

Vermont - SE Regional Town Hall-20240919_170442-Meeting Recording

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1h 57m 50s

● **Speaker 2** started transcription

 **Speaker 1** 0:10

This is the 4th in a series of four, and we're really happy that you're off here tonight. So my name is Barbara Neal.

I am an executive director of the 911 fourth here in Vermont and I'm also Co chair of this task force, along with Commissioner Jennifer Morrison from the Department of Public Safety.

Also from the task force tonight we have Jim Mack.

Sitting here in the room from Shelburne Pizza, the post office.

And online, I believe is the mayor, Mike Sungas from Rutland City.

He is the municipal representative to the task force.

And I will introduce the rest of the task force. Not not all of them are here tonight.

But a little bit later on, so we do very much appreciate you taking the time to be here tonight either online, online or in person.

We're looking forward to a robust discussion about the current emergency communications landscape.

In Vermont.

And how we can all work together to determine the path forward for the communication landscape.

So a quick agenda review.

There we go.

We're going to go through some housekeeping and introductions right here at the beginning, then I'll take you through a very quick.

History and overview of the task force itself for how we came to be and how we got to this point quickly. Then we will have a project overview and schedule so you can understand where we are in the process that was outlined by the legislature for the T. Force work and then the most important part comes along with the stakeholder discussion, and that's where we'll spend the both of our time tonight.

Is talking to you with you getting input and feedback.

From you, I do wanna stress that.

This, well, hold on then.

We'll then we'll wrap up the next step.

So let's jump into housekeeping a little bit of myself here. Emergency exits.

There's one right there by Bonnie and one right over here if we need to get to the outside the building, then do it.

Restrooms are in the back and that little alcove back there. There is a sign in sheet that I think you've all got.

Came through the doors. If you didn't, please make sure your name and contacting both yours on that sign in sheet.

The meeting is being recorded.

Excuse me.

And that recording will be available on the Task force web page. Following the meeting, we will be doing live polling during the meeting and Bonnie actually will be the facilitator for that.

She'll give you all the instructions you need to use your cell phone to respond to some of the discussions on the script that are going to be coming up later on. And I do believe that she will take verbal feedback as well.

Don't want to participate with the poll?

If you could, when you're asking questions, it's helpful if you state your name and your organization that you represent.

I want to stress that tonight's meeting is for a soliciting feedback and input from the emergency communications and emergency responder communities and from state, state, local elected officials.

We have plans two additional.

Virtual virtual.

Listening sessions.

Communities listening sessions that will be scheduled for some time in early to mid-october where we will have an opportunity for the broader audience, the general public to have input on this project as well.

And I'll stress that you, all of you and the general public are always welcome to join the task force regular meeting.

That happens every two weeks.

On Wednesday, the next one is October 2nd.

End of the meeting. We'll we'll show you how to get to the task force web page and

all the details that you'll need for sending back are there and lots of other information. So about the test.

So really briefly, the public safety communications platform was created in 2023 by ACT 78.

That's the appropriations bill.

The Big bill as the legislature.

That bill is hundreds of pages long.

We have about 3 or 4 pages that outline the the directive for the work of the task force. If you're interested in reading the details of that.

You can find a link to that legislative mandate just for three or four pages, not the hundreds.

On the on our website as well. But generally speaking we were tasked with the planning and implementation of a reliable, secure, interoperable statewide public safety communications system.

So to that end, we've been meeting regularly since June of 2023. Earlier this year, we brought on two consulting teams that I was with more detail in just a minute here.

With their help we the task force has been able to establish regular stakeholder updates and we're in the pickup thing just meeting tonight and with all of the questionnaires that if you work in emergency commendation, you probably have seen, I'm greatly enjoyed completing.

We're in the thick of things with that data collection and stakeholder engagement.

Shortly, you're going to hear about where we stand in the overall project overall project and the timeline.

Things to come, but I wanted to share with you right now.

Just two really important things.

One is that we value and appreciate your input and feedback. We want to hear from you what is working in the current system.

What is not working and what your priorities are as we move forward and we're going to have a facilitated discussion about all of that as we move forward, so.

Tonight and the second thing, just to confirm.

We, meaning the task force, mission critical partners and our other consultants to elevate. We have no preconceived notions of what the future public safety communications system looks like in Vermont.

We want to understand, like I said, what is working now, what is not and how we all move forward.

Your input is critical to to those conversations.

OK.

You know, you know who I am.

There's a picture of the Commissioner of Public Safety. If you don't know her, that's Jennifer Morrison, also on the task force are well, Jim Mack is here with us and Mike is on the zombie online joining.

We also have Paul White, who was until very recently the Chair of the Berry Town Select Board, and he was the chair of a previous working group that.

Tackled the dispatch question back in 22 or 20 and 23.

We have representative the Vermont State Firefighters Association is chief from Puma, from the Albur Fire Department and our Emergency Medical services community is represented by Michael Bright, the CEO of Kellys.

You are welcome to contact any of us at any time with any questions or concerns in our contact info, if available on that website. We're going to show you at the end of the meeting.

I mentioned that we hired 2 consulting teams, so I would like to introduce them now Curry and back there in the battle with Green shirt is Rick Burke from Telebade. So Televate was fired by the task force to provide project management services and guidance. And so basically they are making sure that the project stays on track. Task Force stays on track and that we are considering all of the things that need to be considered.

In this kind of conversation and discussion project, so we consider them our trusted advisors to the task force and they help us advance the work that is it.

And then we also have several Members from our system planning consultants, which is mission critical partners. We have ramp stuffy over there.

He is our project manager.

We have Bonnie Maine Operation senior advisor.

Bonnie will be leading.

The most of the discussion this afternoon.

Of this evening and helping us get some productive input from you. We have GP Smith, our operation or mission critical operations such as native experts and on the phone we have Corey Corey's last name, Corey Thomas, who is of wireless subject matter experts and Phil's fifth.

Who is the client services director for?

Mission critical, so thank you both.

Helena mention critical and all of you for being here.

Tonight I am going to get out of the way and let things get started and I will hand it over to Dunham.

Thank you, Barb, and good evening everyone.

Navigate over here. So that's come on.

Thank you all for coming.

This is a great turn out.

We really appreciate that and we look forward to a robust discussion.

I will just take a few minutes to give you a brief update.

Overview of the project.

And as Bob mentioned, he gave you a quick overview of how the task force and the project was created through ADD 78. The project consists of.

A lost amount of data collection, that's where it started out.

We're we're doing inventory, we're doing data collection on all of the dispatch centers throughout the state and how you do how you operate today, the types of systems you use in terms of the radio system dispatch system, all types of systems in use, processes and procedures, so we.

Doing that data collection.

A lot of that is through.

Data questionnaire that you probably received. If you have one of those dispatch centers.

How many headsets going out there?

Questionnaire how many therapy after?

You.

And.

And I guess just today we finished meeting with the last one of the dispatch centers throughout the state.

So we're just completing that as, as Bob mentioned, this is our 4th town hall.

We're completing those.

And as we go through this process.

We'll also accumulating data on the government structures funding models that are currently used to support dispatch operations throughout the state as recommendations and miles that we put forth will be will address those items as well.

And once we accumulate all that data and I'm just talking about how that's all going to occur once we accumulate all that data and.

Put it all together.

Start developing.

Friends and developing some recommendations that will and some requirements that will move forward or putting together potential models for a statewide communication system. And when we get to that point, when we're putting together potential models, we're going to come back out to you and your colleagues through.

The state we're going to have a number of.

Throughout the state, we're going to have a second opportunity to provide input into this process.

So here we're looking to.

Understand information on 3rd environment and once we have some findings and develop some potential models, we're gonna come back to you and you can have input as to what you think will work and some recommendations moving forward.

So look forward to that, probably in the October or November time frame.

And as Bob mentioned, the Task force task is to develop a reliable computer interoperable communication system.

And when we say system, it's it's very broad. So it could mean it doesn't just mean the two way radio system that's used to communicate as first responders.

It doesn't just mean the dispatch equipment that you use at your facility.

It doesn't just mean the the training and the.

Staff or records management system that you're using, it's all of that and all of that.

The the different considerations on the left of this line here, including governance, funding handoff from 911 to dispatch, all these items and they're all fair game for discussion tonight. So whenever.

We get engaged in the discussion.

Feel free to bring up the issues regarding them.

Where are we in the process?

Mentioned we were deep within the data collection gathering process and we we are actually getting towards the end of it.

I mentioned we've met with all dispatch centers and this is our 4th town hall out of the four week as planned. So you'll see where we are on the schedule this this version is maybe a week behind where we actually are right now, but we're concluding the the.

Site business and.

And the.

Town Hall and we are actively starting into the analysis of the of the data and I mentioned once we get some findings we'll be coming back to you in the workshop probably in the October, November time frame. And at that point, once we've gathered your additional info, we.

Start to put together a potential model for.

The statewide communication system, and it's very important. What? What?

Bar said.

We had no preconceived notions.

As to what the shuttle flight yet, where it's going to be totally based on the data we gather the data we analyze and the input from you and there will be multiple.

And there will be multiple potential models that will be put together that we will be evaluating and then a final recommendation will be put put forth to the task force and that will be in January. That's correct.

And that's about what I have.

To do in the team plan now before I highlight.

Thank you.

For fired. Thank you.

Take her with a right wing.

Which which acts like.

I do like to walk around for online and a rant is is gonna be kind of, you know, giving me the thumbs up them thumbs down for those folks online. If you can't hear me, I've never been accused of not being able to project my voice, so hope.

Real good. I may actually, once that targets up a little bit more, I may just see how bad.

My stuff.

Is. Thank you.

OK.

Alright, so you know.

I ask you if you're around this table that you be public.

If you do, I can get some leads about to get up and leave.

We have to stand.

We also need you to be candid at the same time as being respectful.

We know that there is an extreme and very proud sense of ownership of your local systems and how we do things and we totally respect that.

We just ask that as we have this dialogue this evening, that you expect each other as well.

Listen as partners.

Maybe. Maybe you may actually have your own geopolitical foundation that you respond to, but you also need mutual aid.

You also partner with the Arab countries, your neighbors on a regular basis because they know we have folks here from, you know, from New Hampshire, right, because they actually, there's a lot actually manages.

How many patients?

We say.

30.

Almost 30% never seen anyone off right so.

We need to think and when we say listening as partners criticize with ideas, but we need you to think big picture now. Don and Barbara both mentioned about a statewide system.

That does not mean that is. If they take one system or that it's, you know, everything is going to go all the way.

That's all we need by statewide system.

Necessarily the same everywhere, but we are looking at other people.

As a landscape, what makes sense?

So we do not have any frequencies, notions.

We are a nationwide fund. We don't post to post border to border new any type of thing.

So we have a lot of different identities and a lot of experiences we're able to bring to the table to help develop these options that we've been talking about. And if there is something that does kind of get us off the highway branch, could I put it in?

The parking lot and DD is monitoring the chat online.

So online folks, if there's anything, make sure you check or you can.

Unmute.

And ask questions.

That way, we're gonna be coming back to you online on a regular basis.

We want to be part of the conversation, all right? So I mentioned about live polls.

So if you have not online, you shouldn't have a problem with it. If you were, if you have not connected to the Wi-Fi in here, we suggest you do.

The Wi-Fi is the STACT meeting hall.

The password is lower case all one word.

Once you get on there, and if you're online.

We're gonna ask you this question.

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

How are you gonna do that?

You can put the screenshot your your QR code here in the right hand corner.

You can also look in on the back.

It's probably really tiny.

You can also text.

To the number 3760737607.

DMANDY 119.

BM.

Alpha number echo J one more night to do that is going to open up the chat or the text portal and every time a poll comes up, you can just do your response.

It's that, and it's gonna come up on the screen, like Bar said.

You think we can have a conversation?

I'm gonna keep interacting with everybody online in the room, but we're also kind of go to this too and understand. And that's gonna have to cost somebody.

After waiting on that better understanding of the mission and direction this group is taking, that is a very common question for all of our all of our town halls that we've had so far.

And hopefully you'll you'll get a little bit more of an idea of that as we go along.

What is on the table and what is it? I think at this point with that question, when you're here here tonight and what you're going to be emphasized over and over, there's nothing in the document.

This way we are gonna have to fight a little further on.

What are your deal Breakers?

This is when we're gonna start getting an idea of what may be off the table for some.

But that would look like me if you could sign in please.

No, you're fine. You're fine.

Cool. So what is on table? What is it?

We're still waiting for some more people.

So while we're waiting, there's not anymore.

What about around the table?

What do you guys think?

What do you want to get out of this?

Something you like to see or learn.

Maybe what type of direction?

Technology has system.

Atically tabled.

To make this stop, so technology catches them one a little more, a real cat system.

They're close, right? Yes.

Central funding sources, OK.

Let's see the timeline of this project.

What you heard from Dong about?

Me getting to the end of the January where we'll end up having some sort of options and everything put forth as far as what our first deliverable is actually.

We're all in Fresno air. All the quantitative qualitative data that we've been taking in.

It's really going to help us inventory all 37.

Communication centers, not just call volume those in your workflow, but all the qualitative stuff.

That's why that's why our teams are here, going and talking with the last four to six weeks, meeting everybody and visiting each center to fit in.

Have this conversations with everybody.

So it's not just all about the numbers. There's other elements in there as well, but.

After that, first, like Tom said, sometimes in the end game where we're targeting, we're targeting having problems.

Policy there's an incurred status of the project. Same thing.

Here's all that. Right now we are in the throes of the data collection. Once we've done this, it's just take all the funds from the questionnaire, put it into a a math database as well.

And then all of that qualifies what we're calling blueprint.

And every agency, every communications that it works, have its own blueprint.

And it'll detail out all of the specifics of your maintenance course.

We have to put all of that together, alright? Anything else?

I'm not clear my role or help might affect our agency or to get a good grounding to be at the end of the meeting.

OK.

Everybody's information is essential, as I said.

All the.

All the candidates information you get if they don't have.

Yep, that is the main thing that is going to be the app alright.

Let's move on to this.

So the rest of this.

The rest of the meeting is going to be broken down into two parts.

First of all, is currently first thing we're going to ask what's working and what's not working.

So the most important. OK, those are both going to be poll questions and then the last question is going to be conversation conversational again.

What does a reliable secure incorporate system look like to you?

What does that look like so?

We're still have that discussion.

The second part is. Then we're gonna transition to, right?

What?

Future state.

One of the questions.

That's gonna be one of your.

Priorities one of your top three priorities.

What are your deal Breakers? And then?

You know, there'll be another conversation or question at that point as well.

Alright, So what is working well now I know this is going to be a challenging question, but for the three of these already, this is the 4th. I can tell you in the first one we pivoted from this person and had to go in the second person if.

Not this person is not working well because nobody can answer this question first.

So let's just see.

I was thinking about it for a second.

What is working well, you think within the way that your system works?

You think?

How you're reasoning?

Yes, ma'am.

That's the auto dispatch thing. So yeah, that's absolutely dispatched.

That was very good.

And what kind of system do you have?

Do you have another plat? Yep.

When the audience.

Sure. I'm gonna try this.

Let's see if we.

I know none of us, especially for work in the center and and you should know that if you don't know Gigi and Rance and us, our background is all under the headset.

You know, Gigi had said 32 years.

Rent.

In the center, yeah, 15.

I spent 20.

So we come from that world.

So we, you know, none of us usually have a problem.

Does that help any better in the mid in the middle there are.

We're still connected.

Hi. Yes, awesome. OK.

Let's let's hope that that does a little bit. I don't think it that way.

Yeah, that it.

Fire at home.

It's in it that does all of the prearrival all of the encryptions, all of the mutual aid.

So like winter right now with the fire lines right now.

It automatically put all of our people aid agencies on it.

It tells you who to call, so it it gives you a list.

You know, call right now and call law department.

Call this person and we don't have to stress. We also have the Phoenix software which auto dispatchers so we don't have to verbalize our dispatch anymore.

You can stay on the line.

And the software comes out for you.

Do you think, Becky, that there is an understanding or a general awareness of what?

An actual true CAD system is capable of. I don't think the state utilized the Motorola flex system.

They have all the components that they refer to on. We have an IT person who can turn stuff on and says we'll see if it works.

So I don't think that anybody in the state side ever saw what it was capable of.

OK. And there's been a lot of updates since they went off on the mail order that they have installed. How long?

How long have you had that for now?

It was 7 of 2012.

And it came on, I think 21.

Yeah. And then VSP, those two centres closed in 2015, right?

OK, alright. Anything else that's working well?

Are you Regent or individual? Yes.

Which is.

I guess.

At that standpoint, that's excellent.

No. Anybody else anything that's working well.

Kcf 415 SE Vermont.

Is that yours?

That's the same one you didn't put there.

That's that.

I'd hate to see new requirement I work.

Now what I like about that statement and you talked before, we've seen so far throughout our work is there does seem to be, I'll put it this way, have and have not.

There's a lot of talk about funding, you know, challenges, small towns, small municipalities.

You guys in the state have only 600,000 residents, right?

So sometimes there is challenge with funding and things like that to, you know, to have a a same baseline.

So that's a lot of talk has been what would be.

A.

A.

Don't use the word minimum, but a minimum or a baseline level of service capability functionality that no matter where you would go in the state. Again remember I said you all have geographical you know boundaries that you respond.

But you also have friends and family and other colleagues and coworkers that live elsewhere in the state.

And you would want our state to be able to travel and have them travel and have a baseline.

How does that look like right? So.

One of the goals I would we would have interrupted is that nobody feels the degradation.

In capabilities or level of service.

We're gonna say something.

So you know I'm a state representative for a couple different towns and I want to hear, OK.

Yeah, we use firearms back and.

Forth firearms.

Don't pass it up.

Don't make it more expensive.

Yes, we don't want to pay anymore.

We understand too, that some places are paying anything. Some some agencies again, which can cause consternation when you starting to try and find that base level of service.

Look like toothpaste to watch and all that type of thing.

Hanover Regional Solid Bender cast radio system.

So now we're talking wireless, having redundancy, having resiliency.

Probably interoperable as well.

A lot of mountains, lot of things going on here, lots of geography that creates dead spots and quarries with MCP being online as well. You know, he'll probably time in as you have some of those wireless questions as well as Rick and Dawn, yes.

Oh, that thing's just so.

Bad.

Yeah, very interesting.

I mean, we've been been visited all of them.

You guys have also been to New York?

You know every every inch.

So OK, but anything else is working well.

Run out that alcohol.

It's great for us.

You do like alcohol. What?

Before the state came on, it's affordable.

With similar capabilities from law enforcement contacts that that's the only capable of doing less time for officers to complete a lot of the integrations of that with the case, whether it's on electric side or on the call side, there's just.

OK.

Now we've also heard that it is more law enforcement friendly.

There is no fire force into it.

So that's where we and we are. We are seeing that that way out.

All right, let's go to the opposite.

Maybe this is the easier part of the I don't know what is not working well today.

Anything anybody online, anything to share of it not working well today?

Anything in chatting?

Nothing else, OK.

And you can unmute as well and just share your thoughts online too.

Anybody in here? What is not working well today?

The radio.

The radio in what way?

The noon and then getting, we were told by the state that if there was agencies that wanted to get off agencies, that they would facilitate the radio communication and we have been fighting for years now to get antenna put in the right place.

And we're so lucky.

So they promised us peace and that they would help because.

Take this back at one point said.

You know, you're gonna have to find another opportunity.

And now we're fortunate to get.

Any pushback from anybody's community on putting up a tower in their community.

So most of those.

Hello.

So understanding that there's primary keystup primary stuff, public safety Android point, that actually are the ones that answer 91176 of those.

And then 31 just that's only sensors.

What we just kind of contact, we find we find that for every physical transfer it has not accepted to a call to the person typically receiving themselves or you know that kind of thing.

So you add that time into every transfer.

There are some as we understand.

Correct me if I'm wrong putting this kind of stuff out there are the situations here where the call maybe the law enforcement just being dispatched by a different entity than fire and potentially 1/3 entity of EMS and getting nods?

Yes. So each one of those adding time, especially if it's a combined incident where all three need to go right.

So how does that? How do you think that, you know, contributes to something not working well?

He said that's working well.

If you have a major incident in an area, especially.

With Hartford, OK.

I don't know.

I'm hoping that that agency.

That's located.

Right, in your 92nd to the first call, you need to make sure because you can't make 3 calls simultaneously, right?

For those agencies that have cats, like for you all 'cause you have tagged your cat with any other agency.

Or the pilots program with handles OK, which is an. I just thought IT programs and they are in the testing phase.

So when you hand over system of structure fire it will populate on our CAD system.

Yep. And we will be able to dispatch the coughs more easily, but it is still in the test configuration so.

And we also do have an integration between our 911 system and the cab, so it can pull over the information and we can understand.

 **Speaker 2** 37:17

And look, we think.

 **Speaker 1** 37:20

OK, when there's data out there that's coming in from these cab to cab interfaces saving up to 4 1/2 minutes per call.

I heard that one place starts off whatever he's at, you know where.

You know, wherever that is, or off the edge on the center, and it's saving up 4 minutes per call.

So that's I mean that's when you're having a heart attack, right?

So let's see what else is working or not working today.

Hope not. On one call, the records of the call kept in a uniform funded database, including extra data we entered later and all that OK of course.

Lack of ability to transfer any galleries. That's part of the difference in the department process tab and resource management.

Difficulty getting accurate.

Time. That's a that's a challenge from 2:00 when you're trying to piece together an

incident in a timeline. When you're working with several different systems.

Funding, governance, logical patterns to work in particular.

Small systems to keep all of technology again at baseline level.

Service making do have such a small tax base in some of these smaller town radio cell coverage. The topography in the state is absolutely beautiful, but it's also very challenging when it comes to public space communications.

Every place you see gone, like I said, it's actually a little bit different than the technology.

This is the first time we've had to pull out the the microphone and do this.

Oh EMD, this is a good one as well.

Important aspects of patient care that need to be added. Anybody around here do emergency medical dispatch.

The P stops.

All do and so before a call, we'll just discuss.

You guys should be doing all of that and then send that.

Send the rest of the information over.

You didn't talk.

You ever like, stay on the line with the dispatch only center as well?

You know.

OK.

So let's go back to this scenario where you were you were saying you need to please fire ndms.

Who do you stay on with?

Are you confident you have ability to conference them in, I mean?

Tell me you can't talk at this rate.

Please don't know. Definitely not.

I mean, you can do it. Yeah, but.

You just hang up the other end of that, OK?

Alright, alright.

Thank you for that anybody.

So thank you for all the.

Call. Is there anybody online that would like to share anything about one of their comments verbally?

Any comment refusing in the chat?

Don't just clarify the afternoon DMV. Oh, we weren't seeing medical dispatch, so we

for telecommunications call savers to be able to get PPR instructions over the phone. Identify what the medical chief complaint is so that appropriate resources can be dispatched.

And agents of those protocols is also.

To that fits the month and so call papers. I'm more call papers are being certified.

They are increasing calls.

Number one is different.

So. So yeah, what was the they said that a PSAT without you and EMT, they are not free.

They were fighting.

They are, I think.

And maybe it's just, yeah, maybe it's capitalism. Oh, sorry.

Yeah, so forth, OK.

So all of the 911 call papers are certified in EMD, and they're certified as Vermont 911 call papers.

That certification process includes or involve the 40 hours call taker training course, which includes tmsc medical visa.

There's an equipment training component to the training and there is annual facility education requirements at a recertification every two years.

So they are trained.

They are required to offer.

Free arrival instructions on calls and declined to take those instructions but call takers are required to offer so all those components are in place, our training program and research station is all based on.

Industry standard is that.

And so I think what we can take from that too is it's just the fact that they, they questioned that whoever was online with us, what we have heard too is standardization, right?

Standardization of how maybe a call is transferred, the information being shared in that call, how that call is transferred as well as even on the dispatch side of the House.

The the workflow, the sequencing, the script if you will, of how information is dispatched to field units that there could be inconsistencies.

With that, it's something that we've heard.

Is that something that's wrong with that?

Would that be accurate to this region here?

Yes, I'm seeing for those that don't see, there's a lot of head nodding.

OK.

So.

The regional organization for that, and who are you with rescuing? And one of the things you've noticed is.

So.

Many you don't necessarily know where we need to be.

And there's no regional community, but it's one nation.

With that, the point where we really have this fact that's calling the conversation to try to get a hold of us.

No, no real.

For example, during the bill earlier this year, we have no way. You're in Ludlow last summer.

There's no way to make it more people just press.

The button.

So when you say communicate, are you referring to primarily first radio?

Radio as well as you believe you still want to be OK. So that'd be like the CAD tracking accountability.

And then what about?

Paramount, paramount.

Once awhile, OK.

And you know, it was last summer.

There's one event that happened down here. The majority of the flooding cost was actually four days by text.

So the.

Right. So so we're thinking through this next question.

What is the reliable, secure, interoperable public safety? You know, network looks like to you when we think of interoperability and look at it like a a wagon wheel, right?

We got the hub in the middle, which is your communication center part, you know, and then you have the outside, which is all your field units, your partners, all of that, you have to communicate with.

Then you have all these folks.

Each of those can be a pathway to communicate from from the dispatch out to the field.

One of those goes away.

What are your other options?

Right. And eventually you're gonna get to the point.

You know, you hope you would not get to a point where you don't have any more folks left, but between your wireless, your cellular, your tech, the important part of that interoperability too is that there's a plan, you know, when you have to go to your other S.

So thinking of that, when you think of interoperability.

Yes, Sir.

Yeah.

Very much a different script and transfer based upon the feedback.

So that goes to standardization, yeah.

OK.

Thank you for for for clarifying with that as well.

Alright, so reliable, secure, interoperable. What does it look like to you?

Affordable. All right.

Anybody around here in one of our situations that they are not paying the system, their services are sitting provided.

No.

Sort of state.

Can you clarify for me?

OK.

OK.

What does look like you all here? Anything.

Easy to use. I like that one.

There needs to be the view.

It can't be all in just that feel when they change something.

Like that.

But at first it's like, well, shoot. Yeah. How do I get where I need to go?

Yeah, that's a bit. How old?

I don't like change, so we also know that we know.

Yeah, there's a lot of good morning.

Good. That's good.

That's good. When you change things up, even on the field, right?

If it's not easy to use, you know where is it in my radio, right?

But the iPhone of head nods in here.

You know, where is that neutral, attentive bottom of all, the way to the top?

Do I need to get where I need to go?

Get the you know country mix the match.

Remember the UHF?

VHF800 where or not all of that can just make a special situation even worse.

Oh, these are good.

Thank you for bringing that one up. What else?

Yes. So I I'm in a really small town in north here and we are we're around about 3 different dispatchers around bordering towns on three different dispatchers, the dispatch town, the town Dispatch Reserve has gone on to be dispatched. And oftentimes if there's more than one.

Infinite packet on. We won't even be able to tell if mutual aid was involved.

Call me on the cell. We don't have cell service in most of the town.

Don't get data, so it's very hard for us to know who's actually on the way. How many tankers are coming? How many engines are coming, and how they even been dispatched.

And at times we might even reach back out 15 or 20 minutes later to find, hey, we didn't really do anything, right?

It hasn't even happened.

OK.

So that's that type of thing where?

The dispatch can you can utilize more than one dispatch.

They can roll over.

Just like feet that do, they get the only goal over same type of thing where we can talk about the town without having to go through our dispatch to be able to pop and what county are you with, Sir?

Offered. Offered. OK.

OK, that also is essential. I guess in some ways too to be able to have that again that emissibility to communicate outside of your own organization.

Fireground channels those types of things within that well, we do have environment channels, but it's bringing up what he just what he mentioned a minute ago, 15 to 20 years ago, we all had to be that check, OK and it was my understanding at that time that they.

On wrong with the B call channel.

I think it was 10 mm. Hmm was supposed to be monitored by every dispatch center throughout the country, so that no matter where it went, you could reach a dispatch center would be called, right?

Does everybody have the capacity?

No, they will remove because one agency in the north of here was using it as their personal fire ground and nobody else could get on it.

So the state acting turned it off for a while.

Yes, you're referring to mutual aid. The detach channels their standard nationwide channels. Their intent to be used for mutual aid within the VHF band. There's VTEC tests, and there's sort of be called test. And then there's several B tags.

1213 and 14 the state implemented was installed system which was intended to cover those it also.

Cover the equivalent channels at UHF or law enforcement.

But we understand there's been some difficulty with that system.

That may have been some of the problem, where some agencies were using it day-to-day activity which is not supposed to.

That's supposed to be the way to do and due to that either it's turned down as a dispatch center or it or it shut off.

We're we're investigating exactly what the situation is with and so some of the recommendations we make will address.

Would you be done with that?

So we we appreciate that info.

Thank you.

And then there's another one in spokes, right?

It's another part of that into another way to communicate to yes all the tasks. Yes, Sir. Part of the UHF side that we've had both the agency responses and the pricing and it just failed.

Why it failed I don't know. But we almost went back to doing what we normally do channel or our channels.

Going to dump on that assessment sucks for that, which is not fair to the dispatcher in the room, but yeah.

The reality is our focus is on what's good for being here in the dispatch for the deputy firefighters.

What do the people who have emergency need?

And that's our focus right now is the focus of this as far as going back to whether

there's a question online earlier, when we said what they said, what would they like to get out of tonight's town hall?

Part of that is understanding that the at the core.

Is one of the goals is to get the the right resource to the right location as quickly as possible.

And a lot of times.

Where the dispatch is located.

Doesn't factor into that for the citizens, for the person that's having the emergency they want. They just want to get feel there as quickly as possible, right?

So again, things that we're we're we're thinking about, but it it it needs to have your input.

What about Firstnet?

Anybody on Firstnet?

Yes, you guys are all right. Anybody else?

Yes.

It doesn't work.

OK, coverage cellular coverage coverage.

It's a coverage issue, right?

Again, thanks to your wonderful terrain, a little bit more challenging, but yeah, we've heard that, you know consistently when we bring that up to, you know, communications interoperable option. Yes, Sir.

Sorry, Rob, it's probably done.

It's reliable.

Continue to make the cost efficient, but that seems possible.

Have to be stable and properly funded.

Sustainable is definitely an important element of this, and if you have anybody been to a trade show recently, whether it be police, fire me on mass communications, accepting a, it'll just make your mind.

Just now, with the technology and how fast it is progressing.

So coming up with those ideas of solutions, kind of the strategies that are going to be able to be good investment for the state and for each of you and the agencies is going to be a challenge because it's turning over so rapidly, right?

Anybody any other thoughts? Any other?

Feeling or thoughts or ideas?

What does it look like to you to be reliable, secure and incorporate all?

Fail safe.

Fall back.

Test a good race to kind of Indy.

We all have Ndtv's on the first days of our redundant discussions, however, but we have significant coverage issues in our bodies, OK.

And what was the first part of that statement read?

Mdt.

Thank you.

Anybody else in here at MDC?

You guys do and where are you from? From you guys in Springfield?

Alright, you guys do as well.

And do you, which kind of Windham County or others that do, then you do not have criminal record for not OK.

Again, another pass for communication to some of those other ones, you know fail.

So another thing on 1st net uh, huh?

It's working so long. Oh, OK.

So they're having.

To do that major update to that get through despite being advertised as part of their contract, right?

And then another issue.

The loan partners, there's no technological way to make it work, so having the ability to just flip the switch to whatever the places that's willing are capable of doing it, that's important.

But then also the sustainability model, which is that this is a frustration I want, is that we.

Want to hear all the technologies that legacy you have to spend a billion dollars to get?

Got it.

Get some if I can ask those that are just being what network are you but not business person?

Verizon business. Thank you. OK, awesome.

And where where are you right now? So OK, OK.

So any other comments online or in here about what the reliable?

Interoperable security system is. Thank you.

Alright. With that, we are going to move on to the future.

So I'm going to ask again 3 questions.

The first two are.

Are doing polling again and then the third one is. What improvement, if any. If sure that's gonna be a very robust conversation.

Would you like to see in the system?

And so First off, what are your thoughts?

3 priorities for your area of responsibility.

You know people are entering.

It's great.

Anybody that's not care what your area. What? Your top three priority areas would be.

I cannot wait to silence, by the way.

I already discussed with the ability to triage EMS patients.

Recovering improved radio coverage.

And coverage upgrades coverage coverage coverage.

Anything else?

Accurate data collection interoperability with CD Fire EMS outlets.

Funding for future enhancements, funding coverage, funding coverage funding.

Very common.

Single stage dispatch is connected to geography and service provider.

Did somebody in that room put in this room, put that in there?

Can you share more please?

We talked about already, but it's kind of dumb when there's a motor vehicle crash, unknown in traffic.

We will buy or whatever we need the police.

Well, I don't know.

What's your emergency here? For what it is OK?

I'm transferring you to darlerson fire.

All right, let me tell that dispatcher what's going on.

Which in this case is Southwest mutual aid.

So it's going to cover rescuing now we're going to call the police.

Who's it going to be?

Well, we call the Sheriff's Department, but they're not covering right now. So we're calling the state police. So that person sitting there spinning their wheels with three different dispatchers, 4 different dispatchers.

That help?

Answer will let me get off.

Sorry, it's just as bad as if I pick up the phone call.

Verizon trying to get a new cell phone for one of my deputies because that's our department.

Let me give you some of it up.

Keep on here.

Which the governance calls. So it's gonna be the funding which is gonna be the ability of the system.

And So what does that model look like?

But really, again, our focus is on the people. So as we go that kind of field tells you how boys are. We have the next question which is wanting to deal breaker.

Talk a little bit about local control, probably in that section. What else?

Are you?

What other priorities are there out there? Do we have anything online?

Do you have anything that?

Well.

Speak up.

Interruptibility improve radio economically sustainable interoperability discussions, extended feedback systems back to the back up that failover as well.

All right.

Anything else come in here?

I think you need to still be able to provide an external customer service.

Because there are customers that they pay us bonuses to do that, and if they're going to be paying whatever this is, they still need to be able to inspect that one with their business, whatever that is.

So you're going to be talking the right number of people, the right number of trainees. There's a lot to it, but it has to still be.

And is it just specific space?

And I would challenge, you know, I I would have.

I'm not challenged.

I would have gone to that, but it's also based on operational excellence.

How do you quickly, you know, walk, repeat right?

How do you receive the call?

Get the information, analyze anything, send that out right.

How do you do that as quickly as possible, correct.

We have a 62nd call from around time that four calls for.

All right, any. Anything else as far as priorities? I would say if you have a dispatch center that is working.

And not to gut it and start over again by and yeah, I get that.

But I know you guys. I'm going to go to you on this.

I know that you shared at each of the other town halls priorities that you have as well.

Yeah, I mean just saying over and over again, who's taking life easier for our dispatchers and that's that's the whole damage of less time training a dispatcher.

Whether that will be technology to help with that.

But just what we now just take so long to train this class here because it's so much juggling that has to be done.

So many things they have to learn as well.

So again, I think that's been a challenge and that's a staffing issue.

Well, you know.

If you get if you get people that are just, you know, can't grasp for having a hard time grasping because it's just so many different levels that they have to achieve at certain times, then they're going to leave. They have.

To that's that's frustrating, yeah.

Really, it's just a matter of how do we improve that and how do we make it easier.

Because again, we're talking about clients and we're servicing.

Well, if we make their job easier, they service better.

So thank you for sharing that. This guys bringing full handling standards right, having that that kind of baseline again.

Pizza. But perhaps you know how that connects flows down to, you know, the the top of the dispatching elements as well. Having the standardization there as well.

I think that by interpreting that correctly for either somebody who's in this room or online, share that statement as a priority.

I know who that was.

Is it in here or is it online? Just here definitely is that is that I heard the passport.

Nope. OK, great.

Any anything else? Any other priorities?

Active 911.

When, like the Packers, when I forget the call or something, the fire, their fire's gonna

get active.

They're actually phone's gonna go off 40 minutes from now.

With fire dispatch it.

Actually, manually it's not gonna be.

It's not going to be set, so they get the call, we get call.

I have that Firestar firemen that don't fix our.

Able to get the radio signal where they left.

So this is how we get on and it can take minutes.

That's a minute.

Of course you can learn more. This will actually get calm down, and oftentimes we'll never get cancellation notices.

It's it helps tide in.

It's time to our cast system is active, so the minute the human is put on the call, it's going out of itself.

There is expected, with the doctor's using sales force, so I don't know if that's part of the development system or staffing manual.

And it's the last thing we do.

For a death.

Alright, so saving wasn't getting here.

That if they're using Velcro, they should be able to send it back to active 911.

OK.

So we have a lot of.

So this is another option.

The software is so far.

So the first thing you said is come across in addition to active number one another product that does similar is I am responding as it does work with WOW.

That's automatic.

So here we are. Sorry.

Just give me one second.

We need to project. It's OK. So Betty Wheeler, Stacy said, is a contact for iron response. Is that correct? OK.

That's helping with that one.

Helping with the program, writing responding first to our active.

You gonna eat all the first do is another product doing the same thing. Now again thinking back to that, that, that wagon wheel we just identified three more options

on being able to communicate and even you know we need dispatchers across.
So there's still.

There's all these different options.

That's where we just keep them going.

One thing, because it came up, I'm fairly involved in the balkor community. A lot of agencies setting.

Were never configured right.

That's awesome because we have people from administrator who are technic.

IANS individually, to find more where and it's often it's the 80% problem we have 10% of jobs. That is one of those people, 80% will do the 10%.

Some get the job and we have a fixed batch of.

Might have a department where administrators set it up, but I don't know if it's just moved on instead of reading the help document and explain all that, Betty I'm sure will help, but she's also gonna get about 120 phone calls.

So let me talk to her.

So I can send you an welcome back. Windsor. Everything OK?

Everything's good. Fire's out.

Yeah. Awesome.

Nobody's heard from fire fire.

Oh.

That's cool.

That's awesome. That's awesome.

I think it's probably slow down getting out of stuff.

But you're gonna be OK.

OK.

Well, I'll be thinking about leaving, all right.

Is there any sort of state, user group, regional user group for valid?

Yep, so there's two.

There's a governance body which deals with the policy of it. Then there every agency has what's called a program manager, and so every agency is able to participate in that group. We see Polydels 10% of participation.

Virtually.

Yeah. OK.

How often does the movie it meets with a virtual call once a month more frequently if needed?

There's also an e-mail distribution group that.

'S all right and is there.

Are there people aware of that? Yes.

Maybe not.

Nope. OK.

Little mixed mixed response there.

All right, all right.

Any other priorities before we move on to the next question?

Yes, Sir. I'm not sure where all this is, but somewhere in the report.

What seems like normal, there's no.

There's no unfunded mandate, no state statements made us for doing study. The studies get rolled off, and they collect us, OK.

There's no money there to influence.

That's not your problem.

Well, I will tell you though what our what our problem is is that we need to consider practical.

No recommendation, because if they do, just sit on the shelf. That's just nothing for the community.

That does nothing for public safety, going from zero to 100.

Every single time going from zero to 100, just sometimes it's not practical.

Maybe there are places that can have a funding do that right?

But what we really want to focus on, how do we start moving the needle?

This is nothing we can put out a report, a fabulous report, right?

Recommendation. It's gonna take years to implement that they can't do it all at once.

If we start doing that.

It does exactly what we said.

You don't want it to do in that set of jobs, right?

So we as part of our challenge that we need to be is to come up with options and plans that help to start moving the needle into a positive direction.

I know it's hard. It's hard.

But that is something that we take into consideration.

Voting repeaters system no just got added.

All right, let's move on to the next one.

What do you consider your seal break?

Sits on the shelf.

I'll start.

I'll actually throw this out there.

What about local control?

How important is local control to folks?

Notices of off non existent intermodal.

No.

No. I mean reality of normal control.

Vermont was lost by an early night. Sure, Town's control, generally speaking, their highway department.

And then they're permitted to have some other things.

Both towns have fired upon that become Volunteer Fire 123 that then seeks donation for equipment and for training rather than the town funding department.

It's a non profit board.

Control the organization.

I mean, often times both control something that's hard on that town meeting, which I go to may, and most towns do not have it as a control zone.

And we do need to project. My name's John Sanders.

We're 501C3. We are discussing Hartford, where we're partially not approved, actually working very well.

We have.

Each agency, as our representation to the dispatch board.

That worked really well.

I'm really worried about breaking that so that that would be a real deal breaker.

Stop this camera counting your points.

We actually do that. Good local engagement that I don't know.

Yeah, we did mention before when you drop out, it is important to not have degradation in service kind of develop a baseline for those that may not have the same equivalency services.

So I'm keeping that as it on on this boss.

What else about local control?

Many feel like, you know, don't take my dispatch away.

I want my.

You know, my agency itself was.

A good retention.

You have good retention that.

I like that you mentioned that I'm going to give another example.

We're working with when we talk about regionalization, people weren't worried too about, oh, they're going to talk all about physical consolidation and all that kind of thing, right?

Again, trying to emphasize the idea that there's no frequency notions, we're working with a county that is almost 9000 square miles accounting.

And it's 5 dispatches.

It's five PSA.

So they do nine and one calls and dispatched.

They also have a memorandum running down their their county.

So you know when it's very little.

So kind of like it doesn't make sense.

It doesn't make sense to try and give them what we call like a North Star single dispatch.

You know, single pizza.

But what can we do, right?

Could they be satellite centers like like substitute substations, right?

Have a dental equipment mirroring like if we put a North star type of a single piece up there, they lose all their their recruiting.

Right. So those are things again too. We need to take into consideration what this can look like.

What can this ecosystem?

What can this landscape look like for them?

Off because again, it is all about the entire call flow. As Dom said, it's not just about the radio communication, but how does that fall flow as efficiently as possible.

Breaker breaker, no AMD no.

Transparent data.

No incompatibility, no integration.

So my question back-to-back is that is if it doesn't have those things at the deal breaker, and I'm assuming that that's the response if somebody wants to go off and use that, set that.

Or was that in use?

No. Somebody on line wanted clarify that.

That's what I read.

I'll read to me if the system doesn't have those things that the deal breaker right

here. The safe system is robust and then the locality can actually snap an issue. Allow communities to choose where they want to obtain services and make funds available to receive that kind of remind me of that school choice.

Where do you want?

Where do you want to get the best services there are. There are some states that actually their centers are they treat it like a business.

Right.

You know they're always buying.

They're marketing themselves, you know, in agencies deciding who they wanna go and what's my best deal.

Who's gonna give me the best customer service, right?

So that stuff is up there.

Planned obsolescence is a deal breaker.

OK.

Any other deal where?

Affordability.

Right where I represent offering mm hmm.

Yeah. Question on how to follow the year.

We don't pay a lot for our just set.

So what we get?

We get OK if we were, if we had to go to Hudson our our our.

Fan right now, got you.

So we'd like that.

No off building. We'd like to have all those perks that that park would have all the data.

You need to keep it affordable because our town people are paying for it.

Yeah. Talk to me. Yeah. Yeah. OK.

I'm playing call, you know.

Yeah, a percentage point doesn't matter, OK?

Let me ask this is, are there any models and it may be you know you guys may be models or model agencies that are doing you know call making and dispatching that you would want to consider like look at just what these guys are doing because it's really?

Hard for the only one.

Wanted to write you something for long, but in one video, right?

So just for what's the technology differences, I think you should cut the deal. Break for me is to be four people on any kind of cast system, no matter who it is or what company do you think does not have a full 5?

Minutes and yeah, huge time saver.

Because once the call goes in, you get send the update the notes. They can now see the updated notes as it's happening.

So I don't have to wait until I have all the information I can put in.

You know, agriculture fires hit send and then it's updating it.

They're getting the updates Wi-Fi sign, so a deal breaker would be to not have that option, not have that option. Again, that could degrade to the current capability.

Alright.

Yes.

As an end user having.

Fire plug.

S into it, we would just be stepping back and how many? How many calls do you guys think you handle a year?

I can get that too, right?

Anything else?

And I asked that question because we are handling.

Yeah, right.

What my my point is like depends on call volume to. So the flow of flowing kind of cat like that could be overkill for a small single seat agency that may be handled you know through 100 call a year. I can tell you one day last week.

We had three structure fires made out here, OK, and we were.

Handling it like it was a response time. Alright, awesome.

Alright, we're gonna move on to the last question, which is what improvements, if any, would you like to see in the system?

And we're at, like, 6:25. And then why I like to start this question early. And I'm warning you now, I'm gonna come to every single one of you 'cause. I know a lot of you have not spoken this evening.

Yeah, so 5 morning.

Yeah, I'm gonna actually ask everything I wanna watch into midnight. 'cause the folks online.

How many do we have online?

So if I can get.

12, OK.

So who are you?

Such a ball of yarn.

I mean, one thing is to another.

Funding governance service for providing the people the service that we're providing for employees, the ability to install infrastructure, to use infrastructure to switch on to other people's infrastructure when there's.

Failure for whatever reason.

Access to God or all the other things that can happen on a pandemic.

This is a big issue.

Not a one word answer, but at the end of the day, what's helping the people who serve.

Appreciate that.

And then pause.

Or if you're going to get an extra second because I want to look at the room as I ask this question and I will get any response online and I'll go into the body language and the reaction, what is your reaction when I say remote dispatch?

Or remote operations.

Right. Does the bill of figured out?

Dispatch from home.

Dispatch from a location outside of your normal 441. We could pull it off with our phone.

You can pull it off and yeah, and remotely OK.

Would it be practical I.

I don't know.

Yeah. When when you get to a structure fire and it's all hands on deck, I can tell you there's a lot of communication because there's teamwork and I kinda suggest things done.

Get them done quickly and and so you would lose that aspect from a dispatch and we we can't do the people in our dispatch center handle everything from handling design.

We won't call.

Just asking you to grab any 7 digits and putting them level holes right in the ring.

So we're we're doing it all separately.

And I ask that because there are, like, there's in everything when he may be handling

incoming 901 call volume for the primary pizza, there's a dispatch center in Washington state, 5th of Washington.

They actually have a 911 call taker that's been working out of North Carolina for the last year.

Taking calls.

Are we?

Hold on, I get it wrong.

Arlington, Arlington, VA, has call takers in Florida, Georgia.

I think they're on boarding one in California.

It's here.

The technology is here.

Which can help supplement right?

So when I say this, I also think you know are there options to help with Nano call taking in some places.

And again, I just like to get the reaction to see, you know, you know how people are, you know, when it comes to change, how how, how fast the fox are you willing to think?

So we talked about that.

During the pandemic, and while those restrictions we ran into associates security policies.

Actually kissed somebody.

You might want to, Dave.

Actually maybe figured it out and said they've got fuel faster authentication and where where the where the turtle is sitting. I can still sit in the center.

Call takers feel they can enter, but they don't get things back.

They don't get responses back, friend.

Get get a bigger demonstration of this, OK?

OK.

That's awesome. All right, very cool.

We're sitting.

Well, on a personal what I'd like to see improvements on on the guy just because we as part of we had two to three people working a shift and we're always logged into one no matter what.

I was taking no one on top of a normal call, taking stuff that don't, OK.

Alright, thank you.

My personal feeling for not here is that.

Something I don't I don't understand.

State this small geography that population width is OK, just just be one time. I didn't put a back up. OK? And because that probably goes to the framing as well.

Do not have the actual OK.

Appreciate that, Sir. Radio recovery.

We couldn't get out of our all the way up Springfield and off on the street.

Having written a grant for our computer association, which is another brother.

Tom and then awarded the grant for equipment along with the set along with

Department of \$380,000. And then they have that rescinded in order to establish this proof.

It's pretty painful for me.

But we continue to have.

So is that part of the the proposals that people were asked to to put together for the for radio improvement?

Yeah. OK.

Gotcha. So what I missed the first, should we not be investing in radio right now because we should pay for the stadium for all?

Go ahead and fix our problems right now.

The task force doesn't have any control that when we're asking for, if you have funding and you have some projects in place, we're not saying stop with those. But we communicate with the task force. Just let us know what you're doing so we can make sure we can.

Integrate that into whatever future models we we assess.

It sounds good.

Yes.

Did did you get it now?

Disgusting. Just keep repeater association.

I'm the secretary of my contact development, so this is a private organization. The number of counts get together, invoice counts for more money to help keep radio equipment completely separate from our OK.

What are we gonna do with that equipment that abandons his place on this rolls out? Or is it continuing to do the same thing? OK, seems like parallel universes with K dot need to be there.

We can solve the whole problem. OK, appreciate that information and we'll make

sure that we get our wireless phone, Sir.

John just pulled my phone there so you know, and honestly, the reception in our area goes well. We're in Vermont.

It's not black.

Five. One, that's just.

Study.

On that page. Mm hmm, yeah.

Appointments with the reception appreciate that.

So I'll probably I'm gonna follow you guys because through that funding we would have also gotten additional positions and we would have been able to take on some of these agencies that basically wanted to share. And because they've been funding those residuals, Chester, PD and others.

Because.

So wanted to help each below the.

And just set that the process. OK, thank you. Appreciate that.

Fortunately.

The long talk, that's why.

Probably will myself.

Margaret's rewarded.

But unfortunately.

Satisfied by the legislature? That's OK.

That's the money that came into the bill which created this.

I think it's the big bill before that.

It's what allocated the money where the grants were originally fund.

Ed, the CPS dot is using that language, OK.

H123 cocktail?

Call.

The money is actually being used here I guess.

Here the females are being used OK.

So once just pause for a second.

Yes, Sir.

Speak to me.

I need you to project your.

Self doesn't allow.

Suffering. That's what the pain is. Lord of the of the Internet.

Even though all the time there.

'S.

And this is not the first place that we've heard challenges with with. So something for us to take away is that kind of that clarification. We had a conversation in another town hall where.

Nathan or AK felt over the where they thought that.

The the ruling came if you will too close to of the BSP centres and so we had some clarification. So over the years time it seems to kind of the rumours have kind of grown into different things.

So there are some opportunities we're hearing about that that could provide some clarity.

On some of these issues, how they come about so appreciate that conversation and we can take that away. But let's continue your next what's improvement, if anything? I think this place on the top down like this. This came about. They're like, oh, hey, we're going to sit next to.

Nobody knew anything about it.

There was no. This is what we're thinking.

This is what was like your input on. It was just. We're doing this now.

To have some information OK from the top down it would be nice if that was included in more of the committee. It would be nice if they would ask for picking on as an end user about anything, OK?

So that's, that's what I think people.

I would like some more transparency and communication with them.

That's it. I honestly feel like a month understood these surveys would be good questionnaires.

First thing I would do is I'd probably start.

Beating but yeah, I mean I to know that that doesn't even exist, understood.

Thank you.

Sir.

Oh well, everybody.

'S not that long.

Get it off my dresser. Mm hmm. I'm all ready. Uh huh?

But these other options you need to be able to.

Actually throw the desk into.

Further breakdown the call the way that they expense that you're overwhelming.

And part of that problem is.

Not being able to call down.

Well, OK, we can eliminate a lot of the networks.

Alternative response option. That's it.

Sir.

Funding looking at the Antarctic model, upgrading our infrastructure at all right. And we're looking at federal, we're looking at and then we can get our hands on to help improve.

Our old infrastructure. OK, appreciate that.

Play.

Metastasize. Alright, start now.

A funding mechanism or equipment purchase.

OK.

OK.

Really good idea.

It was not funny and I don't feel bad because we didn't see each.

Other we have.

We can't just put that. We want to get.

Some speed communications from all.

Oh, this one.

A huge part of the the over and do that and as far as replacing those we can minimize but before you know it.

How long have you been there in service?

Yeah.

OK.

So thank you, Sir. Radio coverage in the House on this, all right.

Just a reiteration of of the of the technology that we talked here about Valve four in a mod standpoint and you know.

I'm talking an expert on it, but I know when a bunch of experts tell me it's just.

I know that.

That's what.

That's the reality of it.

And getting a new tool I think would be.

I'm not saying it was double or something. I don't get it wrong, but I think it gives.

You.

That little bit, but also.

I gave you cup and spoonful.

Everything spoken.

Urban area.

OK.

1st we have to be on the same page.

Technology funding.

OK.

So there's a name, right?

Well, and and and what's this?

And this is something that was heard, I think at that point.

There's an educational component, right?

A statewide educational component on what is available.

What is capabilities on think about the 16?

Billion dollar operable communications plan.

Statewide communications interoperability plan. Think that's something that they're in a shift? OK, they're probably keep teams around as well, but so anyway.

So again, these are things that that are are tools that are out there, but there is an educational component in this as well for the communities as well As for those those sitting around the table and doing the work on a day-to-day basis.

But.

Alright.

So yeah, that's going to be close. Like how hard would it be to hide with another somebody else do it.

'S already up, but they made a split second antenna.

It's far above the tree line and they won't let us do the joiner that they promised us to use.

The higher end of it.

So we're having trouble with it.

We're getting communications and using the other towers and FIFA is not quite the system of heavenly home that state power so.

Yeah, but everything with everything. But we're getting to get domain the other day that I could hear better than my work e-mail. Gotcha.

OK.

Some of them off.

Very long during the day there could be false communication times.

Down there, a lot of them.

One dispatcher.

Files, but it's it's very easy to be an easy way for people to.

You are listening one stop to your classes with these three accounting. Yeah. And then you know, you have to workout your operation further.

So, right, there's gonna be an easier way to do it.

Back to the wire frame.

It says that.

OK.

Fair enough.

Yeah.

Change the subject.

Always send more? Yes, back.

How do you make Portuguese better career instead of just soft everyone?

I think the Christina's point about more people, but like most of them, have been there some years.

Yeah, you've been there like 15 years, 1415.

He has concerns about the, you know, statements about this time.

And you're seeing it.

From what I hear from my husband is great, but you know locally and again.

For people.

You know the same thing.

Now to find out where there's no service at all.

Just want that like sitting always over me.

Nobody's made the call to Elon.

Now we're starting. We're starting like.

And.

Thank you.

Yes.

If I were going to get the last one, you do the next step and it happened you were done online and this is usually kind of fun because it depends on how many people will unmute or share or something.

So it might be a little rapid fire with our online folks.

Who do we have?

First up, Gigi.

Grant. Allison, can you unmute or share on chat or preferably unmute and let us know what improvements, if any, you'd like to see in the system?

Brad Brad Park, how about you?

If you can't, and we know some of these works is actually, we've had ones that they're actually dispatchers and they're actually dispatching and so they'll chat and say we're on the floor. Yep. OK.

Alison's typing.

OK.

Well, they're typing.

Who else we got?

Here. That's Yep, I can hear you.



Speaker 3 1:44:37

I I just tell you.

Can you hear me?

OK.

I joined just to protect the interest of my communities that I dispatch for that are in the state of Vermont.

What I think would help them the best. We've already significantly spent a lot of money on radio and technology infrastructures, but.

Their cellular coverage still remains to be an absolute huge issue.

That's a public safety issue on both sides from the collar as well as from the emergency responder as well as improving the radio coverage on the front of my radio network.



Speaker 1 1:45:14

Is that?

Gary Gary, if you can unmute share what you'd like to see, then changes for improvement.

Right. Do we have the chats available from the two?

Other so they're still typing, OK.

Who's that? Joe. Joe.

Did you hear that?

Unmute please and tell us what improvements, if any, you'd like to see in the system.



Speaker 4 1:45:51

Can you hear me OK?



Speaker 1 1:45:52

Oh yeah, Joe, there you are, yeah.



Speaker 4 1:45:56

There's a lot, a lot of folks have said a lot of things, and there's a lot of stuff here to unpack and, you know, I think from the Brattleboro community, I think it's a the bigger issue here is, you know, the state partnering with.

Local dispatch centers to help ease their load.

Improving the the cellular coverage is a huge a huge must for some of the more rural communities and.

Figuring out what how the state can utilize.

You know what?

They already have to help improve this radio coverage.

I mean, I think the studies awesome, but it's I'm hopeful that it just doesn't end up being a waste of money and nothing happened.

So I think the the biggest priority is in improving call taking, improving the coverage of the cellular stuff, which many folks have said and and how the state can better partner with local communities to to to provide a much better service.



Speaker 1 1:46:53

But thank you, Joe.

Brad came back in photos.

Peter will pass on both Unsalable, OK.

Thank you very sailor.

What was that?

Sailor Cellular and other issues. OK, who's that?

Next.com you are new to share.

You would like to see.



Speaker 5 1:47:24

Yes. Can you guys hear me?

 **Speaker 1** 1:47:25

Yup, we can.

 **Speaker 5** 1:47:27

Perfect. Yeah, cell coverage, obviously I think is is on everybody's top priority of improvement on that.

My department is dispatched by Hartford Dispatch.

You know, and are part of the repeater manuskend repeater group.

I am, you know, we have.

We have a system that seems to be have been working for a long time.

And I just would hate to see this kind of go to the wayside.

It does need some improvements.

So hopefully, hopefully something can come out of this.

 **Speaker 1** 1:48:07

And drop the next.

Yeah, Allison, as soon as South Africa.

Is great.

Any minor tweaks would be good.

Probably the rest of the better self-service of course would be great.

Necessary. Also some sort of database saving all the info later that are universal.

We don't have to pay private companies to do the development.

We don't want to pay.

That's very important to say that like you said, one of the best things, all right? And that database thing, the development, ripple and pay, we're finding a lot. Again, if you've been through a trade show recently.

Somebody there to overwhelm and when everybody's offering it. So like, how did you, you know, put your finite resources?

What do you you know, what do you do?

So that's that's the challenge too.

Any others left?

Geography or huge issues, but those two other themes, I'll bring your channel together.

Oh, OK.

Anybody else on this? We covered everybody.

Simon, Simon.

The state should look at and only dispatch of the model out of the five, four retailing fire department, four different districts.

All their stores and everything like that.

So it's body.

Any better communication between all the departments?

Thank you for that, Simon.

Anybody else online?

Willy, will you unmute and share your your thoughts on improvement?

 **Speaker 6** 1:50:01

Thank you.

So I I agree with a lot of the things that were said. And so I've also chimed in about the EMD thing a few times.

So I think that while the state may have some structure for it, making sure that information gets to the actual responders. And so as you mentioned, by transferring calls in that time that's added, making sure that information is received shared and the most efficient and effective manner so.

However, that can be implemented so the end user is getting the most amount of information.

As fast as possible.

 **Speaker 1** 1:50:37

I think it's just like Ryan didn't mean to give you. Are you there?

Can you unmute and share?

Alright, alright.

So thank you all so much.

I know that's it.

Like the longest thing. But I wanna make sure that everybody says or tries to give the opportunity to say something.

So I really appreciate all the feedback and all your participation, and I'm gonna turn it over to Barbara's out with next step.

Thank you very much. You're welcome.

Yeah, sorry about that.

That's OK.

Those are ads.

We have actually several.

Those are still open if you haven't seen it from us, we'll find you to do that.

Again, the not questionnaires, the different things.

It is not nearly as long questionnaire, but Jesus.

Thank you very much.

I appreciate that clarification.

I just want to comment too.

I appreciate the clarification from William about the EMV conversation and and I think I understand what where it's coming from.

So thank you, William.

Online. So Mr.

We, as I mentioned in the beginning, we will be scheduling the.

The scheduling and full day the virtual community listening session.

In early to mid-october, it's looking like we'll get that information out soon.

To everyone.

This is critical and all will begin to continue, I should say, to analyze all the data that is being collected and then clarify identify gaps in the information trends perhaps and commonality.

And that's the data that's been gathered from the questionnaire that I that went out to discuss centers earlier.

And all these were you can call as as any input you got into your outside inputs in the form.

And then.

Deliverables, which is just something that you already have assessment.

And then you will have mentioned earlier, I think like some we will have more conversations with you to various workshops as the the plan as the work continues and the work process.

Anything else in this episode or?

Before you go home and build Arizona State, I'm sure I'm up there. The commonality of a lot of the stuff the other states even have a long time problem with this area.

The themes and the trends are pretty consistent with based on the town hall.

You know, communication coverage, whether that be radio, cellular communication, as far as physical communication, as well as technology.

The case in a lotta hate relationship with baltor and desire of some sort of.

I mean, I mean something.

A lot of some people hate it, right? And then probably.

The radio dead spot.

You know, just the differences in the levels of services capabilities, right?

And the length of time frustration was transfer those types of things are pretty consistent and I'll say it's not just in the state, but this is happening in these conversations are happening around the country.

People trying to approve their public safety community system, how they operate.

Thank you.

I'd like to say I think it too would be regional town hall 'cause today I was encouraged to hear about things that are working really well in, in multiple centres and we've heard this in other town halls as well, and it it always sticks in in my mind.

You know, so fits what it is.

So yeah, so I think that is something that the tax board keeps in mind as well.

There are things that are are really working well out there and things that that are not it.

Feel like we have a better understanding overall of what it's doing and we'll continue to understand that better conversations going on are the other ones. The other thing of course is funding the funding.

Yeah. OK.

So thank you all very much for attending and participating so well in NFL.

It's a really good conversation.

I've been promising you the direction to the website for the passport.

So our web page is actually located on the Department of Public Safety.

Website I wanna clarify that that the task force is not support of Department of Public Safety but they do provide our administrative support and so that is why so if you navigate to their website go to support center commissions you will find us listed there you'll find all.

Our old.

Past meetings.

The reporting, whatever you want to do there, there's some very good stakeholder updates that don't prepare for us on a monthly basis.

That you'll find there to see the work that's going along.

Also, information there about regulatory.

And the next one is October 2nd and you can join.

So and then there's the e-mail address. If you need contact voice.

And again, thank you very much for being here.

It's nice to be owagian this person finally, and some kind of sense of self so.

Space travel.

And and big block for these problems.

● **Speaker 1** stopped transcription