

Transcript

October 2, 2024, 3:16PM

□ **Audet, Cally** started transcription

AC Audet, Cally 0:03
Yeah, it's just a little delayed.

NB Neal, Barbara 0:04
There we go. OK.

AC Audet, Cally 0:05
Yeah, we're good.

DA Dominick Arcuri 0:05
Yes.

NB Neal, Barbara 0:06
I didn't see the message pop up, so here we go.
Great. Good morning, everybody.
I'm calling this meeting of the Public Safety Communications Task force to order.
It is 11/16 on October 2nd, 2024 and I'm Barbara Neal. The meeting's being recorded, and that recording will be posted on the Task force web page following the meeting.
Let's start with our usual roll call. If you could verbally acknowledge your presence when I call you your name.
That would be great.

MJ Morrison, Jennifer 0:36
I'm here.

NB Neal, Barbara 0:37
K.
Thanks Paul white.

WP **White, Paul** 0:40

I am here as well.

NB **Neal, Barbara** 0:42

K Mike dungees.

DM **Doenges, Mike** 0:45

I am here.

NB **Neal, Barbara** 0:46

Good morning Ron kumetz.

RK **Ron Kumetz** 0:49

I am also here.

NB **Neal, Barbara** 0:51

And Jim Mack.

OK. And I do not see correct me if I'm wrong, Michael Wright on just yet.

So he said he would join absent any emergency calls.

So we'll we'll stay tuned and see if he's able to join us in a bit. Also joining us today of course, is Kelly Audette as our administrative support and we have our project management team, Rick and Dom from Televate.

DA **Dominick Arcuri** 1:21

Morning.

NB **Neal, Barbara** 1:22

Grant and good morning.

RB **Rick Burke** 1:23

Hey everyone.

NB **Neal, Barbara** 1:24

Rance Duffy and Jason Malloy are both here from mission critical partners.

And let's see, we have a couple members of the public.

So let me call your name and give you an opportunity to introduce yourself and any affiliation you would care to share Kim Cheney.

KC **Kim Cheney** 1:47

Good morning all.

My affiliation remains rather loose.

Just a member of the public.

Thank you.

NB **Neal, Barbara** 1:57

OK, welcome.

And you're listed as advocate, but I believe that Stephen Whitaker.

Steven, we can't hear you. If you'd like to introduce yourself.

OK.

We still couldn't hear you, Steven.

We're gonna move on now, but we do see you on the screen, so.

All right, moving on to approval of the agenda, the agenda was distributed to Task Force members by e-mail.

It is also available on the web page do Task force members have any proposed changes to the agenda?

Hearing nothing will consider the agenda approved and move on to approval of the Minutes from the September 18th regular meeting.

That's regular meeting #34.

Are there any changes needed to these minutes?

OK. Is there a motion to approve those minutes from 9:18?

RK **Ron Kumetz** 3:07

I will make a motion to approve those minutes.

NB **Neal, Barbara** 3:10

Thank you, Ron. Thank you, Jim.

JM **James Mack** 3:11

2nd in Vermont where?

Is your emergency.

NB **Neal, Barbara** 3:15

Any any discussion?

OK.

All those in favor of approving the Minutes from September 18th raise your hand or indicate by saying aye, I see multiple hands up.

Jim Mack is hands up. OK. Thank you, Ron.

RK **Ron Kumetz** 3:27

Hi.

JM **James Mack** 3:29

Right. OK.

Hold on one second.

NB **Neal, Barbara** 3:30

The Minutes are approved.

All right.

Next item is the regional town hall and public listening session updates.

So I'll kick this off and then invite others to to join in the regional town halls, have all been completed.

By my informal count, we engaged with more than 150 participants across.

All four of those sessions. So I thought that was good.

Mission critical will continue to review and analyze the information and feedback that was received and incorporate all of that into their assessment of the current landscape of things in in the dispatch world right now.

Last time we met we we discussed some of the themes that had been identified to that point.

Wondering if task force members have any additional input on the regional town halls. In the info we got that they'd like to share now.

Also open to televating.

Mission critical to comment.

As well, so anybody have anything more to share? Mike dungus.

DM Doenges, Mike 4:43

First of all, thank you, Barbara. First of all, let me say you know the ones I participated in two, two of which were virtual, one in person.

Were all well attended and the feedback was.

Vibrant is a good word to use.

I think that mission critical did a fantastic job of drawing information out of those participants in the way that they asked the questions. The way the presentation worked, the conversation that was had was driven very well, so.

It got a lively discussion going.

The last one that we did in Springfield, one of the things that came up was there was a group of dispatchers there.

People boots on the ground, so to speak, and not just management, and their feedback was not just about what isn't working, but what about what does work for them. And and I know I saw the the team both.

You know, taking feverish notes and, you know, applauding their their their input.

But after the meeting, what what I got from the conversations was that if we can get more of those boots on the ground as we move forward into our next rounds because they are truly the people that are seeing what's going on, understanding how the tools work and.

Don't work and where the challenges are, if we can focus on maybe that level of input, that would be helpful to our process as well.

So I like that feedback and I just wanted to share share that with the the larger group.

NB Neal, Barbara 6:14

Right. Yeah, those were really good observations. It was refreshing.

Actually, I thought to hear some of the things that are working right. So and I did notice that at Springfield most, most especially.

Oh, right.

Anybody else?

OK.

We will move on then from regional town halls. We'll let mission critical continue to churn away at their information analysis.

And let's talk about what's up next in terms of the stakeholder engagement. And that

is the.

Two community listening sessions that we have planned.

These are virtual sessions only.

We have identified 2 dates.

October 22nd from 11:30 to 1:30.

So a midday.

Event and then October 24th from 6:00 PM to 8:00 PM.

And I'm looking Dom doesn't know it, but I'm looking at him to make sure or looking for him, actually.

Yeah, there he is.

To make sure I've got that correct. Is that accurate?

Dom, what we've agreed on.

DA **Dominick Arcuri** 7:31

Yes, that's correct.

NB **Neal, Barbara** 7:32

OK, perfect. So my thought was, as with the town halls, we'd like to have you up to three task force members present at each of those virtual sessions.

Perhaps Callie, you could circulate another of those polls to check on availability, and then we can finalize the schedule.

You know, once we have all that information and then we we would confirm with everybody who's attending.

Which session?

And just remember, these sessions are geared towards engaging directly with the public.

Jen and Paul and I have worked with Telivate and mission critical on some preliminary development of for the content of these sessions.

We're planning to have a landing page similar to the town hall for registrations. We are like I just said, working on content right now. One of the things we identified is that we want to provide a bit more.

Introductory information about the current PSAP and dispatch center landscape, even just as simple as where they are located geographically.

For these attendees, as they may be less familiar with how things currently work.

So we're working on that, getting some concise.

Information to to explain that in the books.

Jen I, you and I had a brief conversation by e-mail this morning that you do have communication.

Folks that can help us get the word out on, you know, via press releases or social media, you're just waiting on the content, which we should have very soon.

So anything else?

From task Force Televate mission critical that we need to be thinking about on Community listening projects or sorry sessions.

You look like you're about to say something.

RB **Rick Burke** 9:38

I just want to say that we are in a, you know, we've made good progress in a couple of meetings we've had and we're, as you said, we're close to the finish line. I think we we've set a objective of completing, you know, completing this effort, so that.

We can turn it over to Jen before the end of the week so that you know we can.

We can get it distributed to the populations and and and I think it would be helpful to know a little bit about the media that's going to be used so that we, if we have to create more than one.

You know one invitation.

You know, we just, you know, need to understand that it's an e-mail is going to be sent out to any publications. I'm sure that Jen has a a very vibrant way of getting it out, but we would be good to know so that we could be sure and.

Create it to accommodate that any particular forum.

MJ **Morrison, Jennifer** 10:34

But it would go out to our communications teams and all the statewide communicators.

There's a communicators group across the state enterprise.

It would be pushed to our all media list so all media outlets that receive any information from either DPS or other state entities would receive the announcement. Of this. We would also circulate it back out to the all Legislators group and ask them to amplify the messaging with.

RB **Rick Burke** 10:49

Mm hmm.

MJ Morrison, Jennifer 11:03

Their.

Constituencies. So there's a lot of other ways we can send it out in groups that we could send it to, but what we don't necessarily want to do is.

Re tap all the first responder groups that we already went to.

We want to try and use the general public.

Avenues to get the word out so.

That will be the my direction to the comms team and they will use their.

Their regular channels to get it out.

RB Rick Burke 11:33

So with that said Jim, whatever is provided to you should be sufficient, you know, and work over any of that media.

But if not, if your team you know requires it to be, you know, massaged or re amplified in a in a different format, that'll be easy to accommodate.

MJ Morrison, Jennifer 11:51

K.

Yeah, that sounds fine.

We'll also enlist the help of the Vermont League of Cities and Towns and the Town Managers Association.

RB Rick Burke 12:00

Thank you.

Thank you, Barb.

NB Neal, Barbara 12:03

Do we think?

Yes, thank you, Rick.

Do we think there'll be a social media?

Announcement if you will. OK, good.

MJ Morrison, Jennifer 12:11

I mean it we would.

NB **Neal, Barbara** 12:12
We'll.

MJ **Morrison, Jennifer** 12:13
We would do it through our channels at the DPS, but that doesn't necessarily mean that all others would pick it up.
So I guess I would request that when we push it out, if you guys have social media communicators in your towns or with your organizations, just send me the best place to tag you in it or forward it to you. And that way you can then put it.

KC **Kim Cheney** 12:31
Yeah.

MJ **Morrison, Jennifer** 12:36
Up on and reshare it.

NB **Neal, Barbara** 12:40
You can definitely use the Vermont 911 on Facebook and.
That would be best. And then I'm sure there's others that people can let you know about. So great.

MJ **Morrison, Jennifer** 12:50
You're showing your age when you say that Facebook is best. You're totally showing your age.

NB **Neal, Barbara** 12:53
Well, well, that would. That would be the best tool for you to use because that is the only social media presence we have.
And now I'm really showing my age so.

MJ **Morrison, Jennifer** 13:02
There you go.

RD **Rance Duffy** 13:03

Jen I'm Jen.

I'm more interested if you have your own tech talks.

MJ Morrison, Jennifer 13:08

As anyone who is from Vermont knows, when I went back to be the interim chief in Burlington, I shut down all social media comms except my Facebook page.

JM James Mack 13:14

Yes.

MJ Morrison, Jennifer 13:17

So I've got nothing but Facebook.

RD Rance Duffy 13:20

OK.

I will add I you're you're walking. I was.

MJ Morrison, Jennifer 13:21

Thanks for checking though.

RD Rance Duffy 13:24

I was gonna look for it so.

I want to add Barb the landing page you mentioned. We are developing that. Of course we don't have it quite ready yet.

JM James Mack 13:28

This is something that.

RD Rance Duffy 13:32

I'm actually checking on the status to see what on our side of the company having that done and available, which when you get that landing page for the group, it's gonna be just like the other one.

So you'll have the link and you can just send that out across all your various comms and we were just talking about all the Facebooks and the Tik toks and the Instagrams and wherever else you wanna send it, you can send that piece out and it will bring.

Up it'll have an explanation page just like before. At the bottom there'll be two options for them to sign into whichever virtual attendee.

Or attendance that they want to make. And then all we're collecting on that end. This time it's a little bit different.

Obviously not everybody's going to be with an agency, so we're just going to have name and e-mail information and the e-mail information will be captured. So that way we can follow up with people after the fact and it will also be the way that we can send.

The virtual information back to them for the event.

NB **Neal, Barbara** 14:18

Sounds good. Great. Alright. Anything else from anybody on the community listening sessions?

Alrighty. And I see Michael Wright has joined us, right?

Welcome, Michael. And also Senator Renner is in the room as well, which is a good segue right into the public comment section of the agenda.

So.

Let's open up the floor for public comment and I will start with with Senator Renner.

Do you have anything to share today?

IW **Irene Wrenner** 14:54

Why not today? But thank you.

NB **Neal, Barbara** 14:56

OK.

Thank you.

IW **Irene Wrenner** 14:57

Just listening.

NB **Neal, Barbara** 14:59

Kim Cheney.

KC **Kim Cheney** 15:02

Let me make sure my mic is on.
I think it is.

NB **Neal, Barbara** 15:06

Can hear you. Yep.

WP **White, Paul** 15:06

Yes.

DA **Dominick Arcuri** 15:07

I can hear you.

KC **Kim Cheney** 15:09

Well, I tried to listen into the.
Meetings.

And it was a disaster.

It was totally impossible to even listen.

They however.

The cameras were set up and the microphones were set up for the two. I tried the
northeast.

And the Springfield one?

They just didn't work.

Is this what the meetings never happened?

As far as I'm concerned.

I thought of.

I talked with Barb about this.

And she indicated that they were aware of the problem.

You didn't get it corrected the next time.

I hope.

There is community meetings.

You're gonna totally rework away the public.

Can.

If not, participate at least listen.

To find out what was said and.

I'm looking forward.

To at least a summary of the comments.

People thought.

Were pertinent.

'Cause, I couldn't pick up a word.

So all of this is.

Silence personified, and it's so such that I'm interested in. But it's been impossible.

Again, any information?

So I wouldn't urge you to clean that up for these community meetings.

And I would also ask that.

To get on the distribution list to get the notices.

I don't know.

I mean, I can look at your website, but I'd like to if you're gonna send invitations, I'd like to just be on the list.

NB **Neal, Barbara** 17:26

Think that when the thank you for that feedback on the on the difficulties hearing, there were steps taken in that in the last session to hopefully improve that maybe sounds like it didn't work as well. I as well as we might have hoped.

I would refer you to the transcripts of the of the events that might be helpful and I'll just leave that with with Rance and Jason for how we might make sure things are are better able to be heard in the in the.

Community listening sessions.

I think it'll be better because it will just be remote or virtual, so everybody's on the same platform.

And as far as distribution of invitations, I think when I think we notify all of our our regular attendees from the public of events like this. So we will, we'll do that in this case too, Kim.

KC **Kim Cheney** 18:22

OK.

Thank you.

NB **Neal, Barbara** 18:24

Mm hmm. OK.

Sorry, rance.

Yeah, go ahead.

RD **Rance Duffy** 18:27

Yeah. And just to add to that, you're right. We did have some audio difficulties. It also had to deal with the places that were at work. Four different locations with different capabilities and different functions that we had available at the time. There was some difficulty with that, but the majority of the majority of it was recorded and transcribed, as Barbara mentioned.

I know it's set up on your website so that information is available and I will add on the invitations if it's related to the actual events themselves.

As I stated, when you register for your e-mail be captured and there will be an invitation sent back out to you.

With the information for that particular event, when you do register for it.

NB **Neal, Barbara** 19:04

Right. So it will be key to do the registration process in order to get the link to the listening session. So OK.

Alright, thank you, Kim.

Steven, would you like to share anything today?

You're not able to hear you if you're speaking.

OK, not able to hear you, Steven, Steven, and we're gonna move on then to project updates from Televate and mission critical.

So Dom, I will hand this off to you.

WP **White, Paul** 19:46

Hey, Barb, before we move on, can I just make I just just in follow up to Kim's concern, I'm I didn't.

NB **Neal, Barbara** 19:47

Yep. Oh, OK. Yep.

WP **White, Paul** 19:51

I only attended the Pittsford session, so I'm surprised to hear that there were problems at some of the others, so it it must be as a result of the fact that we were in

four different places that all had their own individual systems, because the one that I. Attended in Pittsford, the facilitators were able to successfully interact with several people that were attending remotely.

And there didn't seem to be any audio problems, so it must have been specific to those rooms that you were in. In the other two locations.

MW **Michael Wright** 20:21

Yeah, I I would also say the same thing.

The NB RH one I've been on that Webex hundreds of times remotely and never had any issues and we had over 20 people online and they were engaging in our conversation.

So I don't know, Kim, if it's a quality volume issue, headset issue on your end, but there's no audio issues. It's a really sound room with sound system with state-of-the-art smart board, so.

I.

I don't understand that.

KC **Kim Cheney** 20:52

Well, if I can just respond.

I called Barbara after the meeting in St. Johnsbury and she said.

My problems I was reciting were.

Problems with the camera.

It wasn't my end.

It was your end.

And and she had a lot of complaints of others in that area.

So it wasn't my end.

It was frankly very poor planning not to look at the sites, set up the cameras and the microphones so that somebody could listen and I didn't.

Try the others.

But from a public point of view, the ones I did try to get into.

Were complete.

Failures.

And I think it was on my end.

NB **Neal, Barbara** 21:59

K.

That that's fair enough.

Can we understand your experience was not good and we'll we'll try to see what we can do to prevent such things in the future.

So appreciate that feedback.

Anything else before we move back to Dom?

OK.

Dom, go ahead with the Televate update.

DA **Dominick Arcuri** 22:22

OK.

You, Barb, and good morning everyone.

I think many of the you know task force members are aware, you know, keenly aware of the the status.

I'll go over it quickly.

I'm sharing my screen now to look at the status update which was published on Monday, and as we've been discussing, all of the town halls have been completed.

The four town halls were were wrapped up.

Two weeks ago, MCP is also completed. All Dispatch center visits and they have contacted the agencies still working on some of the cybersecurity surveys for gaining additional information.

But primarily we are nearing the end of a data collection phase and are heavily in the analysis phase at this point. So as you mentioned earlier.

Mcp is working to perform the analysis based on the data they've received to date.

I'll give.

A kind of a quantitative update on that later. Of course moving forward as you mentioned, we have the Community listening sessions.

Which we are planning.

We've got the dates set for those the week of October 21st and.

We are also.

Need to keep in mind that we have the.

The workshop sessions coming up also.

And need to be scheduled later October into November and we're working to plan those.

Just a quick overview of the action items.

We have a number that that were complete and recently these in the light green indicate that they have man completed.

And they will be removed from the next status update, and similarly the risk item that we had identified that was identified as active in terms of risk of being able to gather the data needed. We have visited all dispatch centers. So we feel that that is appropriate to.

Close that as well.

In the risk and issues.

Here plan to close that as of this week.

Just as a quick.

Quick look at our schedule to kinda reiterate where we are.

Again, many of these items are marked as complete. The on site visits the.

The town hall sessions.

And we're all completed.

So the analysis is well underway as well as the first major deliverable coming up soon.

Towards the end of this month is for the.

System inventory and assessment deliverable.

So that's, I'm sure keeping MCP quite busy right now.

We do show now.

I have updated the schedule to show the Community listening sessions which will be towards the end of the October.

And then as you see, we're planning the workshops as well.

Our tracker here at the bottom shows that all site visits were completed.

We didn't for the data questionnaires we received, the majority of them.

There are, I believe, five or six that we did not receive, but at this point in time, we feel we received all those that we're going to receive, those that did not were were not able to complete the actual questionnaire. We did gather data during the.

Site visits, so we feel that's that's sufficient and we are moving forward with the data we have.

So that's a a quick synopsis of where we are happy to answer any questions from Task Force members.

NB **Neal, Barbara** 26:48

Anything for Dom?

All right.

Rants and or Jason anything to add from from your perspectives.

RD **Rance Duffy** 27:00

This time I'm still in he he gets to take over after this week for me so.

NB **Neal, Barbara** 27:04

OK.

RD **Rance Duffy** 27:05

At this point I just want Dom obviously hit most of the things that we're working on. In summary, the thing to add in just for in case you get any feedback, the cybersecurity assessment piece is still going on, which is separate from the questionnaire.

So we just need to make sure that when these conversations come up that they are these are two different things.

Yes, the questionnaires are essentially closed out.

The assessment for cybersecurity is still ongoing.

We are adding another element to that to assist because it's been a little bit difficult because it goes through a system that they have to log into.

And there's been quite a bit of misunderstanding of the emails as they come back to the to the people that are trying to fill them out.

So what we're doing on our end is we have a dedicated person with cybersecurity team that actually is calling the individual agencies, reaching out to the point of contact and just working through with them individually and trying to assist them in whatever they may need to get that.

Assessment cleared up.

So in case you get any feedback about that, we are doing that. If they get a phone call on that part of it.

And I think the only other piece I want to add on, I I think it came up for Mike talking about maybe getting more of the telecommuters involved as we continue on.

And Dom hit that these decision point workshops, it'll come up a little bit later.

That's where we'll we'll dig a little bit more into that where we can get that kind of granular information, get a little bit more detail and that'll be the point we actually will start. Those workshops are kind of intended to kind of start helping us make the

Dec.

That will eventually go into the report itself. So as you can see from this project, it kind of goes down until it goes down like this and where we start narrowing that the data that we've collected and then we analyze plus the other information, we'll get these point.

These Dec.

Workshops that will help us make those recommendations.

So so I'll have to add to that. Any questions?

NB Neal, Barbara 28:47

I have a question.

How many workshops are we planning?

RD Rance Duffy 28:54

Think there's at least? Go ahead, Tom.

DA Dominick Arcuri 28:57

Oh, I I guess I check and see exactly what was included in the in the contract, but I think we we still that's still somewhat open as we want to identify specific themes to cover in those specific workshops.

NB Neal, Barbara 29:12

OK, OK.

DA Dominick Arcuri 29:14

So we talked about that a little bit.

We we are going to continue that discussion and planning.

But we're going to address specific themes such as.

Lessons learned.

From you know previous regionalization or other types of activities, I assume we'll have one on coverage you know governance, finance.

So we'll have a number of different themes and we want to identify those to kind of determine the best approach to the workshops.

NB Neal, Barbara 29:52

Thank you, Dom.

I'd forgotten that piece of it, so that's good reminder.

RD **Rance Duffy** 29:52

1.

Yeah, I like that too.

It's it.

There'll be a minimum amount that we have.

I mean, contractually we can look that up, but we'll also we don't be just a contractual about it. If we can't get, we also wanna make sure to have enough that we actually get the information that we need.

NB **Neal, Barbara** 30:15

Hmm.

RD **Rance Duffy** 30:15

Just keep that in mind as we start to develop those out, so.

DA **Dominick Arcuri** 30:19

Right.

NB **Neal, Barbara** 30:19

Great.

Thank you. OK.

Any questions from anyone for mission critical?

Ready. Moving on then to new business. Is there any new business from Task Force members for today?

Excellent. Then we'll move to the final item, which is to confirm our next meeting date.

We're set for October 16th at the regular time.

Please do watch for the availability poll to come out from Cali so we can build the schedule for the Community listening sessions. And if there's nothing further.

I would like to hear a motion to adjourn.

RK **Ron Kumetz** 31:10
I'll make a motion to adjourn.

DM **Doenges, Mike** 31:12
2nd.

NB **Neal, Barbara** 31:13
Thank you, Ron.

JM **James Mack** 31:13
2nd in.

NB **Neal, Barbara** 31:14
Seconded by several people, and all in favor of adjourning.
Raise your hand or indicate by saying I I see the hands are up.

MJ **Morrison, Jennifer** 31:21
I said I I.

DM **Doenges, Mike** 31:22
Hi. Hi.

RK **Ron Kumetz** 31:22
Hi.

NB **Neal, Barbara** 31:23
The eyes are in.
We are adjourned and thank you all very much for being here this morning and we'll talk to you all soon.

DA **Dominick Arcuri** 31:33
Thank you.

JM **James Mack** 31:34
Thank you. Bye.

RD **Rance Duffy** 31:34
Bye. Thank you.

NB **Neal, Barbara** 31:34
Thank you.

RB **Rick Burke** 31:34
Have a great day, everybody. Bye.

NB **Neal, Barbara** 31:34
Bye bye.

IW **Irene Wrenner** 31:37
Thank you.

□ **Audet, Cally** stopped transcription