

# Transcript

April 24, 2024, 3:15PM

**NB** **Neal, Barbara** 0:03  
Honey, I think you can go ahead and start the recording.

□ **Johnson, Soni** started transcription

**NB** **Neal, Barbara** 0:06  
Thank you.

**JS** **Johnson, Soni** 0:08  
Yes, recording has begun.

**NB** **Neal, Barbara** 0:09  
OK, great.  
Good morning everybody.  
I am calling this meeting of the Public Safety Communications Task force to order.  
It is 11:15 on April 24th, 2024, and I'm Barbara Neal.  
As a reminder of the meetings being recorded and that recording will be posted to the Task force web page following our meeting, let's start with a roll call of Task Force members.  
So please verbally acknowledge your presence when I call your name Jen Morrison.

**MJ** **Morrison, Jennifer** 0:39  
I'm here.

**NB** **Neal, Barbara** 0:41  
Morning.  
Jim Mack.

**JM** **James Mack** 0:45  
Here.

**NB** **Neal, Barbara** 0:47  
Good morning Ron kummetz.

**RK** **Ron Kumetz (Guest)** 0:49  
Here.

**NB** **Neal, Barbara** 0:50  
OK.  
And I'm scanning my list here.  
I do not see Paul White, Michael Wright or Mike Dungeness yet.  
That we can proceed with with the quorum.  
So also joining us today and filling in again for Cali is Sonny Johnson from the  
Enhanced 911 board as our Administrative support person and also with us are our  
project management partners from Tel Aviv, Rick and Dom.

**DA** **Dominick Arcuri** 1:22  
The loop.

**R** **rburke** 1:24  
Everyone.

**NB** **Neal, Barbara** 1:24  
Morning.  
And I also see from mission critical we have rant stuffy and Phil Sisk good morning.

**RD** **Rance Duffy** 1:34  
The morning.

**NB** **Neal, Barbara** 1:36  
All right.  
There are a couple 3 looks to be members of the public.  
If you'd introduce yourself and share any affiliation you'd like to when I call your  
name.  
So Senator Renner, go ahead.

**IW Irene Wrenner** 1:51

Good morning everyone.

I serve on the joint Information Technology Oversight Committee.

**NB Neal, Barbara** 1:57

Nice to have you here.

**IW Irene Wrenner** 1:59

Thank you.

**NB Neal, Barbara** 2:00

Steven Whittaker.

Steven, if you're speaking, we can't hear you or.

**JS Johnson, Soni** 2:13

I think we actually just lost, Steven.

**NB Neal, Barbara** 2:15

Ohh OK, he's dropped off.

**JS Johnson, Soni** 2:16

Yeah, so yeah.

**NB Neal, Barbara** 2:17

Well, I imagine he'll rejoin and Kim Chini.

Well, I see Kim on the list.

Maybe he's away from his computer at the moment, or otherwise can't be heard, but we will continue on.

Did I miss anybody in the roll call?

OK.

Excellent.

Then let's move on to approval of the agenda.

So the agenda was distributed to Task Force members by email.

It's also available on our web page do Task Force members have any changes to the

agenda today?

OK, hearing nothing will consider the agenda approved and move on to approval of the Minutes.

This is for the meeting that was held two weeks ago on April 10th.

Regular meeting #23 do task force members have any changes to these minutes?

OK.

Is there a motion to approve the Minutes from April 10th?

**RK** **Ron Kumetz (Guest)** 3:32

I will make a motion to approve the Minutes from April 10th.

**NB** **Neal, Barbara** 3:35

Thank you, Ron.

**JM** **James Mack** 3:36

Second it.

**MJ** **Morrison, Jennifer** 3:36

I'll second it.

**NB** **Neal, Barbara** 3:38

OK, we heard a second, I think from Jim first, uh, any discussion?

OK.

All in favor, please raise your hand or indicate by saying aye.

**MJ** **Morrison, Jennifer** 3:50

Aye.

**RK** **Ron Kumetz (Guest)** 3:50

I.

**JM** **James Mack** 3:51

Right.

**NB** **Neal, Barbara** 3:52

Aye, thank you, Jim.

I see Ron's hand.

I heard Jen and I am voting aye as well.

So those minutes are approved.

So let's move on to public comment.

I'd like to, in total have public comment be limited to 10 minutes, so if you can kind of bear that in mind.

Umm.

Senator Renner, would you like to offer any comment today?

**IW** Irene Wrenner 4:13

Not at this time.

Thank you.

**NB** Neal, Barbara 4:15

OK.

**IW** Irene Wrenner 4:15

This here to listen.

**NB** Neal, Barbara 4:17

All right.

Excellent.

Thank you, Kim Cheney.

Kim, if you're trying to speak, we we can't hear you.

So we'll we'll let us know or by raising your hand or speaking up there we go, OK.

**KC** Kim Cheney 4:35

Alright, I think.

**DA** Dominick Arcuri 4:36

I mean.

**KC** Kim Cheney 4:39

I'm a listener today.

**NB** Neal, Barbara 4:41

OK, great.

Thank you very much, Steven Whittaker.

**3** 3713d69a-0e8c-49af-b749-b4af004eb5d8 4:47

Ohh yeah, I'm here.

I hit the wrong button, disconnected myself.

**NB** Neal, Barbara 4:52

OK.

**3** 3713d69a-0e8c-49af-b749-b4af004eb5d8 4:52

When you asked me to.

So we learned in the SP a report that an extension was granted.

I understand that two year extension would ask for but a one year extension was granted.

If y'all can clarify that at some point that would be useful.

**MJ** Morrison, Jennifer 5:12

That that's not correct, Steve.

We asked for 12 months at the recommendation of DOJ staff, and we're given 12 months.

**3** 3713d69a-0e8c-49af-b749-b4af004eb5d8 5:16

OK, well.

OK, I think the most from I'm.

I'm gonna speak to the SPCA, report the Dan Hawkins report.

Umm.

And I think the most.

Significant in a cogent line in there is found on page 25 and it says finally our reluctance and to discuss alternatives arises from the limited scope of our review.

The overarching goal of the grant quote transition to statewide or regional emergency communications, close quote.

It's easily met.

It's hard to imagine a project that could not serve that goal other other than a failure of governance hint hint.

So I'm gonna stop with the quote there and speak to Kelly.

Hawkins is a skilled did provide a skilled assessment of the the wish list, but for the most part it's mostly you.

Get what you pay dearly for 8000 a week for three weeks.

And it's mostly happy talk.

It's not a plan.

It comes nowhere close to meeting the statutory requirements of three VSA 3303 uh and experts have said somebody's really out to lunch to be proposing using LTE for backhaul to these radio sites, so there's no.

Significant P25 densification.

Nor any clarity on how this is not getting out ahead of the locating of the dead zones.

Finding the dead zones in both the LTE and the LMR canopy are moving at a slower pace.

I don't know mission critical schedule to complete those tasks, but in effect we could be squandering money that should require should be used for a densification in another or more focused manner.

But fundamentally, we lack an architecture we we have no.

Concept of what the states radio system and the states microwave system is going to be used for in the long run in support of the transition to regional dispatch.

We're building, quote, a statewide system, but for whom is this for use by the regional authorities and for use by towns that would necessitate the goal of a Trump system that combines all these state and municipal frequencies or regional frequencies to provide a a Bank of spectrum, which taught groups could be created from Umm, there is no architecture to delineate that.

So in effect, we're investing 9,000,000 to the detriment of the the trust and the cooperation of the regional and local.

I talked to a lot of local and regional people, almost all of them from all over the state, passed through the statehouse and the the local disdain for this effort and for the department.

The mistrust, the resignation, the avoidance.

This is not something to keep sweeping under the rug, and it's gonna only be made worse by spending this 9,000,000 on the department's own infrastructure.

Lacking an architecture, unless the architecture is defined and it's very clear and evident by impartial, you know folks that this isn't supportive regional dispatch. There's no assurance or plan that shows that the regional dispatch is gonna be able to ride on the states system.

Currently, there's not enough.

The state is not gonna tolerate regional responders talking over there or consuming their limited bandwidth.

So the 10 year telecommunications plan draft refers to a consolidation of dispatch. But there's no.

Annette apparently came from the DPS, contributing to their statutory requirement to the plan.

But there's no articulation of what that means or how this, you know, radio systems are gonna support that.

So we have the risk that we're going to spend the 9,000,000 as a distraction from the overall long term goal that we've set out on.

Specifically, the mission critical scope of work it it it's dubious that this has any significant support for regional dispatch other than the opportunity for colocation, the dead zone of mediation is not there's never gonna be enough dollars in this to fill the dead zones in the state canopy, which should probably focus on filling the dead zones in the regional canopies.

And then allow the state to colocate on those towers.

If that solves dead zones in the states canopy, so the focus should we should take a pause, we should reassess.

We've got the one year extension we should reassess whether that gives us the sufficient time for mission critical to get a planning framework and to get an architecture in place that will demonstrate that the congressional intent is being met, meaning support for the transition to regional dispatch.

Otherwise, we're going to make a mess of this.

If we had as more than we have already, so we should be the focus now should be on pairing resilient regional systems so that they're sooner ready for storms that are that will be coming, the state can collocate on those towers.

But the path we're headed on appears to be, you know, waiting a year or more and coming up with a 300 to \$500 million pie in the sky.

Ideal Fantasy Trunked statewide radio system, for which there will be no funding and this will have been an academic exercise.



So that's some pretty blunt warnings.

I would welcome y'all to actually do your job and talk about this stuff in public session so that we could begin to get an idea of whether we're building capacity here or we're just, you know, showing up to rubber stamp preordained decisions.

Thank you.

**NB** **Neal, Barbara** 12:05

What?

Sorry, I was beaten.

Thank you.

Steven, I see Paul White has joined us.

Good morning, Paul.

And are there any other public comments?

OK, moving on then to project updates, let me turn this over to Dom at Tel Aviv.

**DA** **Dominick Arcuri** 12:28

Thank you, Barb, and good morning, everyone.

Primarily the over the last couple of weeks, the team has been concentrating on preparing the data collection activities, data collection, a draft data collection form was developed by MCP and I believe there will be further discussion of that during today's meeting.

Also, MCP and Tel Aviv at met together to coordinate wireless data collection activities with those would look like.

We've also met with Cory Chase with the the DPS, who was also this week for the state and discussions about the wireless current wireless situation and facilities throughout the state.

Also, we are working on the inventory and assessment schedule, which we hope to have a draft of soon and other activities televote and task force chairs have been finalizing the project.

FAQ frequency asked questions document and we should have that finalized this week and also developing additional outreach plans.

We also expect to have the completed April stakeholder update complete soon.

And as many of you know, separate from the system planning effort.

But of course related is the strategic planning project, which was the received independent review from a separate contractor.

And I believe they'll be further discussion on that at this meeting.

Televote is also reviewing the strategic Strategic Planning Project list of projects, and we'll provide some input input to the task force as well and how that relates to the system planning effort.

I think that's the summary of activities for this period.

I'm happy to answer questions.

**NB**

**Neal, Barbara** 14:48

He did it again.

Task force members.

Do you have any questions for Dom?

OK.

Moving on, then, next agenda item is the report that Dom just referenced the Geo Spectrum Strategic Planning assessment for the congressionally directed spending plan.

So last week, Callie distributed a copy of that report.

Two, everyone.

Hopefully you've had a chance to review and I I just before we open this up for for discussion, I just want to reiterate what Dom just said that Tel Aviv is taking a look at the CDs plan also and and may come back with guidance on any recommendations or input on any recommendations that the task force may have related to that for the Department of Public Safety.

And specifically, we asked Elevate to look at the plan and see how it aligns with or advances the mission of the task force and to help us identify.

Umm, elements of the plan that are foundational right?

That would be that the work would likely be beneficial to any and all plans that mission critical may develop, and also that look at elements that may be restrictive.

In other words, work that if it was completed, might restrict the options that mission critical was able to.

Propose or likely to propose so that was that was kind of the, umm, the angle, the direction that we gave to elevate, to take a look at that plan.

So we hope to have more information on that for discussion at the next board, not board Task force meeting in a couple of weeks here.

So, umm, Jen, are you in a place where you can do any introductory comments on the Geo Spectrum report or can we just open it up for comment?

**MJ Morrison, Jennifer** 16:56

Yeah, go right ahead.

I mean, the report is what it is and folks have had a chance to review it and I think that if folks have a feedback relative to that that they want to elevate the consider as they prepare their report, then that's this is the appropriate time and place.

**NB Neal, Barbara** 17:13

Great.

Excellent.

So task force members.

Any comments?

Feedback input.

Thoughts on that?

Umm.

Geo Spectrum report.

**RK Ron Kumetz (Guest)** 17:25

So I I actually spent over 2 hours on the phone with Dan Hawkins before that whole thing, you know, has he made his reports and?

Umm I I'm looking at what's in the the PS.

Umm, you know, laundry list of things that they wanna spend.

And from my perspective, there's nothing that they plan on doing with this money that in any way hog ties them or us.

Moving forward, they're they're reinforcing the system that they have all of their base stations are are P25 compliant and umm chunking is a software option in those base stations.

I unless I missed something, I believe that what I read was that LTE was only to be used as a backup.

Back call capability in in what they're proposing, so.

I I think that what they're doing is is essentially, you know, patching some holes in, in the \*\*\*\*, umm, and and whether that amounts to a, you know, a universal statewide law enforcement trunking system.

Umm is is yet to be had.

There are some issues with the you know the the the cost and whether or not it's

necessary.

Certainly I don't ever see or any EMS being part of a statewide trunking system. So I don't see any reason that we should make an assumption that that, umm, what's being proposed with that \$9 million limits us anyway.

**NB** **Neal, Barbara** 19:16

OK.

Thank you, Ron.

Umm anyone else task force?

Ron, I have a question.

You said you don't see the EMS would be part of a trunked system.

Umm, how will we?

What are your thoughts on how will meet their needs?

**RK** **Ron Kumetz (Guest)** 19:40

So let let me let me let me take a step back and and give the sort of the layman's, umm, description of the difference between trunking and conventional radio systems.

Conventional radio system essentially uses.

Each frequency is essentially a talk group and this you can divide them up using sub tones and audio capabilities, but the reality is that for the most part each frequency is a talk group and whoever is using it as tying it up in a trunked system, what happens is that there's a small group of frequencies and those frequencies are dynamically allocated to people who want to talk based on the need.

So let's just assume that we had four frequencies and you keyed your radio and you wanted to talk to to Jen on your talk group.

You'd be assigned to frequency and then if I wanted to talk to Jim, I'd be signed another frequency and that would go on until we ran out of frequencies.

And then you get a beep that says there's no more frequencies available until one of them frees up and they can be reallocated.

Umm, it's sort of like spaces on a train. They're reused.

People get on and off at different stops.

The problem with doing that for fire and EMS is that Trump subscriber units, the individual radios are extremely expensive when compared to the ones that they're using now.

The conventional subscriber sets some of those radios, the.

Cost of repairing one is more than the annual communications budget of some of the fire and EMS agencies in Vermont, so even if we were to fund it with some sort of a grant, we build a grand trunk against them.

We give everybody all the radios they need five years down the road when somebody backs over one with their truck, they're gonna, they're gonna probably decide that they are not gonna buy another one.

So now instead of 10 radios and their department, they're gonna have 9 radios and their department because they, they, they literally can cost thousands of dollars versus hundreds of dollars.

And so I think that the needs of fire and EMS can be met with which regional simultaneous boating systems, which are very similar to what they're doing now and all of the cost of the enhancement to that system are infrastructure changes.

They're all based on the individual reader Peter sites being linked together and stuff, so that can be fun through the could potentially be funded through, you know, our our dispatch budget to maintain those systems, but the individual subscriber units would essentially be the same radios that everybody's been buying for many, many years, which are much, much less expensive and dumb are Rick or any of you guys want to chime in on that?

I'd be happy to hear your comments.

**DA** **Dominick Arcuri** 22:49

Uh, thank.

Thanks, Ron.

No, I I agree with primarily everything you said.

Certainly the the trunking radio systems, the the radios are significantly more expensive, that is accurate.

Many of the radios today are made to be.

Good to be able to communicate on different types of systems on conventional systems.

Conventional analog, conventional.

Digital, when you go to trunking it is digital that is required and you typically have an adder on to these radios for that additional capability.

So I have to your point, uh, a conventional analog system or radio might be 1 price, you know, and and certainly they're available.

And for hundreds of dollars.

And you know, maybe close to 1000 depending on the on the type.

You add several \$100 if you wanna do digital and you add several \$100 if you wanna do trunking and you add several \$100 if you want to do encryption.

So yes, they they the price of those radios certainly increases rapidly.

You can do conventional simulcast regional networks as you proposed and we see that certainly in lots of municipalities that is an effective way to to improve coverage from what you have today, make things operationally somewhat simpler in terms of your supporting a larger or you're covering a larger area with the A given set of frequencies and doesn't typically require the user to change frequencies for example. So yes, it certainly can be effective.

Uh, what?

What generally drives many users to trunking is the need for additional capacity.

It's generally much more spectrally efficient when you have a large number of users.

Trunking can support a larger number of with the same amount of frequencies.

That's one of the big differences.

There are additional features with trunking as well that you know maybe useful for certain situations, but those are generally the discerning factors between conventional system and a trunking system.

**R** **rburke** 25:30

And just to add to what Thomas said, consider 5 to 10 \* A of the cost of the radio device itself from from a A you know a simulcast analog simulcast network to a trunk network.

So he's right to the cost of devices and the maintaining of the devices of can become a certainly a burden for Volunteer Fire departments.

**DA** **Dominick Arcuri** 25:45

That.

**R** **rburke** 25:52

And you know when?

Whenever considering switching to that, you've gotta look at your operational expenditure requirements going forward and certainly you would need to maintain a budget for, for replacing and upgrading radios.

Now there's operational efficiencies from as Dom indicated from from a trunking network, but they they can't, they can't, they won't outweigh the the consideration of the operational expenditure costs that comes with it.

So and any assessment of going forward for a statewide trunk network, you've got, you've got to look at your op backs and your ability to to sustain the network going forward.

**NB** **Neal, Barbara** 26:34

I appreciate all that input and context that really helps me to get a better handle on what what challenges we're looking at here, Paul.

**WP** **White, Paul** 26:44

And then.

Yeah.

So just I'm just making sure I understand what.

When Ron said he didn't see fire and EMS and Vermont ever going to a trunk system, it's not from a technology incompatibility standpoint.

It's from an affordability standpoint.

**RK** **Ron Kumetz (Guest)** 27:01

Yes.

And and the other part of it has to do as they mentioned you know the the primary driver in using trunk systems in many places is capacity and efficiency of using frequencies.

But even if you look to a, if you listen to a VSP dispatch channel, there's a lot of dead air time.

They're not really capacity limited and certainly the fire and EMS agencies aren't.

**NB** **Neal, Barbara** 27:30

OK.

OK, excellent.

I wanna circle this back to the the topic that we started on which was the Geo Spectrum report.

Are there any other comments from Task Force members about that report?

At this point.

OK.

Umm, I would just add that my impression of it was that it was clear and well written, easily understood, which I much appreciate.

And I'm looking forward to getting the additional input and feedback from televised on the plan, and we'll revisit this conversation at our next meeting.

So if there's nothing further here, we will move on to the next agenda item, which is the Dispatch Center survey question review.

So just a little bit of background on this.

At the last meeting, the plan was to have a smaller group of us take a preliminary look at the mission Critical Dispatch Center, survey questions some questions of rose as to whether that group actually constituted essentially a subcommittee of the task force and and whether we, and if so, we would then need to have open meetings to have those discussions, which is fine, but we then ran into getting a copy of the draft and the proximity of this meeting.

It just seemed to make more sense at the time.

In a way, the simplest thing to do was to simply bring the draft questions to the full task force.

So that's kind of why we had that change in direction and that's why we're here.

I'm hoping that everyone has had a chance to review those questions.

I am going to have some very specific feedback on all of the questions that relate to or reference 911.

So in generally speaking, all of the information about 911 call volumes and all of the other metrics can and really should be provided by the 911 Board office.

So we can identify all those different areas, but many of those questions should also be asked as they pertain to the seven and 10 digit lines within each dispatch center.

I mean, you don't need to ask about call 911, call volume on those because we can provide that.

But what is the call volume?

Umm.

Otherwise, on those lines.

So I think the one way to approach this is to go section by section, not question by question and provide Miss Steven.

3

**3713d69a-0e8c-49af-b749-b4af004eb5d8** 30:20

Excuse me, Barb.



Barb, can you send a copy?

Can you send a copy of those so that those of us can follow along who are tracking this?

**NB** Neal, Barbara 30:31

Yeah, I thought that they were distributed.

Where am I wrong on that?

**3** 3713d69a-0e8c-49af-b749-b4af004eb5d8 30:36

They weren't.

Not to us interested parties as far as I know.

**NB** Neal, Barbara 30:40

OK, so do you have a copy of them?

**JS** Johnson, Soni 30:46

Yes.

**NB** Neal, Barbara 30:47

Could you forward to Stephen?

**KC** Kim Cheney 30:51

And send me one please.

**JS** Johnson, Soni 30:54

Sure.

Anybody else?

**IW** Irene Wrenner 30:56

I'd like one as well.

Turn it around and thank you.

**NB** Neal, Barbara 30:58

Senator undertook.

**JS Johnson, Soni** 31:00  
OK.  
Do I have Senator Redner's?

**NB Neal, Barbara** 31:00  
Excellent.

**JS Johnson, Soni** 31:02  
What's your email address?

**IW Irene Wrenner** 31:05  
I WRENNER at ledge Dot state dot BT dot US.

**JS Johnson, Soni** 31:10  
OK, I'll get right on that.

**IW Irene Wrenner** 31:13  
Thank you.

**NB Neal, Barbara** 31:13  
OK.

**WP White, Paul** 31:13  
I think they were.  
They were distributed to the interested parties by Cali on the 19th.

**NB Neal, Barbara** 31:19  
OK, I thought they had been, but we can resend.

**KC Kim Cheney** 31:21  
No.

**NB Neal, Barbara** 31:22  
We'll we'll resend right now.

Thank you, sunny.

Alright, so let's take a look at the comments.

So or or the the survey questions. Umm.

Actually, let me defer right now to rants.

Duffy, is there any introductory information you'd like to give to us before we kind of go through these?

**RD** Rance Duffy 31:49

Sure.

Thank you, task force and good morning.

The data collection questionnaire is information that MCP putting together to start the remote data collection process that we discussed in the in the contract and some of our kickoff.

So obviously you can tell with a document.

There's lots of pages, lots of questions to be asked, and I know.

I'm going to be taking notes as Barbara.

I like the ways you're going to approach it.

If we just kind of want to go through the sessions, I'm going to take some notes so we can make some adjustments and there will be additional adjustments to be made.

So I want to keep it in mind, Barber, if you guys, if you want to wrap up at the end about maybe a way that we can, I don't know how you want to do another review and or my question would be do you want an official sign off by the task force as a whole to move forward to kind of a thing is there is there are we looking forward to approval you know a final draft of this to review to be sent forward out to the agencies itself.

So something to keep in mind as we as we kind of go through the review of this.

**NB** Neal, Barbara 32:48

OK.

And Jen and I had talked about that very thing before.

It depending on how the conversation goes on feedback.

I think one of the things I might recommend is that the task force basically authorized the chairs to ensure that mission critical has incorporated all of the feedback in in a manner that reflects the discussion today and then.

Does that official OK to get the survey out?

I know that there are.

We do not want to introduce any unnecessary delay in moving this forward so.

**RD** **Rance Duffy** 33:26

Correct.

And that's that's also the same thing that that, I mean that we're looking for we're we're all came into this and we have a timeline that we're all trying to get this information to get the report together.

**NB** **Neal, Barbara** 33:32

Yep.

**RD** **Rance Duffy** 33:35

So whatever you have, I'm going to look at it as the administrative reviews and administrative details, that kind of delays things as we move along.

So yes, that would be great.

That's why I'm going to take the notes.

We'll have some additional, probably some additional edits internally even on our end because that's what's going to happen is we take the notes and if we could just have a way that we can, at least I like your words of meeting, meeting the intent of the discussion today.

**NB** **Neal, Barbara** 33:50

Umm.

**RD** **Rance Duffy** 33:59

And as long as you and Jen sign off on it and agree, and then we can move on from there with getting it on out to the agencies.

**NB** **Neal, Barbara** 34:08

OK.

Do we want to see where we are at the end of the discussion?

And then make that decision, I think for let's do that with the task force, we'll make that decision at the end if that's the way we want to advance.

So thank you, Rance.

I'm looking men at the survey questions.

I've kind of divided it up in my mind by by sections, so section one it would be contact information and demographics.

These are questions one through 12.

Umm is there any?

Feedback or comments from Task Force members on questions one through 12.

**JM** **James Mack** 34:51

I I have a question on six and seven.

That's the only thing I think in that section I have any questions about.

UH-6 is what is the population of the total jurisdiction served?

How is that being looked at?

Is that just the 911 call taking our population, the fire, EMS, police or just total?

**RD** **Rance Duffy** 35:11

It just at this part.

This part would be just general demographic demographic information.

So just the population, so and that's that's also setting out that are we are we talking about a regional dispatch center or a send.

I know you have some cities or counties and things like that, so we're trying to get an idea of the population of people served by that dispatch center just a number.

**NB** **Neal, Barbara** 35:35

You know this is it.

**JM** **James Mack** 35:35

So a total population.

**RD** **Rance Duffy** 35:36

Yes.

**NB** **Neal, Barbara** 35:39

This is an interesting point though, and I think I understand what Jim is asking.

So a piece SAP would cover a bigger population, perhaps for 911 call answering.

**RD** Rance Duffy 35:51

Correct.

**NB** Neal, Barbara 35:51

Then it might for dispatch the 911 board could provide the information for the 911 call taking piece.

So when the survey goes out, perhaps this needs to address or to specify that we're talking about the dispatch function.

What is the total jurisdiction population for the dispatch function?

**RD** Rance Duffy 36:08

True.

**NB** Neal, Barbara 36:12

Does that make sense, Jim?

**JM** James Mack 36:14

Yeah, well, I, you know, I serve two towns for police, so that population is really small compared to what I served for fire and EMS, using Shelburne as an example memorial, I'm St.

Albans would have similar situations where my police population that I'm serving is much smaller than my overall population.

**NB** Neal, Barbara 36:38

OK.

**JM** James Mack 36:39

So I was wondering if you wanted it broken out individually or as a total just what's the maximum we serve?

**RD** Rance Duffy 36:48

It can we be looking at as the maximum view serve as that agency because what another piece that goes into this and it's all about collecting the data when you pull that in, that helps us be able to do the calculations to determine various things in the

report to be able to give you a good recommendation on whether whether potentially a change needs to be made or not.

And so that's kind of how you tie the population to it.

Keep in mind, as a all to add this as we go through this.

Uh, this is going to be things they're gonna be filling out and and James, you bring up a good point whenever someone gets stuck on a question going well, I don't understand.

Maybe why they're asking this or how I should answer that we do have remote data collection question.

We have a working session.

I guess is the way to call that that we will.

So if you came in and you had that question, say they did, obviously they're not sitting on this task force meeting today and that agency out there said I have a question about that population thing.

They can ask that directly to us and we'll set that up after we set these out to them.

So that way when people such as yourself has that question, they could they could go direct with us and ask, hey, what?

Why are you asking?

What does?

What does this for?

How does this impact?

**JM** **James Mack** 37:56

And my second question, #7 was similar to that my psapp coverage area is different from my police, fire, EMS.

**RD** **Rance Duffy** 38:00

OK.

**JM** **James Mack** 38:06

Miss at the total square miles also.

**RD** **Rance Duffy** 38:09

Yeah, you're correct. Same.

**NB** **Neal, Barbara** 38:15

OK, good enough.  
Anyone else?

**MJ** **Morrison, Jennifer** 38:17

Hey, Bud, can we?  
Yeah.  
Can we dwell here a quick second?

**NB** **Neal, Barbara** 38:20

Sure. Yes.

**MJ** **Morrison, Jennifer** 38:21

It's not clear to me how how mission Critical's gonna get an accurate picture if they don't break it out by discipline, because I I'm Jim is Jim Max shop is a good example. Their coverage area for EMS and fire is far bigger than what they dispatch for police assets, and if you go up to Saint Albans, they've got, you know, dozens of EMS and Volunteer Fire departments that they don't have a comparable number of police dispatches for because.  
So I just don't know how we're going to get an accurate picture if we don't break it out by discipline and that's all.

**NB** **Neal, Barbara** 39:05

OK, I I see your point. Umm.

**JM** **James Mack** 39:09

That's kind of where I was coming from.

**RD** **Rance Duffy** 39:09

And I do too.  
OK, I do too.  
I can see that as well.  
So based on what you're describing to me at this point, so I'm making a note about that and we can make that adjustment again.



And keep in mind for the whole group, every one of these are.

They're obviously edible an adjustable so we can insert questions and we can insert other criteria into that.

So duly noted.

**NB** **Neal, Barbara** 39:30

OK.

**RK** **Ron Kumetz (Guest)** 39:32

Uh, I have some comments about items 8-9 and 10.

Umm and I and I like to provide a little background information to to preface my comments about those the division of Fire Safety was tasked with surveying the fire agencies in the state of Vermont, and we know there's like close to 250 of them, at least 225 of them.

**NB** **Neal, Barbara** 39:37

Yep.

**RK** **Ron Kumetz (Guest)** 39:59

And when they did that, they got responses back from only 50% of them, and nobody's really sure why.

It's possible that they don't have the correct contact information.

It's possible that no firefighter from that specific certain agencies has taken a course, so they don't know the agency exists, and it's also possible that those agencies somewhere feel disenfranchised and not part of the fold, so they're just not interested in taking time to contribute because they don't think it has any benefit to them.

Now, having said that, Umm Shelburne, for example, dispatches, I think it is.

Is it 24?

Fire departments, Jim.

Something like that.

**JM** **James Mack** 40:43

Yes, something like that.

**RK Ron Kumetz (Guest)** 40:44

Umm which, which which represents 10% of the fire departments in the state?  
I mean ranging from the Canadian border to almost Rutland County, and I think that we were to employ the dispatch people filling out these questionnaires to get ahead of ourselves with respect to those agencies and modify the items 8-9 and 10, not only to just ask what agencies they dispatch to provide the town that that particular agency is serving, as well as the agency and some contact information because I'm sure that they know where they're sending their dispatch bills and things like that. We we might have some, you know, we we can maybe be able to get out our ahead of ourselves so that when we go to survey the agencies we're talking to the right people, we're not just sending emails and to people who don't exist and stuff like that.  
Umm, so I think it would be valuable to allow the the small number of you know. Probably in the know dispatch people filling out the questionnaire to give us some information about those agencies so that when we need to talk to the agencies, we've got accurate up to date information.

**NB Neal, Barbara** 42:13

I I think that sounds reasonable.

**RK Ron Kumetz (Guest)** 42:14

Does that seem unreal?

**NB Neal, Barbara** 42:16

I that sounds reasonable and logical to me.  
I know even the information that we provide from the 911 board, it feels like as far as like non emergency contacts or administrative contacts can easily get out of date. So this might be.  
A good place to get the most current data.

**RD Rance Duffy** 42:42

Let me ask a question to restate so that I make sure I'm understanding.  
So let's say Question 9 says Fire Rescue agency serve dispatch and they list ABC agency.

Not because I'm not familiar with all the names yet, but they list that agency and then next to that agency.

You know that we they could go ahead and provide as a contact person for that agency.

So that say like that one, they they dispatch 15 different fire departments.

I could restate the question to go ahead and put contact information next to each of those for each agency.

**JM** **James Mack** 43:11

For each agency.

**RD** **Rance Duffy** 43:13

All right, we we can certainly put it in there.

I mean, if you want to go that route.

**RK** **Ron Kumetz (Guest)** 43:20

Right.

And and I think it's also useful to grab the information immediately about with which which communities those those agencies serve.

For example, the town of Sudbury does not have a fire department.

They contract with the town of being to use the Whiting Fire Department, so somewhere along the line, if you went to look for the Sudbury Fire Department, you wouldn't have any idea who to call because there is no Whiting Sudbury Fire department.

So it would be good to gather that information because I'm sure there's other small towns that do not have a fire agency or an EMS agency or a Police Department and all that kind of stuff to to get out ahead of this so that we collect this much accurate usable information as we're going along in each exercise that we participate in.

**NB** **Neal, Barbara** 44:17

OK.

**RD** **Rance Duffy** 44:17

OK, noted.

I'm not Ryan.

**NB** **Neal, Barbara** 44:20

OK.

Any other comments from Task Force members on the Section One Contact info demographics questions one through 12.

All right.

Let's move on, but go ahead, Rick.

**R** **rburke** 44:36

Hey, Jim may, I am not.

This is Rica I I was wondering if we might use this opportunity to also gather contact information for the land mobile radio network when we're asking for contacts, you know, right up front, you're you, you may use this because there's gonna be different people that are available to give various information.

And why not?

Have we asked to gather, you know that you know some additional contact information are gonna be engaged in the project?

**RK** **Ron Kumetz (Guest)** 45:05

Hey Rick, I I think I was.

I was thinking the same thing, but I was going to bring that up on item 27, which is a question about radio thing.

**R** **rburke** 45:12

Yeah.

Yeah, I thought.

When I get it, Yep, I agree.

**RD** **Rance Duffy** 45:16

Yeah.

**R** **rburke** 45:17

I I have the same note there as well.

**NB** **Neal, Barbara** 45:22

OK, fair enough.

And and I should I should have said at the outset when I'm asking for input from feedback or from Task Force members, certainly that includes our project management team wreck and Dom.

So feel free to chime in at any point.

Sorry I didn't call that out earlier.

Kim, I see your hand up.

I think we have a lot of questions to go through.

I'm thinking maybe we should have public input at the end.

If that a let me defer, let me consult here with Jen Morrison.

What approach would you like to take on that?

**MJ** **Morrison, Jennifer** 46:00

I don't know how much time this is gonna take.

**NB** **Neal, Barbara** 46:04

Right.

**MJ** **Morrison, Jennifer** 46:05

Perhaps we allow we just have members of the public, if they have input to email it, to our task force email and then that can be considered as we try to put together the final form and.

**NB** **Neal, Barbara** 46:20

OK, that may be one way.

So certainly that's an option and let's see where we are at the end of of this survey.

And if the time allows, we'll allow for another brief round of public comment.

OK.

Alright, moving on then to the technology section, I'll call it Section 2.

This would be questions 13 through 33.

Uh comments from I have a couple comments in here on question 1628 and 32, but

I'll go to other task force members first.

Right.

I'm hearing nothing yet, so I'll kick it off at question 16.

It's.

It asked you have a hardware upgrade or major CAD change planned in the next two years, which I think is a great question.

But I think we should make sure that it clarifies here or maybe elsewhere, or specifies that we're not just looking at CAD changes, it would be any changes to dispatch system.

So LMR, RMS, whatever else is out there.

So I thought maybe there could be a little bit more clarity around that.

Does that make sense? Rants.

**RD** **Rance Duffy** 47:51

It does noted I was.

I was.

I was writing it as you were talking, so we could we could adjust that because we can also add what we'll probably do is I will make another like an open section just below that.

So if they do answer that question, yes, then because I know that's kind of an open ended question because it depends on what they have going on.

So we'll leave it as an open end.

And so we'll put, we'll add those other elements there like EI MRL.

Yeah, LRMS CAD and things like that, that nature.

And then put an open remark there below it and then they can.

They can elaborate on exactly what's going on and then that way we can provide that information back.

**NB** **Neal, Barbara** 48:29

I think that's good.

OK.

I mean, I'll jump to question 28 because that's my next comment, but others should feel free to interject here.

Just the 28 is just Yep, Ron.

**RK** **Ron Kumetz (Guest)** 48:44

But wait.

I wanted to talk about.

Yeah, I wanna talk about #27.

And I think Rick has some comments about that as well.

**NB** **Neal, Barbara** 48:53

OK. Yep.

**RK** **Ron Kumetz (Guest)** 48:54

So we all know that when we go and interview individual agencies, we're gonna get a variety of levels of accuracy when we ask them technical questions about their radio system.

So the first comment that I have about 27 is it's sort of it it it sort of leaves the question open for a very short response that will tell us nothing about what they're doing using gyms facility as as an example, they're using both VHF and UHF and they're using no less than twelve base stations, three of which are on the same frequency to talk to the 47 agencies that they dispatch.

So I think it would be tremendously valuable if in that question, since we're pretty sure that the dispatch facilities all know the phone number of the guy who repairs their radios, programs them and sets up their consoles stuff to ask them by agency what they're using in terms of frequencies.

And you know which base stations are being used for more than one agency.

And while we're at it, we can also get the name of the radio vendors that are responsible for them, as well as any ancillary information like PLL tones and paging tones, and that kind of stuff, because it would just be tremendously valuable to gather that.

And while somebody is filling this out, we can get, we can mine a trim this amount of accurate data that we're not gonna get from some other places.

So we might as well get it from the people who actually know it.

Rick, you have further comments on that.

Not.

**R** **rburke** 50:38

Uh, yes.

Ron I I have a just on my note.

I just say, you know, what is the what's the proposed process for obtaining inform, you know, the detailed information you're talking about on the land mobile radio

network we we understand that dispatchers no radio because they have to be able to you know to steer the calls to the appropriate sites and frequencies and so they they normally what we've learned and working in the state is is that the dispatching group have great deal of information and knowledge about radio networks that and other markets they may not.

But I think it's important because there is a great deal of of of information that has to be gathered and and this document, you know this, these questionnaires very focused towards the dispatch center operation and and when you just when you, when you look at the radio network, it is certainly a, a, a beast of its own.

And so my question here was what is the process for obtaining the detailed information that you're talking about and the perhaps rants and and, you know, can can talk and feel can talk to that approach because I think once we understand how they're gonna gather that data, you can provide, you know, some guy, some additional guidance based on all of our experience.

**RD** Rance Duffy 51:51

Exactly.

On the radio side of it, I I will fully admit that is not completely, completely developed out yet because we have a whole wireless component actually looking at this, you know, looking at this report itself.

So that question was an existing question that we had in place.

I think based upon the conversation that's going on and it goes to Rick's point, it might be better suited within this questionnaire to go ahead and set out the radio technology pieces as its own whole section.

And then and then ask a series of questions based upon that internally to our our side of it.

I have some additional meetings with our wireless people and I think some additional questions are going to come up.

Ron, I also got some of your feedback from before.

As you got these questions in the 1st place and then Rick, between Rick and Dom, I think we'll need to have some more specifics with that on the radio side of it to develop those questions out.

**R** rburke 52:40

Umm.



**RD** **Rance Duffy** 52:41

So I think for now if this will help, I know we got a lot to go through on the radio and the wireless piece.

I think there's still still some major components there.

Some questions that either will or may not even be completely addressed into this particular questionnaire, because that's such a large animal of its own.

Let's use those terms to to pull that information together.

**PS** **Phillip Sisk** 52:59

Mostly.

**R** **rburke** 52:59

Umm.

**RD** **Rance Duffy** 53:01

So if if that'll help, kind of maybe move this along a little bit more on that part of it, but we're more than happy to.

**JM** **James Mack** 53:04

Good.

Could we make number we make #27?

Basically, who is the radio person for you?

Your dispatch that that way we know who to direct it to.

**RD** **Rance Duffy** 53:16

Just to yeah, a radio contact and whoever that may be, whether it's internal or a vendor. Correct.

OK, we can start there.

**R** **rburke** 53:24

Yeah.

And and I would use the plural cause there's there's bound to be contacts, you know.

**JM** **James Mack** 53:29  
Yes.

**RD** **Rance Duffy** 53:29  
Oh yeah, no doubt.

**R** **rburke** 53:30  
So you know the.

**RD** **Rance Duffy** 53:30  
I'm sure there's more than one.

**R** **rburke** 53:31  
Yeah.  
Yeah, there could be, you know, radio shops and then there are leads from each of the agencies.  
And so it could.  
It could get a bigger and one of the one of the platform on on question 26 I I I like the question what manufacturing model.  
I would also ask about the number of so we know how many you know, how many we're dealing with.

**RD** **Rance Duffy** 53:53  
Gotcha.

**R** **rburke** 53:54  
In terms of radio consoles.

**NB** **Neal, Barbara** 53:59  
Phil, I see your hand up.

**PS** **Phillip Sisk** 54:05  
Uh, yes, I'm sorry one make sure I was not on mute.  
Uh, this before you ran by question. Uh.

24.

It's based on some of the previous discussion.

I would suggest we add any alley that list specifically.

I realized you could ask about it in other, but there seems to be there seems to be some a lot of discussion around and the alley and whether the CAD some people apparently do have the interface and some people don't.

It's a, in my opinion, a very important interface to the CAD and I think we ought to have a special checkbox for that.

**NB** **Neal, Barbara** 54:44

We can do that here or the 911 board can tell you who we have connections with and who gets the the alley dump from us.

Or maybe both to see if the records agree right? So?

**RD** **Rance Duffy** 55:01

Noted on both Barbara and Phil.

**NB** **Neal, Barbara** 55:04

OK.

**PS** **Phillip Sisk** 55:04

I would certainly say it wouldn't be the first time that some people may have access to information in the Comm center that they don't know about.

And they go oh, wow.

I mean, you know, sometimes that does happen, but just it just there's a I'll be it's just a key piece of information.

**NB** **Neal, Barbara** 55:15

OK.

**PS** **Phillip Sisk** 55:19

And there was some confusion about it.

I would just wouldn't make sure we're collecting that and analyzing that somewhere.

**NB** **Neal, Barbara** 55:29  
Already I'm moving on.

**RD** **Rance Duffy** 55:29  
Got it.

**NB** **Neal, Barbara** 55:33  
If there's nothing further, Rick, go ahead.

**R** **rburke** 55:33  
So a Barb.

**JM** **James Mack** 55:35  
32.

**R** **rburke** 55:35  
I'm sorry to barred him.  
I I have one one general overview question.  
We ask about the, you know, the the, you know, the RMS and the CAD and and and  
the jail managed festival valuable.  
But but it's important to understand whether or not they're meeting their operational  
requirements, because you know what we learn in central Vermont is that you know  
the the, the CAD system that's used is really not meeting, you know, the the fire  
requirements.  
And so you know, it's good to understand what they have.  
But you know what should we take this opportunity to get their feedback on the  
quality of that or whether or not it meets their operating requirements?

**RD** **Rance Duffy** 56:15  
Rick Dooley noted on that on this question.  
It kind of gives us the baseline of exactly just what what they have, what they don't  
have.  
If you're also, remember we will be on site and and visiting these places in person  
and that's where we're really going to dig into.

**R** **rburke** 56:21  
Umm yeah.

**RD** **Rance Duffy** 56:27  
Hey, tell us that that winds up kind of being a as you know from agents and agency could be an opinion question about is this fulfilling your needs, is this do what it needs to do for firing and realness?  
So it is there, it's just won't be in here yet.  
We'll get to that.  
Does that help answer your question?

**R** **rburke** 56:44  
Yeah, absolutely.  
Right.

**RD** **Rance Duffy** 56:45  
OK.

**R** **rburke** 56:45  
So thank you.

**RD** **Rance Duffy** 56:45  
Thank you.

**NB** **Neal, Barbara** 56:48  
Question 28 I had a a note on.  
I wondered if this is the place to get feedback from each dispatch center about known.  
Umm, excuse me.  
No one's dead zones in their area, or if there is, that being collected in a different way.

**RD** **Rance Duffy** 57:08  
It I know it will be on the wireless side.

So I think that kind of ties right back into that whole looking at the wireless piece as a whole subsection of this and maybe breaking that out and then addressing that at that point within that if that'll help.

**NB** **Neal, Barbara** 57:23

So that'll get the radio dead zones too.

**RD** **Rance Duffy** 57:27

Yes, that that's what I'm.

That's what I'm referring to, yes.

**NB** **Neal, Barbara** 57:28

OK.

OK, alright.

OK.

Umm I I heard I.

**JM** **James Mack** 57:34

#32.

**NB** **Neal, Barbara** 57:36

Yes, I heard you, Jim.

I have a comment on on this one, the 911.

You can actually remove this question.

**RD** **Rance Duffy** 57:44

You have that information.

**NB** **Neal, Barbara** 57:45

The answer?

Yeah, the answer is yes.

And and I can give you more details on where we are rants in the Ng 911 evolution.

**RD** **Rance Duffy** 57:55

I I knew I knew was putting this together that some of that information was available,

but I want to go ahead and get it in there.

That way, everybody gets to see it and then we can just remove things as we as necessary.

So Bert noted.

**NB** **Neal, Barbara** 58:06

Perfect.

OK, so that brings us anything more on this section which goes through question 33. Right.

**JM** **James Mack** 58:18

Yes.

**NB** **Neal, Barbara** 58:19

Move.

You're good, Jim, or you have another.

You have more feedback, go ahead.

**JM** **James Mack** 58:22

Yeah.

No, I was just going to say one of the questions that Rick brought up about how many positions and stuff actually comes in the next section.

**NB** **Neal, Barbara** 58:31

OK.

All right.

We are moving on then to the next section facilities and equipment.

So this is questions 34240.

Generally speaking on well on question 34, I had a comment that the 911 board can tell you how many 911 workstations there are in each piece up, but it will be good to have a clear sense of how those are being used in each piece up.

Some may be 911 call taking only.

Others might be combined with dispatch, so I think the question is appropriate.

**RD** **Rance Duffy** 59:02  
Exactly.

**NB** **Neal, Barbara** 59:08  
I just wanted to make that clarification because.  
At the 911 board, we know there's different operational scenarios out there, but we don't, we don't manage them.  
So it would be good to collect that info.

**RD** **Rance Duffy** 59:24  
Understood.

**NB** **Neal, Barbara** 59:28  
Umm, other questions on section or questions, other comments on Questions 34 to 40.

**JM** **James Mack** 59:36  
Well, 34 kind of gets into what Rick was talking about before.

**RK** **Ron Kumetz (Guest)** 59:37  
Umm.

**JM** **James Mack** 59:40  
How many console positions so forth?  
I would specify what you consider a workstation.  
Because not all my workstations have 911 at them as Barbara's referencing.

**RD** **Rance Duffy** 59:56  
And we're looking at that one.  
It would be like a total.  
So even though do you have like for example for for purposes?  
Do you have 911 call taker only positions?



**JM James Mack** 1:00:07

I know ours are multifunction.

**RD Rance Duffy** 1:00:09

Do they multifunctional?

OK. Really.

Would just be.

It would be a total of.

So even if you had, say, you did have call taking only positions and you had dual positions, we just need a total of and then if you then as you went through those as you see in the notation you could notate hey, these are only call taking positions only the bear radio and dispatch.

So I understand which I understand we're going with that gem, yes.

**R rburke** 1:00:32

Hey. Hey rants.

**RD Rance Duffy** 1:00:41

Yeah, we.

**R rburke** 1:00:42

Of leaving it open.

**RD Rance Duffy** 1:00:43

Yeah, we can.

We can actually break that out a little bit better if that'll make it clear if that question is not clear in that way.

So yes, sure can.

**R rburke** 1:00:49

Yeah.

**RK Ron Kumetz (Guest)** 1:00:50

Yeah, I I had a I had a similar comment about question #39 about, you know it says

backup power and and and the phrasing of some of the questions that one just sort of stuck out sort of invite the possibility that the person responding to the survey will just simply say yes or no when for example for 39 if you were to say do you have backup power and what type of backup power do you have and how long will that backup our last that that sort of causes them to have to actually go ask somebody. And think about it and give you some useful information rather than making you guess that they have one of those 2000 Watt, you know Honda generators, that'll power their console for an hour or two.

**RD** **Rance Duffy** 1:01:48  
Acknowledged.

**NB** **Neal, Barbara** 1:01:49  
Thought that rance. OK.  
Umm.

**R** **rburke** 1:01:52  
That so Bob, sorry to be dense here, but I I'm on question #33, I'm sorry I went backwards, but what non mission critical systems does the peace app have so you know that that that could be interpreted very differently by others.

**NB** **Neal, Barbara** 1:02:00  
That's OK.

**R** **rburke** 1:02:08  
And it's just wondering if in parentheses, for example, such as, you know because you know what is it, what what do you constitute non critical and what do I constitute?  
What might they?

**RD** **Rance Duffy** 1:02:18  
Exactly.

**R** **rburke** 1:02:19  
So you know I I think if we give them some examples of what you're looking for

there, that would that would give the allow them to not ask you back what do you mean here.

**RD** **Rance Duffy** 1:02:31

That's Rick.

**NB** **Neal, Barbara** 1:02:34

Right.

Got it.

I have a comment on question 40 and you can remove the reference to 911 phones in the last part of that question.

And I can provide more detail, but there's there's redundancy built into the system already among all the six piece apps.

So, umm, anything else on questions 34 to 40?

**RD** **Rance Duffy** 1:02:55

Gotcha. OK.

**NB** **Neal, Barbara** 1:03:06

OK, moving on then to the section on operations, this is question 41 to 51.

Umm, there are a number of questions throughout here that I or maybe this comes as a header at the top of this section, but I think it's important to specify in many of the questions that we're looking for the information specifically for the dispatch function in each center.

So for example, question 41 list any existing service level benchmarks, metrics or adopted national standards.

The 911 board can provide you with the national standards and and other metrics that we have adopted.

Umm.

But or and we also need to know that on the task force needs to know that on the dispatch side, because there may be differences there and what the board has adopted for a standard has nothing to do with what happens on a dispatch line.

So I just wanted to make that clarification and you'll hear me say that over and over again.

So I'm sorry for the repetitiveness, but.

**RD** Rance Duffy 1:04:17

Perfectly understandable, yes.

**NB** Neal, Barbara 1:04:17

It's so I think this whole section might need that kind of a look, see other task force members.

OK.

**RD** Rance Duffy 1:04:40

Barbara, I do have a question back to you on that part on 42.

About the structured call handling protocols is, is there anything mandated from the state about using those in any fashion, or is that still a local decision to use?

**NB** Neal, Barbara 1:04:52

No, the the 911 board has a statewide standard, so all 911 call takers use APCO. EMD protocols, but E, MD, fire and law protocols.

**RD** Rance Duffy 1:05:01

OK.

So all all three, all three.

**NB** Neal, Barbara 1:05:06

Uh.

Uh on their 911 lines?

We do not, cannot mandate that they use them on the dispatch line.

Some may, I don't know.

**RD** Rance Duffy 1:05:16

Right.

**NB** Neal, Barbara 1:05:18

So some who have our tools may use them on the dispatch or may require them on the dispatch side.

And and it's possible that other dispatch centers have some sort of structured call

handling or dispatch protocol that they use that is separate from that.  
From what we provide.

**RD** **Rance Duffy** 1:05:40

But OK, this generally would.

That question generally would probably would be more directed to your PC SAS because we're looking at the the incoming call handling when they take the 911 call, which would clearly fall into the state.

**NB** **Neal, Barbara** 1:05:51

Uh-huh.

**RD** **Rance Duffy** 1:05:54

And I'm a one board.

So you're how you're set up and what you provide.

So this question will review this internally.

We may or may not even need to ask this, because if we already know that everybody has that and it's available and it's provided, and that's the, that's what the state has done.

That just eliminates a whole question altogether.

They even have to deal with, but I'm.

I made my notes OK.

**JM** **James Mack** 1:06:12

I'd still keep the question in there for the agencies that for for the agencies that may answer a call that comes in direct to their son in law 7 digit numbers, they may still have a protocol that they use, but it be power phone or app or whatever.

**NB** **Neal, Barbara** 1:06:12

It.

Yeah, I agree, Jim.

**JM** **James Mack** 1:06:29

I'd still like to know that.

**RD Rance Duffy** 1:06:31

Yeah, there.

**NB Neal, Barbara** 1:06:32

Yeah.

Or it could even potentially be something that's been developed in house.

I think you're gonna get a wide variety.

Well, it's possible you'll get a wide variety, yeah.

**RD Rance Duffy** 1:06:43

Exactly.

No, I there.

There's no doubt it wouldn't.

I mean, we've seen lots that that obviously use priority dispatch app, Cohen and Power Phone is another one that's out there.

But we've also seen a wide variety that they they've made their own in house and that's and that's can be perfectly acceptable.

So yeah, we will notate it and we'll go on from there.

**NB Neal, Barbara** 1:07:03

OK.

And then I I did not have any other questions through question 51.

Does anyone else have input on any of these questions?

Oh, actually I did have a question, but other task force members on on this section.

**RK Ron Kumetz (Guest)** 1:07:20

I am just curious what item 48 is referencing not being a dispatcher I I maybe I'm missing something obvious here but I just wanna ask the question rather than making some assumption.

**RD Rance Duffy** 1:07:35

Sure, it is more of a it is a journalized generalized question for kind of help with the staffing is is the per that agency that filled that out what would be like an average

number of units per per the workstation.  
So it's an average number.

**RK** **Ron Kumetz (Guest)** 1:07:51

But what being a unit is, I guess my actual question, so sorry I guess I didn't give you the correct question.

**RD** **Rance Duffy** 1:07:57

Oh.  
Understand.  
Unit being officer.  
Uh. Vehicles.  
Ambulances. That's.  
That's the units that we're talking about.  
Some clarification on the units.  
Is that kind of what I'm gathering out of that?

**RK** **Ron Kumetz (Guest)** 1:08:13

Yeah, that's that's what I was trying to figure out.  
What constitutes a unit?

**RD** **Rance Duffy** 1:08:16

Gotcha.  
We can do that.  
We can make it perfect explanation there.

**RK** **Ron Kumetz (Guest)** 1:08:24

And and you know at that might be you can ask Jim, I'll defer to Jim that might be you know obvious to a dispatch person.  
It wasn't obvious to me.

**JM** **James Mack** 1:08:33

That one I didn't have it necessarily a problem with what?  
What our units the problem I more or less have with that is our all of our positions, we work hand in hand together.

So, you know, I don't have dedicated units to my dispatch desk.  
Some places, like Burlington may have that where you have a police dispatcher that's just dealing with that zone or whatever.

**RD** **Rance Duffy** 1:08:54  
Right.

**JM** **James Mack** 1:08:58  
But for me it my center we don't and most of them I don't think do.

**RD** **Rance Duffy** 1:08:58  
Right.  
In that case, probably for you, Jim, it might just be that it might be 1 number because your units may be the same for each one of them.  
It's just kind of an average you're looking at kind of at an average loading per the position and and it obviously would adjust.

**JM** **James Mack** 1:09:14  
Yeah, right.  
And I.

**RD** **Rance Duffy** 1:09:16  
Yeah, you, you get that, OK.

**NB** **Neal, Barbara** 1:09:21  
OK, fair enough.  
Moving on to question 49, I I just had a couple questions here.  
Vehicle releases.  
Is that a VIN?  
Vin inspection is.  
What are we talking about?  
Vehicle releases.

**RD** **Rance Duffy** 1:09:34  
On that is what let me give you.



A little background, a little bit of background on that one as well.

This is another one just to kind of see if there is a lot of you know we use the term if they're ancillary duties because you you realize there's a lot of core piece that dispatch functions so that they should be doing and then a lot of agencies have dispatchers do a lot of extra extra work on particular things and it's perfectly fine. It just depends on where we're trying to look at for staffing and loading and seeing what changes can be made.

So vehicle releases from what?

The way that we have looked at is they would actually say that cars been impounded and they they processed that paperwork and they would, they would reuse that vehicle.

**NB** **Neal, Barbara** 1:10:10

Ohh.

**RD** **Rance Duffy** 1:10:12

We have run across some agencies that do that.

That's reason this is this is somewhat generic, and it's also a big other at the bottom, because we also know there's lots of different functions that sometimes that that these personnel do so.

**JM** **James Mack** 1:10:24

I would add a little more area for the other.

**RD** **Rance Duffy** 1:10:27

I understand.

Yes, we we ran across this a lot where we know there's a lot of other stuff that goes on.

**NB** **Neal, Barbara** 1:10:29

OK.

**RD** **Rance Duffy** 1:10:33

So we'll make a big box for him, Jim.

**NB** **Neal, Barbara** 1:10:35  
Uh.

**JM** **James Mack** 1:10:36  
Yeah.

**NB** **Neal, Barbara** 1:10:37  
And the tornado sirens too.  
I just, I mean is that?

**RD** **Rance Duffy** 1:10:43  
That they would, that they're one of their functions is to primarily activate like.  
Clubbing.  
If you use the terminology, they actually flip the switch to turn the tornado signs on  
for whatever that jurisdiction they are that we've seen that where they are primarily  
responsible for that function.

**NB** **Neal, Barbara** 1:11:01  
OK, mercifully we don't have too many tornadoes here, but I suppose it is possible.  
I'm wondering, yeah.

**RD** **Rance Duffy** 1:11:07  
That's true.  
It is.  
It's very it's very kind of worried part of the country you're in, so.

**JM** **James Mack** 1:11:11  
Well, we don't have the Tornadoes, but we we used to in Shelburne actually control a  
couple of overhead sirens.

**NB** **Neal, Barbara** 1:11:17  
OK, OK.

**RD** **Rance Duffy** 1:11:17  
Exactly.

**JM** **James Mack** 1:11:17  
We don't any longer.

**RD** **Rance Duffy** 1:11:17  
That's that's exactly what it's about.  
It's just it looking for those duties that aren't necessarily considered.  
Yeah, standard practice is primary responsibilities.  
So their core functions.

**R** **rburke** 1:11:30  
So in order because there are that many tornadoes might might make sense to say  
emergency a warning of instead of using the word tornado.

**NB** **Neal, Barbara** 1:11:31  
Fine.

**RD** **Rance Duffy** 1:11:37  
If it.  
Yeah, a matter of fact, we could probably take what is in the quote.  
You know, if in the in the parentheses there early early warning systems we can kind  
of generic that that way it will probably cover that.

**NB** **Neal, Barbara** 1:11:44  
Yeah.

**R** **rburke** 1:11:44  
Yeah.  
Yeah.

**NB** **Neal, Barbara** 1:11:53

OK, I'm moving on.

Then, if there's nothing further here.

**MJ Morrison, Jennifer** 1:11:59

Can you chime in here in the second part?

**NB Neal, Barbara** 1:12:00

Yeah, sure, Jen.

**MJ Morrison, Jennifer** 1:12:03

I'm not.

I'm not sure how we would do it without just becoming very painful, and it's probably better suited to the on site visit and like you know, getting to see what's happening in an operation and taking note of that.

But I can tell you that the three dispatch centers that I have have responsibility for in my career due very, very different types of side work.

I guess that's what I call it a side work.

Uh, and there are, I think we're gonna run into an area where we're going to have such a difference that we might want to try to quantify.

So when you're in Burlington and talking to the people who who are, you know, run that shop, is it worth asking them to estimate how much of their FTE FTE shift is spent doing side work?

Because that answer is gonna be really different in different places, and you might find out that in some places it's upwards of 50% of their hours of their day, or their shift are spent doing side work.

And in other places it's going to be 0%, but that's worth knowing because I have back in the day when we did a ton of administrative work, typing of narratives, photocopying, like, there's just a bigger, bigger ray out there.

And I think we need to quantify that somehow.

**JM James Mack** 1:13:36

Agree.

**RD Rance Duffy** 1:13:36

Exactly.

Agreed.

I I made a note of it.

**NB** **Neal, Barbara** 1:13:39

OK.

**RD** **Rance Duffy** 1:13:39

Gin and I think you hit it on the on the head of where we're at, we're gonna wind up getting a little bit more into that.

It's gonna be really hard for them to depict that here as as Jim said, you know making a big other box, it'll be better to to get our head around that when we're meeting them face to face and seeing how what what they describe as a lot of their ancillary duties.

**NB** **Neal, Barbara** 1:14:02

Fair enough.

We are approaching the planned closing time of this meeting, so I would like to check in with Task Force members to ensure if we continue that we can maintain a quorum.

I my preference would be to to slog through these questions.

Any concerns about staying on the call for at least another 30 minutes, I would guess.

OK, I'm hearing nothing.

Can I almost called you Cali sauna?

You're good to to stay with us.

**JS** **Johnson, Soni** 1:14:41

Yes, I am.

**NB** **Neal, Barbara** 1:14:43

OK, great.

And how about mission critical and televotor?

Are you good to keep plodding through, OK?

**RD Rance Duffy** 1:14:50  
Sorry, I gotta go.

**DA Dominick Arcuri** 1:14:51  
Thanks.

**RD Rance Duffy** 1:14:52  
So I'm out.  
No, I'm scared.  
I guess I have to say so and I am totally joking.

**NB Neal, Barbara** 1:14:55  
Alright.

**RD Rance Duffy** 1:14:58  
I thought it was a perfect segue since I've got all the questions so.

**NB Neal, Barbara** 1:15:02  
Yeah, right.  
Well, you could have put an end to the discussion quickly.  
That's for sure.

**RD Rance Duffy** 1:15:05  
Yeah, this is a you guys can go ahead and talk about it if you want.  
No, I'm just kidding.  
I'm very much kidding.

**NB Neal, Barbara** 1:15:08  
Yeah.

**RD Rance Duffy** 1:15:09  
Yes, drive on drive on please.

**NB Neal, Barbara** 1:15:10

OK, alright.

We will continue on.

Then we're moving to the next section, which is personnel and this would be sorry personnel and staffing.

This would be questions looks like 52.

**JM** **James Mack** 1:15:23

Thank you.

**NB** **Neal, Barbara** 1:15:24

The 77 comments here.

**JM** **James Mack** 1:15:31

This was all pretty straightforward for me.

**NB** **Neal, Barbara** 1:15:37

I I didn't have any comments here either.

I don't think I'm just scrolling through to double check.

All right, good.

Moving on then to the next section, which is currently labeled 911 calls an incident data.

Overview Here I would change this to dispatch call volume or dispatch calls and incident data.

Something like that.

So so this is again an area where we can separate out the 911 call volumes and metrics from what happens on the seven and 10 digit lines.

And I think it would be worth.

Specifying that somehow without I don't wanna introduce any confusion where we think we don't, where we cause the dispatch center to think we are not interested in the number of 911 transfers they get into their lines.

We do want their records of that.

We want to know everything that happens on their seven and 10 just 10 digit lines and I can give you the totals for the 911 piece by piece.

App umm I separately so.

**RD** **Rance Duffy** 1:16:55  
OK.

**JM** **James Mack** 1:16:58  
Question 78.  
Total call volume today for the current year.

**NB** **Neal, Barbara** 1:17:00  
Yes.

**JM** **James Mack** 1:17:04  
My question is that call answered dispatched or both?

**RD** **Rance Duffy** 1:17:09  
Yes, it would be a total at that because you kind of we get into that gym that's kind of a yes, we kind of catch her at all there at the beginning.  
And then if you notice what the questions behind that, we kind of break start to break that out to get an understanding by discipline.  
You know it it.  
And as you can see, as you go on South, we're just looking for total call volume at that point at that at that time of the day or at that time of the year.

**RK** **Ron Kumetz (Guest)** 1:17:28  
So.

**JM** **James Mack** 1:17:32  
OK.

**RK** **Ron Kumetz (Guest)** 1:17:34  
Umm my question or or my comment is is about what is it items 888990 with total law enforcement, fire and EMS incidents?

**NB** **Neal, Barbara** 1:17:35  
OK.



**RK** **Ron Kumetz (Guest)** 1:17:47

Umm.

And and I would suggest that the total call volume per agency is 1 aspect of this. But speaking from the fireside of this, if you want to get an idea of what the loading on a dispatcher or dispatchers will be, you need to for that facility.

Understand, for example, the number of structure fires.

As a separate line then the number of carbon monoxide alarm calls, because the structure fire is a tremendous workload for dispatchers, whereas the vast majority of other calls don't take very much time at all.

So if on a facility basis, not an agency by agency basis, you break those down into some categories, you'll have a better idea of.

How much the dispatcher is, for example, spending on, you know, structure fires or I I don't know what the equivalent might be in a law enforcement situation or if they're on the phone giving instruction how to do CPR, something like that.

It's not a very simple transfer of, oh, take care of this call.

Have a nice day.

Give us a call if you need us.

**RD** **Rance Duffy** 1:19:09

Agreed.

Ron, on that on this one, at this point, we just need the number of the actual incident and we totally acknowledge that the fact that that there's different times allocated to the call, you know the type of call itself, especially structure fire.

So at this point the the purpose of that one for them to be able to calculate it into the the staffing and the worksheets and the way we do that, it just simply needs to be a number that even though I know I totally acknowledge that a structure fire takes a whole lot longer than dealing with a typical service call.

But we just need the number of the amount of calls for that particular agencies that does that make sense at this point?

**JM** **James Mack** 1:19:44

Yeah.

**RK** **Ron Kumetz (Guest)** 1:19:44

Yes.

**RD** **Rance Duffy** 1:19:45

OK.

Yeah, not discounting.

Don't worry, we're not discounting the fact that we know that part of it it when we do in our calculations of the staffing that we do on on kind of the backside and you will see that there is a counting for that.

We know that a fire dispatcher and the fact of if they get into a structure fire situation that that that is going to take a tremendous amount of time.

So you'll see that kind of the way.

Explain that you'll see that later on.

We just won't.

You won't see it up here in the front part of that.

**NB** **Neal, Barbara** 1:20:13

OK and.

**JM** **James Mack** 1:20:14

I have question about and I think yeah, you have the same thing, Barb.

I question 80 through 838691 through 92 and 94 should all be 911.

**NB** **Neal, Barbara** 1:20:29

That's exactly my note, yes.

**RD** **Rance Duffy** 1:20:31

Yeah.

**NB** **Neal, Barbara** 1:20:33

So we can provide all of that, Yep.

**RD** **Rance Duffy** 1:20:33

Again as the OK I and again goes back to the one I we we had a knowledge that we

thought you might be able to do that, but we wanted to go ahead at least get it done there to make sure that we got it covered.

But yeah, again that helps as you already know how much debt we we're looking at a lot of questions here.

So anything else that we can kind of either reduce and we can get that information from one source, that's great.

So yes, we'll we'll make knowledge this on that.

**NB** **Neal, Barbara** 1:20:58

OK.

So let's see my other note.

UM.

Nope, don't call.

Volume is fine text to 911.

**RD** **Rance Duffy** 1:21:15

But Barb question follow up quite.

**NB** **Neal, Barbara** 1:21:16

You've already talked about those, yeah.

**RD** **Rance Duffy** 1:21:18

You have the VoIP, you have the VoIP information as well, correct?

**NB** **Neal, Barbara** 1:21:23

Yes, yes.

**RD** **Rance Duffy** 1:21:25

OK.

**NB** **Neal, Barbara** 1:21:26

I hesitated because ohh, I'd need to confirm how granular it gets.

**RD** **Rance Duffy** 1:21:32

Gotcha.

And we we can always.

Maybe I can follow up with you individually later and if it doesn't, then we can.

We can either leave it in there, we can adjust it so.

**NB** **Neal, Barbara** 1:21:41

Yep, yeah, I think there was a time when it was not granular at all, but I think we are with better reporting on that now.

So umm.

OK, I have a I think Jim Mack called out all of the items that I was going to address.

So I think I'm good on this section.

Anyone else?

Jim.

**JM** **James Mack** 1:22:10

I have an I have another 187 total NCIC state queries for the last three full years.

This is probably a question to the Commissioner can headquarters dump that out for all the law enforcement agencies?

**MJ** **Morrison, Jennifer** 1:22:29

It's worth asking director Wallen what what the art of the possible is.

I don't happen to know the answer off the top of my head, but before we let this fly, we should certainly pose that question too.

**RD** **Rance Duffy** 1:22:42

Got it.

I got it.

Notation.

At least I will get with you guys offline to figure out if I need to go direct with him, I can just do that and ask that question.

**NB** **Neal, Barbara** 1:22:46

Yep.

Good enough.

**RD** **Rance Duffy** 1:22:53

Hey, Barbara, I won't jump back real quick one that I came across.

**NB** **Neal, Barbara** 1:22:55

Mm-hmm.

**RD** **Rance Duffy** 1:22:56

Tech does it?

Does the state keep track of the text 911 calls as well that volume the in an OK gotcha.

**NB** **Neal, Barbara** 1:23:01

Yes, yes, we certainly call volume, uh, duration.

I'm going to assume we can pull.

Yes. Yep.

**RD** **Rance Duffy** 1:23:08

OK, even if even if the duration is not there, the volume itself would help, but just want to make a notation for myself, OK.

**NB** **Neal, Barbara** 1:23:16

Yes.

OK.

Anything else on this section which brings us through question 99, I believe.

**JM** **James Mack** 1:23:29

I guess I have a question about 96 average time to process NCIC state requests.

I guess I'm kinda what are you looking for?

For information out of that.

**RD** **Rance Duffy** 1:23:40

It just adds to the time processing it adds to the to the workload.

So if you I and this, maybe this has been a hard question for some of the past.

And I think, Jim, you're not the first time has come up.

Do you even some of don't even acknowledge it?  
How long it actually takes them to process an NCIC request?  
So it might, you know, they make in that traffic stop and they they processing or they confirming that warrant you do you have a way to have that information.  
Could that come from the state or should we inquire with them?

**JM** **James Mack** 1:24:07

Yeah, that's my other quit.

My second question would I I don't think the state would capture that, but it's a question that we can ask.

**RD** **Rance Duffy** 1:24:13

OK.

If I asked you that question in that way, now that you understand that, would you be able to tell me, do you have any idea what an average month would?

**JM** **James Mack** 1:24:22

I I'd have no clue.

**RD** **Rance Duffy** 1:24:24

Would it be?

**JM** **James Mack** 1:24:25

I'd I'd have absolutely no clue.

**RD** **Rance Duffy** 1:24:27

OK, I understand it.

And again said clarify some of these questions, some of the they may not be able to answer because they just don't, they don't know, they don't track that it never had given come up and then that part of it which is perfectly acceptable.

If it's not, we'll simply enable.

We'll move on with it.

So yes, very good question Sir.

**R** **rburke** 1:24:45  
So on that same question, my also recommend go ahead, I'm sorry.

**MJ** **Morrison, Jennifer** 1:24:46  
What is it?  
What is it that?

**NB** **Neal, Barbara** 1:24:51  
Go ahead, Jen.

**MJ** **Morrison, Jennifer** 1:24:53  
What are you actually trying to get?  
Grants isn't actually a return time on uh NCIC system.

**RD** **Rance Duffy** 1:24:59  
Yeah, it it it.  
No, no, we're not.

**MJ** **Morrison, Jennifer** 1:25:03  
Is is that what you're the turn around time?

**RD** **Rance Duffy** 1:25:04  
No, not not evaluating the system, it's more of a it's more of a work loading for the processing and you know how long does it take to to actually process that out.

**JM** **James Mack** 1:25:05  
Yeah.

**RD** **Rance Duffy** 1:25:12  
It kind of ties in it ties into the questions above it.  
You know how long, on average?  
How long between you taking that call to would you process that call out and send it back out?

That's the part.

That it kind of ties into that.

**MJ Morrison, Jennifer** 1:25:22

Right.

Well, if you ask the road cops, they're gonna say it takes a century to get the info back to them.

But what they what the hell?

**JM James Mack** 1:25:30

Yes.

**MJ Morrison, Jennifer** 1:25:31

What they don't see is that the dispatcher still answering other phone calls and making you know other calls related to that.

**RD Rance Duffy** 1:25:38

Exactly.

**MJ Morrison, Jennifer** 1:25:39

What it whether it's a car stop or an incident or whatever.

So I think that that question is almost artificial, because if you're sitting in a Burlington dispatch center and you can task other dispatchers to call the RECO or call the medical examiner, call the supervisor, blah blah blah, then you can make the query and return the information out to the field quickly.

But if you have to juggle all those balls, then it's gonna take a lot longer.

**RD Rance Duffy** 1:26:02

Exactly.

**MJ Morrison, Jennifer** 1:26:08

But I'll go back to my first answer, which is it feels like a lifetime when you're the cop on the street.

**RD Rance Duffy** 1:26:08



And then.

Exactly and and as we had just notated it and we've seen this again, some of these questions keeping in mind that these are standard questions that we always put in everyone of them to ask in some places tracking some places don't.

And Jim, you're not.

You're not an outlier there going.

I have no idea how long it takes us to process that.

**JM** **James Mack** 1:26:27

But I also look at it from a different perspective.

I enter restraining orders for the county.

So that's NCIC paperwork for me?

I could sit down and give you time involved in our and as it relates to that, but a return on a traffic stop?

**RD** **Rance Duffy** 1:26:41

Right.

**JM** **James Mack** 1:26:45

No, I can't give you.

**RD** **Rance Duffy** 1:26:46

Exactly.

And with that note right there that one, those entering those restraining orders, they could, that could actually roll over into the ancillary duties that are not a core function of the center.

**JM** **James Mack** 1:26:54

But right, yes.

**RD** **Rance Duffy** 1:26:55

Would you agree?

So yeah, so that's where you kind of you got to see that and we this is a question that has come up and I've got hit with this as not all the time they're going to be able to answer this question is perfectly jenn's point is that it may just get wrapped up

and everything else.

But then you got.

I have seen bigger centers where they have someone dedicated to just to running all those inquiries and they do all that stuff for anybody on the traffic stop at the time and that does go quicker and they track that because that is that dispatcher's primary function.

However, in smaller places that one or two dispatcher center locations, they're doing all of it.

They're also dispatching the fire DMS at the same time and running a traffic stop altogether, and they have no idea.

So if that if that's kind of where we're going with that, if it's I, I have a feeling what I'm what, I'm what I'm hearing.

It's going to be a lot of kind of an NA or unable to answer because they're not tracking that separately, which is fine, perfectly fine.

**JM** **James Mack** 1:27:51  
Could.

**RD** **Rance Duffy** 1:27:53  
Rick, I think you have.

**NB** **Neal, Barbara** 1:27:53  
Right.  
Yeah, right.

**RD** **Rance Duffy** 1:27:54  
I'm sorry.  
I was.

**R** **rburke** 1:27:55  
Yes, I did so so on on questions 9495 and 96.

**RD** **Rance Duffy** 1:27:55  
I was getting back to him.

**NB** **Neal, Barbara** 1:27:55

No, no, go ahead.

That's OK.

**R** **rburke** 1:28:01

In the parentheses, there's a one month average is acceptable, and so when I look at that I say ohh, I'm allowed.

It's OK if it takes one month for this process to take place, so I don't think that's what you mean by that, but that you know how it's how it comes across and sort of like.

I gotta, yeah, if it's.

If it takes a month, that's OK to get this done.

So I I'm I think I'd clarify what you mean by that.

**RD** **Rance Duffy** 1:28:23

Ohh OK.

**R** **rburke** 1:28:26

In each case, you know what I mean.

**RD** **Rance Duffy** 1:28:28

Gotcha words mean things correct? Correct.

**R** **rburke** 1:28:33

Yeah.

And you know, if one month the average people might be getting information in two minutes and they would say, oh, we're way out of the process.

**RD** **Rance Duffy** 1:28:38

But I understand.

**R** **rburke** 1:28:39

So I'm good.

I don't. I don't.

And I don't think that's what you're trying to convey there.

**RD** **Rance Duffy** 1:28:43

It it is definitely not.

It's and and we know you.

We know you could do those averages over weeks and months.

And Barbara, I'm sure you've done all kinds of different reports related to that.

So again, that's the reason we're looking for that one month period of time would be would be fine to give us the number we're looking for to answer the question.

But Rick, I get your point on on how that's worded.

**R** **rburke** 1:29:01

Yeah, I think that's what you mean about it could be interpreted a number of different ways.

**RD** **Rance Duffy** 1:29:02

So we're just, yeah.

That's right.

Gotcha. Understand.

**R** **rburke** 1:29:09

Thank you.

**NB** **Neal, Barbara** 1:29:09

OK.

Excellent.

Anything else on this section before we move on?

To the leadership in planning section.

So this looks to be questions 100 through 104.

I have no comments on this one.

Anybody else?

**R** **rburke** 1:29:33

Uh, yes, I do.

**NB** **Neal, Barbara** 1:29:35

Go ahead, brick.

**R** **rburke** 1:29:36

So one of the key elements of our program is to understand governance.

And so you know, I I there isn't a governance section.

I'm wondering leadership, planning and governance or or should we have a separate governance?

I mean the the governance that, that that is is active or not.

You know, as we've learned, it's it's it's really essential.

And so how are they governing themselves and these these following sections?

And we were looking at budget and finance.

I mean, it's driven by the governance model and the governance model, you know, affects how much revenue and it just about center how much they have to pay and who's paying and whether or not they can afford it and whether or not they're collecting enough revenues and whether or not revenues are a challenge or how are they governing themselves.

Is it fair and equitable?

And so, you know, at some point I think, you know, we need to get, you know, get information on the governance.

Is there a chart or is it formal?

Is it unformal and I don't know if this is the right place to add it in, but I I don't know how the test works thinks, but I you know from our experience in you know, gaining insight into the governance, its strengths, its weaknesses, this could be a good opportunity to gather that information.

**DA** **Dominick Arcuri** 1:30:55

Well, there's a question.

**RK** **Ron Kumetz (Guest)** 1:30:57

3.

**DA** **Dominick Arcuri** 1:30:57

Wanna two seems to question 102 is starts digging into that, so maybe that could be expanded or follow up on.

**R** **rburke** 1:30:57

Sports bar.  
It.  
It does.

**RK** **Ron Kumetz (Guest)** 1:31:06

Yeah, I mean, I I agree that can that can make the difference to a lot of particularly small agencies.

**R** **rburke** 1:31:07

You're absolutely right.

**RK** **Ron Kumetz (Guest)** 1:31:13

I I know from my experience my agency and the agencies and my county were at one point dispatched by one facility.

Who was calculating how they paid for their facility by simply adding up all the external agencies and then offsetting the entire operation of their internal operations for for their own agencies by letting the external people pay for it as the agency that the facility that we're currently being dispatched at includes their own agencies before they divvy up how much they're gonna charge you for call.

And I can tell you that that is a significant difference in our in, in what we pay on a, you know like a per per call basis.

**RD** **Rance Duffy** 1:32:11

Acknowledge on both parts, Rick on that. Uh.

Without having a complete big answer at this point, let me dig into that a little bit more and see if we want to add some more to that.

This is a good section.

I think it'd be easy just to add governance to the to the section itself and then maybe add some additional questions to that to kind of to kind of pull into that.

**R** **rburke** 1:32:27  
Mm-hmm.

**RD** **Rance Duffy** 1:32:30  
I think also what's going to wind up happening is when we get on site, we're going to want to dig into this a little bit more for them to explain a bit more of that which I know that sometimes some of these questions are really hard to be able to articulate that in words, when they have to type it in and then we can sit there and have those one on ones with them and and pull that information out on the on site piece so.

**R** **rburke** 1:32:43  
Yeah.  
Yeah.  
I I think if you have a governance model, can we have a copy of it?  
I mean, if you gather it then on site if you you have you, if you gather that information in advance.

**RD** **Rance Duffy** 1:32:52  
Yeah.

**R** **rburke** 1:32:57  
I'm not not necessarily asking their opinion on it, you know via via questionnaire, but the gather it so that you can assess it and and make it part of your on site inquiry.

**RD** **Rance Duffy** 1:33:00  
Right.

**R** **rburke** 1:33:08  
I think it'd be important the governance can make or break, you know, the operational continuity and and fluidity of these of these dispatch centers as we've discovered.

**RD** **Rance Duffy** 1:33:24

Yes, Sir. We got.

I got it.

**PS** **Phillip Sisk** 1:33:26

I would look to maybe add a check box for that on question 110, but I know you can always ask about it, but it's nice to have a reminder specifically copy of the governance agreement.

**R** **rburke** 1:33:35

Yep.

The agreed I have that note there are two Phil, you're right.

**NB** **Neal, Barbara** 1:33:45

OK.

Excellent.

Anything else here on this section?

Leadership, planning and now governance, apparently.

All right, moving on then to budget and finance questions 105 to 109.

I have a note here on 106.

Hold on.

**RD** **Rance Duffy** 1:34:10

I will add before just for an explanation on this.

Now there is the question and may wanna just.

There is also in the the very next piece we're getting to is the checklist where we already we're going to ask for a copy of the budget anyway and it's we noted in the question, we might want to get to.

You don't need to type all that out right here, because I know that that could be very cumbersome as a lot of information could be put there.

So I maybe retitle that a little bit to make sure we get it up front and say look, don't spend a lot of time trying to type all that into these boxes, if you have it at least acknowledge it and then you'll see it, you'll see request or the data upload.

**R** **rburke** 1:34:37

Umm.



**RD** **Rance Duffy** 1:34:48

So I may tweak that response a little bit more, but go ahead, Barbara.

**NB** **Neal, Barbara** 1:34:53

I think my only comment here was the 9 on one board can provide cost related to our system which should be factored in.

You know, for the overall cost of emergency communications and the state.

But we'll need it also for for the dispatch function for sure I and then my last comment on this section was on Question 108.

**RD** **Rance Duffy** 1:35:12

Right.

**NB** **Neal, Barbara** 1:35:17

I think you can remove the 911 tax.

**RD** **Rance Duffy** 1:35:22

OK.

**NB** **Neal, Barbara** 1:35:23

There, the taxes are collected well, fees are collected at the state level through the Vermont Universal Service Fund, and 911 is one of the things that fund supports.

**RD** **Rance Duffy** 1:35:35

So there is no individual, there's not a local level tax that they can leverage or that they collect and all OK.

Gotcha.

So you know, again this is a this is a state to state thing some some states have them some don't.

**NB** **Neal, Barbara** 1:35:41

No.

**KC** **Kim Cheney** 1:35:42  
What are you talking about?

**RD** **Rance Duffy** 1:35:45  
So yeah, we can take it off.

**NB** **Neal, Barbara** 1:35:45  
Yeah, yeah, yeah.  
OK.

**R** **rburke** 1:35:49  
So so I have a general.

**NB** **Neal, Barbara** 1:35:50  
Anything else?  
Yeah, go ahead, Rick.

**R** **rburke** 1:35:51  
I have a general question about this in in terms of 105.  
I mean, I don't fully understand why we need to understand the, you know, the detailed costs, operational costs.  
But I I'm wondering, are folks gonna be hesitant about providing that information?  
I mean, I understand it's public records but but achievable, but you know once you start digging into cost, some folks are a little hesitant about sharing costs with entities they don't know.  
And so, you know, I I just want to know if the task force, you know, if we need to grease the skids here or let them know because you know, we're asking for information that they're going to perceive as quite confidential to their operating focus.

**JM** **James Mack** 1:36:34  
I don't see as much of that of problem with most municipalities that we're gonna be asking for this information from because it is public information.

**R** **rburke** 1:36:38  
Mm-hmm.

**JM** **James Mack** 1:36:43  
Umm, the problem I see in some of these and I've seen in the past some of the other studies that have been done, some of the dispatching budgets are integrated into the Police Department budget.

**R** **rburke** 1:36:43  
Umm.

**JM** **James Mack** 1:36:54  
So it's hard for them to pull them apart.

**R** **rburke** 1:36:55  
Umm Yep.

**RD** **Rance Duffy** 1:36:57  
Exactly.  
We have seen that and again, for example, we have seen that and in some cases we just have to address that to the individual agency and see if they can either break it out and if they can't, then we we might not just get that information, we kind of have to just work around it without without them.  
But yes, have seen it and deal with it.  
But we we kind of break it down to dealing with the individual agency at the time.

**JM** **James Mack** 1:37:20  
We do have some of the out of state agencies that dispatch for us and at least one or two private dispatching that may have a problem with providing information.

**RK** **Ron Kumetz (Guest)** 1:37:20  
Before.

**JM James Mack** 1:37:32  
And I recognize that fact.

**RD Rance Duffy** 1:37:35  
Exactly.  
And and we do too.

**R rburke** 1:37:35  
Umm.

**RD Rance Duffy** 1:37:36  
We always know what we're looking at 37.  
We're gonna send out 37 requests and we may not get all 37 back and we, we and we know that we're we're going to, we're going to do a lot of follow up and we're going to try to do our best to get that.  
But we're going to pull in as much as we can.

**NB Neal, Barbara** 1:37:56  
Excellent.  
Anything else on this section?  
Moving on then to question 110, the final question, the data request checklist, I just had a question about towards the bottom.  
One, an ILA is and and perhaps we should add a definition and also definition for MU.  
In case people, it's in case it's not clear.

**RD Rance Duffy** 1:38:21  
Yeah.  
Actually, that just needs to be anniella is just another version of an MOUI think people understand.

**NB Neal, Barbara** 1:38:27  
OK.

**RD Rance Duffy** 1:38:29

No.

Use better.

So we're, I'm going to just take the ILA output the OU in and we'll define that out.

**NB Neal, Barbara** 1:38:36

Yes.

And then on the last one, the list of adopted national standards, we may wanna specify here again, you know specifically for the dispatch to for the dispatch function.

**RD Rance Duffy** 1:38:43

Which ones?

Ohh you dispatch gotcha.

**NB Neal, Barbara** 1:38:47

Yep.

Umm anybody else have comments on the data request checklist item?

**R rburke** 1:38:56

Of just as Phil mentioned earlier, was going to recommend that we request the, you know, the Governance Charter, any documentation on governance at this at this to the list as well.

**NB Neal, Barbara** 1:39:04

Oh, right.

**RD Rance Duffy** 1:39:06

All ready on there. Gotcha.

**R rburke** 1:39:08

All right.

So the one one I I went back and look at staffing and and also on the budgets and as we know oftentimes there's a lot of overtime for for telecommunicators because of insufficient staffing.

**PS Phillip Sisk** 1:39:23

So.

**R rburke** 1:39:24

And I looked for questions for looking at so if we're already questions focused on you know time off, but I didn't see a question specific to overtime and so I wanted to know you know not to take us backwards because it's in this budget section.

So if if we should, you know, determine how, you know, be sure that that's part of what we determine because oftentimes, since that additional governor additional overtime that's required to you know to overcome staffing limitations or staffing shortages and then also is part of you know increasing the budget in some situations.

And I just want to be sure that we don't overlook gathering that information as well.

**RD Rance Duffy** 1:40:05

Acknowledge Rick, I'm making a note about it.

A lot of times the overtime is covered in the budget piece of that.

As far as the staffing cause, they look at that as a financial matter.

**R rburke** 1:40:13

Right.

**RD Rance Duffy** 1:40:14

It is not necessarily a staffing matter, but I'm going to make a notation notation of it here.

I know we address it and it may get into more the details when we get on site and we get dig into that more and or and or it becomes readily apparent when we get the budgets and we see that the overtime light item hopefully they they have that and you're going to automatically start picking out really quick that they're obviously spending a lot of time on or sending a lot of funds on overtime but gotcha acknowledged.

**R rburke** 1:40:24

Yeah, exactly.

Yeah.

And and overtime cuts two ways.

I mean, some folks, we really want the overtime because that beefs up the the amount of, you know, their salaries or the amount of money they're taking home and others, it's just overloading them.

**RD** **Rance Duffy** 1:41:06

Great.

**R** **rburke** 1:41:07

Strategy to help them with staffing, retention and, and and and hiring.

**RD** **Rance Duffy** 1:41:13

There's also the overtime fact.

**R** **rburke** 1:41:13

I think that's going to be one of the items that's gonna be big, you know.

**RD** **Rance Duffy** 1:41:16

Yeah.

Oh yeah, it always is.

It is.

It's a big one, and there's also overtime, a lot of the way that it depends on how they do the schedules, they sometimes the schedule already builds in over time.

**R** **rburke** 1:41:18

Yep.

**RD** **Rance Duffy** 1:41:26

So yeah, kind of have to break that out and go if it's already built into the schedule, then that's already a given, correct.

**R** **rburke** 1:41:27

Yeah.

**RD** Rance Duffy 1:41:31

So now you kind of look at you got to look past, you got to look past that point and go, oh, is this overtime?

**R** rburke 1:41:32

But.

**RD** Rance Duffy 1:41:35

Because because of like like you mentioned Rick is it overtime past the fact that we're understaffed and we and we had to pay out additional overtime to get that done.

**R** rburke 1:41:39

Yeah.

**RD** Rance Duffy 1:41:44

So yes, yes Sir.

**R** rburke 1:41:46

Thank you.

**RD** Rance Duffy 1:41:48

Does this data I want to make sure the data request the the the that section makes sense as long as far as the explanation.

This is you don't have to have everything that's on this list.

If you don't have it, don't create it.

Just kind of look through there.

This gives you an idea about anything that you do have on hand, and then you would upload it.

There would be.

You just don't see it yet, but there would be a link there that they would upload that separately so.

**R** rburke 1:42:10

Yeah.



I I think if you make that clear also in your opening, you know in the opening paragraph that you know if you can't respond don't or you know I don't wanna make the opening of and you know the the background information overloading. But I think if you give them that kind of direction of up front, that might be of benefit to them as well.

**RD** **Rance Duffy** 1:42:33

We are and I don't know, Rick, if I was in the initial conversations about this. I know Barb and Jin, we had, as far as we're also.

**R** **rburke** 1:42:38

Yeah.  
So you're gonna get a team together.

**RD** **Rance Duffy** 1:42:40

Yeah, we're going well and they're going to preempt it or kind of put it, push it out ahead of us.  
And that way we can put that information in there and then what you're seeing here is also going to be there's going to be a body of an email that probably will be authored by me.

**R** **rburke** 1:42:45

Yeah.

**RD** **Rance Duffy** 1:42:53

But I'll be coming from me to say some additional comments and it's it's hitting exactly where you're where you're at right now, so.

**R** **rburke** 1:43:00

I understood.  
Appreciate that.

**NB** **Neal, Barbara** 1:43:03

Excellent.  
Alright, we're through the questions.

Any other comments from Task Force members?

I see your hand, Kim, and I'll give you an opportunity from Task Force members or televote first on the data collection.

OK so.

**PS** **Phillip Sisk** 1:43:23

I I just wanna say I just wanna say thanks for the extra time and I appreciate the commitment you guys all show up today or through this.

And it's obvious everybody did their homework.

Thank you.

**NB** **Neal, Barbara** 1:43:35

Thank you, Phil.

**RD** **Rance Duffy** 1:43:35

I do too.

I appreciate it.

I I'm glad you're all went through that.

I know it's a slog to try to to go through that many questions and and it really helps, but it also it very much helps from MCP's point of view because you know sometimes we write it in a more holistic manner to a lot of how we've done a lot of the data.

But we also need to break it down to more the the Vermont perspective and that's This is why this is really good to, to kind of get through this and there's going to be a couple more.

I'm sure there can be a couple more drafts of this by the time we get done, but that but that, but I appreciate that as well.

Helps me because a lot of times it's just like Barbara, like you said, I don't know that particular answer.

So till I either talk to you and or get that information.

So we can hammer this out on the front side, which then in turn makes it easier for the agency on the backside to to ask, you know, we can ask and answer the question because it's already clear to them.

**NB** **Neal, Barbara** 1:44:27

Excellent.

So here's what I proposed.

There's a lot of.

There was a lot of discussion in really good discussion on this.

I suggest that the task force chairs and televote Dome and Rick continue to work with mission critical to incorporate all this feedback and kind of the intent or our understanding of the intent of all of this discussion.

And then when we have a more final product to produce, we'll get it back in front of the entire task force for approval.

A little caveat here though.

If we can get this done before 2 weeks from now at our next regularly scheduled meeting, we'll call a special meeting to advance this so that we're not waiting.

Do task force members have any objections to that approach?

Or any comments on that approach?

You ready?

That's how we'll go.

**R** **rburke** 1:45:25  
It would be helpful if go ahead.

**RK** **Ron Kumetz (Guest)** 1:45:25  
No, I think that's.

**NB** **Neal, Barbara** 1:45:27  
Rick, go ahead.

**R** **rburke** 1:45:28  
I'm sorry.  
I was just going to say be helpful if France can, you know, highlight of.

**NB** **Neal, Barbara** 1:45:30  
Rick.

**R** **rburke** 1:45:34  
I mean, I don't think I don't know about tracking within the the the Google Docs format, but highlight where the changes are made so that we can just, you know

review back to those areas that have been changed.  
I think that would be helpful for the next review.

**RD Rance Duffy** 1:45:53  
Yeah, I think we, I think I can figure I would do that.  
So we can keep track of it.

**R rburke** 1:45:57  
Thank you.

**NB Neal, Barbara** 1:45:57  
OK, excellent.

**R rburke** 1:46:00  
I think I cut off Ron.

**NB Neal, Barbara** 1:46:03  
Yes, Ron, did you have a comment?

**RK Ron Kumetz (Guest)** 1:46:06  
I did not.

**NB Neal, Barbara** 1:46:07  
OK.

**PS Phillip Sisk** 1:46:08  
So.

**R rburke** 1:46:08  
OK.

**NB Neal, Barbara** 1:46:10  
So I did.  
I will allow cream.  
I see your hand.

A brief, very brief period for public comment on the data survey questions.  
Kim, go ahead.

**KC** **Kim Cheney** 1:46:20

Thank you.

Umm you should include something about dead zones.

The people using this system know where the dead zones are, and you can at least ask them about it second.

I governance is gonna sinkers this whole project or make it work.

And Rick Burke is absolutely correct.

I suggest you look at the criteria that DPS put out for the governance when they were originally.

Looking for grants?

Umm, I think there's a federal requirement for certain amounts of governance.

What you need to have.

Essentially, is a single board with taxing authority.

Near the long run, object of this is not technology.

It's gonna be cost.

What is the average per person cost for dispatching service in each community?

Because if you build this like the education system with a local.

Contribution and state support.

You're gonna need to know those numbers.

And that's where you need to get to the bottom of this.

Thank you for listening.

**NB** **Neal, Barbara** 1:48:08

Thank you, Kim.

That's good input and feel free to send any additional input to that task.

Force email address.

Any other public comment on the data survey questions?

**3** **3713d69a-0e8c-49af-b749-b4af004eb5d8** 1:48:22

Yeah, Steve Whittaker here.

**NB** Neal, Barbara 1:48:24

Go ahead, Steven.

**3** 3713d69a-0e8c-49af-b749-b4af004eb5d8 1:48:24

Ah, that's ohh, I I have to look at it from a point of view of the folks that I'm talking to and and and they're what's in this for what's in this for them to make them wanna go through a 33 page survey and and reveal all this information.

There's no vision, there's no offer or assurance that they're gonna get any benefit out of this.

You.

You were lacking a coherent architecture that would motivate anyone to go through the tedious task of answering this survey, and true, the the bigger you know piece apps will have paid staff and who can devote time to it.

A lot of the smaller ones or the out of state ones you know thinking you know, the New Hampshire counties are, are the fire mutual aid down in Keene or Colbrook or North Adams Mass or Washington County, New York?

They're just gonna look at this thing and roll their eyes and say, what are these people up to and what?

What right do they have to saddle us with this much work answering these questions?

So I'm getting back to the without an architecture without a vision of what's in it for.

For the local first responders, and yeah, I think you're you're barking up a tree here.

This is, I've collected most of the the data on the agencies and the and the cost being paid and y'all apparently are redoing all that, but I I think you I've made my point that you're you're lacking of a coherent vision while you go about spending 9,000,000 on your on the departments internal systems and you're you're heading yourself up for a train wreck.

**NB** Neal, Barbara 1:50:21

Alright.

Thank you, Steven.

Any other public comment?

I don't think we have any other members of the public but.

OK, hearing nothing, then we'll move on to is there any new business from Task

Force members for today?

Pretty hearing none.

The next meeting date is actually already set on our calendars for May 8th.

I think it is 2 weeks from today.

As discussed, if we need to have a special meeting in between to advance these the data survey questions, we will do that.

And so, absent anything else.

I would love to hear a motion to adjourn.

**JM** **James Mack** 1:51:10

Make a motion to adjourn.

**NB** **Neal, Barbara** 1:51:12

Thank you, Jim.

**RK** **Ron Kumetz (Guest)** 1:51:13

I will second that.

**NB** **Neal, Barbara** 1:51:15

Thank you, Ron.

All in favor of adjourning raise your hand, or indicate by saying. Aye.

**JM** **James Mack** 1:51:19

I.

**NB** **Neal, Barbara** 1:51:21

All right, let's see.

Ron, I see.

**MJ** **Morrison, Jennifer** 1:51:22

I.

**NB** **Neal, Barbara** 1:51:23

Jim, I hear Jen.

My hand is up, so thank you very much for all of this work.

I'm glad that it was useful for mission critical and we're looking forward to continuing the discussions.

I hope everybody has a great afternoon and we'll talk again soon.

**R** **rburke** 1:51:43

Thank you everyone.

**RK** **Ron Kumetz (Guest)** 1:51:44

But.

□ **Johnson, Soni** stopped transcription