

**STATE OF VERMONT  
ENHANCED 911 BOARD**

**General Meeting #4 – 11/1/2023**

via Microsoft Teams only

***10:01 AM – Call to Order***

Vice-Chair Steven Locke brought the meeting to order. The following were in attendance:

**Board Members Present**

Chief Steven Locke, Vice-Chair

Captain Lance Burnham

Heather Dale Porter

Brian Keefe

Kelly Kennedy

Jerome Pettinga

Eric Nordenson

Angela Eastman (arrived after roll call)

**Staff Members Present**

Barbara Neal, Executive Director

Soni Johnson, Board Clerk

**Others Present**

Stephen Whitaker

**Approval of Minutes**

- General Meeting #3 – 7/18/23

*Motion: Jerome Pettinga 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.*

**Executive Director's Report**

- PSAP Staffing and Related Topics
  - Captain Burnham provided an update on DPS staffing issues. Staffing has improved in the last nine months (vacancy rate is just below 20%). Internal changes have been made to new-hire training; trainees can be sent for 911 call-taker certification prior to completing dispatch training. Staff retention has also improved.
  - 40-Hour Call-taker Certification Training is scheduled for 11/13/23 – 11/17/23.
  - Dedicated 911 call-taking continues (approximately 204 hours in September). Vice-Chair Locke asked if dedicated call-taking hours are chosen by each PSAP or determined by Board staff. Executive Director Neal replied that Board staff dictate the peak times when dedicated call-taking is needed and PSAPs sign up for available hours.
- Budget/Funding Update
  - FY24 budget monitoring is ongoing.
  - FY25 budget request has been submitted. This request includes a 2.23% increase over FY24 (Administration set target of no more than a 3% increase for FY25).
  - The VT USF is still not fully funded. A shortfall is projected for FY25.
  - The Joint Fiscal Office has been tasked with investigating funding options for the VT USF.
- Public Safety Communications Task Force Update
  - The Task Force has held multiple meetings since June 2023 and is in the process of selecting a project manager and legal counsel.
  - Task Force members are currently reviewing responses received in response to the overall project (subject matter experts) RFP.

- Jerome Pettinga asked what the timeline is for completion of the project. Executive Director Neal replied that the legislation is looking for elements of a model plan by January 2024 and a final plan by December 2024.
- Vice-Chair Locke asked if there have been any conversations concerning changing how 911 is answered or administered. Executive Director Neal replied that the Task Force has determined that the 911 system is out of the scope of this project; however, the legislation does talk about how 911 will integrate with the new system.

### **Public Comment**

Stephen Whitaker commented on:

- Dead Zones – Statewide analysis of dead zones is needed; both of LMR and of LTE coverage. Both the Task Force and the Board have been dodging this issue. Data needs to be gathered and solutions implemented.
- Rulemaking – Rulemaking by the Board continues to be deficient. Recent rulemaking does not require the PUC, or recommend to the Legislature, that LTE towers be served/protected by generators and diverse routes.
- Governance – The Board should expect conversations concerning consolidated governance. The Board should create a 911 plan that could be integrated with the statewide dispatch plan.

**New Business** – none

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

- The next quarterly board meeting will take place on Tuesday, 1/23/24.
- *Motion: There being no further business, Brian Keefe made a motion to adjourn; 2nd by Captain Burnham. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 10:39 AM.*

Respectfully submitted:

Soni Johnson  
Soni Johnson, Board Clerk

11/2/23  
Date