

**STATE OF VERMONT
ENHANCED 911 BOARD**

General Meeting #2 – 5/14/24

100 State Street, Room #338, 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
Kelly Kennedy
Chief Eric Nordenson
Heather Dale Porter
Jerome Pettinga
Christian Pedoty

Staff Members Present

Barbara Neal, Executive Director
Soni Johnson, Board Clerk

Others Present

Scott Smith
Chris Violette
Stephen Whitaker
Evelyn Bailey
Sandra Lambert

Approval of Minutes

- General Meeting #1 (1/23/24) – *Motion: Jerome Pettinga made a motion to accept the minutes as written; 2nd by Kelly Kennedy. There was no discussion and the motion passed unanimously by voice vote.*
- Special Meeting #1 (4/2/24) – *Motion: Dale Porter made a motion to accept the minutes as written; 2nd by Kelly Kennedy. There was no discussion and the motion passed unanimously by voice vote.*
- Special Meeting #2 (4/10/24) – *Motion: Jerome Pettinga made a motion to accept the minutes as written; 2nd by Kelly Kennedy. There was no discussion and the motion passed unanimously by voice vote.*

Public Comment – none

Director's Report

Executive Director Neal provided an update on the following:

- PSAP Staffing and Related Topics
 - Williston & Westminster PSAPs primary catchment area rates have improved. Christian Pedoty provided a brief update on staffing issues.
 - Shelburne PSAP is not quite meeting its expected primary catchment area rate.
 - Executive Director Neal recommends that the dedicated 911 call-taking program should be modified to include all rollover calls and that program hours be restricted to the most highly critical hours. An update on the program will be presented at the next quarterly meeting. Hartford PSAP would like to continue with the program. Board members wondered if there would be any impact to the budget, if the program has produced positive results, and asked for clarification concerning the difference between regular call-taking and dedicated call-taking.
- Legislative Update
 - h.883 – The E911 FY25 budget request has been passed.
 - h.657 – This bill restructures the Vermont Universal Service Fund to a monthly fee per “access line” but did not change the fund disbursement hierarchy.
 - S.310 is a bill related to the government response to natural disasters. This bill gives the Board the authority to require customer information from VoIP service providers and requires the Board to

provide a report on current Vermont tariffs (those that provide cost recovery to wireline carriers) to the legislature; funding for the tariff study was not approved as part of this bill. Board staff will work on initiating rulemaking for the VoIP customer information and will issue an RFP for a study into the Vermont tariffs.

Motion: Dale Porter made a motion that the Board authorize Executive Director Neal to expend \$25,000 for the Vermont tariff study; 2nd by Chief Locke.

Discussion: Board members asked

- *Who gets these tariffs? Answer: wireline telephone companies*
- *What are the tariffs for? Answer: Maintaining customer records in the ALI database and trunking of calls into the 911 system.*
- *What does the Board currently pay for tariffs? Answer: Approximately \$145,000.00 a year.*
- *How were the tariff rates determined? Answer: Tariffs were included in the original 911 legislation. The Public Utilities Commission (PUC) is responsible for setting the rates.*
- *Possible outcome? Answer: Possible request to legislature and/or PUC to review/amend tariff rates.*

Vote: There being no further discussion, the motion passed unanimously by voice vote.

- System Contract Extension Status
 - Draft contract extension language is with legal and then will be forwarded to INdigital for their review and input.
- Vermont Language Justice Project Update
 - A short multi-lingual video for non-English speaking Vermonters about the basics of 911 has been completed. It is available in 16 languages.
 - Board staff are working on a contract amendment to allow for the creation of this video in American Sign Language.
- Emergency Communications Training Coordinator Position Posting
 - This position will be posted in 7-10 days. A fingerprint-supported background check requirement has been added to the job specs.
- Board Member Email Best Practices
 - All Board members who don't have a Vermont.gov email will be provided with a partner@vermont.gov address and all email correspondence will be sent to the new email.
- Public Safety Communications Task Force Update
 - Mission Critical Partners is finalizing a survey to be sent to dispatch centers and emergency response agencies across the state.
 - Review of the projects contained in the Department of Public Safety's congressionally directed spending plans is under review.

New Business

Executive Director Neal made Board members aware that a member of the staff has been nominated for a public service recognition award.

Board Member Retirements and Recognitions

Chair Marcoux spoke about the departure of two long-term Board members: Dale Porter and Jerome Pettinga. Chair Marcoux highlighted their many years of service and their commitment to the Board.

Evelyn Bailey spoke about her experiences working with both Dale & Jerome and thanked them for their service and commitment to the 911 program.

Chair Marcoux and Executive Director Neal presented them with letters from the Governor's Office expressing the State's appreciation for their many years of service.

Next Meeting Date & Adjournment

- The next quarterly board meeting will take place on 7/16/24, location TBD.
- *Motion: There being no further business, Jerome Pettinga made a motion to adjourn; 2nd by Dale Porter. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:02 AM.*

Respectfully submitted:

Soni Johnson
Soni Johnson, Board Clerk

5/16/24
Date

DRAFT