

**STATE OF VERMONT  
ENHANCED 911 BOARD**

**General Meeting #4 – 10/15/24**

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

***10:00 AM – Call to Order***

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

**Board Members Present**

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

**Staff Members Present**

Barbara Neal, Executive Director  
Soni Johnson, Board Clerk  
Jared Lamere, 911 IT Manager  
Ashley Happy, 911 Training & Comm. Program Manager

**Others Present**

Tara Miller, VT Dept. of Mental Health  
Heather Sienkiewicz, VT Dept. of Mental Health

**Approval of Minutes**

- General Meeting #3 – 07/16/2024 – *Motion: Chris Louras made a motion to accept the minutes as written; 2nd by Lance Burnham. There was no discussion and the motion passed unanimously by voice vote.*
- Special Meeting #3 – 08/02/2024 – *Motion: Chris Louras made a motion to accept the minutes as written; 2nd by Brian Keefe. There was no discussion and the motion passed unanimously by voice vote.*

**Public Comment** – none

**988 Presentation**

- Executive Director Neal provided an overview of ongoing collaboration with 988 and the development of an MOU formalizing existing practices/agreements between 988 and 911.
- Tara Miller and Heather Sienkiewicz presented an overview of the 988 program. A copy of this presentation is available from the E911 Board office by request.

**Board Member Questions/Comments**

- Q: How many 988 calls/chats/texts have been transferred to 911? A: Probably a very small number.
- Q: Does 988 track the number of transfers to 911? A: Not at this time.
- Q: What is the definition of emergency rescue? A: An emergency rescue is if someone is actively trying to end their life.
- Q: How does 988 validate information? A: The VT Department of Mental Health gets monthly reports from the company contracted with for the 988 program.
- Q: Is data/information storage determined by contract? A: Unknown
- Q: Are cards/brochures available for handouts? A: Yes
- Q: What training do 988 call-takers receive? A: They work with a licensed supervisor who trains them on call-taking requirements/protocols. Everyone is overseen by a licensed clinical therapist.
- Q: Are 988 call-takers paid or are they volunteers? A: They are paid.
- Q: Is there any data on 911 calls transferred to 988? A: A protocol for this is not in place on the 911 level right now. 911 call-takers currently transfer callers to law enforcement or EMS (depending on the situation); those agencies then decide if they need to contact 988.

## **Director's Report**

1. Tropical Storm Debby After Action Report – Executive Director Neal provided an overview of the report provided to the Board in advance of the meeting. A copy of this report is available from the E911 Board office by request.

### **Board Member Questions/Comments**

- Q: How much notice did the state get about this storm? Were PSAPs able to plan for this storm? A: There was awareness of an oncoming storm, but the intensity of the windstorm was unexpected.
  - Q: What are the MEVO backup phones? A: MEVO phones are part of the 911 system. They work as a backup in case of a 911 system failure.
  - Q: What types of calls did 911 receive during the windstorm. A: A sampling of calls received showed multiple calls about traffic hazards and trees/power lines down.
  - Q: Recommendations and/or lessons learned? A: Having dedicated call-takers (call-takers logged in and taking only 911 calls) is paramount when dealing with increased call volume.
  - Christian Pedoty provided details concerning the performance of the Westminster PSAP during the windstorm. While multiple call-takers were logged on, only one was answering 911 calls (others were handling dispatch). Staffing levels have improved, more hiring is ongoing, and there is the possibility of reclassifying a few dispatch positions to dedicated 911 call-taker positions.
  - Q: How many call-taker positions are staffed throughout the day? How is that number determined? A: There are usually 10-14 call-takers logged into the system. The MOU between the E911 Board and the PSAPs states that PSAPs must be adequately staffed to answer 90% of the calls received from their primary catchment areas.
  - Chair Marcoux suggested the creation of a sub-committee to discuss ongoing issues between dedicated 911 call-taking and dispatch, and to discuss possible reclassification of the State's 911 call-taker and ECM job descriptions/duties.
2. FY26 Budget Overview – The FY26 budget request has been developed and will be submitted on 10/15/24. The FY26 request includes \$300K for E911 system updates/replacement. Beginning in FY26, VUSF structure will change to a “per line” fee, which is expected to increase revenue.
  3. Tariff Study Update – The Board has contracted with 911 Authority for a comprehensive review of the existing 911 tariffs in Vermont. 911 Authority is currently conducting stakeholder outreach. Draft and final reports are due by the end of 2024.
  4. Emergency Communications Training Coordinator Position Posting – The recent posting of this position did not result in a new hire. This position will be reposted in November.
  5. Originating Carrier Rulemaking Status – Updates to this rule are on hold until the tariff study report has been completed.
  6. Public Safety Communications Task Force Update – The task force continues to meet every other week. Mission Critical Partners is continuing public/stakeholder outreach, with multiple workshops scheduled in November. A draft design report is due in December.

**New Business** – none

### **Next Meeting Date & Adjournment**

- The next quarterly board meeting will take place on 1/7/25, location TBD.
- *Motion: There being no further business, Chris Louras made a motion to adjourn; 2nd by Lance Burnham. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:45 AM.*

Respectfully submitted:

Soni Johnson  
Soni Johnson, Board Clerk

10/18/24  
Date