Vermont - NE Regional Town Hall-20240917_080309-Meeting Recording

September 17, 2024, 12:03PM

2h 2m 18s

◉ **Speaker 11** started transcription

Speaker 1 0:05

I'm Barbara Neal.

I'm executive director of the 911 board and also Co chair of this task force.

Along with Commissioner Jennifer Morrison from the Department of Public Safety, I don't think we have yet any other task force members here, but if they joined, I'll be sure to introduce them as well.

We very much appreciate you taking the time to be here, either in person or online.

To have this, what we hope will be a robust conversation about the emergency communications landscape in Vermont as it is now and how we can move forward together to plan for the future.

So a quick agenda review.

Going to do a little bit of housekeeping and introductions really of the task force and the system and consultants and our project management consultant in just a few minutes here.

We're going to talk about why we're here. A very quick history of the task force, how we came to be, what we're supposed to be doing.

Then we'll have a project overview and schedule discussion.

That will be fairly quick as well. And then we get into the real reason we're here, which is the stakeholder discussion.

Involving all of you.

We've been in your input on what's working.

What's not working in the current environment and what your priorities are for moving forward?

A little bit of housekeeping before we get started.

Emergency exits follow the exit signs.

I know you go out this door, take two left and you're outside.

Restrooms out this door down the street, down the hall. And I believe there are two on your right. Yes.

Bonnie, I forgot to do a sound check.

Is everybody hearing me? OK, OK. There is a sign in sheet over here on this table. If you haven't done so already, please fill that out. So we have. You know who's here and we have your contact information for any follow-ups. I will let you know that. The meetings being recorded and we will post that recording on the Task force web page following the meeting.

So be aware of that we're gonna be using live polling during the session today and Bonnie from Mission critical will give you instructions on how to make that happen on your cell phones when we get to that point.

When asking questions.

Today, asking questions or getting comments if you could state your name and the organization that you represent, that would be helpful.

The town hall meetings are focused on gathering input from the emergency responder community.

Emergency communications community and our state, local elected officials we have. In the works are what we are calling community listening sessions that will be open to a broader audience of the general public.

Those will be coming up in October and we'll post that information as soon as they're scheduled.

So today, emergency responders, emergency communications and state and local government.

Elected officials.

OK.

Let's talk quickly.

About the public safety communications task force history and overview, so the task force was created in 2023 by ACT 78, which is the Big bill, the appropriations bill. We're on about four pages out of several 100 pages. At the end of this, we'll give you our website address, web page address. If you want to read what the specific legislative mandate was.

Go to that web page.

You'll see a link to legislative mandate, and we've zeroed it down to those 3 reports. So you'll know what we have been directed to do.

Generally speaking, though, we were tasked with the planning and implementation of a reliable, secure and interoperable statewide public safety communication system. Easy.

So to that end, we've been a meeting on a regular basis since June of 2023.

We have meetings twice a monthly.

That information is also available on that website.

You're absolutely welcome to join.

Any of those meetings we since June of 2023, we've hired our project management team from TELEMATE to a bigger introduction in a minute and also our system planning consultants from Mission Critical Partners.

So with their help, we have established regular stakeholder updates. You'll see those on the website as well.

And we are in the thick of things with data collection and stakeholder engagement.

Part of the work that we were directed to do.

So I want to in a in a minute. Here I hand it over to Rick from Telivate to give a status on where the project is exactly.

But I want to stress two important things.

One is that we appreciate and value and need your input and feedback. Like I said earlier, we want to know what is working and what.

Is not working.

In the current dispatch emergency communications landscape and what you see as the priorities for moving forward and the other thing I want to stress is that the task force.

Televised mission critical.

Nobody here has any preconceived notion of what a future emergency communications landscape looks like in Vermont.

We don't have that answer yet.

We need all of this data. All of this input.

To understand clearly what's going on now and then, figure out potential multiple potential paths forward.

For emergency communications, so please be aware of that.

And let's go quickly to your task force membership. So you know me, Jennifer Morrison's Commissioner of Public safety.

She's the Co chair.

Paul White is was the chair of the Regional Dispatch Working Group, which was a set of people that worked on this very issue a couple years ago, in 2022 and 2023.

Jim Mack is the Peace app representative.

To the task force, the municipalities are represented by Mayor Mike Dungus of City.

And then we have Michael Wright, who is probably many of you know him.

He's the CEO of Calyx Ambulance and Ron Koumits from the Alburg Fire department, representing the State Firefighters Association.

All our contact information is available on that website.

So you are certainly welcome to reach out to anyone of us with any questions or input that you have moving forward.

OK. So introductions of our project vendors.

So Rick Burke is in the back of the room here.

From televisions and I'm not sure if Dom joined us online.

OK, Dom is Domini. So Rick is here from Tel Aviv.

Tel Aviv was hired by the task force as our project management team and they are serving in the role really of trusted advisor to the Task Force membership.

They know this world and this industry and this language, and they can help us sort through what it is we need to be thinking about.

At any given time, and keeping us on track. So you'll hear some more in just a minute.

And then we also have today several members of our system planning vendor group, which is mission critical partners.

So we have ran stuffy, our project manager.

Bonnie, Maine.

Our operations senior advisor Scott Neal and Scott, Notts, that's not with us, but we have.

We have our Corey Thomas which is replacing Scott Online. OK, Corey Thomas is joining us online also from mission critical.

Gigi Smith is our operating operations subject matter expert.

And Phil Sisk has joined us.

He is also permission critical. The client services director.

All right. So thank you to the entire team.

Televate mission critical for being here and all of you. Of course. We'll hear a lot more from all of these folks.

And just to let you know this over to you to take us through the planning project overview and schedule.

Thank you.

Hey everyone.

Hey, guys.

Thank you very much for coming in person and online.

How many attendees do we have online?

May I ask, we have 16. Oh, that's fabulous.

Well, hello to you online as well.

Actually I have the same pleasure of giving you a little bit more insight into the program and then as far indicated in Televid has been, you know in the practitioner of public safety, we do network designs and and and system coverage, operations, governance, radio, PSAP and and and.

I our company said it's the pleasure of working in the state of Vermont over the past eight years on a number of projects, both at the state level and at the local level. We we've done work in central.

I've had the pleasure of driving most of the state and I tell you you have a really, really fun rate, you know, environment to, to design and provide radio coverage.

So I'm sure we're gonna hear today and and encourage you to tell us, you know, your challenges and communicating both from the field to the PSAP and PSAP back to the field so that we we get an understanding.

I give them the I want to give a lot of credit to the task force.

They designed a very comprehensive program.

That includes, most importantly, to gather the data, the inventory, the data. These two folks have visited.

With 37, we finished 37.

I'll finish next the end of this week will be at 37 agencies, 37 peace apps and dispatch centers.

I mean that's that's where the you know we they were gathering data from there.

Has anyone here filled out an inventory?

You know an inventory that we've sent, so, yeah, sorry, their their office will be really available later.

It was a very simple request of information, wasn't it?

Importantly, in order, in order to understand.

Now where we are, we have to gather that data.

So gathering the data, inventory the data.

From and having direct conversation is critical, so engaging you in in conversation like in these town hall meetings that are really designed for the practitioners to share that knowledge with us. And we really need to know the good of the bad, the indifferent in order to put to.

Recommendations for how to evolve to a a higher state of communication.

Ability. You know, we need to hear.

We can't design to what we don't know, so it's really this program is for you and your participation is essential to the success of the program.

So thank you very much for for being here and for your your.

Your willingness and and and.

Efforts to fill up the questionnaire there will be one more survey coming to you on cybersecurity.

It's gonna be much smaller, but we need to understand where. Where are just that centres are our communication centres are relative to your your cybersecurity.

So that small survey of that was coming out as well.

Of course, gallery and data is a fundamental in order to understand what we have and what we need. But we also have to set, assess and analyze that data. And so you know, the way the program has been established is that, you know, questionnaire gather data site VIS.

And also forward with these town hall meetings as relevant as I said to the practitioners, we're also going to be having listening sessions.

They will be scheduled relatively soon, the next week or two.

We should have a schedule and that's to give the.

The citizens of the state an opportunity to to also participate.

You know we we we expect that they're going to share with us that they're having trouble with perhaps making a 911 call from the field because we know that cellular coverage is is not, you know, idea throughout the state.

Go ahead. OK, so.

Welcome.

All right. So in the end, our goal, really an objective, not a goal.

The objective of the program is to identify potential solutions to advanced public safety to, you know, to that more ideal state to address the gaps to to, you know, to recommend how to advance the program. And as far said, we have no preconceived notion of what that is.

So.

You know what?

We have done programs similar to this in the past.

Of course.

Could you give just a thumbnail?

A brief overview of of the situation as it is now.

I mean, what we have dispatch centers, we have psaps just just a couple of sentences about that.

Or are you going to get to that well throughout the day you're going to hear more about that and we're going to hear from you.

But yes, importantly, one of the considerations that we have upon the slide here, you know when we talk to you, we're not. You know, we want to hear about your radio networks and we want to hear about your dispatch center.

But we also want to understand governance.

You know, we don't want us to look at information flow 911.

We've heard, you know, some challenges with dispatchers and within the same room, not, you know, having to forward the call from a peace app to a dispatch center and from the Peace App Center to the field and challenges in that communication process along the way, whether it's from.

Dispatcher to a dispatcher beside them who have to go from police to fire, or whether they're in the field.

And their inability to communicate over the radio network to hear the dispatch. Or typically you can hear the dispatch, but they can't hear you back because of the differences in the power of the radio systems.

So, you know, we've also looked at, we're looking at good, you know, models of governance that are working for you.

In order to, you know, we, we don't want to recreate the wheel if it works somewhere, but we we've heard over the 1st 2 town hall meetings, Sir, that there are a number of challenges from throughout the state.

We are, you know, and so that I can what specifically another specific question you have about well, no, no, I guess I was looking for sort of like a context for you know sort of a general overview of the, the the landscape as as it is now. Yeah, but.

Maybe you're getting to that.

I don't mind.

The day you're gonna hear the body'll cover that as well.

All I could tell you was the stat on a scale of one to 10. We're not at 10.

Yeah.

Yes.

In the.

In the end, you know the goal.

The objective is to have some potential models to guide to make recommendations to the task force and the task force. Then will you know, we'll we'll come back once we have presented the recommendations from NCP and we're really a collaborative team.

I mean with the task force and MCP and TELIVATE and and all of you, this is going to be the one large team that is working towards the same objective.

We've actually done some one on ones with people.

We've met with David and his team at hardware because they're having some radio commun.

Challenges and we, you know, we've even done some propagation modelling for them to show them what sites would work best for them.

So you know, we do some one offs based on needs from the community.

So we, you know, this isn't just, you know, give us the information and we'll give you a a big report back and hopefully it'll work.

Our goal is to give to give recommendations to the recommendation of the task force that are actionable.

That you know, they they are, you know, step by step approach that legislature will understand.

So that they can, you know, as a collective group, understand your needs and find you know, what funding ideally find ways to fund the needs that are going to be there going to be that we're going to present to them.

So.

Came on a good program without having a A, a meaningful and actionable schedule.

So you know we have this is a roll up of a much, much larger schedule.

But you know we we are clearly going through a variety of different aspects of the program here and and and you know right now we're we're gathering the data as as RANS indicated we're you know one more one more.

Communication Center to visit and you know, couple more town halls to today's town hall. One later in the week listening and and I encourage you to attend the the Task force meeting.

You you have an opportunity during them to also communicate and share your needs.

That's how we learned about hartwick's challenges.

They participated in the meeting and share them, so you know to to get, you know, to let us know what your needs are, what your challenges are, you know, just

participate.

There's a e-mail you can send us to your there's going to be follow-ups to this session and you know in in closing I just want to again thank you.

If you have any questions, any any questions from the folks online.

Nothing yet.

OK so.

Enjoy today.

Take advantage of the opportunity.

To to, to participate and and if you have any questions, we have a monthly news stakeholder update that provides relevant information about the program and where we're going. And and thank you for participating and thank you for your your service to your communities.

It's it's really appreciated by those communities and we having worked in this industry most of our life, understand the complexities and challenges that you have. So thank you very much.

And at that stage, at this stage, I'm gonna turn it over to von cool. Thank you, Rick.

Another question morning everybody.

Right. I like to walk around and I can't stand in one spot, but I'd be crazy. Thank you again.

It's Rick and Barb and everybody said to you as being here, we've got a really couple of good town halls so far.

This really, as they've all said, meat and potatoes.

We need feedback.

We need candid, honest feedback.

We understand.

You may have to get up and go out.

It's the nature of the business, but we really do ask for.

Be present.

Be candid, Rick said it.

Unless we have candidates feedback from you, right. We need good solid information.

Of course, we ask everybody to be respectful, listen as partners and criticize with ideas.

We tend to.

It is very natural.

It's human nature that we think about our jurisdiction, our area of day-to-day responsibility, but we need you to think bigger.

Picture than that you do mutually go, you know, assist on other calls in in your neighbor.

We found this really very important in the bordering agencies of New Hampshire and New York, and you know, up in the northern area bordering with Canada, you know, there's a lot of different little things that you may not think of when you think of our day-to-day.

But at the end of the day, you may have your day job, but you have family.

You have friends, you have colleagues that live in other areas of the state and you want them to have.

The you know the highest level of service, at least that you have in your agency or better, right?

Because you care about them as well.

So we need to think big picture in this and then if there are some areas that we we kind of get off the the highway so to speak. We do have a parking lot.

Gg and rants over there capturing information.

Everything is being recorded and transcribed.

So we will make sure that that information is captured as well.

Right. So we mentioned about the live polling and this is your first opportunity to do that just a little bit of a practice.

What's 1 key take away? You hope to gain from today's town hall.

And now how do we access that this screen? You just grab your cell phone and you can just scan the QR code up there in the top right.

Or you can text to the number 37607.

And then enter in your text area BMANEY 119 and then when you hit send that'll open up the portal to the pole and you can just wait there. And as as the Poles come up, you'll be able to answer and respond.

So.

Once you get there and everybody online, everybody's good online.

So far with that, no questions about it. OK, great.

So yeah, same thing that you can just scan that QR code on their screen.

Respond if you want to.

What's 1 key take away? You hope to gain from today's town hall.

I must say, even if they want to go old school, they can just tell us that is true.

We will do that because everybody's kind of heads are down, but we will be.

We're going to have that conversation, you know as well and I understand.

So you want. You know, you're looking for an overview too.

A little bit of what we see statewide.

I want to always preface questions like that again. If you're looking asking about the current landscape, we want to be very careful.

Because as Barb and Rick have said, we have no preconceived notions.

You know MCP.

We're probably the the largest public safety communications firm in the country and we have eight people coast to coast.

Border to border. Looking at things all the time, we don't want to say, Oh yeah, you should do exactly like so and so because that usually is a recipe for disaster.

Whenever we put together, we want to what was that translated to Spanish?

Border to border maybe?

I don't know what does that mean in English.

Understanding where we are now.

OK, great.

And and so we wanna. Yeah, we'll need that.

But we wanna make sure dose right.

We wanna make sure that whatever we recommend it is, it is for Vermont. Right now you have 37 communication centres, 6 peace apps, public safety answering points.

Some of them are served actually by 911 centers that are out of state in for New Hampshire, for example, and Hanover.

I think too, is Ricky alluded to looking at an overview we're talking about.

A lot of a mix of I want to say haves and have nots, but there really isn't a baseline level of service that to be confident that you can go anywhere in the state and you're going to get the same level of service.

So that would be about it's general probably an overview of current state right now.

It hasn't just been Ranson Gigi go into all these centers we've had a few other teams up here over about the last four to six weeks, so we have probably about 16 members that have been the ones responsible for meeting and and visiting all the communication centres there.

Also, another group with Corey and.

Scott, that have been going around visiting all the radio sites as well.

So there's a, you know, a big mix of folks that are going to be providing their input

and their feedback.

Partners working with TELEVATE and working with the task force at the end of the day, does that help?

Yeah, I guess I'm almost thinking of a of a of a graphic that would give us a sense of got it. You said six, would you say six piece?

So we have just 911 just great question because that's one of the first deliverables out of this is the 1st result of all of this work is going to be.

To the inventory.

And if you ask the you filled out the questionnaire.

Thank you.

We know it's a task, but there's this is such a mix, the ecosystem and public safety communications is very, very complex, right?

You've got all the stuff for the input that's borrow office, the 911, the networks that and that is really not part of this, but it's that that call flow from when somebody makes a 911 call.

What happens in the communication center?

Where does that have to go to be able to then get the response?

Whether that's police, fire, EMS or other services.

And then even further than that, where you have all your partnering agencies, your public works dot Emergency Management, all of those, how does that all work?

As smoothly as possible, wherever you are in the state, and so it is very, very complex.

So there's we're asking a ton of questions all about technology.

We're asking about governance.

We're asking about funding.

We're asking about work flows.

Staffing all of these different elements and then we need to be able to inventory all of that.

To be able to give what we're calling a blueprint of each communication center and then from there be able to provide some analysis based on national standards, best practices and of course, all of the, you know, the consultants and task force and you're all experience to be able.

To come up with options for a solution.

And this is nothing that's going to happen overnight, right? As far as even whatever our solutions are, whatever is accepted by the task force, then it's going to take.

A plant and it's going to take time to to move the needle in that direction better.

Yeah, I think so.

Awesome, cool, good.

All right, so let's have a couple of other things.

Here is there any financial backing allocated by the state so they want to understand more funding.

It sounds like better understanding of the current system. Some of the things that we just kind of mentioned in the in the challenges there, we're going to get into that more today.

Anything else, Rand?

Understand the scope of the statewide undertaking.

I think we kind of, you know, kind of covered a little bit of that just in there, but you're going to find more about that.

We encourage you to ask those questions as we go through.

Financial backing by the state.

So lot of funding seems to be that they're going to want to know about today as well. If we can cover any of that. All right, good job.

Appreciate that, as Barb said, this is going to be kind of broken down into two segments. We're going to talk about the current environment first.

And then we're gonna ask you these three questions.

What's working?

Well, what's not working well today?

And then those two are gonna be polling questions again.

And then what does a reliable, secure and interoperable public safety system look like to you?

That question, again, is that's gonna be more conversational.

We're gonna want to have, you know, comments from from online as well. All you got to do is is unmute.

Gigi is watching to be able to let you know when you can when.

Where that's open.

So the 1st 2:00 and then the second part is going to be about.

Future state, right and and Barb alluded that as well.

What are your priorities?

What are your deal Breakers?

And then you're gonna see this term again.

Reliable, secure, interoperable. What?

You know what are some, some changes, if any, you would like to see in the system to to create that environment and that landscape.

So we're gonna start with what is working.

Well, today.

So you can you.

We'd like you to, you know, respond to the poll, but also please, if you wanna, you know, anything you would wanna verbalize.

What do you think is working well in today's public safety communications landscape?

Any thoughts?

Comments online. No, and I just reminded him to not only use the chat, but raise your hand and will. OK. Allow him to go back.

Yep, you should not have to rescan.

You should just be able to keep that text.

Oh, beautiful, Mr. Spanish. You have to be. Oh, and you were in Spanish?

Yeah, I don't speak Spanish, so we'd be in trouble. The state has identified a problem.

Oh, the fact that that's working well, that there you guys are acknowledging, OK, yes.

Took me a second.

Or now.

But that's good.

That's good thing. That stage is identified a problem and it's actually putting time, energy, you know in, you know, some finite resources to working through that.

What else we got?

It's worth the law enforcement interoperability with current valpour system that is working well.

Somebody want to share?

Is that from in this room or is that from online?

That was you.

Can you share why you think that that is the case?

So I've only been around for about 6 months or so. OK position I came from.

And on the behavior side, we didn't have any kind of interoperability system.

We communicated when it was the all in the same CAD system, so we would have to call people and take those extra steps all the time where we thought or safe release of the Sheriff's Office has something going on. We can go on and look at the current.

Case and figure it out as well.

That we could continue.

Forward that way. Can so did you work for PSAP in in in New Hampshire? Sure, where?

OK.

Alright. Well appreciate that last one further question on that.

You mentioned case as in the records case. That is in law enforcement.

Law enforcement officer no dispatch.

Yeah, the dispatch.

Yeah, I'm a dispatcher.

I'll get there's I can call going on and like if the share is having a call that was related to it or something, we need to figure out context or background that we can pull up. There's some among it that are obviously notes or who is involved. We wouldn't have to call and waste their time doing that.

This was during an active call or yeah, that's just an example, OK.

That's something that we could do.

Versus having a call and can take that 20 minutes.

Chuck is fine.

You just woke it up alright?

Yeah. OK.

What else is working well?

Dedicated public safety communicators who are still working through a fragile system.

Who? Who is?

I is that from again here? Or is that online?

Do we know who that is? Online, we do.

Whatever has said that would be great if you could share a little bit more.

Speaker 2 32:17

Yes, Derek. Libby, I am Fire Chief of Montpelier.

I think the you know.

The workload and the stress of the that the communicators have.

They're still dedicated and doing a good job, but you know the system's fragile and I fear that workload has a significant impact on on the system in the telecommunicators.

Speaker 1 32:45

Yeah. And that's that's interesting because we have heard about workload workload. This isn't the first time the topic of workload has come up, especially at the two state level 1 something right, the two state pseps do you think, Sir that that is impacting you know is staffing part?

Of that issue as well.

What do you think?

Speaker 2 33:09

I think it impacts, you know, day-to-day staffing, but also at times.

Hourly staffing of a system.

Speaker 1 33:21

Yeah. OK, great.

And what do you think is making the system fragile?

Speaker 2 33:29

I think it falls a lot along the lines of public safety in itself that you know, whether it's public perception.

The type of work that's being handled is changed over the years, but also the you know whether it's forced overtime or any part of the change in public safety.

Makes so it's harder to recruit and retain employees.

Speaker 1 33:57

Alright, great.

Thank you so much for that, that feedback.

The other one up here, agencies are making do with what they have in the NEK.

Especially we can find ways to communicate with our partners. So so having local knowledge it looks like it's important.

It was having local knowledge was important is what is how it ended up right, OK.

The local setter was again. Was that online or was that in here?

So if you can share a little bit more about that, please.

So historically, when the state had four peace apps, the one up in Derby had closed a lot of local knowledge was lost.

And so I find it valuable to have local dispatch center here that have people that work out of there aren't familiar with our terrain.

We sometimes have some challenging areas because we cover like some recreational.

Activities that are just out in the woods and so having the knowledge of the roads and.

The terrain and you know landmarks and everything is extremely helpful.

Appreciate that there are some challenges to that, not challenges, I should say.

There's some interesting things that are transpiring more and more in the industry in the in itself.

With the with technology right mapping actual pad moves in the Velcro is actually an RMS system, not a CAD system.

Mapping different providers out there doing amazing things.

With location information.

And in map layers I can help with that local knowledge and and I would even say like on the law enforcement side when you bring a new officer.

Into the, you know, into the municipality, into the agency that is coming from out of state.

They don't know those things either, but through training and everything else, just like in dispatch, they get to know those things.

So just, you know, keeping those things in mind is a lot of what we're we want to do in this too is we need.

We began thinking big picture, exploring the what's out there in the industry now kind of getting planting some seeds and getting us thinking in that way. The lot of really interesting things up there that can help communicators field personnel do their jobs better.

All right.

Anything else?

Anything else anybody wants to share from in here?

How did you really know that playing a quiet game?

So I can sit and wait while y'all start to speak 'cause. You don't need to hear from me. We need to hear from you.

This this form OK that that is interesting because if we were at our first, if you were at our first town hall or listen to it, there was a really long pause when we asked that what's working well, 'cause, we actually had to flip to the second quest.

1st, which and you were there, Chris, what is what is not working well was a much more popular and easy answer.

That's true.

It's so I appreciate that comment there that this task force not much else or this forum not much else.

Anybody, anything anybody else would like to share about what they think is working well?

I think that you know, one system is working well.

All right.

I mean, and that is where your call starts, right?

With that person's ability to be able to reach a communications center and have somebody on the other end of that line answer that call and get get that call process started.

So I appreciate that.

Alright, so again, this is probably the easier question.

I don't wanna, you know, make any assumptions, but the other other town halls are found it easier as well.

What is not working well today?

75.

People here that he said he thinks he sees us about 50 pages.

He's already spoken to us.

He can't talk anymore.

Already met him.

That is not working well from a communications perspective.

Your radio, right?

You're the the state technology, right?

So what do you what do you? Some of the challenges that you're finding on a radio perspective with coverage coverage?

OK, dead spots.

Yeah. How about any overload of the system?

Busy's, that type of thing? Or is it really just more about coverage?

It's more about coverage, yeah.

Communications to where it needs to be and.

OK. We did hear some stuff.

Well, we got spotty cell coverage too, and I think Rick mentioned that that even if

you were to go to Radio, no.

Right. And some are trying to utilize, you know, push to talk over LTE to be able to fill gaps, but it's still even that's not even that.

Historically.

Parts of Vermont with that and works in some spots, which is that.

Yeah, what about?

Not working well, balcor. Yes, absolutely.

What about with?

Is there any Firstnet interaction in the state?

We have to be on the 1st Net network.

Not everybody. Yet. Not everybody.

Then there's that gotcha. Gotcha. And that's got you to raise your head. When I said that.

So first, net first, net's good.

I'm in my in the area that I would where that? What's that in the Hardwick area? OK, yeah, alright.

And so we did a a T-Mobile.

Pilot mm hmm and they.

They claim that their service was gonna be better.

And what? OK.

Alright, but so first net and our is good.

Anybody else in here having good experience with first net?

We have it and it doesn't work that way. Does not.

And you're in what area?

Right here, right here.

OK, alright, I'm new to it and it should not.

It works in most of Saint Jane, but actually we've found it and county wide. So farleigh's to Orleans to Orange and then Washington to Littleton, to New Hampshire.

And it's it's not great. OK all right.

Do we have? Yes, Sir.

Sorry, wasn't the point of Firstnet to be sort of full coverage?

So yeah, 90. What's Rick?

What's the commitment of first name 9890?

What was my name's 9797?

Yeah, it was 75%.

Yeah, geography.

98% population.

Yeah, I I you know, we had worked on the with the Firstnet broadband.

Team in the state and.

You know the number of towers that they originally offered was very low where negotiate double that. But still they, you know, they needed, you know you need 100 more towers to cover what you need to cover.

So that just because of the terrain.

And you know, the cyclone folks don't go up on the mountain because that causes interference to their sites.

So they they bring their sites down into the which you know, they would need a lot of sites in each of the towns. We have 250 towns right in in the state. And so those towns all need. So they all need the same reliable cover.

So we do a lot more coverage from person to deliver what we need.

Work to work a lot of you right, OK.

Appreciate that.

Yes, let's ask a little bit more about the Sheriff's Office.

How do you use personal use?

It's not reliable, but how do you use it today?

I mean it's it's it's.

You know, there's not a lot of stuff, but you know, those of us who use the cell once it's communicate regular phone calls from, you know, we may have the deputy on the transport coming from Washington County.

Somebody on Broadway, which is, you know, kind of down in, you know, up, down in the.

Yeah, and Bradbury area.

So use it for for communication things when you're outside your cubicle. Yeah. What do you have for your LMR system?

I'm sorry. What do you have for your local radio system?

I mean P25 and it's just in that same thing. That's that's that's what I asked is how does it compare it? It doesn't.

It's it's it's the same the terrain.

It's, you know, that's why we went to tourist that well. We can't always communicate on the radio.

We had.

We had.

We had Verizon.

Verizon was spotty coverage, so we went to first net and actually we don't.

I don't know is any different between.

First, no, thank you.

All right, you. Yes, it's the first time supposed to carry all cellphone coverage or just or just 9 calls to 911. No, no.

So anybody's got.

In public, safety is given priority based on different you know, we're supposed to get the private.

Yeah, better coverage due to the fact that we're public safety, right?

Right.

Infrastructure's a bit delicate.

Agencies information silos, OK.

Let's let's explore that one a little bit more.

Is that online or is that?

Is that in this room?

Yes. Hey, no, I love it. I love it.

So information shilohs information silos where it isn't passed on to other dispatch centers.

Expand these so I have had the unique experience of working as an emergency communicator for about 16 or so years.

So it's sometimes troubling when I'm sitting at the desk and I have this scanner on from the state police and they give an update that I never receive.

That would be a valuable update to.

And that is where the like a system where you can actually see other agencies information is vital because that's sometimes where I get a lot of my updates from.

And so having a dedicated like interoperable system.

Would probably be very helpful in stopping this information silo, and I worked with Barb in the past in being able to like see the location of time when one calls and has been extremely helpful, especially when it comes to a lot of our remote rescue you can just.

See the lat long instead of trying to rely on another dispatch center to call it.

You wouldn't have like an updated location or something like that.

Now, are you in the field now or are you still in? Yes, yeah.

So I.

Fill it occasionally still in the dispatch center, but I have primarily field now at the Director of Finance right now.

Do you all have well, date terminals in your vehicles?

No. So they may get that map.

They may see the location in the in the dispatch center, but there's doesn't translate out to the field right? And that was the second part of my comment the the not the full capacity.

See I I got.

Right. All right.

Agency log insurance anything up? I'm online.

No, there there was some other ones that came up that you kinda.

That's not what I I wanna have them scroll.

Let's have them scroll back to here so you can see them.

Yep, if there's anything else that you're talking about there, but there was some bigger comments in there that was stating for communication language, OK standard without information. First makes it difficult.

Where did that who that would be that would you. Awesome. OK.

We're counting.

You get state and you've got local.

And a lot of times.

You'll have again.

You have the scanner on.

It will be we.

We're not a first responder agency. You know, we may be out on a town patrol or on contracted services, but we're out and about agency will say 76 to call so. And so responding, we have no idea where they're going or where they are in a lot.

Of times we may be in the area, you know so.

We're happy to provide mutual aid.

We're happy.

Or we could respond if it's something that we can handle that in the way that the way the information is is.

Explained over the radio.

You know, one dispatcher has their as their language, their style, another. It used to be there used to be a standard. I've been doing this for 23 years and years ago the

training was was, you know.

There was a baseline.

Does everybody know what everybody understood it and things that we've gone away from that?

So everybody just kind of says things how they say them and it's confusing because you know, a lot of towns sound alike.

Sound alike.

A lot of vehicles sound a lot like a lot of just the way you would describe things sound a lot like, but the details that are important when you're trying to locate somebody, especially somebody who's in, you know, whether they're in crisis or there are working on fire.

There's a wrath and you know those not having that information is crucial because all it does, right.

So we're talking about standards as far as call flow.

How the information is put out, those types of things?

Are protocols used in the state like priority dispatch, like emergency medical dispatch protocols?

I can address that from the 911 perspective.

Yes, all 911 call takers in Vermont are trained and certified by the 911 board.

They're certified in EMT using the APCO program. Emt's Emergency medical dispatch, and there are call handling protocols in place that were developed actually with input from call takers.

They are based on the foundation of them is the app Co.

Police, fire and EMS call handling protocols and then call takers in Vermont provided input so that we can kind of make it more Vermont specific where necessary.

So yes, those are all in place at all of the six public safety answering points where 911 calls are answered. Now when you get out into the dispatch environment.

I can't speak for all 38 of those.

Entities I'm not aware.

Any are using.

The sort of the industry based protocols like it could be wrong on that, but we have we have to ask them individually right how that works and and it sounds like from the incoming side and with an IR one calls there, there is standards in place, but I.

Think what I'm hearing you say, Sir, is that once it gets into the dispatcher's hands and this is getting now sent information getting sent out to the field.

Those standards.

The way those that is disseminated, the way that that call flow is put out, there's doesn't seem to be standard, right? Right. OK.

You also mentioned training.

What kind of training are are we talking about?

We're talking about dispatchers.

Are we talking about radio etiquette for the field?

Yeah, a little bit of everything.

Radio etiquette, right?

You know, just the like just the.

The way when a call comes in, you know it. Like I said, I hate the sound this way. But you know, there was a time where it was very you couldn't get other than the dispatcher voice. The way the information was put out was exactly the same, OK?

And you knew exactly what you were going to. They they, they questions were asked. They were asked.

You know, there was a certain department and it was very easy to.

Hear the information and then respond to that call.

And it seemed to have gone away from that now, where it just kind of outpay it.

You know the way it's explained.

The way it's described over the radio it it just, it kinda got away from that. That just that just my experience that may not be here I I think.

What you're describing is the dispatchers assume there's an MVC in the vehicle and the nodes are in the the case and responding units are reading the notes indicates as they're driving to the scene so.

So the radio back and forth isn't what it used to be, where you're asking specific questions on the radio while you're going to the call. And now I think people are relying on what's put on the screen on an MVC turn call. And if officers don't have an.

Mvc terminal on the car.

They're left in the dark or you don't have. You don't have coverage because you get to, you know, you don't have the MVC app and it doesn't cover.

It's not up to you, right?

Right. OK. So.

Some assumptions being made.

That's kind of takes away from our standardization, but I think you can always ask for

the information you could like and again, right.

And that's what I'm saying.

And then you've got that add extra right if your dispatched by two different apps or two different dispatch centers. If you're asking the dispatcher that doesn't have that information, but hopefully they're looking at the Doppler cases, right? Yeah. So.

Lot of the nuances and things like that.

The idea is how do you make it most efficient?

So you're actually only having to ask a question.

About the exceptions versus the day-to-day, right and where are you from, Sir?

Hardware. Hardware. OK.

No priority dispatch or tiered response system.

Some other things that aren't working operationally have a comment. Lack of terror sites for radio equipment, and there seems to be a lot of hurdles and legal costs to try and get a new site.

Yeah, we're here.

We actually have heard that before.

With new sites and and covered and stuff like that on the response.

That's true.

So it's not uncommon and you know, environments like Vermont to find local objections to putting inbreeding of towers up. I'm sure you've experien.

Ced, it's not just Terminator, Vermont, but Vermont is a little bit, you know, more aggressive than that in local communities are objecting to these units challenges.

So you know, there's meeting.

Players there who were hearing this and you know, maybe some legislation or some some assistance, you know, to the local communities might help.

You know, might help them become more convinced that these are wise investments to make these radio towers are really beautiful, you know, and necessary in order to bring wireless communications, which is fundamental, you know, in today's environment.

So you know this is a challenge that we know exist and so it may take.

You know some, you know.

You know, controlling at the local community level and more education by to the citizens to let them know why these investments in these radio towers are required.

So you know whether strategically located makes a difference.

I mean finding a place where they may not be as intrusive, but you know who wants

to look at, you know, a mountain that's beautiful.

It's going to turn, you know, colors real soon and see a radio tower up there.

Well, I guess we have to convince them to that. Radio Tower is a beautiful thing.

It can benefit from, but that's a very difficult sell.

So yeah, you're also dealing with a private sector like we have. We have towers in in Hardwick and they're owned by cell phone companies. And so a small town cannot negotiate with a cell phone company for space on the tower when they're making money on those spaces on.

The towers.

So that's what we're running into an issue with right now.

Yeah, we had a contract.

That's as old as I am, and they figured that out.

And now they wanna unreasonable amount.

Right there are.

There are cities that know that, and municipalities are actually they're like they are investing in their own in their own radio towers and communications, and then they're charging the cell phone companies and everybody else, right?

They're, you know, they're owning the infrastructure and then trying to, you know, basically do it with the private sector is doing so their benefit.

Education to the public is really important.

I'm glad you brought that, that that part up, right?

Because a lot of times.

I hate to say it this way, being, you know, being in in dispatch for 20 years, myself before the consulting world.

Is at the end of the day, the community really doesn't care whether this spectrum that I want operator sit, they don't.

I've asked them what they care about is how quickly you get to their house.

You know, to their location, right?

So getting the resources to the location, the right location as quickly as possible.

They want the field responders there, right?

And that's probably one of the best, you know, kind of arguments. I thought you don't want the tower, but you want if you're having a heart attack, you want to get him there.

And that's the missing link.

Right. That's the piece that'll help them do that.

Perhaps so it's very sensitive.

We've done some things anyway. In my past when we were having the same arguments, we could put up a portable power, you know, 100 foot 75 foot, you know, put it up there and let it sit there for a while.

After a while they totally forget. It's a very it's just that initial, you know, in your face. So there's, but it is sense that it does require a lot of public education and how a system works. How A911 system works, how it interrupt interacts with the dispatch and what that looks like in that landscape.

All right. Bonnie, can I just have one more thing for you?

So you know there are.

There are certainly stealth powers. I mean you you may not even know they're in your backyard. I mean, they, they.

Like a tree or they look like a steeple.

You know these, you know, these are things that we can educate decision makers at the local level that, you know, make that a requirement also the first in a contract does allow first, you know, public safety to install equipment on those towers.

That was part of the agreement, so maybe something like that for all towers at no cost, you know, legislature.

Has some you know some potential hammer that they could?

Leverage, I mean, they have to be, you know, comfortable that that you know, obviously they're gonna violate any any legal requirements. But but there's you know the commercial you know commercial government private public partnership are important.

So why not make that a, you know, educate the legislature on those opportunities as well so that we can get access at no cost.

To to you know, for public safety.

Thanks. Thank you. Any other comments?

Anything else online?

Does Corey have any questions for MCP side first radio?

Nothing, OK.

Maybe I'll ask you. Yes, I'm the only legislator in the room.

Are there gonna be legislative recommendations coming out of this whole process?

Yeah, there ultimately should be in how that's gonna tie in or. Yeah, we're gonna be looking into the task force and their experience in that area as well.

We wanna make a recommendation to practical right.

And again, how can we start moving the needle going from zero to 100?

Probably gonna work, but can we, you know, kind of start segmenting that off into pieces of the legislators can handle?

Yeah, that's probably, yeah.

Sorry, no, go ahead.

It looks a flow hanging fruit as far as like the requirement for.

Communication towers to assist you know communications for for the public good.

I'm like what Colin was talking about. Our radio lease was from 1970 something and it was like $19.00 a month.

Nothing. But as soon as that person sitting in an office in Texas needed something from us, he was like, well, I usually get $400.00 a month from or $4000 a month until we get the same day. Should pay that.

Initially, he was comparing us to like AT&T.

Yeah, we're providing public services here for safety.

We're not private sector, but like the power company, you know, like they have to do, you know, recreational assets, all that kind of stuff as part of their permitting, right.

It's right.

And what this doesn't sound?

I don't think it's even a big ask. That's right.

No, it's not.

It's also another that, but it hits our in comparison to where we work across the the country have seen a lot where legislation has come in and said, hey you privates, you will get a free access right to public safety and you legislate that and that way you.

Don't have that either $19.00 or the 4000 you get free access as long as you fit into that public safety category. You know getting access and that can't be done. Yeah, so.

Here we go right now.

Actually there was some build build build thinking that build thinking.

Last week, two absolutely.

How could we do that?

And then we had some suggestions like some suggested language that we know from other places that could be vermontized right type of thing.

So hold on one second.

No, go ahead.

Yes, before you get on to the next thing, I just want to make sure I just kind of paint

the picture and advocate for the town of Hardwick we have.

The only Police Department in I would say the Northeast Kingdom, that's 24.

Seven that's dedicated to leasing our entire town.

OK, OK.

We are in a valley of three state routes.

We don't have good radio coverage and we've had, we are dispatched by.

And we operate and maintain all of our own equipment.

We with production communications vendors, we applied for Homeland Security grant.

To improve our repeater capabilities.

Improve our service.

We have a very small department. Some of our officers new to the department are concerned about our radio coverage.

So we applied for Homeland Security grant to do the upgrades.

We were told we were not really denied, but we weren't given the grant to to make the upgrades and we were told there would be a statewide radio. This this project going on.

Mm hmm, I'm concerned that Harvick will continue to be kind of left in the dark with statewide efforts.

Hard work is always done that we're on the edge of four counties.

So, but we have a hard aggressive in here too.

I think we could.

So we're just really advocating for radio coverage and hard work, and the Police Department. We have a rescue club in Service 7 towns.

We have a fire department with equipment that serves towns outside of Hartwick.

We're really in need of some radio upgrade, so I'm hoping that this task force will look at hardware accounts will and not just, you know.

As a a way to help us.

But for right now, for all of that, OK. And I also the whole area, I mean it's not just hardware.

Yeah. Yeah. We serve an area, right.

And then just kind of add to this, I was, I worked as a field force trooper for 10 years.

I worked out of the Derby and Saint John Ferry mm HMM and radio coverage for state police officers in that area.

I would have to call on the phone to go on and off duty, OK.

So yeah, we need landlines.

I can see a tower from my house tower. Just throwing that out there for the record, no.

Appreciate that the legislative appreciate this is what we like.

I can leave now.

No, you're staying.

Information one question did did we have something else online?

Rick, I just wanted to confirm that Corey did respond back and just said that he was going to answer the same way Rick did. So, OK.

Hey, did we have something else?

No. Before the gentleman from Parker.

Please no.

We're locking the door.

I think it's just maybe quantify your comments a little bit more like one question.

I can't reminded you one for you. Applied for a Homeland Security grant.

How much was the grant?

Because how much was the request we were having problems with getting 3 vendors to provide us comparable quotes and service.

But we were asking for initially about $150,000.

So to make a substantial improvement to your local communications infrastructure, you felt like $150,000?

We thought we were told by our vendor that that would get us to where we need to be a problem for communications and and who was that the same as everybody else.

Who's vendor at all, OK.

Yeah, who's?

Like who was it?

We were just told we were.

I have an e-mail and you know it.

It just didn't meet there.

There was a plan to do the statewide communication of these projects, so we were like we asked.

Well, what's the statewide communication project?

Our Community development coordinator, who's online here, and we were given, you know, the task force. We went to the meeting.

So we're we're really interested in how this is gonna play out and how it could

benefit. And I'm hoping that we're not just gonna be left to to make these investments on our own, OK, but more specifically, was it a federal person that that said on the break?

Or is it?

I think what in the state with the state was stopped. The funding of that program.

Time because their passport, right?

So what happens is you there's pre applications from what I am. OK, so we put in our priority project for an like a pre application and then there's the state folks at it and decides what projects to put up to the federal government. And I think that's where.

We.

Kind of got, you know, pull off.

It wasn't like a flat out. No, they've been great.

I don't want to complain about anything on that respect, but it's just this this could help us.

Is basically what we were told and where we have officers that are uncomfortable working. We have one officer on shift each shift.

We work till 2:00 AM and then have arm call and we have officers that work in a rural area that came from the city and they're concerned about their safety because of radio service.

OK. And you can stand over there?

Any other comments from us?

No, I think we felt kind of the same though for the last couple of years we saw some some punting that kind of happened on the Homeland Security grant.

We have one recently we've got one of upgrades. So they're located in advance, but at one point we'd submitted something in there.

'Cause I could just just hold on.

Yeah, probably some more time. It's important that we.

Do it communications there.

Same amount of money we had upgraded 14 years ago, OK. And then we were told anything. Just hold off for now. All right. Appreciate that. So with all that said though, what does a reliable, secure and interoperable public safety system look like?

This is this is not a poll. That's conversation.

So online, anybody please type up do you think?

Well knowledge and and and speak.

Yes, Sir. What does it look like to you?

I was just gonna add on to previous. Oh, OK.

My biggest issue moving from my previous areas here was the current RMS CAD system.

I've never been involved in just an RMS system.

We've always had a live CAD system.

And the ability to work with all three agencies.

Hire MSN law enforcement having to do like it was only prioritized on law enforcement and the CAS system is not friendly with the other two.

Gotcha. They've made additions and subtitles, but it's not nearly like as capable. OK, like moving.

Right. We have fluid basis. We have actually I think I think Jen mentioned this in the last questioner.

Mentioned this in the last two town halls and it was brought up as well. That looking at a system that it, it's not just law enforcement, it does.

The perception is that it it covers the whole umbrella of public safety, right, inspired EMS communications itself, and then having to look at that. So that does kind of answer this as well.

Reliable, secure. Interoperable. Yes or no. People have mentioned CAD a few times.

I know what CAD means in in buildings, but what CAD means, yeah.

Computer aided dispatch.

So if yeah, if you were to think of.

In it's in an alarm monitoring center.

I'm going to use that as an example. When you come, you know your alarm goes off and they're entering everything into a computer and then that's what helps them.

Just, you know, dispatch know who to call and all that same thing in in in 911.

That it is their main dispatch system, that everything goes into and it helps them determine who to send and keeps track of all the units and those types of things.

But I was hearing something except for the reference to mapping or something. Also is that?

I mean as a, as an application or program that can be part of call handling equipment, which is your 911.

Phone system network itself. But there's also vendors out there that include mapping in a CAD system as well as well as stand alone.

So there's all different types of flavors and vendors that you're welcome. What else?

What is a secure, reliable, interoperable communication system would like?

I'll jump on it first, I guess.

Thanks very the very first thing before you can have a whole interview system is to have the equitable funding mechanism for that because you can't link upgrades or you can't hire staff or anything like that without the money to do so. And right now the whole state is.

Kind of like a patchwork of different funding styles.

So like one thing that St.

Johnsbury does for you know, funding is not the same thing as like the Wild County. Umm. And so everybody pays for the state system.

Uh. Even if they don't necessarily use it, so to have a maybe, uh, one strategy could be to have like a large fund basically then then gets distributed out to the dispatch centers and that way people aren't necessarily paying for something that they're not necessarily doing, but also.

Be a little bit cautious when it comes to.

Areas of the state, because especially within this area, it's a little bit underserved or a little bit. You know, people are a little bit more determined.

Umm. And so there is significant challenges and upgrades because of the urges that a lot of monies were.

So by understanding correctly, you're talking about having a baseline level of service. That's speaking across the state.

Or capabilities.

Yes, I I mean and if you you know once you have like identified that then you can build out a system that will cover those you know baselines, right.

So does this change over here is lacking or missing a capability of not baseline. Then the funds would be directed over there for that, and so that everybody would be established that that baseline level.

I.

I as a start, OK.

Yes. Well, Lance, Lance.

Being able to pick up a radio anywhere in state and be able to be in touch period, a statewide CAD system, not Leo based region based dispatch that everyone can be dispatched by comment online. OK, appreciate that.

Again, it it sounds again.

Equal service capabilities throughout the state, whether that be radio communications dispatch.

And that it be the from understanding again.

I'm tracking correctly again that it covers law enforcement, fire and EMS and not be so law enforcement focused.

Right. Anything else?

What else does it look like?

When I come back, I keep like I'm like the follow up guy here back here. You were. You raised a great point. A great question.

And but I wanted to hit get the proof sentiment about this.

Other states.

I would describe what they view radio communication slide as what the state of Vermont views for 911. What you described there is very much like the 911 program, right? The state feels obligation to provide 911 service to the citizen, they fund it. They provide it right?

That's kind of what you just described. You know other states in this area do that for radio communications.

How would you feel?

If the state of Vermont and I'm not speaking for the state of Vermont, I'm going to be calling on that.

I'm just telling you what other people are calling. What if so?

Hang on just one second, Rccs.

So I'll probably just radio.

How do you think it would be received if they said we're gonna build out a statewide radio network?

We're gonna we're going to essentially take on the goal that you just described, but now that let's get ourselves, what do you think that number is going to be in the simple billions of dollars that I'd be hugely concerned about that for a small town in my car?

Like, well, well, here's one good thing. But we're gonna provide like, X amount of coverage for whole state and I'll just throw a number out there.

It's a big number.

It's got a bunch of comments in it.

It's a huge number, but the downside of it was.

Yeah, exactly.

And turn it on.

What's gonna happen?

Somebody's gotta fix it.

Somebody's gotta dictate it.

Somebody gotta do that?

Somebody has to own it and run it. And one of the things we've heard is local rule, local control.

Yeah, I don't. If the state spent $200 million and turned it on and said here you go, the whole state has this radio coverage, how would you all you got to do is use our system.

So my friend from Harvard Business.

School, right?

Would you say no to?

On the state to do way too much for. So I'm gonna. I'm gonna. I'm gonna ask to pause on that because we do have a question on the video, right?

So just hold on that.

Anything else about a reliable, secure and interoperable public safety system? What that looks like?

Anything else from online?

All right, let's move on to the future vision, right.

That, by the way, that clock up there. If anybody's watching that they are about 4-5 minutes ahead.

So just for a time check, I do have 916, not 920.

So what are your? So again, we're gonna do the first two of these are gonna be pull based. And the third one is just general conversation.

What are your top priorities or must haves?

What do you consider your deal Breakers?

And then what improvements, if any, would you like to see in the system? So your first one, whoops. Oh.

That was kind of weird.

What are your top three priorities for your area of responsibility in a system?

What are your top three in a future state?

What are your top three priorities?

I know we haven't done the poll for a minute, but you should just need to open the text back, string back up and and it should pop in there and it looks like you fixed your Spanish problem.

Yeah, I'm still on work.

It worked well today. Oh.

All right, you may need to rescan.

Somebody but their answer away.

Try again.

People keep popping in.

How many do we have online, by the way?

We may.

There we go, 2323. Thank you for. Yeah, mine is ESO20. Awesome. Awesome. OK.

Top three priorities. Any of you?

Speaker 3 1:15:02

23.

Speaker 1 1:15:14

Can you can verbalize them as well?

Let's put them on the screen. Funding times 3, OK.

Funny, funny, funny.

Let's say reliability, redundancy and cost controls, reliability, redundancy and cost control, OK?

Radio coverage, updated CAD system and financial backing.

State White cats, statewide communication and reliability.

Well, radio coverage technology and responder vehicles, MDT for fire, EMS interop ability.

Coverage multiple loads of communication with dispatch and funding accessibility. I want to actually talk about those two multiple modes of communication with dispatch.

What are we talking about there?

But in this room.

Or was that online?

Multiple modes of communications, but I want to explore a little bit.

I guess I'm referring to the radios and ATMs go ahead.

Speaker 4 1:16:20

When it comes to multiple.

To text dispatch through through an MDT. If we had MDMDTS in our apparatus or the ability to send pictures or data to dispatch versus just LMR coverage to dispatch.

Got you.

Great. Thank you very much for that.

And then accessibility, who mentioned accessibility.

In this room or online?

Be online 'cause. Nobody's raising their hands in here.

The person that mentioned accessibility is a priority online.

Could you please share a little bit more, expand on what accessibility in this context means to you?

Vishal.

And if you're speaking, you may be muted.

Find them, do you?

I do not know who that is, but I do have a comment.

OK, reliable, secure and interop public safety systems.

Looks like being able to pick up a radio anywhere in the state and be able to be in touch. A statewide CAD system, not Leo based region based dispatch that everyone can be dispatched by.

We don't have anything on the excessive billing.

Why yes please.

I would say that for.

We small departments and like police, fire, EMS should have the same access to the equipment as a statewide system, OK.

So if the trooper's getting radios, local law enforcement should get the radio share. If the radio OK.

All right, another side of accessibility that we have heard about is also what we would call a universal access.

That no matter if you have.

Here, if you're hearing impaired or have some sort of other challenge.

That you have the ability to still receive serve the workflow of the services.

We'll still get them there as quickly.

As possible as I would for anybody that was just accessing the system normally. But I mean it's two sides of that accessibility equation, which is why, you know, hoping

that we could hear from the from the person directly. But all right.

And then again, we're we're seeing affordability, reliability, good stuff, coverage, affordability.

It seems like you know standardization of equipment capabilities, all these kind of things are falling in that in those top three priorities.

All right.

Anything else to add to this?

Any other conversation to be?

Have you shared that the other two town halls too? You know your priorities were from your perspective, you and just verbalizer a little bit.

For us, it's about making the job easier.

Dispatch is really.

It's it's pretty simple, just watch him say it's simple.

Nothing is simple.

But really, you know, I see what this every day and the peace apps and how difficult it is to juggle between all the technology and and the things that they have to do every day and really just how do we leverage technology to make it easier for them.

In the future.

And how do we make it so that training doesn't take a six plus months?

The trained dispatcher.

And in that time, you ultimately can lose a lot of dispatchers without, you know, they get tired of it.

It's also a big strain on our training officers that we have very limited body training officers. Then after a while, people don't even want to train, you know, they say what? What's what's in it for me type of thing.

So why people? Those challenges are together.

You know it affects our staffing.

It affects the whole, but until we're able to get it to a point, if we can, where that job can be made easier for dispatchers.

I fear from our perspective that I'm sure from the other piece apps as well.

Is that what's gonna have this lag behind and staff and being able to just barely meet the minimum that we can do to service our our customers?

Thank you for that.

And it it reminds me too, of pier one. Also the our team has talked as well just to reassure that it's not.

I don't know if it's a really great reassurance, but you all are not alone.

In this struggle, especially when it comes to the staff in the 911 center in the Pasadena dispatch centers, there is a national a national staffing crisis.

Some of that's associated with compensation and benefits. Some of that's associated with the complexity of the job, how it is evolved over time.

How do we make it better?

Simplify the job.

Nationwide, we're finding that about.

The training completion rate.

About 50%.

For a new telecommunicator in many areas of the country, so you are.

You're not alone in that, but at the same time, just like you, while they're trying to find solutions for this and then and there is starting to be a reversal in trends.

They're recognizing that the the pay, the compensation and benefits, right.

So that is starting to increase.

We're starting to see and hear more people ask about.

Studies related to doctors.

Are they short staffed at the moment?

But historically, are they now understaffed?

And what we mean by that is, as field responders, more fire stations are built, more officers are put on the street.

People haven't looked at dispatch and said do we need to increase the headcount in dispatch as well? And so there's a lot of catch up as you say. So you're not alone, but there are we are seeing.

Some of the the tides starting to turn in some areas across the country. Ransomware. The travelling group show GT and I have been working on here for the past six weeks.

Technology can also be your Achill, because and what? That what I'm getting at is what we have seen is there's you have a technology piece such as the IO1, but then you got to have a seamless operation where the the one piece comes over to the disp.

Side of which we've seen a lot of comments about this.

We'll talk about the can we seen that?

So it's out there. So as we keep this in mind about let's, let's think about the technology being seamless across the whole board.

About making that operation easier for them and what we're seeing disconnects already with with what has been going on.

So just keep that in mind.

Technology is great, but if you don't do the technology right that you want to just creating a big problem so.

Everything is kind of bolted on. Yes, instead of you know, an integrated system.

So awesome.

Not that I'm a huge fan of AI, but when?

How does that play into this industry as well? So it plays in?

Huge right now.

And I mean, we won't get deep into that conversation, just I can also go on to that.

But after because it's something I'm really fascinated with.

And what's happened? But some of these staffing challenges, right?

Some agencies are using it to answer non-emergency calls.

Your administrative lives right?

They're starting to leverage it for that.

That can help take workload off of the center because smaller centres especially we're finding.

Like they'll be handling more administrative lines by, you know, 3040% more administrative lines than they get #1 calls, right?

So that you know that can be a challenge.

So can I don't see it so much on the dispatch center side of the house.

Playing a role at this point, but on your peace apps, when you're 901 setters that are handling administrative calls.

Local governments, those types of things, it can be very, very helpful.

Under the fireworks, right.

What's you know what's happening with trash pickup over the holiday?

Those types of things, AI is really transcription as well.

Logger, when it a call is coming in and the you know in the AI as an assistant is transcribing what the caller is saving right there.

So they're getting an audio as well as visual reading to, you know, that type of thing.

So plays a huge role.

Because we talked about staffing and then, well then if you implement an AI.

Solution on top of that. Then we gotta go back and do what has that impact just happened?

Do you really need five more people?

Maybe now you only need 2, so it's a constant. Almost seesaw balance scales type of thing that we're seeing.

That was something I was exposed to earlier. Taking this position, I actually applied for another position that we needed because of what I was used to with staffing in my. My previous technology was available to me.

I thought like I was going.

Backwards with technology and I was like, oh, how do they keep up with all this?

I was like, I need more people.

We don't have enough people to keep up with them, yeah.

Yeah, it's, it's it's an interesting time, but that is when we talk about the communication, public safety, communications ecosystem, just like any ecosystem, it is always evolving.

It is always changing.

It was if it was pad than with cell phone then it was text and 911 will not necessarily in that order right?

And then it's real time text.

And now?

Now it's AI.

There's always something in communications that is evolving and you know quite frankly, to me, that's what makes it kind of exciting.

Hey, Bonnie, one brief comment.

Yes. So, David, when we were in conversation with David, David indicated that, you know, he was having a risk on maintaining his police force.

So we have dispatcher challenges keeping them forced, but then ability to communicate properly, you know, puts people's lives at risk and they were hard responding community.

So you know when we talk about, you know, risk with keeping our personnel, recruiting them and retaining them.

You know, it isn't just dispatching. It's all throughout all the the first responder practitioners because of.

Of inability to feel safe out there.

My radio is not working or my cell phone coverage is working.

That also affects my, you know, my, you know my my yeah. Fear of my own safety. So I want to be sure that it is if I just don't think of of dispatchers when we talk about

what we're dealing here absolutely.

Thank you, Rick. Alright, so.

Another question there.

Oh yes.

Yes, Sir. I'm thinking about the floods that we had recently and how.

So emergency response.

Has worked or not worked in in?

I guess I'm posing a question to to this group.

What are the what are the needs as far as as far as dispatch and and all this that we're talking about as regards?

To more frequency, higher frequency and severity of of storm tipper that we're seeing, emergency response is it.

Is it's all the same problem or is it?

Is there anything unique to that?

I would say for our region, for the most part, more technology, better technology, better coverage and and the same aspect, more manpower.

So all the same problems.

We were talking about early morning systems.

Along the river. So you know when the river reaches a certain level.

Something was set. You were talking about and it's doing a lot of work on up in the Hardwick region to give them early warning for flooding and more snow and Johnson so that I would say that's that piece of the technology.

Something else to integrate?

Yeah, here's another way to look at that is, if what you're hearing, Sir, is the challenges that they're dealing with and probably most of these people are in the challenge we're dealing with what they do on a day-to-day basis.

Then the flooding comes in and that takes exactly what already is the problem and you have just compounded it by two or five.

So if you already have a system of struggling on a day-to-day basis, you just make some place work.

We have a flood and that's where being able to have that interoperability so that each everybody can support each other and and really important, right.

OK.

So what are your deal Breakers? Well, conserv. Morning. Morning.

What are your deal Breakers?

Cost, infrastructure development and project. When you say cost, do you mean if the cost is transferred like that you have to start paying because we know there's some agencies that.

Aren't paid right now.

Right. They're not paying anything.

And then now suddenly, you know, depending on the recommendation that could pay. So is that is that what you mean by that?

Whoever put that up there.

We're we're paying.

You're paying, OK? Been asked about that so.

If that was somebody from online, could you clarify?

No, that was me.

No, that was you.

Yeah. OK. But you are paying the cost to develop this stuff and we have a account of 3000 people.

And some of these are pretty high high dollar price stack.

Yeah. And our taxes are already increasing.

Yeah, that would size the town I grew up in.

People just think that this is, you know, that this is they should be given their stuff.

You know, they should be able to call 911 and have to be show up at their house.

But that didn't matter, right?

That's kind of what we all expect these days, right?

So there's a cost associated with that right now.

The interesting thing, you know, one is typically a matter of of, you know, local government, right, so.

Is that?

A deal breaker? Or would you like to get out of the dispatch business?

No, you know.

If the people are trained, if the standards and they're all of that.

Are you really concerned that you have a dispatch center in your town?

If it's the standards or training or well staff got the coverage, doesn't matter where they sit.

Worried about Lockwood control?

Would you want to see some sort of there be a board there be a mechanism for communicating your concerns and things like that, but that suffice?

Develop preferential I think if there's like percentage so well.

Same we we dispatch for 20/20.

Everything went well too.

Yeah. Point ish. Yeah.

And there's a number of years ago that we looked at the equity of how we're paying for it.

So the town of St.

Johnsbury is paying much more per call for our dispatch than any of our customers are, right?

You know, especially if you start layering in the facility, you know a lot of different things. But in at some point, CJ residents are gonna be like we're done. Our taxes are. Getting ridiculous.

We can't afford this anymore and.

Where's other communities are paying quite as much and I'm not trying to tell for like freezing their dispatch rates, but just making sure that it's it's equity like it's paid for equitably, yeah.

And so if it was a county wide dispatch or a statewide dispatch, it doesn't matter if it was coming into the Saint.

Johnsbury Dispatch Center itself as long as the service was there, we have all our employees, but we still need our employees.

We still need that center.

Just who pays for it?

What happens to Stratton Town when St.

Jason's, we're not paying for it anymore.

Where would they get their their dispatch service?

State's gonna say no.

Yeah, you know, so when you pick up the phone call 911 and someone goes sorry.

Angie General Fund failed.

Let's say your question is way too complex to answer.

How many permutations?

I would say we dispatch for.

4015 town or not towns, but agencies and they were OK not having their own dispatchion.

I I would say that a general of those was happy with the service for the most part.

I would say that there's always your complications to your setup.

Agencies versus small. These. Yeah, you have your different issue. Wherever it is. Mm hmm.

But I've also seen agencies where at that aspect it doesn't work well at all.

Sure, you try to pass them. OK, what was it down on this road?

Well, it only showed this road.

Well, yeah, but there's another Rd. that connects you.

You see it down that road, which houses that we don't even have a house.

OK.

So now you're having to ENT right further.

Or you ask is it in this footage?

So those are just similarities on good and bad aspect of more or less the the idea of a regionalized.

I my input I guess is.

A regional dispatch ID can be good, but it needs to be clear to that location.

Not necessarily like a state.

Yeah. Pull it like a local knowledge.

Yes, OK.

I know kinda like what Tony would say earlier.

You have a lot more knowledge with your region versus. If you're asking somebody. Or St.

Albans. Hey, do you know what's going on over there?

They're gonna tell you I have to look that up.

I have to look at this or somebody could local could probably.

Yeah, so, so I'm gonna. I'm gonna. And I asked this in the last town hall.

I and I'm asking this again. You brought up the AI.

Some of you know somebody y'all are thinking out-of-the-box a little bit. So I just kind of want to get take a look at at the reaction.

What do you think about remote?

Session.

From outer space.

Can you explain it so like not starching is the concept that like you were not that those times you were not working out of your normal environment, your normal office space which in this case would be a dispatch only center where?

That be from home, whether that be in what I would call a satellite like the logistics substation, not, not necessarily for police, but you know, not build or available just

for dispatch.

They're doing that form in Pitkin County, Colorado, where Aspen is.

It's too far for the the closest city where they're getting the majority of their recruits and their staff from is Grand Junction almost a 2 hour drive. So similar to you all when you think about what are you doing when you're driving in the winters right and the?

Dangers and hazards of that or in move season.

They when we did a study for them, we suggested this this concept of a satellite center or a substation, and they put one in basalt, which is about halfway through. They now have two of those up and running. They have another.

Getting ready and they are also sharing that space with their surrounding engines because they all have the same, but they're all have the same CAD but they have it set up.

Those dispatchers can come there and it is just a mirror of their primary dispatcher. So it is.

They don't have a staffing problem anymore. I I think we saw the work from home, I think yes, it works.

That's the other model there's.

And I'm trying to use more rural kind of mountainous like places for you guys.

Tips of Washington for the last year has had a telecommunicator A911 call taker working at North Carolina.

Working really well.

A couple places on the East Coast, Alexandria and Arlington, VA.

I think I think it's Arlington.

I get confused on which one has onboarded call takers in in the opposite state, whether Maryland or Virginia, Florida and California.

It's out there and I'm just posing it.

I play a lot of what if and that again to see reactions for, you know, kind of the, the, the, the comfort with some of these ideas, right?

So not again.

No preconceived notions.

Just throwing interesting things out there that we've seen in other worlds.

Plus, you also have that valley that Valley.

Ruper Valley ambulance.

They've been doing the remote thing for years.

Totally volunteer dispatch operation.

I'm not going to say a center dispatcher dispatch operation.

Totally volunteer working from home.

Even their manager is elected.

We got one woman answering the phone for police, Fire and Rescue for decades and.

Hope.

The line ran right into her house.

Now she had a shift.

She had to work, so she did pretty much everything. So like I said, there's there's things out there that can maybe help fill gaps.

Don't know yet, but we're exploring the ideas. Alright, those are deal Breakers.

Yes, yes. I just had a comment that came in that said and we've talked about this as we've gone through our morning.

Is that right? Now we have a society that say what's in it for me, society. It's not a priority until it's a priority for me.

OK.

So it's very important that we see that the system needs to be designed to support each other and that the infrastructure supports the dispatch center, law enforcement, EMS and fire, as well as our ancillary departments.

OK. Interesting. I'd really like that.

Very good observation. Good observation.

Anything else that they want to share?

Anything verbally on that or they can only I I think it's only they're only OK.

Yeah. All right.

We have local.

Speaker 3 1:39:34

It was me. Bonnie. Bonnie. It's Corey. That was me.

I didn't know where it fit in our our scheme of maneuver here. And no, I don't think I can expand on it anymore, but that's, that's where that's what what I see.

Speaker 1 1:39:49

OK.

Cool. Thanks Corey.

Concerned that local community leaders will not allow work together.

Allow or work together to make this happen.

Long history of towns not wanting to relinquish local control.

And then that's something the conversation that we've heard, you know and and that's they've been going around the state they're hearing.

You know yes and no.

I mean, it's not 100% one way.

It's not everything has been on a spectrum of how folks feel about that, but it is a very.

Issue and what we want to do is try to put and build things in place that can help you know ease those concerns, right?

So last question.

Is this one this order got?

Kind of wonky.

Last question, what improvements, if any, which I think we've determined that there are some you all like to make.

Would you like to see in the system and so with that?

What I I want to make sure everybody has said something. I think pretty much most people have, but I am going to go around the room and and around the the room online and ask everybody this question specifically.

So be be ready.

What, Sir?

What agreements do you have any?

Nope. Nope, Nope, Nope.

And that's the other thing I don't want.

No. Gotta you gotta answer. What improvements, if any, would you like to see in the system?

I'm gonna stick with the funding piece of it perspective.

Either state fund that helps offset costs for municipalities to to provide dispatching services if we're gonna keep it at a low as a local system.

Thank you. We gonna have coverage and we gotta have continuity among agencies. OK.

So I'm sorry, the last part continue between agencies, so agencies can see whether all right.

So whether that be with a common CAD or some sort of visibility, that situational

awareness OK? Yeah. I was gonna say something tomorrow.

Live and operable, like everybody, not just the dispatchers, so that they can communicate with multiple ways.

And be updated and not just be able to report.

Gotcha. OK.

It's something along the lines of.

Everybody has the access to the same technology, not what you can afford. You know? Again, smaller agencies. We can't afford what everybody else can.

But if there was a complete a baseline or like you said, the equipment was the same across.

OK. Or some version of that you offer that it didn't still interface with connect, right, OK.

Can somebody else say it?

And I liked it was multiple modes of communication.

So if one failed, you still have a couple other options.

Right. And in a way that's in some ways the definitions of interoperability. I was like, I think of interoperability as a as a wagon wheel, if you will.

Your dispatch is in the middle and then all your field operations, everything outside, and all those folks are different loads to communicate. And if one of them breaks, it's still strong enough to be able to accept, you know, or select another mode of communication. So yeah, kind of.

Looking at that and seeing what those what those are.

I know you came in at the last minute, but I did.

So definitely coverage.

I was on a fatal this morning that we had 00 communication to our primary dispatch, so that means radio that needs to.

And I would say seamless communication, but there's so many times that law enforcement is getting information that we're not getting, vice versa it it doesn't go out in a seamless fashion.

It it install my I've said this many times, it'd be like some days we're working on 1980s technology.

You know, there's so much technology out there that we're not utilizing and obviously it's a financial expense, but.

There's so many missed opportunities from response time delays to real life patient care that is happening because of this.

Issue. All right, thank you. Sure.

I think I've found this for this.

Well, I mean it.

It kinda goes along with what I said with making the dispatcher job in here and and really you've seen the comments about over and over again. The thing that I hear over and over again from dispatchers is you need a good, great CAD system in order to be.

More efficient?

Your job.

You don't have that now. We have valid port and we say that every meeting.

I think it's it's important to just keep noting that.

Until we get that little problem fixed, a certain level of efficiency at Walt.

Access to the equipment.

Access to the equipment to be able to communicate with our dispatch small, small agencies.

Able to access the same technology OK. Cost effective work. Should there be.

A criteria for what?

The capabilities in the small centres are.

Like a standard, yes.

Should there be a standard, say you know we need to meet this these standards standards usually eligible.

Everybody can meet them, so that's right.

OK, I was gonna say then I think you ran into financial aspect for those who can't afford certain things that you said. It's hard to get.

You're gonna limit the communication to those areas.

So the barriers of entry, yes.

So I'll give you an example cost per call.

Natural average.

Usually between 2434 dollars.

You're you're giggling.

There's some agencies where we've done and we've asked for your budget, right?

We've asked for.

We calculate this out for agency.

I'm not saying that this is here. I'm saying this is stuff that we have seen.

I have seen it as high that some small one seat agencies $1400.

The cost for one hour will call.

Let's say back to the education of your constituents and that tax base, right?

So there are some things to consider.

I mean that are cost could be impeding just because of the way the system is set up locally.

They could be impeding the ability to afford entry because the money is going into different places.

So just you've seen it.

Yeah, I've seen it a lot, lot less, but I've seen it a lot, you know.

We've seen a very big spectrum.

Again, not necessarily here.

We haven't calculated those out yet, but don't be surprised.

Let's see.

Well, a system is good.

Understandable enough to explain the legislators.

OK.

I like that.

All right. We're gonna make sure that we have a very concise.

Description.

So I mean, I asked that question at the beginning looking for some context and I certainly have gotten a lot better idea in the course of this.

Conversation, but it's it's still it's really complicated and it's and it's hard to kind of understand all the pieces.

Yeah. And and the other, the other issue seems to me is going to be difficult is is there's tension between funding and and local control because you know, there's there's this thing of the golden rule, they would provide the gold and get the rules, right.

Gotcha. Appreciate that very much, Gigi. Who do we have online? We can start with.

Well, that's a good segue.

The first one this individual had to step away.

But they did give our comment, OK.

It is.

Keep it simple.

Everyone loves technology and the shiny new toy, but I believe that if you create a simple system it will make it easier to implement and actually make it successful on

deployment.

Wonderful. Thank you.

Who else do we? Who can we call on next?

Be prepared everybody to unmute as we call on you please.

Another one, this one says others have already said this, but I would like to see support available to smaller communities so that the same level of service is available statewide.

Right, who's next?

Adam, Adam, can you unmute and share what improvements, if any, you would like to see in the system?

Adam, are you there?

Speaker 5 1:49:00

Sorry, I would echo the same thing, just trying to spread out the financial aspect to other agencies.

Speaker 1 1:49:08

Thank you, assistant chief silk.

Assistant chief silk.

Speaker 4 1:49:16

Biggest improvements I wanna see on the system is the ability to group by equipment from, you know, the three factors there and act like a, you know, other states do this with the state contract ability to have that accessibility to the equipment and affordability for all departments depe.

On your budget size.

Speaker 1 1:49:41

OK, that ends up a lot, right?

All across the board, so have standard like purchasing, so leveraging of economies of scale. Having set already. Like if you was CAD, here's the approved CAD systems have been tested.

They're on the same contract.

Here's right, OK.

You have access to that small towns, but I don't think we utilize that or not.

Ah, so some of it could be again an educational aspect.

Alright, who's next?

Coverage and cost assistance.

Thinking of fire and oh fat squads, in addition to more minor services.

OK.

Who's next?

Somebody from Bradford Police Department.

That's what it shows.

So Bradford Police Department, whoever's representing there, can you unmute and let us know what improvements you'd like to see?

OK. Next, Derrick, Darren, Derrick. Darren, would you unmute please?

Speaker 6   1:50:45

Yeah. So I'd just like to see you better coverage area and better.

Ability to get funding for improvements of all the agencies in the state.

Speaker 1   1:50:56

Alright. Thank you. Who's next?

Mike, my dungeons. You're up. Morning.

Speaker 7   1:51:03

Morning. Yes, I I think I'll just echo what I said last time.

I think the.

The.

Equitable access is probably key to all systems so so that every you know, everybody has same access to the same level of systems and and support and knowledge base.

Speaker 1   1:51:23

Great. Thanks Mike. Next.

Joel Joel. Joel Pierce, you're up.

Speaker 8   1:51:34

I think that I agree with many with the communication abilities.

We need powers and things that are gonna be able.

These systems don't work without communication ability, so I think that an update of that is necessary.

Speaker 1 1:51:49
Right. Thank you.
Next, Chris, Chris Johnson, you're next.

Speaker 9 1:51:56
Hey, good morning, everybody.
Said it before and I'll say it again, interoperability regional.
So it spreads the cost fairly between all of the agencies in the region, whether they're towns or, you know, sheriff's offices, things like that, fire departments in the towns, ambulance, EMS and things like that.
Simple. Not necessarily easy, but simple.
Someone else said that.
I think that's a a great point.
I had that written down.
And the purchasing power statewide.
I think that's that's huge.
You know, $8000 portable radios are not sustainable when you have a larger organization and things like that.
So I think anything that can that we can put in place as a state that doesn't necessarily require.
Super expensive equipment that's going to get tossed around and and broken and things like that.
I think that that that's part of that simple, not easy as well.

Speaker 1 1:52:54
Wonderful. Thank you for that.
Who else? Maureen. Maureen.
Maureen, are you there?

Speaker 10 1:53:04
Say kind of the interoperability in the CAD system.
I'm in the Chittenden County area EMS District 3.

Our specific ambulance service, the Matrix, goes 10 ambulances deep and currently in our town.

The dispatchers may need to call 7 different dispatch centers to find the next available ambulance to get them on the road.

And so there is a significant delay in getting the resources heading to these patients. So I would like to see that.

That interoperability and that ability to see for one dispatcher to see who's available and be able to send to them without having to call around to all these different dispatch centers to get them going.

Speaker 1 1:53:45

Thank you.

We did hear something similar last week as well.

Somebody called 5 different centers to find a rescue and then was actually still not able to find one.

Megan. Megan, you're up.

Megan, are you there?

OK, Megan, shine next. Rosemary. Rosemary.

George Murray, are you there?

All right, I know we've had some, some people that have been on the dispatch board as well that she actually has.

I know who that is.

OK, because it mattered.

She might be able to dispatch for honestly. OK, Trevor. Trevor.

All right.

And that's right now.

Can you read the comment?

Is there a comment?

There is a comment OK.

Oh, just have to run to the next meeting.

Great for great. Thank you.

Thank you for it together. OK, cool.

How many more do we have? That's it.

That's it. That's it.

All right. Wonderful.

Thank you all very much for participating in that part.

I'm going to turn it back over to.

Barb to talk about next steps. Next steps very quickly. 'cause. I'm glad we have that extra 4 minutes, right so.

We're going to encourage you if you have not already done it, to complete that short questionnaire and I'm being a little sarcastic. It's it's quite lengthy.

I think we have two left that you're working with.

That's the big question here.

The big question so cybersecurity, we have quite a bit of people.

We will be reaching out to you.

I know you have. Yes. So I'm sure it's more of an assessment.

Yeah, it is.

It's very, very much easier than the other one. Don't worry, we will find you.

We'll reach out to you, OK? And I that.

Thanks for clarifying.

I missed that that we're talking specifically about the cybersecurity 1.

Are those have those gone out?

And they're due by ten one, or they're going out by two one.

They actually have been out already.

And then if if you haven't responded, we're gonna do a, we're gonna do a one-on-one follow up just to make sure.

'Cause it's it was a little bit different to try to access it, so, OK, great. Well, good.

Alright, we are in the the process of scheduling and holding these virtual community listening sessions.

So the town halls that we had today, we had a couple last week. We have one later this week are really here to emergency responders and emergency communications and elected folks.

These virtual community listening sessions are for a broader audience that the the general public that wants to have input on this conversation.

Mission critical and and televate as well.

Will begin to analyze all the data that's being collected and that has been collected.

Clarify gaps, identify gaps, maybe identify commonalities as well of what's going on in the current landscape, and we'll begin development of the system inventory assessment elements.

So what was defined for us in the legislative language for the work of the task force?

Will be worked on next.

Very, very much appreciate everybody's attendance today, either in person or remote.

I thought it was a very good conversation.

Thank you, Bonnie, for leading us through all of that.

For more information, you can go to the public Safety Communications task force web page.

So go to the Department of Public Safety, who provides administrative support to the task force, and then.

And look for boards and commissions and you will find that the task force.

Page in there you can always e-mail us at that e-mail address. If you want to provide further input or if you have additional questions you want to speak to somebody individually about any of this. Certainly reach out to us that way.

And again, thank you very much for for everything you provided today.

We really appreciate it. So thank you.

Can be well, thank you.

I tried to run.

It here.

You didn't send.

You very much.

I'll be there.

Soon.

So I I would say my understanding is hooking up.

I was.

The Energy Technology Committee pipeline.

They are implemented.

Which I.

And.

So diagrams will be, you know, fundamentally sound like this.

They come up for anything.

Sensing like this is something that we're actually working on.

Speaker 11   2:02:02

Set an alarm for.

9:00 in the morning.

◉ **Speaker 11** stopped transcription