we can learn different other insights around housing, not just sort of the housing you housing units, but other patterns that give us a more complete picture of of housing in Vermont that could also potentially aid in finding some of the, the shortcomings and other datasets.

This is property transfers at the beginning of the year.

We started updating property transfers on A and publishing that on a weekly, weekly basis and we can now easily present that in various dashboards and these are just the dashboards that we presented to the housing task force to gauge their their level of interest and some of these.

Reporting metrics.

You know, for example, we're just.

We can compare how long uh folks have owned homes before they sell it, and we're seeing big divergences between second homeowners who are now much quicker to sell and primary homeowners had that have been holding on to homes much longer.

And then in terms of change of use, so the net change from all uses to those in at least as they report and their property transfers switching from something to primary residence, the net change there you can see has been no has been increasing or positive for the past number of years.

And it's worth noting, 20 this is 2024 I've to June 1st.

So this is in the complete complete year, obviously.

And then the net change from our users to 2nd home, you can see that that that decrease after during the the height of the the pandemic with some folks moving into there.

I second homes are moving to Vermont and and converting those to primary units in terms of opportunities and recommendations.

And these are opportunities and recommendations for us not, you know, for, for necessarily for Enon 11 to consider.

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But what we're discussing with the the housing task force, you know, we wanna complete continue to look at a few of those alternative data sources to provide additional insight and leverage what's already available.

But we think that that that E911 data is should serve as the foundation of these measures and of a of a new construction database.

We'd like to work to improve, improve those unit counts, leveraging things like data from fire safety.

Like what?

The Chittenden County RPC has done.

GMP has been willing to share, you know, a meter counts with us, which can be be helpful. And then assessor databases.

So coordinating with those, those existing programs are PCV HFA, the tax department and ENUM, and one to to build a centralized database that captures the year built and units.

And then in turn, improving the Census Building survey quality and responses.

So meeting with with the census and you know, one one since this does, since we do make this publicly available and do feed it to the US Census, it does add another level of I think importance to you 911 address saying as it does make sure that we get or we avoid undercounts of our population in Vermont.

You know, we've this is just we've.

Internally, we're discussing some brainstorming.

You know what might this look like?

So this is more or less just a conceptual idea where we we can take those that you know or weekly E 911 cut we can have a house new housing unit database that gets given the 911 information by default and then we can have views that get verified so you know by default it'll be the multi unit number from whatever was filled out mean 911 someone can verify if that's accurate or not or update that or perhaps it was a new address but did not represent new construction and we can have that live and done on.

You know by the.

An ongoing basis to update the dashboard that can report on verified and unverified sources.

So we're not waiting.

We've got data that could be updated weekly and then any modifications that you get made we can feed them back to E911.

Do you incorporate to the extent that it that it helps improve the quality of thinking on one database, so you know, here's more or less what I just, I think it explained, uh, and I think the other.

Alright, we're noting, I think we're we're also working the the tax department has a a report due to the legislature on the the.

The status or the the practice of assessing in Vermont, we do think that there there are opportunities if assessing databases or municipalities start using the same.

Same fields and data for their assessing methodology and and do you use common systems?

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And if we can access those, there's an opportunity for us to improve, improve this database also, help feed that to enon one to the extent that it's helpful, which then in turn improves that, that census building permit survey.

So.

Those are are my slides.

I'll shut this off here and I'm curious to know, you know what folks have questions or suggestions have been talking with with Jeremy throughout.

This has been been very helpful.

And his team would do a great job.

RM **Roger Marcoux** 26:49
OK.

26:50
OK, OK.

RM **Roger Marcoux** 26:50
I guess I'll start things off with a couple of questions between John and Jeremy and and Barb, but.
From everything that I've been able to gather, we do not have any privacy issues with this that up a counter, any long standing agreements that we made long time ago with the what we would be doing with information, Barb.

27:10
They're very.
Right.
So there are are not confidentiality issues with the data that that John is speaking about.
There is care.
Data housed in the GIS database.
But Jeremy, correct me if I'm wrong, we we have a mechanism to to strip that, right?

MJ **McMullen, Jeremy** 27:38
That correct that it's that is stripped out, yes.

27:39
So that doesn't go public, OK.

RM **Roger Marcoux** 27:42
In Germany, are you the one betting this information before it goes out or or how do OK then the the.

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27:42

OK.

MJ

McMullen, Jeremy 27:49

Yes, we would be getting this correct.

27:53

Your data, but Chris was just asking me what care data is care.

Our data.

Our.

Is the Citizens Assistance Registry for emergency and it's a self registration program for folks who would need extra support during a widespread event like an evacuation or an isolation.

Thank you.

RM

Roger Marcoux 28:13

Then the other question that I had was in again, maybe Jeremy, what with the additional workload for our staff for this.

MJ

McMullen, Jeremy 28:24

Umm, I don't think that there would be much additional workload we would need to make a schema change adding the year built field.

We already have the unit count field, so that would be information that would we would gain from this project.

UM there, there would be some level of effort in coordinating between VCGI and the RPC's.

If yeah, so that conceptual idea that John had put up there, if if we were to move forward with that, there would be some level of effort there.

But I I think there's there's a lot of value.

I'm in moving forward with it.

RM

Roger Marcoux 29:06

Yeah.

No, it's, you know, it makes so much sense to have, uh, you know, to have multiple roles for this, this data that can help Vermonters.

MJ

McMullen, Jeremy 29:15

Umm.

RM

Roger Marcoux 29:17

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So I I I'm fully supportive of it.
Questions for the for the for the board.

29:28

That I just got a couple of real quick ones.

What is the bill Iraq number?

I can look it up by when I get back online, but the biller at number that you said the legislature has asked for those, you know the requires some level of measurement.

You know that when I'm.

Hand they could 687 page 686.

That sounds familiar.

That sounds familiar.

Is a number.

When I was tracking stuff, if.

Do you have a?

100 pages.

She it's that's the big one.

Yeah, other because you go.

And also one organization that may or may not be able to help, but I didn't see up.

There is data from the Vermont Housing Conservation Board.

They provide a great deal of funding for to lay in trusts in the others who do that subsidized housing.

I don't know if it would be easier to have that rolled into the planning commissions or just to use the the data provided by the Housing Conservation Board because of the closeout agreement, it's reported to them they may have access to numbers that are currently not being. It captured especially for a conversion of other previous commercial or industrial sites that are now.

For housing, there's some.

Yes, it that's a great thought and I think separate from this, there are there is also some interest and understanding how much of our our housing construction is is involving public dollars and yeah, it's affordable versus private sector.

So it's not something we like as part of any, you know, one data but right some value add there where I think they would be could be instrumental in helping us figure that out. OK.

Roger, could I add just something here?

RM Roger Marcoux 31:25

Yes, go ahead, Bart.

31:27

I just wanted to kind of provide a little bit more information on what Jeremy mentioned with

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the schema changes.

So we do have in the database already some of this these fields for this data there would be some in House work required to accommodate the other data like sub addressing and unit count.

Those two things would be beneficial for a call taker to know or for a responder to know you're built.

Not necessarily so, but it's not gonna do any harm to have it there.

So.

So that would be an in House effort at relatively no cost.

I mean other than the the, the level of effort for paying staff to get that done.

Where it gets a little trickier, but I don't think this is part of the ASK is if we were tasked with going out and gathering all this data, then we would have some resource issues.

MJ **McMullen, Jeremy** 32:22

Umm.

32:24

But am I correct, John, that that's not part of the ask here?

Correct.

And this is this is also something where we're figuring out now who's the best person to do that right.

OK.

What's needed to get that done?

We wanna be respectful or mindful of what the mission of being 911 is right and and hurt.

That's not part of the ask right now.

Great.

So.

So whoever were to do that work and the Jeremy spoke at this coordination that would be needed when that data is collected, we could easily consume it and import it so to speak.

So I just wanted to make sure board members knew you that bit of context.

RM **Roger Marcoux** 33:09

Anybody else have any questions?

All right, very good.

Uh, John, we appreciate your you work in and look forward to collaborating with you in this.

You know, I think housing is very, very important right now and it's it's gotta figure it out.

So we're glad to to be able to help.

Thank you.

And Jeremy, thank you for coming on board.

You're welcome to stay, but thank you.

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I know you were here to to support this particular.
Housing presentations.

MJ **McMullen, Jeremy** 33:43
Thank you.

RM **Roger Marcoux** 33:44
OK, very good.

33:46
Thank you very much.

RM **Roger Marcoux** 33:47
Umm, we're going to have a director's report.
But Barb, I'm gonna throw a curveball at you as you're very, very, very used to.

33:54
I'm ready.

RM **Roger Marcoux** 33:57
So we had all of the new members introduced themselves, Sony, could you go down the role?
And I'd like the the, the, the, the, the legacy members that folks that were here before to
introduce themselves and tell them a little bit about themselves and I'll start the ball rolling.
I think most of you know me, but I'm Roger.
Mark who?
I'm the Lamoille County Sheriff.
I've been here for quite a while.
I've been on the board uh since I I first got back into the state in 2001 and have been the chair
for for a while.
So again, I thank you and I'll thank you again.
But Sony go down and and if you would and uh.

34:42
Alright, Chris prodotti.

PC **Pedoty, Christian** 34:46
Good morning Chris Prodotti on the Emergency communications director at the balance state
Police, so basically oversee the Westminster and Williston Psats and I took over for Lance
Burnham who is also on this call.
Umm and my my history.

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Prior to that, I've been with DPS since 2019, retired from law enforcement prior to that.
So thank you.

RM **Roger Marcoux** 35:12
Thank you. Question.

35:15
You see a lot.

RM **Roger Marcoux** 35:18
Didn't hear you, Sony.

35:21
Steven.

RM **Roger Marcoux** 35:23
Something's wrong.

SL **Steve Locke** 35:25
I, Roger, I think she said me, but I'm gonna.
So I'm just gonna go with it and it's Steve lock.

RM **Roger Marcoux** 35:29
Go to sleep.

SL **Steve Locke** 35:31
I am the vice chair of this board.
I serve as the deputy city manager Slash Fire Chief of the City of South Burlington.
I've been on the board for probably 10 years or so and I represent the fire service.

RM **Roger Marcoux** 35:44
Thanks Steve.
Any better?
There's something.

35:47
Alright, I don't know.
Can you hear me?

RM Roger Marcoux 35:50
Yes, go ahead.

35:52
OK, let's see.
Eric nordenson.

EN Eric Nordenson 35:57
Hello, my name's Eric nordenson.
I'm chief here in Montclair and the the Vaio cap.
The Chiefs representative to the board have a fast interest in dispatch.
We we have a regional dispatch center here, but we are not, you know, on board yet, but you
not one uh PSAP yet.
So maybe someday we'll get there, but that's interest in that.

RM Roger Marcoux 36:20
Thank you, Eric.

36:22
Alright.
And Brian Keith?

BK Brian Keefe 36:25
Hi, I'm Brian Keefe.
I live down in Manchester, Vt.
I'm president of Hill Dean family home.
I've been on the board of three or four years.
I'm a representative both the public and I'd like to just welcome the new members. Thanks.

RM Roger Marcoux 36:39
Thanks Brian.
Who else we got, Sonny?

36:45
That's it for, except for the new folk, which we've already heard from.

RM Roger Marcoux 36:48
OK.
Again, I I apologize to Barb for throwing the curveball, but this seemed like that was a

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common sense thing to do on my part.

So directors report.

Barb, take it away.

37:00

OK.

And it wasn't too bad of the curveball because I didn't come up.

Have to come up with information.

I wasn't prepared for so.

So we're good.

So we will start with a piece up staffing and related topics.

I'm going to turn it over to Chris Padonia in just a minute, but to I wanted to give a summary of how things went through the flooding event last week at the peace apps.

So that they were very busy between 5:00 PM and 5:00 AM.

Umm, so the 10th into the 11th.

There were 546 calls answered in that 12 hour period.

We have a average in the preceding week for a 24 hour.

Average is 750 calls.

So basically in the 12 hour period that we measured 5:00 PM to 5:00 AM, the PC apps answered 73% of the the July daily average.

So they were very, very busy.

I'm looking at a chart here that shows the highest call volume was between about the probably just before 9:00 until just after 11:00, and then another little bump around 1:00 AM.

So the system operated normally throughout.

There were two originating carrier outages that I recall.

One was wireless, one was VoIP.

That seemed to be related to the flooding or the storms, and more generally, and those were both resolved at some point during the day on the 11th, so.

Uh, the peace apps of came through the storms once again in good fashion.

So with that, Chris, could you give us a general update?

Ohh, I'm sorry Roger.

Go ahead.

Roger Marcoux 38:52

RM

I'm sorry.

Do you think that that you've got enough information where you can put a little press release out with that?

38:59

Yes, I can work on that.

RM Roger Marcoux 39:02
Thank you.

39:03
Yep.
OK.
Chris, could you give us an update on the peace app staffing situation at DPS and where things stand?

PC Pedoty, Christian 39:14
Yeah, absolutely.

So again, just to reiterate our our catchment stats to go over that first, uh, but we've been pretty much steady since our last report a little over 92% catchment in Williston and 87% in Westminster.

So still looking to get a little bit higher in Westminster.

Obviously, as far as hiring is concerned, we've been steadily hiring over the last well, I'll probably over the last year, but definitely in the last six months trying to press on and and fill up our vacancies we have about hopefully to get about eight people into the next 911 class in August next month.

So that's something we'll work with Ashley on obviously to make that happen.

RM Roger Marcoux 40:01
OK.

PC Pedoty, Christian 40:04

Umm, currently we have 4 training uh in each facility in Westminster and Williston.

So yeah, I think at this point again, it's just the just the same old story of difficult to find good candidates and still working to close all of the gaps that we that we currently have in both psaps.

Have any questions?

RM Roger Marcoux 40:31
Thank you, Chris.

Thank you.

So how many?

40:37
I'm ready.

RM Roger Marcoux 40:38

How many?

How many people are you short Christian in in Westminster and in Williston?

PC Pedoty, Christian 40:44

Probably in Westminster we have two vacancies.

In Williston, we have 9 umm and our hope again is that we're going to be able to put in another build those two vacancies plus we have a couple expected that we're going to lose shortly in Westminster.

So we're probably gonna have close to three or four to get into this again this August 911 class, at least that's the hope if we can find the proper applicants.

But yeah, Williston is definitely the the larger concern at as of right now, we went from 12 in our last reporting period and we're down again to 90s now.

RM Roger Marcoux 41:24

This.

OK.

Thank you, Christian.

Steve lock.

SL Steve Locke 41:32

I found that numbers interesting, so I think I heard you say Wilson's catchment area called volume success rates 92%, yet you're down 9 positions only down to positions in Westminster, but your catchment area percentages at 87%.

Is it the dedicated 911 caller call takers that are leading to success in Williston?

PC Pedoty, Christian 41:58

Well, it's it's a good question.

It's something that we're actually looking at right now, but that's been kind of the steady thing over the last couple of reporting periods as Westminster has been down.

Umm.

And and and that could be a factor, of course that the that the dedicated 911 has been up definitely a help in Wilson.

So that's, that's the thought process right now.

Umm, but yeah, we're just going to keep looking at that and hopefully again we'll be able to bring up Westminster in the not so distant future.

+18***33** 42:29

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Roger, this is Lance.

Can I make a comment?

RM Roger Marcoux 42:31
Right, sure.

+18***33** 42:33
Yeah, I take what's important to point out here is that and and I don't wanna speak for Chris.
I'm just coming because I did his job.
Is that what's understated sometimes is that, yes, Wilson is down 9 positions, but they also
have a lot more position assigned to what was.
Than we do in Westminster.
I think I I think my total of almost 10.
So the staffing is relatively equal even with Williston being down those 10 positions.
Uh Wilson's as much bigger.
Or excuse me, a much busier area.
So we had to dedicate those positions to Williston, Umm, so sometimes the the numbers don't
don't add up, but you have to look at the position numbers that are assigned to each barracks
to Williston and and Westminster.
So, but the fact that you're down to 9, quite frankly.
And Williston is actually pretty good.
I can't think of the last time that either peace app was actually fully staffed and thank you.

RM Roger Marcoux 43:39
Thanks, Lance.
Any other questions or comments?
OK, Barb, thank you, Christian.

43:47
OK, moving on then to the emergency Communications training coordinator position, we had
a vacancy in the training department that's existed for quite some time now.
Ashley has spent the past many months of doing a lot of foundational work and sort of
reorganization work for the training department and how things will work moving forward,
so that when a new person comes in, the roles and responsibilities are clearly defined and and
sort of the the mission and direction of the training department is is well established.
So we posted the training position several weeks ago.
The application period has closed.
We are in the first interview stage.
And we will hopefully have a decision made in early August.
We will do a round of second interviews and and go from there, but we hope to have a

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decision in early to to mid August on that and I'm sure Ashley will be grateful for the help.
So questions on that? Yep.

RM Roger Marcoux 45:00

May may I.

May I?

I would just like to while we got the relatively full board here, it's just to to thank uh Ashley in for those of you that don't know she she has hit this thing right out of the park right from when she was first here what 3-4 years ago now and and you know I know actually pretty well and she has a really really stepped up to go beyond what she's been supposed to do I think we've had the COVID curveball thrown in there and what have you but anyways just public recognition for you actually thank you.

45:22

Yes.

RM Roger Marcoux 45:41

So much for your work.

45:43

Thank you.

It's great any.

Any other questions on the training coordinator position?

OK.

Next up on my report is the originating carrier rulemaking.

So as you may recall, there was legislation in the last session that will allow us to get certain information from VoIP wireless, I'm sorry, VoIP telephone service providers, we need to write some rules around that and we also need to update our existing originating carrier rules. So we are working through internally some draft language for that.

We're also awaiting a July 18th, so two days from now FCC meeting where they will be taking a vote on a rulemaking that could impact our rulemaking.

As far as the the delivery of calls to 911 in a next generation 911 environment cost recovery implications to that?

So we will wait to see what the FCC establishes essentially as the baseline for how things should operate in this realm and incorporate that into our rulemaking.

So I'm hopeful that we will.

Well, my plan is to develop some draft language with input from impacted stakeholders and then bring back some proposed language to you, probably in the fall meeting before any official formal rulemaking happens.

I would need to have the board's approval to initiate that, so I'll continue working on that

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questions on that rule linking.

I wanted to give a quick update to on the public Safety Communications task force work. So that 7 member team is charged with oversight and management of the development, design and implementation of a statewide reliable, secure and interoperable public safety communication system that integrates with 911.

But we're talking about the dispatch problem here or the dispatch situation, not that there's a problem.

So the Commissioner and public safety and I were named by the legislature as Co chairs of that task force.

We have the task force has hired subject matter experts who are currently in the data collection and inventory stage of their work, much of which is required in in the statute or in the legislative directive.

That work is ongoing.

One of the messages we want to be really clear about.

Regarding the work of the task force, is there is no predetermined course of action that we're operating under.

We've hired these subject matter expertise to come in and develop multiple models for potential paths forward for this statewide.

System ohm and those those plans proposed plans should be ready for public input and and feedback in the January time frame.

So so data collection will work if you're involved with a with a PC app or a dispatch center.

You you will have already heard from them and and probably will continue conversations.

So they're doing on site visits this weekend next, and that work will will continue.

So that is all I have for the directors report.

Roger, all hand it back to you. Ohh.

RM Roger Marcoux 49:50

Yeah.

We have a question from Drew, I think.

49:53

Yep, I drew.

DH Drew Hazelton 49:54

I do you know if any of that work they've talked about mobile integrated health and how the communication system will intersect with about what a great health in the future.

50:06

I think that I think that that will hopefully come out in the design and the plans discussion of or maybe be identified as a gap that exists now.

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We have not had conversations to date on that.

Happy to hear from you though, if you'd like to talk to the task force.

DH **Drew Hazelton** 50:27
Thank you.

50:29
Umm.

RM **Roger Marcoux** 50:31
Any other questions on the directors update?

50:35
And if you're under related to that ohm, what drew what drew just shared?
Likewise, I'll one of the things that I'm interested in, and if the board wants me to become engaged, just hit as an eyes and ears ID more than happy to do it.
If the board doesn't want me to be engaged, I'll run away.
And that's the confluence of the new 988 system through the Department of Mental Health, with the 911 system.
And that also is clearly related as a public health issue to what Drew has has talked about.

RM **Roger Marcoux** 51:19
Yeah.

51:19
So.

RM **Roger Marcoux** 51:20
Uh, you know, I think that I would be interested in learning.
Everything that I could about that, Chris, so Barb, I don't know if you have any thoughts, but certainly if you wanted to, uh, put something together, Chris, for a maybe a, you know not a presentation but a presentation if that's what it comes to.
Just so that we can all be come up to speed on that, I'd be interested in it.
Barb, any thoughts?

51:52
Sure.
So I've been working with several people at 988 for for several months now.
They might be a resource too, to come in and provide an overview of what it is they do.
There there is a a drive if you will or a need to integrate.

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How 911 and 988 interact right now because we have a statewide 911 system, we would need a statewide protocol.

That all of the responders and the and the stakeholders agree upon before.

Before that, the connection to 988 basically diverting a call from 911 to 988 could could happen, umm or we would at least need the stakeholders consent and buy in and all of that for how we might handle it.

RM Roger Marcoux 52:45
Umm.

52:46

So right now we have a directed the 988 team to really talk to the the local regional county dispatch centers to understand how those centers interact with their responders as to when 988 should be engaged when a mobile crisis team should be engaged or if it's even available because it varies so much across the state.

But I will continue those discussions and I do see a time at some point where there could be a AA911 protocol for how you defert a call from 911-2988.

We're just not quite there yet, but the conversations are ongoing and and need to continue.

Use me however you want.

Alright.

RM Roger Marcoux 53:40
Hey.

53:40

You're don't miss me at all.

Whatever you want.

OK, sounds good.

RM Roger Marcoux 53:45

I think, Barb, that it maybe a premiere ization training or something, you know, for all of our call takers would be good even if we're not ready to to do something beyond that.

But uh, you know just the concept and everything and.

54:06

I believe that we have done that.

I don't know that it's going to all call takers or has it?

It's been opened up, but we have started rounds of those of being able to open the lines of communication between US and 98.

RM Roger Marcoux 54:16

Right.

Yeah. OK.

54:22

That alright.

RM Roger Marcoux 54:25

Yeah.

For the next meeting, then, uh uh, you know, maybe Chris could put something together and we could have some other people.

And and I think it's a very worthwhile.

You know, topic to to bring to the board.

54:40

Yeah.

Then, frankly, before it, given what Barb just said.

I'd say bring in somebody from the 988 rather than me to just give us all their position and then you can decide what you may or may not need for me at that point.

RM Roger Marcoux 54:51

Right.

54:53

Sure.

That sounds good.

Alright, I will make those arrangements.

RM Roger Marcoux 55:03

Right.

Alright, Barbie, you good?

55:08

I'm good.

We're on now to the training program overview.

RM Roger Marcoux 55:11

Right.

So take it away, Ashley.

55:15

No.

OK.

Can everyone hear me?

Yeah.

OK, perfect.

So I think kind of did like a small interview, but I mean a small introduction, but my name is Ashley.

Happy.

I'm the training communications program manager from the 901 board.

I have been in this position for about 3 years now and before that I was in dispatcher 91 at the County Sheriff that I'm so I'm just gonna do a brief overview of the training and Communications department and some of the stuff that we're doing right now.

So as you probably know, we currently have six piece apps or public safety answering points would now one call takers across the state and it's sitting at about probably 100 to 110 right now, hopefully more based on what Umm Christodoulides said.

So in order to ensure the service that they provide to the public, the training communication department operates with the goal of providing quality standards based training and certification for all the call takers.

So the tax department essentially just one wheel of many that consists of three major components, training and certification, quality assurance and quality control.

And then our public education and our public outreach, the training and education piece of that, is the bedrock of what is done.

Yeah.

I believe in the department and what my focus has been a lot on and it's all based on policy and procedures that are modeled after industry, best, best practices and standards for delivering consistent and quality service to everyone that calls 911.

The training itself consists of a 40 hour certification course and then an 8 hour equipment training and this gives all the call takers a baseline and the foundation for call handling and the resources that are at their disposal while they are also taking those calls.

I'm the curriculum that we deliver on.

We also deliver through APCO, which is one of the companies that provides or the company that provides our call handling guidelines and also gives call takers a certification and emergency medical dispatching and the tools and the scripts in order to offer first aid over the phone and that certification as well as our the Vermont call taker certification of fires, yearly continuing education to maintain as well as refreshers in all our core courses which are fire and HAZMAT awareness, domestic violence and our stress management and Wellness and all of those forces are either delivered by myself or.

Myself, in conjunction with experts in those respective fields and those trainings are available

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yearly.

I put out a calendar to all of the piece app so that they know what trains are available for the year and what dates they are going to be.

Uh, he conducted those trainings.

I have also opened up to the dispatch community, so it's not just a 911 call takers that are receiving that information, but dispatchers across the state are also welcome to come to those trainings and and give that.

So for example, I've been working recently with the Office on Violence against Women and Lee Tech, which is a handful law enforcement training and Technical Assistance Consortium to bring in instructors from across the nation with a lot of various backgrounds and public safety to deliver what I have designed is a newly new training that's focused on 911 call takers and their relationship to domestic violence calls.

Look at so the training itself is directly feeding into.

What is the next component which is our quality assurance and our quality control, which entails proactive reviews and monitoring of the 911 calls that are being taken by the call takers and then a providing the appropriate feedback.

Umm so that they can either improve their performance or it's just an encouragement for their performance to keep doing well, and this also helps support what I mentioned earlier about providing that consistent service to the public.

Now our public education and outreach is ongoing and has gained some good and positive momentum in the last couple of years with some increased interaction with some stakeholders with speeches at conferences, and we have some events where we can provide some tabling opportunities as well as materials that have gone out to multiple departments and surrounding either general usage and knowledge of 911 or information about special programs like what we were talking about care earlier.

Most recently, we actually completed a project with the Vermont Language Justice Project, which is a task force that creates videos about various topics and provides information in different languages for parts of Vermont community that may not speak English or English may not be their first language, or they may be unfamiliar with how things work in general. The video that we did actually gives a general overview of 911 how to interact with it.

If that time never comes for someone who does not speak English, or who has just stopped into this country or this state happy, so that was done in 17 languages, and then there is actually an ASL video that's being pushed out, it's almost being completed.

So that is a somewhat condensed view of the tax department of key objectives and responsibilities.

Obviously, within all of that, there's multiple smaller parts that are constantly moving that help support the overall goals of supporting our call takers, which is paramount and key to my focus and their professional development and their Wellness and making sure that anybody calls 911 gets the best service that we can provide.

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RM Roger Marcoux 1:01:28

Thank you.

Ashley, is there any questions or comments?

OK, good job.

Thank you.

1:01:39

Thank you.

RM Roger Marcoux 1:01:40

Right.

All right.

So we'll move on to.

We're gonna talk about the tariff study RFP that's gone out and and since it's being there's a contract discussion going on, I'm gonna ask that we go into executive session and I am looking for a motion and a second to that end.

1:02:04

Moved you into executive session.

RM Roger Marcoux 1:02:06

Uh, that was Chris Lorris.

1:02:06

You go ahead.

RM Roger Marcoux 1:02:08

Second, you can per second Steve lock any discussion hearing none.

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

PC Pedoty, Christian 1:02:23

I.

1:02:23

Alright.

+18*****33 1:02:23

Hi.

RM Roger Marcoux 1:02:24
You guys have it, Sony take it from here.
What do we do?

1:02:30
Well, just give me a moment to block the online meeting and stop the recording.

□ **Johnson, Soni** stopped transcription

Transcript

July 16, 2024

0:04
Alright, the recording has started.
Regular meeting is now back in session.

RM Roger Marcoux 0:09
OK.
Is there any new business?
Hearing none, I guess Sony.
We need to establish the next meeting date.

0:24
Now Tuesday, October 15th.

RM Roger Marcoux 0:29
OK, so far so good.
Let's see.

0:34
Ohh, let's go with that.
We can always reschedule if we need to.


RM Roger Marcoux 0:37
Right, right.
And if for for some reason we need to come back to for an emergency meeting on this other
issue than, you know, we'll let everybody know.


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So October 15th it is and looking for a motion to adjourn.


Steve, thank you.

And Chris Christian, thank you any further discussion hearing none, all those in favor of adjournment signify by saying aye.


 +18*****33 0:54
Well.


 **Roger Marcoux** 1:04
Thank you to everybody, great looking bored here.

 **Pedoty, Christian** 1:04
Bye.


 +18*****33 1:04
Bye.

 1:05
I.

 **Roger Marcoux** 1:07
Thanks for everybody's service stuff.
Take care.
Bye bye.

 1:11
Thank you.
Bye bye.

 +18*****33 1:13
Have a good day everybody.

 1:15
OK.
What's your take on this?

 **Johnson, Soni** stopped transcription