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0:0:0.0 --> 0:0:2.270

Steve Locke

When Brian, I'll take that as a second.

0:0:2.930 --> 0:0:3.650

Brian Keefe

Yes, thank you.

0:0:3.230 --> 0:0:4.320

Steve Locke

Thank you very much.

0:0:4.650 --> 0:0:6.850

Steve Locke

Is there any errors or omissions or changes?

0:0:10.420 --> 0:0:11.360

Jerome Pettinga

No here.

0:0:11.610 --> 0:0:11.660

Steve Locke

Or.

0:0:11.760 --> 0:0:19.130

Steve Locke

Seeing none, all those in favor of accepting the minutes of this July 18th minute at meeting as printed say I.

0:0:20.420 --> 0:0:20.700

Jerome Pettinga

Hi.

0:0:20.540 --> 0:0:20.800

Burnham, Lance

Aye.

0:0:20.620 --> 0:0:21.70

Eric Nordenson

I.

0:0:21.0 --> 0:0:21.490

e07fdb43-5364-481d-a7ef-267065eb8136

I.

0:0:22.310 --> 0:0:25.200

Steve Locke

Those opposed motion carries.

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0:0:27.40 --> 0:0:30.590

Steve Locke

Alright, Barb, it's over to you on the on the your directors report.

0:0:31.640 --> 0:0:33.420

Neal, Barbara

OK, we'll get started then.

0:0:33.430 --> 0:0:42.750

Neal, Barbara

And I just wanna comment that if I look a little different today than I do on my usually on these meetings, it's because my laptop is in for repairs and I am working off an iPad.

0:0:43.130 --> 0:0:43.380

Neal, Barbara

So.

0:0:44.30 --> 0:0:47.180

Neal, Barbara

Fingers crossed that technology serves me well this morning.

0:0:48.740 --> 0:0:50.270

Neal, Barbara

So directors report.

0:0:50.280 --> 0:0:54.40

Neal, Barbara

So we'll start with Psapp staffing and related topics.

0:0:54.710 --> 0:0:56.140

Neal, Barbara

And captain Burnham?

0:0:56.150 --> 0:1:2.750

Neal, Barbara

I didn't give you a heads up on this, but I'm hoping you can give us a quick update on the DPS staffing situation.

0:1:4.10 --> 0:1:4.250

Burnham, Lance

Sure.

0:1:5.800 --> 0:1:14.140

Burnham, Lance

Well, I'm happy to actually report that our staffing has improved improved dramatically, quite frankly in the past nine months.

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0:1:16.350 --> 0:1:19.800

Burnham, Lance

Nine months ago, we were tickling about 1/5.

0:1:20.10 --> 0:1:21.760

Burnham, Lance

50% vacancy rate.

0:1:22.590 --> 0:1:24.560

Burnham, Lance

We have made some internal changes.

0:1:24.570 --> 0:1:28.820

Burnham, Lance

We are now just below 20%.

0:1:29.610 --> 0:1:32.520

Burnham, Lance

We have a total I think, right.

0:1:32.560 --> 0:1:38.940

Burnham, Lance

Now we've just, I believe as of last count 1514 vacancies.

0:1:40.560 --> 0:1:48.900

Burnham, Lance

And last check, I think the last time I reported, we were close to 2526, so.

0:1:49.780 --> 0:1:50.850

Burnham, Lance

We're doing very well.

0:1:51.80 --> 0:2:3.820

Burnham, Lance

We've also I've made some internal changes, those new hires that we take on historically, we have waited for them to complete their dispatcher training before we sent them to the 911 training. Umm.

0:2:3.960 --> 0:2:5.410

Burnham, Lance

We have changed that.

0:2:5.740 --> 0:2:9.40

Burnham, Lance

It's easier for them to to, quite frankly, lose them.

0:2:10.150 --> 0:2:20.280

Burnham, Lance

For a week while they're still in training case, it doesn't affect the floor, so I have sent them to the class and that's been a huge help on our end.

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0:2:20.410 --> 0:2:27.460

Burnham, Lance

I know that our catchment area, right and Williston has gone up by anywhere from was 90%.

0:2:27.470 --> 0:2:29.240

Burnham, Lance

Now we're close to 9495.

0:2:31.210 --> 0:2:33.720

Burnham, Lance

But we're had it's had a bigger effect on in Westminster.

0:2:33.850 --> 0:2:45.80

Burnham, Lance

There was unfortunately a while ago we were trickling right around 60%, but we are now close to I think the last was 8687%.

0:2:45.290 --> 0:2:47.170

Burnham, Lance

So we are getting there. Umm.

0:2:47.830 --> 0:2:54.620

Burnham, Lance

I remind the staff it is a slow turn because of our process, but we are absolutely seeing a positive effect on it.

0:2:56.930 --> 0:2:57.390

Burnham, Lance

We're doing.

0:2:54.630 --> 0:3:0.450

Burnham, Lance

So VSP wise, we're definitely heading them on the right track.

0:3:0.460 --> 0:3:5.720

Burnham, Lance

I will say probably, which is actually more important than our hiring, is our retention.

0:3:7.190 --> 0:3:10.420

Burnham, Lance

Doing an annual recap for.

0:3:12.50 --> 0:3:16.50

Burnham, Lance

This year alone, at this time last year, we lost 25 people.

0:3:17.800 --> 0:3:26.310

Burnham, Lance

That's a very high turnover for us this year at from January to October 1, we've only lost four.

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0:3:26.800 --> 0:3:31.670

Burnham, Lance

So our retention, quite frankly in my mind is more important than our hiring.

0:3:32.280 --> 0:3:35.180

Burnham, Lance

We don't wanna lose those people that we spent a as.

0:3:35.620 --> 0:3:38.470

Burnham, Lance

Amount of money training but also.

0:3:40.920 --> 0:3:41.160

Burnham, Lance

We.

0:3:41.270 --> 0:3:44.990

Burnham, Lance

Retaining those people has a bigger effect on the new hires as well.

0:3:45.0 --> 0:3:51.580

Burnham, Lance

So I think that's very positive and for the first time in six years I hiring.

0:3:53.80 --> 0:3:59.310

Burnham, Lance

Is outpacing our dismissal rate, so we're we're definitely heading in the right track.

0:4:2.590 --> 0:4:3.90

Neal, Barbara

Well, that is.

0:4:2.860 --> 0:4:4.10

Steve Locke

I'm just gonna, Barb.

0:4:4.20 --> 0:4:10.710

Steve Locke

I'm just gonna interrupt to announce that that that we are currently recording the meeting and so if anyone just for everyone's awareness.

0:4:12.620 --> 0:4:13.10

Neal, Barbara

Yeah.

0:4:13.60 --> 0:4:13.450

Neal, Barbara

Great.

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0:4:13.460 --> 0:4:14.250

Neal, Barbara
Thank you.

0:4:14.340 --> 0:4:16.70

Neal, Barbara
That's all good news.

0:4:16.120 --> 0:4:17.130

Neal, Barbara
Captain Burnham.

0:4:17.440 --> 0:4:27.630

Neal, Barbara
And Speaking of the 40 hour or the call taker certification course that you referred to, we have one of those coming up on November 13th, I think is the start date.

0:4:27.720 --> 0:4:30.750

Neal, Barbara
So we'll be moving students through that class. Umm.

0:4:31.660 --> 0:4:31.870

Neal, Barbara
Pretty.

0:4:31.980 --> 0:4:35.330

Neal, Barbara
Soon so on the same note or similar.

0:4:35.340 --> 0:4:40.850

Neal, Barbara
Note the dedicated 911 call taking initiative continues.

0:4:40.860 --> 0:4:52.780

Neal, Barbara
As you recall, I'm sure that that initiative was put in place to help lessen the impact of calls rolling out of the Department of Public Safety PSATS in.

0:4:53.120 --> 0:5:3.530

Neal, Barbara
The regional psaps when the staffing situation was really at its worst, we are continuing with that for now.

0:5:3.780 --> 0:5:11.510

Neal, Barbara
What we wanna see is is the primary catchment area answer rate for DPS and frankly for all peace apps.

0:5:11.520 --> 0:5:23.660

Neal, Barbara

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But DPS in particular up over 90% consistently for some period of time before we discontinue that in September.

0:5:23.880 --> 0:5:35.60

Neal, Barbara

Hartford, Lamoille and Board office are training are training program manager combined to provide 204 hours of dedicated 911 call taking service.

0:5:35.110 --> 0:5:48.900

Neal, Barbara

So when I looked at the numbers on an annual basis, I looked at 2022 and we found that the dedicated 911 call takers answer about 4% of the statewide call volume.

0:5:48.970 --> 0:5:52.340

Neal, Barbara

So there's less rollover into the regionals.

0:5:53.690 --> 0:6:15.820

Neal, Barbara

We're taking a look at the cost per call of that function as compared to our sort of our normal operations and trying to get a handle on how to sustainable it might be if everybody's up over 90% of the way we're currently structured, there won't be any funds for the dedicated 911 call taking service.

0:6:15.830 --> 0:6:22.520

Neal, Barbara

So because because it will all be going to the the psaps who have met those performance metrics.

0:6:22.890 --> 0:6:31.550

Neal, Barbara

So we're keeping a close eye on that and I will just keep reporting back to you on where things stand with the dedicated 911 call taking.

0:6:32.720 --> 0:6:37.370

Neal, Barbara

So we'll pause here to see if there's any questions, comments on PSAP staffing.

0:6:39.250 --> 0:6:49.570

Steve Locke

Like my I guess my only question is that 204 hours and I assume our staff person is during the day, but is that as they choose or do we set the hours?

0:6:49.580 --> 0:7:2.970

Steve Locke

Cuz obviously there's gonna be peak times versus non peak times and are the I guess, the memorial and Hereford is just doing it when people voluntarily sign it for the overtime or are we dictating when that should occur.

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0:7:3.540 --> 0:7:7.290

Neal, Barbara

We have dictated the hours in the past.

0:7:7.300 --> 0:7:9.330

Neal, Barbara

Basically, they're about 5:00 AM to.

0:7:10.170 --> 0:7:19.690

Neal, Barbara

11 so typically, typically between midnight and four or five in the morning, there wouldn't be a dedicated 911 call taker on.

0:7:21.480 --> 0:7:23.570

Neal, Barbara

Yeah, but it is on the second part of your question.

0:7:23.580 --> 0:7:28.50

Neal, Barbara

It is kind of a volunteer, you know, people signing up for the available hours.

0:7:28.60 --> 0:7:29.180

Neal, Barbara

First come first serve.

0:7:29.790 --> 0:7:30.390

Neal, Barbara

Umm.

0:7:31.600 --> 0:7:53.780

Neal, Barbara

A mechanism that we're using to schedule that I think to your point on finding the peak times, we'll we can continue to find tune that the last numbers I looked at, it looked like it was really about 7:00 AM to maybe four that could use some support or when the most calls were rolling so.

0:7:54.620 --> 0:7:55.160

Neal, Barbara

Umm.

0:7:55.820 --> 0:7:56.180

Neal, Barbara

Yeah.

0:7:56.190 --> 0:7:57.650

Neal, Barbara

We're we're monitoring all of that.

0:7:58.920 --> 0:8:10.590

Steve Locke

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I guess in my only thought is that I mean if the Captain said there at 90 and even in the 80s, high 80s, that's where the system has been for a long time, it seems like so anyways.

0:8:13.370 --> 0:8:14.820

Neal, Barbara

Yeah, yeah, I see.

0:8:14.830 --> 0:8:22.90

Neal, Barbara

I hear what you're saying that if it's, if we're going to stabilize where we were before, then maybe we need to be thinking about what to do with this program so.

0:8:23.350 --> 0:8:23.720

Neal, Barbara

Got it.

0:8:24.540 --> 0:8:25.520

Neal, Barbara

Anything else on this?

0:8:28.560 --> 0:8:32.310

Neal, Barbara

OK, moving on then to the budget and funding update.

0:8:32.400 --> 0:8:59.800

Neal, Barbara

So that FY24, the current fiscal year budget monitoring is underway, of course, as you recall, I think the Enhanced 911 Fund received a \$1.3 million general fund transfer in FY24 and an additional \$815,000 general fund infusion which was directed to system upgrades that will need to happen over the next couple years.

0:9:0.800 --> 0:9:14.390

Neal, Barbara

Umm, our current projection for Vermont Universal Service fund distributions into our fund for the current year is between 3.4 and \$4.1 million.

0:9:15.760 --> 0:9:20.70

Neal, Barbara

That will bring depending on what the actuals are actually distributed.

0:9:20.880 --> 0:9:37.840

Neal, Barbara

That will bring the total revenue for FY24 to between 4.6 and 5.3 million and the short way of saying all of the saying, what I just said with all those numbers being thrown at you is that the enhanced 911 Special Fund should be OK.

0:9:38.220 --> 0:9:38.550

Neal, Barbara

Where F.

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0:9:38.780 --> 0:9:46.270

Neal, Barbara

24 based on all those different factors, the infusions coming in the expected disbursements from Universal Service Fund.

0:9:48.90 --> 0:9:50.240

Neal, Barbara

So FY24 is chugging along.

0:9:51.690 --> 0:10:15.300

Neal, Barbara

We have submitted our initial FY25 budget request that came in at just over \$4.9 million, which is an increase of 2.23% over FY24 that is well within the administration's target of no more than a 3% increase across state agencies.

0:10:15.860 --> 0:10:23.530

Neal, Barbara

The the increases that we did have are attributable to salary wages and some increases just in general operating costs.

0:10:24.860 --> 0:10:33.370

Neal, Barbara

As you might recall, we we made one position, we changed it from a temporary position to a full time position.

0:10:33.800 --> 0:10:36.310

Neal, Barbara

Some of that was accounted for in the FY20.

0:10:36.360 --> 0:10:44.610

Neal, Barbara

The bulk of that was accounted for in the FY24 budget, but we've also had just the regular salary increases and some reclassifications.

0:10:45.370 --> 0:10:48.400

Neal, Barbara

One reclassification within the board staff.

0:10:50.910 --> 0:11:6.90

Neal, Barbara

So when I met with finance and management, they did not have objections to the budget numbers per se, but it is important to note that the issue of the revenue shortfalls with the Vermont Universal Service Fund remains.

0:11:6.430 --> 0:11:6.870

Neal, Barbara

Unread.

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0:11:8.190 --> 0:11:15.330

Neal, Barbara

So umm, we are projecting and FY25 so next year?

0:11:16.20 --> 0:11:36.580

Neal, Barbara

A shortfall in those disbursements from the Universal Service Fund of between 1.1 and \$1.7 million, and we hope to fine tune that number as we go along in the current fiscal year to get a better projection for FY25.

0:11:36.650 --> 0:11:37.860

Neal, Barbara

We're having some difficulty.

0:11:38.890 --> 0:11:43.640

Neal, Barbara

Uh, getting those numbers from?

0:11:43.730 --> 0:11:48.520

Neal, Barbara

Well, getting getting the numbers that would allow us to make a good projection.

0:11:48.530 --> 0:11:52.940

Neal, Barbara

We and we've always, we've always had those struggles with these projections.

0:11:52.950 --> 0:11:58.240

Neal, Barbara

But now that there's a shortfall at it becomes even it makes itself even more noticeable.

0:11:59.180 --> 0:12:1.460

Neal, Barbara

So we will be working on fine tuning that number.

0:12:1.470 --> 0:12:8.880

Neal, Barbara

I'll be working with the governor's office and the administration on things that will need to happen.

0:12:8.890 --> 0:12:9.440

Neal, Barbara

Happen what?

0:12:9.450 --> 0:12:15.220

Neal, Barbara

You know what our shortfall is going to be and I've been asked by finance and management to.

0:12:15.990 --> 0:12:19.620

Neal, Barbara

Resubmit the recommendations that I made last year.

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0:12:20.530 --> 0:12:20.970

Neal, Barbara
About.

0:12:23.60 --> 0:12:30.930

Neal, Barbara
911 funding restructuring of the Vermont Universal Service Fund and other other such ideas.

0:12:30.940 --> 0:12:33.0

Neal, Barbara
So I'm updating that document and we'll.

0:12:33.50 --> 0:12:33.90

Neal, Barbara
Be.

0:12:33.160 --> 0:12:47.60

Neal, Barbara
Sending that over soon to them and also the Joint Fiscal Office has been tasked with looking at the Vermont Universal Service Fund and how it's performing to.

0:12:49.130 --> 0:12:57.90

Neal, Barbara
Potentially I would assume to come up with recommendations on what to do with it from the legislative end, so that is still going along.

0:12:57.100 --> 0:12:58.100

Neal, Barbara
Questions on the budget.

0:13:3.810 --> 0:13:4.820

Steve Locke
Anyone have any questions?

0:13:10.20 --> 0:13:10.760

Neal, Barbara
Already.

0:13:10.810 --> 0:13:11.30

Steve Locke
So.

0:13:10.980 --> 0:13:13.530

Neal, Barbara
And then I'm sorry, Stephen, did you have something more?

0:13:13.900 --> 0:13:32.590

Neal, Barbara
Ohh OK then finally my last update for today is on the work of the public Safety Communications task

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force, so I'm sure you remember that the the task force was created by Act 78 of the last legislative session.

0:13:33.270 --> 0:13:54.850

Neal, Barbara

Umm, that group is tasked with the development of a plan to create a statewide, reliable, resilient public safety communication system that integrates with the current 911 system and is available to all the task force membership.

0:13:54.860 --> 0:14:5.790

Neal, Barbara

The legislation named me and Commissioner Morrison from the Department of Public Safety as the Co chairs, and then we also have five other Members.

0:14:5.800 --> 0:14:14.870

Neal, Barbara

We have our vice chair is Paul White, who's the very town select board chair and also worked on the regional dispatch group last year, we.

0:14:14.940 --> 0:14:14.980

Neal, Barbara

Had.

0:14:15.120 --> 0:14:17.670

Neal, Barbara

Mayor Mike Dungeness, from the from Rutland City.

0:14:18.540 --> 0:14:29.460

Neal, Barbara

We have Michael Wright, who is the CEO of Calyx Ambulance, Jim Mack, who is from the Shelburne Peace app and was appointed by the Vermont Association of Chiefs of Police.

0:14:29.710 --> 0:14:33.310

Neal, Barbara

The representative was defined as a A.

0:14:34.700 --> 0:14:45.590

Neal, Barbara

In an employee of a PSAP that is not run by the state, so it municipally run piece up and then finally run krumitz from the Albert Fire Department.

0:14:46.20 --> 0:14:51.280

Neal, Barbara

Is the the other member of that group, so we have.

0:14:51.400 --> 0:14:51.940

Neal, Barbara

Held.

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0:14:52.360 --> 0:15:1.800

Neal, Barbara

Nearly 20 meetings since late June, we are in the process of handling and reviewing responses to.

0:15:2.620 --> 0:15:3.70

Neal, Barbara

3.

0:15:3.900 --> 0:15:5.410

Neal, Barbara

Requests for proposals.

0:15:5.720 --> 0:15:15.300

Neal, Barbara

One is for a project manager for the task force itself, so there's a lot of work as you can imagine, to kind of move these discussions forward and.

0:15:15.380 --> 0:15:15.540

Neal, Barbara

We're.

0:15:15.610 --> 0:15:22.350

Neal, Barbara

Looking for someone to kind of herd the cats of the task force itself and help us manage.

0:15:24.500 --> 0:15:38.430

Neal, Barbara

Folks that will be hired on another RFP, we call it the big RFP, which is for subject matter expertise to answer all of the questions or do the work that was defined in the legislation.

0:15:39.60 --> 0:15:41.400

Neal, Barbara

It is considerable amount of work.

0:15:43.850 --> 0:16:2.840

Neal, Barbara

So that's the second RFP and then the third RFP, the task force decided that it should have its own legal counsel and not be reliant upon the legal counsel from the Department of Public Safety or from the 911 board, but should have its own independent legal counsel.

0:16:2.850 --> 0:16:6.870

Neal, Barbara

So responses are due on that RFP on Monday.

0:16:8.610 --> 0:16:9.280

Neal, Barbara

Umm.

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0:16:10.360 --> 0:16:19.820

Neal, Barbara

On just a closeout, that topic, we will be evaluating responses on the big RFP, the subject matter expertise early next week.

0:16:19.830 --> 0:16:28.680

Neal, Barbara

The meeting is on Tuesday and then making decisions on what to do with the project manager or FP responses as well next week.

0:16:29.960 --> 0:16:31.690

Neal, Barbara

So there's been a lot of work.

0:16:33.830 --> 0:16:34.480

Neal, Barbara

Accomplished.

0:16:34.490 --> 0:16:40.170

Neal, Barbara

Here we started with adopting a confidentiality policy, so everyone on the task force would understand.

0:16:41.370 --> 0:16:43.190

Neal, Barbara

How the the?

0:16:43.240 --> 0:16:44.70

Neal, Barbara

Data that we're going.

0:16:44.130 --> 0:16:49.840

Neal, Barbara

To be seeing and handling will be handled because much of it will be of a confidential nature.

0:16:49.850 --> 0:17:4.420

Neal, Barbara

When you start getting inventories of dispatch assets and that type of thing and also how public records request would be handled, the development of course of those three RFP's and then the follow up will work on evaluating responses.

0:17:5.620 --> 0:17:15.780

Neal, Barbara

We had discussion about providing input to the Commissioner of Public Safety on potential uses for approximately \$9 million in congressionally directed funding.

0:17:16.670 --> 0:17:17.180

Neal, Barbara

That was.

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0:17:18.450 --> 0:17:19.600

Neal, Barbara
Umm I.

0:17:19.710 --> 0:17:20.0

Neal, Barbara
The mix.

0:17:20.960 --> 0:17:29.380

Neal, Barbara
Umm, the legislation that created the task force required the Commissioner to consult with the task force on how those funds might be used.

0:17:29.530 --> 0:17:46.490

Neal, Barbara
Several ideas were put forward, including implementation of a statewide CAD system, the design, the second option was the design and engineering of a state owned trunk system that would help with failover at regional dispatch centers.

0:17:46.740 --> 0:17:59.930

Neal, Barbara
And thirdly, was a plan that was presented by the Department of Public Safety, Radio Technology Services Group, to enhance current state, the current infrastructure statewide.

0:18:1.70 --> 0:18:19.760

Neal, Barbara
So the Commissioner considered all of that input and also needed to consider all the rules and parameters that were around those funds and ultimately decided on the third option, which was what was presented by radio technology, and that application has been submitted.

0:18:19.770 --> 0:18:29.970

Neal, Barbara
It will churn, I think for a long time before we know that the funds are actually available and the application was approved, so that was.

0:18:32.240 --> 0:18:41.860

Neal, Barbara
One of the tasks that we have accomplished, we developed our task force priorities stakeholder engagement plan, which are consultants.

0:18:41.870 --> 0:18:45.380

Neal, Barbara
Once they're hired, will help us with umm.

0:18:47.520 --> 0:18:48.50

Neal, Barbara
Let's see.

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0:18:48.60 --> 0:19:0.980

Neal, Barbara

A decision was made just recently to hold off on any pilot projects until we have agreed upon plan or blueprint for moving forward.

0:19:0.990 --> 0:19:17.280

Neal, Barbara

In other words, we want to wait to see what the subject matter experts weigh in on what needs to be included in a in a standards based model for dispatch or public safety communications.

0:19:17.930 --> 0:19:23.920

Neal, Barbara

Once we know what needs to be included, we think that would be the time to start thinking about pilot projects.

0:19:25.30 --> 0:19:25.710

Neal, Barbara

Umm.

0:19:26.920 --> 0:19:27.360

Neal, Barbara

Let's see.

0:19:30.480 --> 0:19:35.910

Neal, Barbara

So overall, I would say our progress has been slow but steady.

0:19:36.580 --> 0:19:40.130

Neal, Barbara

It's important to note that the scope of work.

0:19:40.960 --> 0:19:52.20

Neal, Barbara

Presented to the task force or assigned to the task forces enormous, and we did have several events that have impacted kind of our ability to get going here firstly.

0:19:53.80 --> 0:20:2.200

Neal, Barbara

The original legislation was vetoed by the governor and then we had to wait for a veto session to be completed in order for the task force to actually be able to form.

0:20:3.300 --> 0:20:5.70

Neal, Barbara

So that wasn't until late June.

0:20:5.80 --> 0:20:16.560

Neal, Barbara

And then what, 10 days later we had this little flood in Vermont that impacted many task force members were heavily involved in the response of that.

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0:20:17.980 --> 0:20:28.660

Neal, Barbara

In particular, Commissioner Morrison had a a lot of responsibilities related to that which impacted our ability to meet for about 2 weeks.

0:20:31.130 --> 0:20:39.10

Neal, Barbara

So those those things have happened that kind of got in the way of quicker progress forward in my opinion.

0:20:39.110 --> 0:20:39.220

Neal, Barbara

It's.

0:20:39.460 --> 0:20:46.550

Neal, Barbara

A whole lot better to do this right than to do it fast, so I've just kind of accepted that that's the way this work is going to go.

0:20:49.380 --> 0:20:52.820

Neal, Barbara

So that I think I have covered all of the.

0:20:54.960 --> 0:20:57.270

Neal, Barbara

Sort of high level work of the task force.

0:20:59.120 --> 0:21:1.310

Neal, Barbara

If there's questions, I'm happy to answer them.

0:21:4.510 --> 0:21:5.760

Steve Locke

Are there any questions for Barb?

0:21:10.160 --> 0:21:12.550

Steve Locke

Drone drone what is what is?

0:21:12.560 --> 0:21:12.620

Jerome Pettinga

The.

0:21:12.690 --> 0:21:12.910

Jerome Pettinga

Time.

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0:21:13.340 --> 0:21:17.820

Jerome Pettinga

For getting this completed to switching over to a new system or is there even one?

0:21:18.980 --> 0:21:29.820

Neal, Barbara

The legislation is looking for by January of next year, 2024, the elements of a model plan.

0:21:29.830 --> 0:21:34.940

Neal, Barbara

What needs to be included and then they're looking for a final plan by the end of the year.

0:21:34.950 --> 0:21:36.890

Neal, Barbara

So December 2024.

0:21:37.620 --> 0:21:38.0

Neal, Barbara

Umm.

0:21:39.280 --> 0:21:46.100

Neal, Barbara

And whether or not those are realistic goals, I'm still not quite sure.

0:21:46.170 --> 0:21:47.30

Neal, Barbara

You know, we're going to.

0:21:47.740 --> 0:21:54.740

Neal, Barbara

Umm do our best to meet the the requirements and also.

0:21:56.40 --> 0:22:6.350

Neal, Barbara

Communicate well with the legislature and the administration and so forth on if, if, if we think adjustments need to be made to that timeline.

0:22:6.540 --> 0:22:13.350

Neal, Barbara

So right now they're looking for a final plan to be developed by December 2024.

0:22:14.560 --> 0:22:14.900

Jerome Pettinga

Thank you.

0:22:15.450 --> 0:22:15.650

Neal, Barbara

Yeah.

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0:22:17.330 --> 0:22:28.230

Steve Locke

Barb, is there anything I know that it's primarily focused on dispatch, but is there any conversation on changing the role or how 901 is answered or administered?

0:22:30.70 --> 0:22:34.160

Neal, Barbara

We have the task force has determined really that the 911, the.

0:22:35.230 --> 0:22:40.980

Neal, Barbara

911 system is out of the scope of this work, so it's focused on dispatch.

0:22:41.70 --> 0:22:47.160

Neal, Barbara

The legislation, though, does talk about how 911 will integrate with the the new system.

0:22:47.310 --> 0:22:49.540

Neal, Barbara

So I think that leaves open the discussion.

0:22:49.550 --> 0:22:58.280

Neal, Barbara

Certainly for technical integration, operational integration with a new system and and it could open the conversation to.

0:22:59.580 --> 0:23:0.320

Neal, Barbara

Funding.

0:23:0.600 --> 0:23:1.450

Neal, Barbara

Governance.

0:23:1.460 --> 0:23:5.840

Neal, Barbara

All of that, I mean, I think that it will logically come out of that, but what we want?

0:23:7.320 --> 0:23:12.370

Neal, Barbara

What the task force wants right now is where the focus to be on developing this.

0:23:13.340 --> 0:23:20.870

Neal, Barbara

Statewide dispatch plan, you know, 911 is running well and operating well and can sit here and keep doing its thing.

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0:23:21.120 --> 0:23:28.770

Neal, Barbara

Let's solve this other part of the problem or or this other situation and focus on that at this point.

0:23:28.780 --> 0:23:31.250

Neal, Barbara

So did that answer your question?

0:23:32.250 --> 0:23:33.90

Steve Locke

Yes, thank you.

0:23:35.200 --> 0:23:36.200

Steve Locke

Other questions for Barb?

0:23:40.460 --> 0:23:43.770

Neal, Barbara

OK, I think that is all of my updates.

0:23:43.780 --> 0:23:45.530

Neal, Barbara

Those are all of my updates, Steven.

0:23:45.540 --> 0:23:46.360

Neal, Barbara

So back to you.

0:23:47.690 --> 0:23:48.360

Steve Locke

OK.

0:23:48.670 --> 0:23:50.620

Steve Locke

Is there any public comment?

0:23:59.400 --> 0:24:0.490

265c70af-4188-4a80-8f06-9351a2bf9329

Yeah, Steve Whittaker here.

0:24:1.780 --> 0:24:2.130

Steve Locke

Hi, Steve.

0:24:4.40 --> 0:24:4.520

265c70af-4188-4a80-8f06-9351a2bf9329

How are you?

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0:24:6.0 --> 0:24:6.420

Steve Locke
Wonderful.

0:24:6.320 --> 0:24:6.740

265c70af-4188-4a80-8f06-9351a2bf9329
Ohh.

0:24:6.430 --> 0:24:6.780

Steve Locke
Thank you.

0:24:8.870 --> 0:24:16.170

265c70af-4188-4a80-8f06-9351a2bf9329
So something that Barb left out of the report in the scope of work, there's gonna be a statewide.

0:24:17.670 --> 0:24:21.760

265c70af-4188-4a80-8f06-9351a2bf9329
Analysis of dead zones both of LMR.

0:24:22.250 --> 0:24:26.220

265c70af-4188-4a80-8f06-9351a2bf9329
Land mobile radio coverage and of LTE coverage.

0:24:27.230 --> 0:24:47.280

265c70af-4188-4a80-8f06-9351a2bf9329
So this would be far more in depth done through radio propagation modeling rather than uh field testing, so it'll be more comprehensive than what the Department of Public Service did driving the state highways or having AOT drive the state highways.

0:24:48.140 --> 0:24:58.50

265c70af-4188-4a80-8f06-9351a2bf9329
But it will identify all the areas in the state where there is not cell coverage or where there is not a public safety LMR coverage.

0:24:59.910 --> 0:25:28.760

265c70af-4188-4a80-8f06-9351a2bf9329
That is a huge task that might take well, we'll take a long time and a lot of resources, but the real question that the task force so far dodged was do we propose, do we ask these experts to propose solutions to that and why that's relevant to this board is that in those LTE dead zones, people are not able to call 911.

0:25:28.830 --> 0:26:11.80

265c70af-4188-4a80-8f06-9351a2bf9329
And that's been a a long running, uh omission on what I see as the duties of this board is that, that there has been no hue and cry or planning for how to make sure that anyone can call 911 from anywhere and similarly and it relates to a what I characterize as a deficient rulemaking just done by the 91 board, we

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don't currently require the PUC to or we don't currently recommend to the legislature that LTE towers be served by be protected by generators and diverse routes.

0:26:11.470 --> 0:26:17.760

265c70af-4188-4a80-8f06-9351a2bf9329

We had a single fiber break up and you know Chittenden County break and take down 23 towers.

0:26:18.170 --> 0:26:25.20

265c70af-4188-4a80-8f06-9351a2bf9329

And often those fibers carry any all the carriers in an area.

0:26:25.30 --> 0:26:32.260

265c70af-4188-4a80-8f06-9351a2bf9329

So you can have one fiber break, take down AT&T, Verizon, and and T-Mobile all at once.

0:26:32.750 --> 0:26:45.940

265c70af-4188-4a80-8f06-9351a2bf9329

So this kind of network resiliency on the LTE side has been a an oversight and not the good kind of oversight that we aspire to, but the bad kind of oversight.

0:26:46.550 --> 0:27:7.300

265c70af-4188-4a80-8f06-9351a2bf9329

So I encourage you all to talk more about cell coverage the if, if indeed the task force does uh arrive through its contracted experts at soliciting LTE coverage solutions, that's gonna have a huge effect.

0:27:7.310 --> 0:27:22.440

265c70af-4188-4a80-8f06-9351a2bf9329

Not only on the ability of citizens and visitors to call 911, but will also have the ability on for first responders to have broadband coverage, which is essential in today's world of LTE based tools.

0:27:22.530 --> 0:27:24.30

265c70af-4188-4a80-8f06-9351a2bf9329

Look vehicle location.

0:27:25.880 --> 0:27:28.330

265c70af-4188-4a80-8f06-9351a2bf9329

Personnel location on a fire ground.

0:27:28.340 --> 0:27:31.860

265c70af-4188-4a80-8f06-9351a2bf9329

Fireground management, drone coverage, etcetera.

0:27:32.160 --> 0:27:33.620

265c70af-4188-4a80-8f06-9351a2bf9329

So I think that.

0:27:35.710 --> 0:27:41.580

265c70af-4188-4a80-8f06-9351a2bf9329

I think you should expect that there will be discussions about consolidated governance.

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0:27:41.870 --> 0:27:45.20

265c70af-4188-4a80-8f06-9351a2bf9329

I think that a 911 plan should be.

0:27:46.820 --> 0:27:54.660

265c70af-4188-4a80-8f06-9351a2bf9329

Required or initiated by the 911 board that elaborates on all of these kinds of details.

0:27:54.670 --> 0:28:1.510

265c70af-4188-4a80-8f06-9351a2bf9329

From this board's perspective, so that they can be woven in and integrated with this dispatch plan.

0:28:5.940 --> 0:28:6.200

265c70af-4188-4a80-8f06-9351a2bf9329

That's.

0:28:9.10 --> 0:28:10.420

265c70af-4188-4a80-8f06-9351a2bf9329

Yeah, that's probably enough for now.

0:28:10.430 --> 0:28:38.0

265c70af-4188-4a80-8f06-9351a2bf9329

I think one key point about uh, the legal RFP is that that requirement of those proposals is to have some expertise in municipal governance and intermunicipal governance, which is I think where both Chittenden County and Central Vermont's regional dispatch capabilities could use some work.

0:28:38.110 --> 0:28:54.250

265c70af-4188-4a80-8f06-9351a2bf9329

So there will be probably recommendations for statewide governance and then also recommendations for regional governance, both of which are essential and have been recommended by Siza Homeland Security for a decade or two.

0:28:55.940 --> 0:28:57.280

265c70af-4188-4a80-8f06-9351a2bf9329

That's enough for now. Thanks.

0:28:59.850 --> 0:29:0.240

Steve Locke

Thank you.

0:29:0.250 --> 0:29:1.870

Steve Locke

Steven, is there other public comment?

0:29:7.460 --> 0:29:12.620

Steve Locke

Is there any board follow up or to public comment or questions from from that?

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0:29:20.370 --> 0:29:20.960

Steve Locke
Is.

0:29:21.210 --> 0:29:21.350

Brian Keefe
I.

0:29:21.160 --> 0:29:21.640

Steve Locke
Let's go ahead.

0:29:22.490 --> 0:29:22.950

Steve Locke
You and Brian.

0:29:21.650 --> 0:29:23.30

Steve Locke
Brian, hi, Steve.

0:29:23.40 --> 0:29:24.340

Brian Keefe
And not necessarily follow.

0:29:24.410 --> 0:29:24.470

Brian Keefe
Up.

0:29:24.520 --> 0:29:44.960

Brian Keefe
On that comment, but just to back up to the budget and the task force and the sort of the legislative deadlines and such it, it sounds like the next legislative session will be more about the budget and then the subsequent one, the 2025, the new legislature will pick up this task force and other things.

0:29:44.970 --> 0:29:46.560

Brian Keefe
Is that kind of right?

0:29:46.570 --> 0:29:57.930

Brian Keefe
Is it will mean it's been very busy up in the legislature last couple years, is it are you pretty much kind of a budget thing this year or do you expect to get into some of these other issues I I do expect to get into some of the other issues.

0:29:58.230 --> 0:30:2.30

Neal, Barbara
Some related to the task force, umm.

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0:30:2.360 --> 0:30:11.900

Neal, Barbara

For for the 911 board itself, I think it will be mainly, you know the budget and and the Universal Service Fund shortfall and all of that, the the deadlines that the.

0:30:11.950 --> 0:30:12.480

Neal, Barbara

Legislature.

0:30:12.660 --> 0:30:16.150

Neal, Barbara

Set for the task force work, umm are.

0:30:16.320 --> 0:30:16.480

Neal, Barbara

Pretty.

0:30:16.940 --> 0:30:18.630

Neal, Barbara

Aggressive, so there may need to.

0:30:18.640 --> 0:30:21.350

Neal, Barbara

There's going to be conversations, I think, on what it is.

0:30:21.550 --> 0:30:28.580

Neal, Barbara

The task force needs either in order to meet those deadlines, or perhaps change those deadlines.

0:30:29.250 --> 0:30:43.480

Neal, Barbara

So I think that conversation will go on throughout the the session, and Commissioner Morrison and I actually have a meeting to update some some of the key legislators in a couple weeks here on the work we've done so far.

0:30:43.490 --> 0:30:51.530

Neal, Barbara

So we'll learn at that meeting what it is they need from us to to have productive conversations on it next session.

0:30:53.300 --> 0:30:53.670

Brian Keefe

Super.

0:30:53.680 --> 0:30:53.980

Brian Keefe

Thank you.

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0:30:56.810 --> 0:30:58.260

Steve Locke

Where you have a pretty good.

0:30:58.310 --> 0:31:3.40

Steve Locke

I mean, it's sometimes this is a really big issue, very complex.

0:31:3.50 --> 0:31:7.420

Steve Locke

Do you have a pretty good feeling what you think the output the end is gonna look like?

0:31:7.670 --> 0:31:8.280

Steve Locke

Meaning what?

0:31:8.290 --> 0:31:11.770

Steve Locke

The end product is or is that still being shaped?

0:31:12.840 --> 0:31:14.170

Neal, Barbara

Still being shaped?

0:31:14.680 --> 0:31:33.320

Neal, Barbara

Definitely what we're asking the subject matter experts in that big RFP to do is come up with multiple models of how you know this communication system could be implemented for the task force to consider.

0:31:33.330 --> 0:31:42.900

Neal, Barbara

So we don't have one end goal in place, you know, in, in our minds now, at least not collectively as a task force.

0:31:44.320 --> 0:31:54.270

Neal, Barbara

I know I want things like standard based technical and operational standards and that type of thing, and I think we all come with ideas of what what will make a system work.

0:31:54.970 --> 0:31:55.580

Neal, Barbara

Umm.

0:31:55.870 --> 0:32:1.980

Neal, Barbara

And we're wanting the subject matter experts to come in and tell us if we're right or what we're missing.

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0:32:2.70 --> 0:32:4.591

Neal, Barbara

And then put it together, kind of a company in a in a.

0:32:6.800 --> 0:32:12.160

Neal, Barbara

In in models that are understandable to to the task force members.

0:32:13.220 --> 0:32:16.530

Steve Locke

In in are the subject matter experts RFP?

0:32:16.540 --> 0:32:24.540

Steve Locke

Are those Vermonters, or is that a company that specializes in communications and analysis of communication centers?

0:32:25.760 --> 0:32:30.690

Neal, Barbara

So the the RFP went out through the normal state competitive bid process.

0:32:30.740 --> 0:32:38.830

Neal, Barbara

So, umm anyone any entity could propose to fulfill those requirements?

0:32:40.210 --> 0:32:46.430

Neal, Barbara

And right now the big RFP was reopened for a.

0:32:46.510 --> 0:32:47.50

Neal, Barbara

Period of.

0:32:47.210 --> 0:32:50.200

Neal, Barbara

Five days that which closes on Friday.

0:32:50.210 --> 0:32:50.960

Neal, Barbara

So I don't know.

0:32:53.240 --> 0:33:1.430

Neal, Barbara

I don't know who is responding at this point, and actually, even if I did, it would probably fall under.

0:33:2.420 --> 0:33:3.860

Neal, Barbara

Umm would be something.

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0:33:3.900 --> 0:33:4.60

Neal, Barbara
I could.

0:33:6.200 --> 0:33:6.340

Steve Locke
Yeah.

0:33:4.240 --> 0:33:6.760

Neal, Barbara
Discuss because it's all in executive session, but yeah.

0:33:6.600 --> 0:33:9.330

Steve Locke
And and it's and not so much looking for.

0:33:10.20 --> 0:33:11.400

Steve Locke
I guess you answered my question.

0:33:11.410 --> 0:33:11.990

Steve Locke
I was looking.

0:33:12.30 --> 0:33:16.330

Steve Locke
Are you looking for a consultant that that would would then reach out to Vermonters?

0:33:16.340 --> 0:33:34.90

Steve Locke
Or is it looking to hire a firm to that's where I was trying to get to whether it was just hiring a single person who was then going to do outreach within the state, to what I say, subject matter experts, or it was going to be a firm that came in and evaluated the systems and provided options.

0:33:34.100 --> 0:33:35.120

Steve Locke
And I think it's a ladder.

0:33:36.290 --> 0:33:45.60

Neal, Barbara
Yes, because the the legislation requires a lot of data, not data equipment and data inventory, right?

0:33:45.70 --> 0:34:6.230

Neal, Barbara
And then analysis of what exists right now and then coming up based on what we have now, what what's the gap between what we need and all these various aspects of the system, right, so, so equipment, the infrastructure, the equipment, the standards, the training, the all of that, where are we now and where do we want to be?

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0:34:6.730 --> 0:34:12.400

Neal, Barbara

In these in these potential models or what what should be included in these potential models?

0:34:12.610 --> 0:34:19.660

Neal, Barbara

So that's the work that they'll be doing is gathering all of that, analyzing all of that, and there's other.

0:34:19.670 --> 0:34:22.120

Neal, Barbara

There's other components to it as well.

0:34:22.130 --> 0:34:23.990

Neal, Barbara

I mean, Steven Whittaker.

0:34:24.130 --> 0:34:24.450

Neal, Barbara

Mentioned.

0:34:24.530 --> 0:34:27.440

Neal, Barbara

One that I hadn't mentioned with the the dead zone coverage.

0:34:27.450 --> 0:34:36.290

Neal, Barbara

So it's all outlined in the legislation and then the RFP on what it is that those consultants will be up to.

0:34:38.490 --> 0:34:38.900

Steve Locke

Thank you.

0:34:40.480 --> 0:34:43.560

Steve Locke

Any follow up questions from Barb before we move to the next agenda item?

0:34:47.140 --> 0:34:48.840

Steve Locke

Is there any new business?

0:34:56.200 --> 0:35:2.260

Steve Locke

Hearing none or seeing none Sony, do you have a proposal for the next meeting date?

0:35:3.790 --> 0:35:7.810

Johnson, Soni

Well, we usually aim sort of for the middle of the month.

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0:35:8.310 --> 0:35:14.540

Johnson, Soni

So the first date I would be looking at would be the 17th of January, which is a Wednesday.

0:35:22.940 --> 0:35:23.500

Johnson, Soni

Any takers?

0:35:22.850 --> 0:35:23.700

Neal, Barbara

Sunny, I have.

0:35:24.250 --> 0:35:28.680

Neal, Barbara

I have a class on that day that I'm not gonna be able to do that day.

0:35:29.150 --> 0:35:32.410

Johnson, Soni

OK, so let's push for the next week, the 23rd or the 24th.

0:35:32.420 --> 0:35:33.710

Johnson, Soni

That's a Tuesday or Wednesday.

0:35:36.840 --> 0:35:38.390

Steve Locke

Either either of those work for me.

0:35:39.390 --> 0:35:40.260

Burnham, Lance

Yeah, same here.

0:35:42.260 --> 0:35:44.780

Johnson, Soni

I'm just let's you know, Barb, don't.

0:35:44.790 --> 0:35:46.890

Johnson, Soni

You guys usually do task force stuff on Wednesdays.

0:35:47.810 --> 0:35:49.140

Johnson, Soni

If if you're schedule.

0:35:48.750 --> 0:35:51.810

Neal, Barbara

Umm, yeah, actually, typically we do, yes.

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0:35:52.200 --> 0:35:55.490

Johnson, Soni

Well, why don't we for Tuesday then let's say the 23rd of January.

0:35:57.680 --> 0:35:57.940

Neal, Barbara

OK.

0:35:57.740 --> 0:36:0.110

Steve Locke

And you'll send out a meeting invite after this meeting.

0:36:0.120 --> 0:36:0.900

Steve Locke

So OK.

0:36:0.880 --> 0:36:1.420

Johnson, Soni

Yes, I will.

0:36:6.20 --> 0:36:6.530

Steve Locke

OK.

0:36:7.0 --> 0:36:9.270

Steve Locke

With that, I'll entertain the motion for adjournment.

0:36:11.270 --> 0:36:11.970

Steve Locke

Looks like Brian.

0:36:13.690 --> 0:36:15.210

Burnham, Lance

I'll second alright.

0:36:15.540 --> 0:36:16.190

Steve Locke

Thank you.

0:36:16.790 --> 0:36:17.490

Steve Locke

Any discussion?

0:36:19.250 --> 0:36:19.760

Steve Locke

All right.

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0:36:19.770 --> 0:36:20.760

Steve Locke
Thank you everyone.

0:36:21.130 --> 0:36:22.770

Steve Locke
Have a great day. Bye.

0:36:22.930 --> 0:36:23.310

e07fdb43-5364-481d-a7ef-267065eb8136
Thank you.

0:36:21.690 --> 0:36:23.480

Johnson, Soni
Boat you need to vote.

0:36:24.210 --> 0:36:25.10

Johnson, Soni
Everyone should vote.

0:36:23.840 --> 0:36:25.510

Steve Locke
Ohh, you need to call the question.

0:36:26.110 --> 0:36:26.290

Johnson, Soni
Yes.

0:36:26.550 --> 0:36:28.530

Johnson, Soni
You gotta actually vote to close the meeting.

0:36:29.640 --> 0:36:29.780

Jerome Pettinga
OK.

0:36:31.290 --> 0:36:32.890

Steve Locke
All those in favor say aye.

0:36:33.900 --> 0:36:34.570

Burnham, Lance
Hi.

0:36:34.720 --> 0:36:35.190

Eric Nordenson
I.

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0:36:34.560 --> 0:36:35.230
e07fdb43-5364-481d-a7ef-267065eb8136
I.

0:36:34.670 --> 0:36:35.240
Dale Porter
I.

0:36:35.920 --> 0:36:36.520
Steve Locke
Alright.

0:36:37.320 --> 0:36:38.90
Steve Locke
Thank you.

0:36:38.100 --> 0:36:38.590
Steve Locke
Have a great day.

0:36:39.660 --> 0:36:40.40
e07fdb43-5364-481d-a7ef-267065eb8136
Thank you.

0:36:39.490 --> 0:36:40.150
Neal, Barbara
Thanks everybody.

0:36:39.500 --> 0:36:40.200
Burnham, Lance
Thank you. Thanks.

0:36:39.790 --> 0:36:40.470
Dale Porter
Thank you guys.

0:36:40.830 --> 0:36:41.210
Neal, Barbara
Talk to you.

0:36:41.280 --> 0:36:41.420
Neal, Barbara
Soon.

0:36:41.170 --> 0:36:41.610
Brian Keefe
Bye.

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0:36:41.400 --> 0:36:41.820

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Bye.

0:36:42.120 --> 0:36:43.420

Dale Porter

Bye bye bye.

E911 Board Quarterly Meeting, 11/1/23

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