Vermont - SW Regional Town Hall-20240912_120036-Meeting Recording

September 12, 2024, 4:00PM

2h 0m 35s

◉ **Speaker 8** started transcription

0:03

Me when you go.

Time to go. Time to go.

And next door with.

OK.

Let's do a sound check first.

Tell me the name of someone online and we'll ask them if they can hear me.

Ann. Ann, can you hear us well enough?

Speaker 1   0:22

Yes, I can hear you.

0:24

Delightful. Thank you for being here.

Good afternoon, everyone.

Sorry for my back being to you trying to manage the virtual and the in person crowd here.

Welcome to the Public Safety Communications Task Force Regional Town hall here at the Fire Academy.

My name is Jennifer.

My name is Jennifer Morrison.

I'm the Commissioner of Public Safety and I Co chair this task force, along with Barb Neal, the executive director of the E911 board.

Along with here today from the task force.

Also, is Mr. Paul White, who is the Co chair I or the vice chair of the task force, and I believe we're going to be joined by Mayor Mike Dundas from Rutland. He told me he would be here in person.

He's online, but.

Three of us should be here from the task force today, so we very much appreciate you taking the time to be here, either in person or online.

And we're looking forward to a robust discussion about the emergency communications landscape in Vermont today.

And how we can all work together to develop plans for the future.

So first, let's start with a quick quick review of the agenda. We're gonna go over some housekeeping and introductions. In the interest of time because we're trying to keep, you know the time tight.

Not gonna go around and do everybody online and in the room.

Gonna introduce.

Facilitating the meeting.

We're going to talk about why we're here and give you an overview of the work in the task force. We're going to do a project overview and talk about the project overview and the schedule and then the really good part, the guts of why we're here is the.

Discussion which will be we will reserve the majority of the time for stakeholder discussion.

And next step.

And there are a few housekeeping.

And there are a few housekeeping things.

So emergency exits Mike Scavo, would you like to tell us about emergency exits?

Forward and asked like this.

To the outside mustard, the back of the.

Front half of the local fire department here.

So we're good.

Alright, perfect. When in doubt, follow these cells.

We request that everyone signs in on the sign in.

We request that everyone signs in on the sign in sheet.

There's one being passed around and there's one, I believe, by the door.

Why are you saying?

Why are you saying no?

You're not getting credit, at least that I know of for being here, however.

As this process develops, we intend to send out follow up communication with things like surveys to help us prioritize things.

Thanks.

As we hear information and we start to try to.

Put it into buckets.

We might need to follow back up and have focus groups discussion.

We might need to follow back up and have focus groups.

Then we want to talk to the people who have already chosen to lean in and to hear some more from them. So what?

Going to be talking about today are pretty high level priorities and.

Discussion about what works and what doesn't work.

But as we.

Get further down the garden path. We really need to get into more granular detail.

Will need subject matter expertise from those in the field.

To get there, so please sign in.

Restrooms are down at the end of the hallway that way.

The meeting is being recorded and it will be posted to the Task force's website.

To.

We're going to be using live polling, which is very exciting.

All you need is a phone or a tablet, and our facilitators are going to tell you how to use it.

Super.

Super easy.

I did it last night, up in Swanton. If you don't want to, you don't have to.

Can obviously participate live in person, or you can drop ideas in the chat.

And all of this will be gathered up so that we can take.

All of the four town hall meetings, feedback and synthesize it.

We are here today to talk to public safety responders and the elected officials who, you know, who helped make decisions either at the local or state level.

There will be opportunity for the general public to weigh in.

Going to be hosting 2, what we're calling listening sessions.

So anyone who has an interest in that frequently includes the people that we serve, right?

People who call us when they need help.

And other.

And other folks.

So there will be listening sessions intended for the general public to.

To to.

Contribute so if we.

Contribute. So if we are.

We are tight on time. If you don't have enough times, we will specifically request that people who are not of the targeted audience, they are not first responders, they are not local officials that they hold their remarks and that we will either get to them when there's time.

Or there are many mechanisms to provide feedback, including the chat feature, the polling feature, and the address.

The task force, which we will show.

You at the end.

So a quick history of the task force.

In 2023, as part of the Big Bill or the budget bill, which is called was called Act 78, the Vermont Legislature created this task Force and task.

Us with the planning and implementation of a reliable, secure and interoperable statewide public safety communications system.

The scope of the work outlined in Act 78 is.

You've never read.

You've never read it.

I'm be happy to send you the excerpt because the budget bill itself is hundreds and hundreds of pages.

There's about 5 pages that speaks about the creation and the scope of work of this task force.

The task force has been meeting on a regular basis since the end of June in 2023 and we have hired both project management team, which is telivate that I'll tell you more about and they are the trusted advisors of the task force and we.

'Ve also hired the system planning consultants.

Their company is called Mission Critical.

Partners.

Partners and.

And we hired both of those in 2024.

And so, with their help, the task force has established regular stakeholder updates, and we're in the thick of one of the phases of work, which is.

Excuse me, data collection and analysis of the existing landscape out there and also stakeholder engagement plans.

Is obviously the beginning part of the stakeholder engagement.

Is obviously the beginning part of the stakeholder engagement plans.

Pretty soon you're going to hear about the status of the project and the timeline for the future. From our project management team, but I want to stress.

Two important things to you before we get into that.

We appreciate and value all of your input and feedback.

We look forward to hearing from you about what is and what is not working for you now and what your priorities or dreams wants. Wishes are for a future statewide communication system.

And the second thing that's really important for folks to understand is that the.

Forced all seven of us.

We have no preconceived notion about what the future system should look.

We have no preconceived notion about what the future system should look like.

We are not going into this process with a yeah. Yeah, we'll play along and then this is what we're going to suggest.

We have no preconceived notion and we specifically.

Cast our consultants with providing us with multiple options of what a future statewide system might look like.

And again, we'll be coming back to this community to ask for feedback once we get those suggestions.

In addition to the matters that you all will likely have significant interest in.

There's other pieces to this very complex puzzle like.

There's other pieces to this very complex puzzle like that.

There's a lot more that needs to be sorted out other than just what does a system look like?

We have to figure out how do we pay for a future system in perpetuity and equitably.

How do we best leverage technology to build a system?

So as you can see, this is a huge project with a lot of moving parts and this is kind of the operational side. One piece of the puzzle.

So this is our opportunity to hear from boots on the ground and local officials about what you want from a future system.

So this is a slide with the task force members on.

So this is a slide with the task force members on it.

I'm not going to read it, but it's as I said myself and Barb Neal, Mike Dongas and Paul White down in the lower left with the cute dogos.

Ron Cumetts, who's the chief of the Albert Fire Department.

Mike Wright, CEO of Cadence Ambulance up in the Northeast Kingdom, and Jim Mack, who is the PSAP administrator at the Shelburne Police Department, which dispatches for dozens of agencies.

Those are the members of the task.

Those are the members of the task force.

They each are representing a certain constituency that is called out in Act 78.

These positions were all legisl.

Dictated that there shall be one from this group et cetera. And that's the cast of characters.

We are ably assisted by.

Our team at Telivate, Rick Burke.

Where's Rick? Rick Burke and Don Mccurry, Dominica Curry.

And again, they work directly with Task force.

And again, they work directly with Task Force members.

Remember, we are all all seven of us are people with day.

Remember, we are all all seven of us are people with day jobs.

This is another task on top of our already massive books of work, right?

So this is another task we are subject matter experts in teeny tiny portions of what this project entails.

But we are not technologically.

But we are not technologically expert.

We are not, you know, all these things.

So Televate brings that to us as the trusted advisors of the task force and we we work, we rely on them heavily.

And then the other group of consultants that we are working with are our system planning consultants, mission critical partners.

And then uh.

And they're mostly right here.

So we have ramp stuffy who is our project manager and Bonnie Maney, who is the operations senior advisor and she will be facilitating a good portion of this meeting.

Scott Neal, who is our wireless LMR expert advisor, and Gigi Smith, who is an operations subject matter expert and she handles a lot of the technology pieces of this as well.

So thank you to the entire team for being oh, sorry Phil, I missed Phil SIS from mission critical. That was so rude.

And.

Even brought me cookies from.

From a great bakery.

Somehow I don't think she's supposed to cover her up.

Oh, only when you're jogging or rocking, yeah.

So Phil Sisk, also for mission critical partners.

So thanks for.

Thanks for being.

Thanks for being here.

I'm going to hand this over to Don Mccurry from Telivate, and we're going to go through the project overview and schedule.

Thank you very much, Jen, and good afternoon to everyone here.

You all for for coming.

Appreciate this.

I will have a brief piece just to go over.

Brief overview of the project and the schedule, and then we'll get into.

The meat of the meeting with all of you providing us with input.

As Jen mentioned, this project is based on what was described in Acts 78 for the task force to do, and it was to provide recommendations.

For a secure, reliable interoperability statewide communication system, and that is going to encompass a lot of different types of systems, when they say system, it's it's a very broad.

Nomenclature. It's not just the console system that you may sit in front during the.

Nomenclature. It's not just the console system that you may sit in front during the day.

It's not the just the radio system that you operate or use to dispatch first responders. It's that and all the.

Staff.

Dual issues, governance, funding, all of those issues to go along with.

Dual issues, governance, funding, all of those issues to go along with it.

So all of those items there you see under considerations, they're all fair game for discussion today during our meeting.

Our project is starting out with, as Jen mentioned, a very deep data collection process. We are trying to assess as best as possible the current environment of all these considerations for dispatch service.

Within the state of Vermont.

So we are doing that through a number of different methods, including a data questionnaire which we set out to all 38 dispatch facilities and anybody participate in filling out the data questionnaire.

Thank you very.

Thank you very much.

I know it was a long and ***** quest process but.

We we certainly appreciate that information and the team is now working to analyse all that in addition to the.

Data questionnaires. There's a cybersecurity assessment that is ongoing, and there's also RF system documentation and and planning.

So we are also looking at all of the different.

Radio systems that are used for communication from dispatch to 1st responders and there are certainly hundreds of them throughout the state. We're doing that by contacting, you know, each of the individual agencies.

Working with some of the major radio shop vendors within the state and also by looking at FCC license information.

We are also doing an assessment of the governance structures and funding models that are used to support dispatch operations throughout the state, so that's another.

Those are other areas that were involved with and we're going to be documenting that and that's going to feed into our recommendations as well.

We're doing that through our site visits.

Mission Critical Partners has visited the majority of the dispatch centers throughout the state.

There's still a few that we couldn't capture during our first time around, but they're going to catch up with them over the next couple of weeks.

We're holding these town halls as well.

We're holding these town halls as well together.

Your input and as Jen mentioned, they'll also be listening sessions where the general public will have the opportunity to provide input.

The process, once we have all of that data and all of that input will be analyzing that and developing options for a statewide communication system. As we've discussed, a secure interoperable.

System reliable system throughout throughout the state will put together preliminary designs for those with various options that we will evaluate as a team and then we're

going to come back out to.

To you, the user community with some of those possibilities, and we're gonna have workshops where you're gonna have the second opportunity to provide input into this process.

So once we have some of the analysis done.

We'll be talking with you again to see how you can contribute to the to the process once we evaluate various preliminary designs will be a final design that will be recommended and that will be the major outcome of the project.

A brief look at the schedule.

This is the working schedule that we have update on a weekly basis and as we've said, we're deep into the data collection process. We have not of course developed any recommendations or any system models at this time.

As Jen mentioned, there's no preconceived notion as to what the answer is or what the most.

Speaker 2 15:43

Run.

15:46

The optimal system will be.

That's for later, once we've received all the data and once we've analyzed everything. And have gone through the process.

We'll be finishing up with data collection and.

The site visits within next couple of weeks, then we'll be going into the analysis of that and putting together some some plans, preparing for the workshops. The workshops are going to occur in the October, November time frame and then we'll take that input back.

As well as all the analysis we have done and and move on to putting together preliminary designs and then a final recommendation which will occur in the December.

I'm gonna hand it over to Bonnie with mission critical partners. Thank you. Thank you.

All right.

Just I guess some feedback I'm gonna try and save further at this end of the table, but camera is so sensitive that it it's going out, it's going out. It doesn't know what it

what it's doing.

So, no offense. I'm going to stay down farther, probably back at this end.

Thank you guys all for being here.

We had a really great session last night.

We've got some things that we we do have.

And just as Jen and Donovan said, please please be open, but just know for sure.

None of us have any frequency notions.

We do these things around the country. It is very important that we maintain that same mindset because everywhere is different.

So when we're having this discussion, please be present.

We know we have to get out and leave.

That's fine.

We have to take care of business as us.

Ual business.

So we get it.

But we really need you to be candid.

Be open.

Be honest, if you're not honest with us, there's no way that we can determine what would be some viable solutions, right?

So we really need you to be candid, but at the same time, of course, be respectful.

Listen as partners from the perspective of you all provide mutual aid to each other.

You may have a border and jurisdictions you know your your communicating and you're partnering up on a daily basis, so.

Listen also as partners, if you're going to criticize something, that's fine.

But again, that same thing. We want you to think big picture. Really something that we really find.

Interesting in this in just public safety communications in general, especially when it comes to this batch of the field.

So there is an extreme sense of ownership, right?

It is our community.

We feel the most, you know, connected to our community and that's OK, but it really is what we're talking about, something like again, you know, partnering on a daily basis.

Trying to get the right resources to the right location as quickly as possible. We really ask what you think beyond just your community, your ecosystem, and then if there

are some things that get off topic, we do have a parking lot. We will still capture those ideas.

Because they may be important to a future discussion that's part of this or something that Jen and task force need to take back and consider. So you know something else so.

This is kind of our our thought for the day.

Rance is kind of controlling a bunch of things up there.

Monitoring Gigi is actually, you know, monitoring the chat for online.

So we want to make sure we check in with our folks there as well on a regular basis chat online or the online folks, please feel free to unmute and and and speak up as well.

You don't have to wait, you know.

Just try and be as like you're here as possible.

Right, alright.

So Jen said that we're gonna use some online polling like polling. This is your first opportunity to do that.

The question that we are gonna have you answer is what is one key take away you hope to gain from today's town hall.

How are you going to do that?

You gonna take up your cell phone or your tablet? If you can see up on the screen on the top right, there is AQR code.

You can simply scan that with your camera.

And that will take you right to the live polling if you wanna do it a little different way.

You can also do it by text.

You will enter 37607 and then in the text area do BMANEY 119 hit send.

As soon as you get send you are then into the polling system and you just have to wait for the post to come in and you can answer. You don't have to answer be maybe anymore, you just have it.

Just keep your text open and you'll be able to answer every poll as it comes in.

So you can see Jen already has her test in there.

If you are at home and you wanna use your computer, you can go to thatpollev.com/V Manny 119.

I know it's very small text, so if you guys need it back here, phonetically. Bravo, Michael.

ANEY119.

Alright, let's see where everybody can get in here.

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

They'll do that.

Anybody that is not participating by by poll, anybody would like to share, but they like to get out of today.

If they're not participating by poll.

Everybody's participating by coach. Yay. All right, understand the problem.

Information input and collaboration.

I think that's a great way to start.

We saw a lot of that bringing people together.

I really respect that people are joining online and that's great.

But when you get lines together face to face, you know that can be so helpful to start that.

Direction of emergency communication in the future in in, in Vermont, timeline and expectations.

Clarity on the future of state dispatch.

Anybody want to share a little bit more on their statements?

Morgan did more in more information on what the future might look like that somebody from this room are online.

Could share a little bit more on what what they're thinking there, what they'd like to get out of today.

They are shy I.

Don't get it 'cause. I'm really good at just standing and waiting and that long pause, silent thing. I can wait.

Pick low hanging fruit. OK, that one's really got my interest.

Anybody in here?

Speaker 3 22:52
That's.

22:52
Somebody. Oh yes, online.
Can you share a little bit more what you mean by that?

Speaker 3 22:56

That's.

I I just think we sometimes forget to do the easy things while we're trying to solve the global problems.

23:11

OK.

Right. Anyone else have a you know?

Can identify with that kind of thought.

I always had to go through the big thing that looks like it's unattainable instead of kind of breaking it up into smaller areas. And what I like about that is that something that we actually look at here when we're looking at standards, best practices and those types of.

Things in public safety communications. We got to get that standard right.

Got a lot of firefighters in here so NFPA 12/25, right?

Oh, we have to have everything that's in there.

But if we're starting at 0, sometimes getting to 100, that's just unrealistic. It's impractical, and we're just gonna cause problems. What we like to focus on is how do we start moving the needle?

How do we incrementally with gradual progress?

A statewide system.
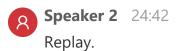
That's reliable, secure and interoperable.

It's nothing that's gonna happen overnight. You guys have been wrestling with this issue for a long time.

Right. So in that maybe there is some picking of low hanging fruit that's we go along to start moving the needle in that direction?

So thank you for sharing that one. Yes, the chat.

Uh, huh, that was small. Volunteer Group of emergency responders can't fit into a regional comma system.

There's, there's a lot of really good questions on here and we I just want to say up front that we might not be able to give you the answers to those. But these questions really help us focus on what we need to be able to answer by the.

Speaker 2 24:42

Replay.

24:45

Time we propose potential solutions, right?

So like there was one about.

Can you chat or miss?

There was a couple other ones that are questions that.

If we had the answer, it would be that we had a predisposition towards a certain outcome.

Speaker 2 24:57

Replay.

25:02

So these are great questions and you might not get those answers today, but you should get them before we ever get to a place of selecting the future path.

Excellent. Thank you for that, Jen.

Alright, so let's go on to our next piece. The first section of this is going to be about the current dispatch environment.

So we have these three questions. Two of them are polling.

The first two are polling.

The second one is going to again be more conversation.

But just like we just did, we're gonna extract things from those responses that have more conversation. And then the last one again is just a, you know, a conversation called together.

The second-half is going to be about future state. Again, two polling questions and then a conversational question and then we'll wrap it up. General jump back in, talk about next steps and we'll close up for the day so.

Back to polling again. If you're already connected to the system, so you should be able to just text your response or add your response from here.

What is working well today?

Why would you want to keep being able to do with your system today? The way it's working?

Radio dispatch mutual aid, all that kind of stuff. The way you communicate today, what is working well?

Anybody that's not already been bothered putting their response up, they want to

chime in verbally.

Anything on chat?

Nope. Anybody online want to share while they're entering their poll?

Something that they would like to say that is working well today.

Very little we have adopted that impression last night too.

We actually had to flip this question around to talk 1st about what's not working well to be able to get to anything that's working well.

So it's functioning OK, that's a positive.

What kind of experiences?

Whoever put up very little, we experienced saline challenges. Anybody in this room say that one or that an online response?

What kind of daily challenges are people experiencing throughout ability?

Interoperability, right?

Cutting out dead spots.

Yeah, absolutely dead spots.

Coverage is an issue for our existence, interoperability and having a.

Yes, we have no frequencies that are supposed to be interchangable around the state, but the people actually leverage those, generally speaking, no.

In terms of resource allocation from a regional perspective, just yesterday I listened to a dispatch agency try to find an ambulance for over 5 minutes because they had to call three different dispatch agencies try and find somebody that was in service.

In my vision, that's under 7.

We can't wait five to 10 minutes just to locate.

OK. Is there alright?

EMS access.

So some of this is there.

I'm reading a little sarcasm into some of these. EMS actually shows up from a citizens call, all right.

Law enforcement side universal statewide radio numbers. Who's who's a law enforcement representative again, is that online or is that in here?

Is that you?

So the one I want to ask more about law enforcement side, universal statewide radio numbers, is that somebody from online?

You may have to unmute.

From in here, can you relate to this for chair something?

Anyone from that?

Is that something that's working well?

It doesn't exist. What's up? Sigue.

What's Universal statewide radio number?

Yeah, you don't understand, OK.

MDC. Are we talking about?

Speaker 3 29:12

No, that that was me.

I'm sorry. I was juggling a couple of things.

Well, almost every law enforcement officer in the state has a state assigned radio number.

So if like M801, is the Montpelier police chief?

And if he gets on a different channel, a different dispatch center, M801 is track trackable back to the Montpelier police chief.

29:42

Said I am bringing down my phone. Uh huh. I'm on my.

Speaker 3 29:47

But I'll say I I'm not entirely sure that every single agency uses them.

I know of at least one that doesn't, but I think most of them do.

29:57

Yeah. So there's there could be an educational piece to some of this stuff.

That's something to improve upon, but there are some things that may be in place that could.

Be leveraged for a model which could be used in a discipline. The type of communications I like to I'm seeing.

I like to.

I'm seeing there's a lot of, you know, council praise for the dispatchers, veteran dispatchers that were all four prior dispatch centers, your Washington and who's the Washington County Rep.

Ublican county.

That's part of it.

OK, so so.

Washington County covers fire and EMS district into Vermont, so Forth Haven. They all pay for service over. So I think what they're talking to if I'm on board, if you listen to that dispatch center.

Just how it's run.

It's very efficient, very effective.

It's a one county based.

There's a EMS dispatcher, fire dispatcher, police dispatcher. They all know the area got you.

Yes, that's confusion and that's a communication strategy.

Yeah, it's not a dispatch center, correct?

Yes, we want to be referring to everything right now as a communication center, because that is also their.

Answering point now. Gigi and Rance have gone through a lot of centers.

Actually this this next two weeks is where they're getting ready to see that.

Washington County Council for answers 911.

Yeah. So they are a pizza.

They are.

We have a tower, so it's on the board. They might get Washington County, Washington County will call us or transfer team from us. This bus center to respond to 911.

Yeah. So we transferred that so many communication centers.

I know there's some that they're actually called different places to get law enforcement, fire and EMS from the three different places.

To respond to one call available during the same call. Those those things are very, very challenging.

So GT and Renz are saying they've gone to a lot of the centers, they're going to finish up next week. But we had seen NC PS have teams of two coming back up and visiting all 37 for the last four to six weeks.

So hopefully some of y'all seeing them. If not, Gigi and Rance have been some other members of the team.

Everybody has been super inviting, super open, very candid in some cases.

You know, and so we're taking all of that information in as well.

Else that you think is working well, Hanover, NH Dispatch is also a rock star.

So again, not talking much about ones in your own state as much as the ones on the

borders.

Well, just to add to that, yes, we go back prior to some administration consolidate prior to what administration.

Consolidated reported too, when when I wasn't around.

Prior to that, but I could say roughly at the time anything you needed, they do dispatch.

I put the porch just back.

The dispatch is priority priority because.

Call Laura mlton.

She would say, oh, that's this.

She she would know because they only get a smaller but Washington County, so they were comfortable at it.

What happens is they consolidated down the two and we have this mess that we have now.

When did that take place?

Whenever someone was done.

And then you have staff in crisis because you moved it to *******.

Why would you take it out of the ******* there where you have 15,000 people in the city and then when you add larger your population to 100,000 looking for jobs?

You put me where you have 1400 people like moving to Paul, Vermont. You're not gonna get people.

Why would you drive someone to talking for a job?

It wasn't W, man.

It was a dumb move to put it out in remote nowhere and then you have this sizzle that go there like McConnell, New Hampshire.

So we try and they go across. The problem is that location centers there both. Symantec has a staff and probably a gymnasium talking about. It's the difficult stuffing problem because the job market there's, I mean who's wanna work next weekends and holidays when you can get paid the.

Same or more.

Work anywhere else in Chittenden County Industries, right?

Westminster has fewer Westminster residents, fewer staffing problems than boys, but they both have challenges and and and I I like that you brought that up because that's another thing that we have to be very timely and just about is where are you know if if there are cases.

Where things should come together right?

You know what is the job plan?

What does it possibly look like in place to get that job?

An example I gave yesterday, we're working with the county that has 591 signatures, 5 actual peace apps.

Of their county covers almost 9000 square miles.

Down below them too.

So it's like, how do you say, oh, yeah, you should go to town 911 center.

So that's what you were saying?

We had no preconceived notions.

You have some geography challenges, some radio challenges. All of these kind of things.

Workload. I mean workforce challenges economics. So we need to take all of that into consideration. So it's not hard numbers that we look at. We look at a lot of qualitative information.

Well, which is why we're here talking to you.

So that everything that you fill in this wonderful questionnaires, we can start trying to find that balance once you get the inventory together.

Yes, ma'am. One of the things that I wanted to touch on in our dispatch center, very technology is Hartford.

Technology driven, we use our CAD system to build the response plans for the fire departments.

We've integrated interfaces so that our CAD system will push to their reporting system.

We have station learning so we are very technology driven to try to keep up with the demands of the departments that we dispatch for.

So are there things with that you understand that you think are working well today?

Then I think having a good CAD system and keeping up with technology is imperative.

To be able to get the information to the first responders and our first responders as soon as we're dropping.

I viewed it on the content, they're getting it out overactive 91 and then they're getting the tone just because that's how quick our CAD system's pushing down.

And then they're getting the the tone right now and we're we're also implementing.

The Phoenix system, which is going to also give them additional information and it's

going to use computer automation to do the forecast. So we can remain on the phone.

Provide patient care.

And yeah, technology is is a big piece, right. And and from that what I hear too and what we heard yet, you know in other sessions is that there is tabs and have nots if you will right some of the other sectors that you know they've got the.

Funding and everything to kind of go forward more in technology, but some of the smaller sectors don't have that. You developer vets right.

But there's some challenges there.

Where do you find, you know, funding and things like that to be able to leverage some of the advantages, some of the things that are working well, how do you bring that to more what what are the other pieces we're working in?

I just have a grant that Annover to Hampshire for a CAD to CAD software.

So when they put in a structure fire, we are getting notified.

They're pushing data over to us, so we're seeing what they need for apparatus.

And vice versa.

So that is still in the the testing phase. OK, but we were wanting to be a part of that.

Awesome that.

So this kind of goes back to the questionnaire.

Why we were kind of pushing everybody to get happy. I think most people have finished it, but this one is important because we asked about your CAD system, your radio, your all of these things.

So that we can kind of start tying in who has the same, who doesn't.

Need to be technology support to make face work better.

Alright. Anything else about what is working well today?

Yes, ma'am.

So, ma'am, I'm going to.

Motorola it was formerly Spillman, but Motorola Voda product, and did you also use the without four brothers too? Yeah.

That was giving my question here spelled incorrect.

But it was formally yes, formally yes formally formed.

We have all that capacity.

OK, alright. Yeah. But like developers, not a cat or a mouse, right? Alright.

Anything else?

Anybody online?

Anything else that you guys wanna share online that maybe contribute to the what's working well today conversation? Anything on chat, Gigi?

Nope. OK.

Let's move on to you know 180 what is not working well today.

We heard all this already.

Back here, I'm not working well. Appreciate that.

Sparking tail.

We appreciate that.

What is equity and who pays for what equity and who pays for what?

That is definitely something that's not for you.

Well, we know that some agencies are paying anything.

So if we start talking about funding options and say well now you have to pay, I can pause a little bit of, you know higher and irritation. What does that look like?

Valcour is not working well today.

How dispatch size is good, but the dispatch piece if you go to this phone dispatch in a mobile, that's great.

We used to have what she was talking about, but the mobile side, I think it's terrible.

Actually, the tizpac piece is what we see on the road in our UC or from the technology not.

Yeah, not your dispatchers.

Go home.

No, you're actually the technology.

You put the mobile piece up against.

Don't go live.

Breakdown. Even the darkness. If you put the dark mode, you must leave it on because you can't see any cooking mode. You just keep em away. The information is really still made. You treat it like A blog.

So you actually find out what's actually happening all the way to the bottom and start going back up to see 'cause. It's pretty what's first.

At the top and then, yeah, everything's so funny.

Yeah, she's OK.

What else we got?

Hate mail for dispatching.

Hate Spellman for report writing, OK.

Fair enough.

Interoperability for critical or Asher incidents, who who injured that?

What's an Asher incident?

Yeah. Is that somebody online that noted that one?

Police fire EMS interoperability for critical or Asher incidents.

Speaker 4 41:16

Sure. Is the acronym for active shooter hostile events, the NFPA term.

41:20

OK.

That wasn't all cats. So OK, I get it alright.

Yeah. Unfortunately we are seeing still seeing 2 million.

There is no. Can you stop record?

No interoperability.

OK, that's going to be radio to radio many years ago.

And it could be one video on that card.

Again, it's possible for you.

To take your two.

Phone calls.

This is all happening.

DHS.

So this is interoperability between hired and law enforcement.

Thank you.

Narrow banding was a handicap also removed.

Hold on, reload.

Leverage technology to increase efficiency.

It's just you had a reload, OK?

We have them all.

So yeah, we do.

I was just seeing if there was something else to pick out.

Yeah, that's what I'm I was looking to see anybody else else have anything to share that's here or online?

I think.

We heard last night about the radio system seems to be a lot of problems, especially with coverage. And what does anybody in here happy with their current radio

communications and how big consumption operates?

No, it was all just the plug in. Plug in.

Expensive has a lot of gaps. Coverage levels, right? Yeah, yes.

The the one I want to kind of point out in the in the longer paragraph here, it noted training.

So training consistent training is not working well.

Is that something that is being experienced for the folks in this room as well, consistent training?

They can.

Kind of relate to what you're talking about with, you know, just from just from the use perspective.

Right on, you know, protocols everything for using the radios, the criteria for communicating.

Navy and interference and lack of available frequencies.

Yeah. For those that are that, have that everyone's experienced interference, you guys get a lot of interference.

Yeah, we have a lot of skeptical from garbage in Canadian.

The Canadian cab companies which actually overpower when we try to get for additional frequencies, we have to go through the Canadians for permission.

And FCC has no leverage on that, so.

Alright, dispatch can't communicate on your tactical channel, so you understand that that your dispatch center don't have your tax channels.

Period.

All right.

Your tactical channel.

S.

Having a repeated tactical channel that dispatch center actually here is dangerous with hours of cognitive because the ability for portable radio to get back to a repeater.

To actually have clear communications and knowing that that would come back to another user on that scene is highly unlikely.

So we're stopping this world of using simplex channels for tactical channels so that we can guarantee communication between and that just speeds wide based communication systems.

All right. All right, let's let's move on to this more discussion base.

This kind of is going to set us up for the next, which is talking more about, you know, future.

What does a reliable, secure and interoperable public safety system?

Look like to, you know, put something, you know, suggested topics up there, dollar management as well.

But what is?

What does this look like to you? If you were building the system?

What does a liable security interoperable public safety system?

This is there's no poll for this one.

So online please, you know unmute and and feel free to share or put it into chat and Gigi will share what does it look like.

They sponsor regional systems, state sponsored regional systems dispatch centers.

OK.

We need to have interoperability, that is.

Statement we have detach channels.

We have UTAC channels, but many of the departments that I work with don't actually have the readily available radios.

We don't leverage them.

That system is OK.

It also has its own flaws in its execution.

It's implemented.

We don't have dispatch centers that can readily communicate with each other and and know what resources are or are not available.

And that leads to this fashion. It inherently meets the ways when you have to call 3 dispatch centers to get resources for one incident and then on top of that, if one of those resources out of service or whatever reason, there's not necessarily any communication of that to.

Other dispatch centers, if I need to call them.

To your point earlier that it took 5 minutes to find an answer.

Yeah. Which they didn't end up finding.

Believe it or not, OK.

Spot on. Yes. Go, go. You're spot on's up.

All right for that comment.

Well, how do you feel about from a a reliable security drone system about local control and if you?

Not a concern.

I mean the talking state sponsored back here, you know, how does that impact people's thoughts when it comes to this type of a system?

Can you have both?

I'll take a look.

Municipalities can afford it.

It'll be too expensive.

I don't know.

That was discussed five to six years ago on how much it would cost them.

It was.

It was a big burden on them as far as yeah, you can see.

Well, unfortunately the way the state did that, there is no county government.

Washington County has the county government or county tax.

Face the shareholders.

We don't have that designed all of our all the jails are county or state structures.

All county jails there is.

I guess that's the problem here. When I look at a state-run or state funded voters accounting that to support that, don't think it can be any other way.

But to be but to be state-run OK.

Sponsor, sponsor. Thank you.

Let's make sure we have a clarification between sponsored and run.

Two separate things.

Yes, Sir.

I think the current systems are unsustainable the way they're at, because there's no coordination. I think between the lack of availability, resources and our workforce during the day, the voluntary agencies are struggling and so the communities that are supporting full time services and I'm not dissing volunteer agencies.

They have to put, you know, pull on the table.

That becomes a struggle of not being able to coordinate.

Hence the gentleman of access. I have to look for three different agencies to find an ambulance.

And that becomes a handicap in itself.

So there's no efficiencies, there's no streamlining to get the available resources and that if they turn around that fund, dispatch is well and out of service for a week for breaks or whatever. They should know that regionally and that's that communication

problem. Sometimes doesn't happen.

Challenges that we face is figuring out how to engage the stakeholders that are volunteer combination.

Oh, honey, the majority of our first responders in this state are volunteer based.

And it is very challenging to get them the representation that they need.

To express their challenges and.

Get them involved with the that progress forward.

Anybody else about a reliable secure so kinda what I heard of that, that, that dialogue as well was that it is important to be able to have a system like this to be able to find resources quickly, easily dispatch centres to be able to communicate regionally you have.

In a situational awareness of what's available, where calls are, what resources are going.

Is that an accurate statement?

Relation OK.

Yes, Sir.

Yep, no, go ahead.

Go ahead, John.

Just one last thing. I think we have an issue with resiliency and continuity operations too. Some of these smaller systems only have a single tower. And so once that tower goes down, that area is in that. And so really when you look at the statewide system, it really.

Needs to have a redundant system, that is that built.

In safe safe catches for that so.

Simulcast system would be really important to be able to get that model. OK, I know there's some. There's a comment online. So Jen, if you could.

Yep. So it's just one of the piece. One of the pieces of feedback that I received several times is dispatcher awareness of the geographical area they are supporting and local resources.

So this is very much in that same name, OK.

Can that person share anything else about that verbally or?

Do unmute.

She wanted to cast much, much. Oh, OK.

Speaker 5   51:25

Yeah, sure.

Absolutely, yeah.

I'm sorry.

I was.

It's taking a second to get unmuted and I apologize for not being in person.

That's a scheduling issue on my part, but.

One of the one of the pieces is. I've been having these conversations outside of Rutland, so I know Chief Kilcullen is there. But outside of Rutland, the the with the current system, the challenge of the dispatcher that's on the line not being aware of kind of like what.

Somebody else in the room saying what the local resources are and what's what's geographically an obstacle in those areas.

Has been challenging in the past, especially working with those volunteer organizations.

So you know, when we look at situating these dispatch centers in the appropriate locations and even if we do, you know, follow the sun or fail over support, making sure that the the processes and the policies.

A big piece of that is education and local awareness. Like if we're going to have somebody dispatching out of county and supporting another county, they need to have at least some.

Form of understanding of what's going on in those other spaces so they're not dispatching an ambulance. You know, that's actually going to take an hour to get there, even though it looks like it might take 15 minutes.

52:41

It's like the last thing we talked about this it might be redundant to those of you who were there last night. But when I think about how do we put that into the plane, speak or reliable security system, I think about an intentionally designed modern system that PROV.

A common operating picture for all of the people who have worked within the the first responder community.

And it's a system that serves the customers and there's two main customer bases here that we should always have in the forefront.

One is the safety of the public.

Speed of getting them help to get the right people and the right equipment to the

right place in a short period of time as possible and get our first responders out in and out and home safely.

So that's sort of like the the big chunk of it. But then I when we the last time we spoke a little bit about governance and it really is important that to me from my perspective that whatever solutions we come up with.

Around how centers or?

Collaborative agreements are governed that all communities and all services have a voice that's commensurate with their slice of the service population that we do not repeat the past and build a centric system and then hold on EMS and fire that we build a system that serves all Const.

And that that the govern.

Ance is not driven just by one big dog on the block.

Dad, make sure you got a summarizing this this section 'cause. We're gonna move on now to two more future trade. I'm thinking of. Yes.

Everything Matthew, Matthew want to talk.

Matthew, go ahead, Matthew.

Speaker 3 54:42

Hey I I was just going to mention that you know if if we're doing this and Commissioner I I very much appreciate your statement about the ideas of it. And I I really hope that whatever we do has.

Resiliency without.

Unnecessary duplication.

But I I also think in some of parts of the state there are some places.

Where is the first responder.

We would struggle if that main dispatcher went down to Chief Allsworth's comment. You know, I'm in a great place down here in the Upper valley where if if, for whatever reason, Hartford can't answer me, which is my primary dispatch center, I have three or four more I can choose from and I'll just keep changing channels until I get somebody to.

Talk to me.

That's not the case everywhere in the state and.

Because I I tread in multiple.

Arenas, I think it's even worse when we get out of the law enforcement field and we get over into fire and emsi don't think that there's a good redundancy.

Or a redundant network.

In most of the state.

And I'm not always.

I'm not also, I'm not convinced that that's 100% on the dispatch side. I think in some respects those of us in the field have to.

Rise to take advantage of the opportunities that are there.

56:22

Thank you very much so.

Thinking of you know, this last bit of the conversation and then statement about the, you know, kind of the Simplific goal.

Let's say the translation, translation, translation. Good translation.

Thinking future.

So these are the three questions that we're going to talk about now. And again, the 1st 2 are poles.

The second one is that most conversation.

Again, I just did.

What are your top priorities or must haves?

180 of that? What's your deal with MCP together this report and?

Present it. Don't. Don't even think about recommending that because we're out.

So just you know, we want to really know what your what your your.

Show stoppers are.

And then we're asked what improvements, if any, would you like to see in the system?

All right, so first one, again, you don't have something to go back to your you know your open text.

What are your top three priorities for your area of responsibility?

What are your top three priorities?

Again, if you want to just chime in, adequate coverage makes sense based on the the conversations.

A real CAD again.

It really ties into what we've already been talking about.

Think when you guys have been on site to been hearing a lot of this same conversation. Is that fair to say?

Yeah, in coverage radio communications.

All right. Affordability, sustainability, always important that funding conversation.

Somebody said that last night, too, about sustainability.

This is all great, but then how are we sustaining it register funding?

Especially if it's something that is a state sponsor and things like that, reliable reliability of our coverage.

Use of technology from call receipt to incident conclusion. Again leveraging of this technology.

There are some agencies that are are being able to do that. You know better than than others.

Yes, I'll take your dispatcher. If you call somebody.

Just share a little bit about that rent.

You know, the 911 call comes in on one side and take that through your PSAT, which is not really something we're necessarily focusing on with this particular report.

But you got the call coming in, but the call getting to the dispatch center and how it gets there, not necessarily verbally, which is exactly how a lot of it happens now, but it should be automatic, that information flow should automatically come over from the PSAP to the.

Dispatch center into the CAD system. If we're talking about, we're automatically populate that call in the whole dispatch process is quicker.

That's essentially what that person's getting at.

And right now we have heard a lot of that comment that is not as.

Yes, I can say efficiently as float as it could as well as currently said right now.

Alright, there was another one.

Ranch, could you scroll up really again for a second?

It's it's below the affordability.

There's no scrolling there, yeah.

Oh, OK.

Alright, there is no scrolling.

I'll catch it this time.

The little the bar on the side is not showing up.

Hey, well, for moving people's back anyway, OK.

It'll. I'll see if, just like anybody in here have anything that they they want to mention.

I miss it.

It had to do with cellular coverage.

Down this terrain, always a challenge that could also be, you know, contributing to

cellular challenges.

Of course interface with cellular or cell coverage redundancy, who who mentioned about that 'cause. I know Scott, you were mentioning yesterday.

You asked about what is their their cellular coverage like?

Who's who's the one who's in here or online and mentioned about your cell coverage?

Yes. So a lot of times the GPS doesn't work depending on where you are in Vermont.

Can't get radio if there was some kind of a backup to your cell.

Or other cellular solution right that give us much better cell coverage throughout the state?

Is is there?

What's the shot you made?

You guys do, of course.

What's the first activity like in Vermont?

What? What they tell us or what people experience.

Probably yes, Sir.

So I was on a regional Planning Commission in this region and we tried to put some cell towers up to accomplish this and it was not my backyard local opposition because that last night no towers, it's like.

Also get pushback from somebody.

So we want to Co locate our agenda there.

They're like, yeah, I guess you could. But we're gonna get permission, and then you can't connect to our generator.

Crazy. So we're like, what do you mean you can't connect? Generate it.

You're like, no, you can't.

It's actually encouraging to hear that the cell tower the cell companies actually have generators.

That's been there because when their sites go down, they they go down.

No, you have a way.

We negotiated that prior to them installing.

I thought we left out the generator.

Now we're like fighting with them to get the.

Connection. So now we're getting obstacle from big business, AT&T.

Who says no? No, we're not gonna do it.

Like, what do you mean, honey?

Got anything?

To.

No, it's unfortunate that they're not.

They're not cooperating.

Well, they would cite back to 50 or 248 whatever.

You gotta get a permit to do it.

You know, if you ease up some of that restrictions in the state come in and say, you know, for the it's necessary for the system to work properly and we need to waive that.

Have to stay with you, OK?

So why are we pushing our legislature to?

Mandate that AT&T quickly power that they make space available for emergency search.

It was today, but we thought it would be hard to.

Make sure that they do it so that we don't have any fear. I don't have to capture it, but there's been propped up.

That is Circuit Court.

The the tower sites in in Bristol, that's just one case over six grand a year.

Use it and party part pays over six grand a year for the 5% increase every time you sign the five year contract you know, and if their tower is on fire, they're going to expect them to go and put it up. Charge them up.

We have a deal for you, 6000.

Can I write a bill?

One of these happen face to face.

Hold on. What's the chance? Is it's gonna go off?

Give me one second, Sir.

I know we have.

Somebody online, did we?

No, there was more comment. I think that's that is not unheard of concept cause some other places they have done exactly that. They have mandated it in the law that if the cell phone company puts up the tower, they have to give public safety free access.

But they're not gonna give your PDA.

And your fire department and your EMS and your whomever they're going to give.

Original source.

There may be some language already existing for that Bill, Sir.

Options for legislative action with language that that would be very helpful.

We can just introduce a bill.

That's part of the solution center.

Good to know.

Thank you.

Did you have something else?

I just want to add that there are public entities screen.

ING.

Our towers and the infrastructure associated.

So I'm not sure why that pushed back so.

OK. All right.

Anybody got here today with AD?

Am comments.

Something else online? Anybody online?

Wanna share any thought before we move on?

All right.

Oh, one of, oh, somebody's waiting in the lobby, OK.

All right, so again, so here we are now.

What would you consider a deal breaker?

You know, this time can get into a little bit of, you know, politics for some. But you know, when you're talking about local communities not wanting a tower in their backyard.

And then those are things insisting on that local control. But there are other opportunities leveraging technology has made a lot of things possible without having to physically have day-to-day local control.

So it's all about kind of you know, what's the appetite for change?

So what we'll do is playing with the with our analysis, a lot of what is, if you will 'cause, we want to make sure it's stuff that you're going to want to move forward with.

All right. So deal Breakers, continuing our relationship with crosswinds, balkor.

So basically, if we said, Oh yeah, everybody's going to balk for a movie.

We don't want to think about that.

So IP cell based anything at least today.

So these are things that are deal Breakers.

So who wants to share about the IP slash cell based anything?

That from in in here is that from online?

Anybody unmute who shared that one?

IP cell based anything, at least today.

Can you share a little bit more about that?

Find us. They want to tell us more. Yes. OK.

Is anybody else in here of concerns with, you know, cloud based IP based technologies?

No, it's shaking hands. Very good.

Yeah, there have been some challenges with some of that in different you know areas, but it really is making headway.

I mean, we're a skeptical group. Of course, in communications, we want things to be, you know, somebody's already kicked the tires really well.

Funding the.

Formula that mirrors the broken school funding system.

So we have.

We've noticed that there are some models that are that people would like to have ventilated and use examples, but then obviously there are some that are not working that we should not look to try and duplicate.

Don't mandate terrestrial radio systems.

Keep satellite communication options open.

All right.

Law enforcement based system. We heard Jen actually kind of referred to that earlier of saying that it needs to be something that's police, fire and EMS. And I would say you know also communications as far as dispatch as well.

1st Generation system solutions. Finding something trying to ensure just mentioning that something that the tires have already been kicked.

Yes, Gigi online this individual.

I'd appreciate updates or lids of things I could take to legislature to address, including cell tower replacement. This is.

Representative Cordis Addison, 4th district. OK.

All right, any anything to share, verbally anything that you're seeing up on the screen that you all would like to expand on or give a little bit more detail?

Do you think I might go back on it?

I'm I'm a small apartment.

You know, and we got the first financial shock going from Mr. Blassy to Republic Day to being involved in $100,000 simply long before.

When I went back to the select board, they were like might have to cut two staff.

Takes me from 4 full time to two very really effective at that point, right?

So I could see the issue we get back to large amounts, say Roland County ends up with us from city and we have to save them 100,000. My board says we're done for closing.

Who's funding our 100,000 shares?

Dispatched his blood for only 24 hours a day, but as those parking starts to drop off.

That's why I see small apartments, small fire departments and pure blacks.

It's crazy, mom.

At one point they were at $53 a cost.

Well, I mean one call was I had a lawnmower guy put the sale enrolled in the roadside pick.

Up. So we're gonna be $53 and my dad will put it back in the wall.

I mean, but that's how difficult 911 dispatch call we were going to get charged.

53 bucks.

I had a discrepancy that the Rescue Squad went to a call. We got called to assist Benson. First response call.

So now it's every agency getting charged $53 from the laundry was just arrested.

Yeah, that's my guy.

Expand them with a piece of paper.

You got at one point and we're pushing back down, right?

So I guess that's where I'm at. Is where, where I'm going is my fear representing my community that we lose our Police Department, our fire department, our cage, Washington County.

They're not the worst, but it comes down to what.

What happens?

Where is that? We're not there.

We've been on 2700 calls this year.

That goes back to the state of police.

Guess that's my call.

Your ownership police costings back to the state police are now.

I guess that's my argument.

That's what I said earlier.

Based on the district's notion, I'm a small towns that are trying to survive with little departments.

I mean this also interesting when you say that you have that number about $53 a call. Naturally we see somewhere between only 2024 and $34 a call as as usual. I will tell you I am seeing.

For usually very small departments that are using sworn firefighters and dysfunction and things like that.

And then I'm one.

Up to $1100 and they're also the ones that are then digging in their heels and going hell. No, we won't go.

But you know then, once their constituents start hearing how much their tax dollars are paying for a call, that's when they start thinking maybe a dollar isn't so bad.

Right. But these are things that we're looking at.

That's why we've asked for budget information in these questionnaires as well. Call volume so we can calculate these things out for you too. Yes, Sir.

You know, looking at the other disciplines, it's one thing to say if it gets too expensive, we pull our Police Department and say police will have to respond.

Thank you.

Who's your fire department?

There's a backup agency, so closure is not an option for everybody.

Is it?

No. Is it the Police Department, the fire department, or support response, or is it?

Where is your communication center located?

Where is that dispatch function located?

Does that have to be?

Yeah. In your town as well.

I I will see you for probably experiencing.

I will go swimming in the other comments that we've lost. We've lost a lot of quality of service lost back in Auburn yesterday, my my department received a special call.

That's it's unnecessary because local perspective, they don't get that sticker.

And leave those that can pop.

So what's the turnover like in your agency?

This has to put you probably peace with peace outs.

Oh, use the peace out.

Oh, you're part of you're talking about when running peace app went away.

Consolidated Westminster.

We're back at the fortitude shot too.

OK, OK.

It worked fairly well with four, but when you went to two, two became a disaster, which we told them was gonna happen right when I stopped, I went.

I had tested my in front of the House.

On the closures and in there.

There was a Senator house Rep.

That was very well versed in that when the captain testified, he basically looked back at it and said, wow, this is I'm going to these regional centers, he goes well, that that's the exact opposite of you guys using directly the clothes in order to. So the same Arg.

Goes what they used.

Just reverse like we can't do it all over again.

You have the $11 million that was there back up and running.

Put a Band-Aid on. Stop the bleeding.

In case of what?

It wasn't perfect, but it worked well.

We have now the number.

That's probably something that we're right if there wasn't.

So you're so if I'm hearing you say when you add four, there was better local knowledge of the dispersion, everything 'cause there's a Capricorn, I think you could take that and you pair it with technology. So you've got address Geo based saying that's giving you the proper AG.

For the addresses that are being put in and add.

In response, plans for the fire departments and I, I get the feeling that state police doesn't necessarily.

Help or cater to their fire EMF agencies.

I've heard that, you know, they're toned down and that's they don't find any communications from them after that point.

I don't know if that's true or not.

Their workload down in West Bengal? Sure. And they have a lot to do. So that added workload. I I would say, well, we haven't seen.

It's about the level of service that people expect from the place they're receiving their dispatch service from and the peace app.

What you said Christian's here.

He can tell you, but that that sounds right to me.

We dispatch you. We get the rigs on the road.

And now you guys talking about yourselves.

Because there is not the capacity inside.

These have to do that for 4560 agencies, right?

But if you're if you decide that you want to contract with Shelburne or St. Albans because you like the way they do it and they populate the people frame for you and the vehicle frame for you and they'll call back the complainant and say OK.

You just hang on. There's a little delay.

You know, like that level of service is different than what you're getting at a PSAT.

There's no doubt about it.

With more capacity in the overall system would would there be flexibility, a little more customer service oriented?

Maybe I I don't know.

I don't work in that environment, but I think this is all part of that. We have to consider as we look towards the future, which is what is the baseline level of follow up. You know staying with a call from from the time you dispatch the appraisal people.

Through to completion.

What is the baseline you're willing to live with? And then you have to build the capacity to handle that in whatever the future scheme is, right?

Yes, Sir. I think there's two issues here as it's the initial infrastructure to take the call and put it out, but also the infrastructure.

In the airwaves, you know, I mean that that there's really two issues here. That one, how do you take it?

How do you how do you record it?

Two, how do you transmit it out and keep track of those?

Departments, I mean it is a safety issue for the guys in the field.

Somebody transmits a man down.

There's nobody there to answer it.

Sure, that's an issue.

And so I think there's there's two major issues here.

All right.

Well, when you say that too, when you think of the infrastructure, whether it be really

I'm thinking more technology infrastructure, something like teams have gone around, they've been to everyone of the centers.

Couple more next week. But you know also are the existing facilities, are they capable of housing or?

New technology network infrastructure to support.

Solving the technology, there can be some challenges there as well, right?

But the state also is in prepared to embrace technology. LTE coverage is not there. Satellite's not 100%.

We get a report in snowstorm. You know. How's that work?

It does not replace a hard resilient LMR system that allows that guy that is in the fire inside of the fire building.

You'll be able to transmit out say I I need help.

I need help now so that part and resilient LMR system is is important.

Integrate into the technology.

OK. Anybody.

Online anything to share verbally or chat. Gigi, what do you chats I got?

Speak up a little bit.

Yep. Is that they've heard from many constituents that are concerned about they won't receive emergency alerts of imminent flooding because they don't have social service.

So again, touching on cell service.

OK, now that can be an Emergency Management side of the House, but if they're not being able to be alert to be able to evacuate.

OK.

Thank you for that. Let's move.

Yes.

Speaker 3 1:19:02

Years ago, someone may have been Commissioner Morrison brought up.

You know, standards and timelines and stuff.

And I know, at least in places where the the call is answered by a peace app that is not also the dispatch center.

I don't think we're making our the.

I think it's a 92nd standard. Joe, you you might know this off the top of your head from the time the call taker picks up the phone till the time the first dispatch goes

out. I think it's a 92nd.

Standard for.

Nfpa Now I don't think we're meeting that.

With our disparate peace apps and dispatch centers.

1:19:48

There are considerations in 12/21 regarding whether that call is transferred or not, but generally speaking that.

Stop doing well. Let's go on to.

The conversational piece and plan on this. I will tell you before we.

Go on for those that have not spoken.

Yet she's coming for you.

You will.

I'm going to want to hear from every single one of you.

We will go around the room.

So any any immediately thoughts, comments, what improvements, if any, which it sounds like there's going to be a lot whatever is ready.

Would you like to see in that secure, reliable interrogation system?

Or in your system I can make it and they should be able to interop with the system.

And then again, this obviously is not polling. So far the interaction.

What would you like to see so simulcast?

OK.

What else?

Will the Commissioner spoke with earlier is keeping this public safety?

As a service, everybody has a piece of the pie, right?

In a public safety and we could all sit together and work together and have something protect our citizens.

Well, I remember y'all are citizens too.

Right. And something that we like to talk about when we talk about the interests from an elected officials side or a governmental side, we may as elected officials may be responsible for the geographical jurisdiction, right?

A geopolitical jurisdiction, but you have may have family and friends that live across the state.

Whatever that might be, you may be traveling, you know, to go through your your district, you may cross through several different counties or areas.

What is the expectation of the level of service, not just for the where your area of elected responsibility is, but you're caring and everything but for family and friends, and as you may be traveling throughout the state, right?

And something that sometimes we don't.

Kind of think about sometimes right where it's, you know, having that Gen. like you said that base one, I'm not going to say minimum.

That baseline expectation of local service that can be applied statewide and how do we achieve that?

So here a place to start, right?

Any other?

What other improvements?

So for me it's maintenance maintenance.

That could cause a lot of coverage issues.

It could be a bad dependent on the power that's not taken care of. These keeps getting worse. You guys call in and be like the bad system budgets, bad antenna that hasn't been naked.

So when you get this, it start if you can't see from the radio service technology for state.

When you get complaints tickets, you know whatever there's an issue.

How is that communicating to you?

I mean.

Is there?

Could be.

Could there be some educational needs on how to report issues?

Does that help you?

Only in what problems are you really the first responders?

Sad and sensitive.

It is.

State penalties that we maintain Csps knowledgeable T.

Take care other things see on their site that needs improvements like does a giant CEOs just say stuff.

It's huge.

If the power goes out, the generator's not there then.

Stuff so you don't have more redundancy than. It's gonna be a failed system and we do have one of the best backhauls in the country.

So.

Network is up.

After the election, she's OK.

Yes, Eric, you are on mute.

We have somebody online.

Karen Klein OK, Erin.

Go ahead.

Speaker 4   1:24:23

But don't don't call me out.

I have spotty service, that's why I had to shut my video off.

1:24:29

And he's a chef mechanic.

Speaker 4   1:24:29

It it simply. Yeah. All I was saying in the chat is that, you know, I think we should really look for a system that's all inclusive of a police fire and EMS, that with adequate coverage that meets national standards and benchmarks and service Vermonters and the visitors that.

The way the way they expect to be served, I think there's a lot of misunderstanding out there that people that travel into the state of Vermont are going to get the same level of service that they may have in their urban communities outside of the state. So.

We need to build that operational infrastructure statewide and not just at the local level, where local taxpayers and may elect to try to build that system out locally, because that's what they expect the citizenry expects. It'd be great that we had equity in the system.

1:25:19

Another translation, you know Jen to your earlier as well.

So great to hear. It looks like Tracy had support for what Aaron was saying online about three people say I agree with that.

Excellent, excellent.

All right. I'm gonna go around and it's probably gonna spark some up and we have a

large group, so gonna start this now.

An improvement you would like to see in the system.

No.

I'm going to forget if somebody is going to get one.

I think this is the essential first step.

I'd like to see this continue.

To afford that.

Brace the basics and integrate it for future into technology wise, but it's really important to be resilient and sustainable.

And don't cut corners for safety.

So it's it's just a little cheaper to do it this way.

But we lose out in space the individual, and that's that's a loss.

That's it.

And he wanted me to come back to him. And that was really good.

So I'm an observer, but what?

I'm observing is I like the process that you've been walked on, and I'm going to pass.

You sure?

Not observe, OK.

You're an observer. I appreciate that.

I'm just here to help because I don't know what I do.

You're from the state and you're here to help.

What would you like?

I think the the main thing is that when we come up with a system that's not really meant to get, if there's something out there that works.

And you know, maybe it's in Washington County, New York or New Hampshire.

Let's see if we can make it work here.

That's Vermont, Isaac. OK.

Basically I wanna speak again on the aspect of coverage is put in place.

We really need to come up with a way to design and fund a system that's gonna allow us to effectively communicate with communicate without a lot of dead spots in the way.

A lot of the departments here in Rowland County.

Area.

Some have very good coverage and some have next to no coverage and it's, you know, because the we're doing the infrastructure on our own here using some of the

state infrastructure like the towers, some of those Vermont public television for example on top of grandpa's not but.

They're charging us how much make $600 a month, $600 a month to be on a public.

Antenna system and you would think that there'd be some kind of consideration there for the fact that these are the people who are protecting the community, right? So we talked about that a little bit last night as well. When it talks about scale with funding, right.

And your thousand.

Advantage in some sense, but when you start talking about, you know, being radios or new technology, you know vendors aren't going to reduce the cost of their handheld radio because you have a little you know.

Small attachments, right?

It's still gonna cost you know, X, but there are still economies of scale that can be attained by coming together and doing something of what we're like we're talking about here.

So a good point.

What would you like to see is in any as an improvement? What improvements would you like to see the system?

I know we've been talking a lot about police, fire and EMS for kids improvement. All of that has.

To be considered Highway Department, state highway, local Highway Department's cuz, we call them all the time, we can't reach them.

Then you know he investigates, not really get to place.

That's all spelled in right.

So the partnering agencies as part of that, you know that ecosystem, how do you how do you communicate with them to request their services?

Public works dot those types of things. OK, but improvements.

In parking are right along with using your CAD system to allow the dispatcher to to do a better job to have the information that they have some programmed in. Do you make their job better and it's gonna push out temporary.

Right improvements you'd like to see so.

In one way.

With this discovery, this is not necessarily a distraction, but I'm making it more efficient for them to provide better customer service at the end of it, not just the band gate, not just something that's there, done. But I think just to mention a lot of

the stated ability.

We've heard that in Vermont, if you guys are really good with duct tape, Balan.

Cing or something?

That's one piece, sorry.

Yeah, alright.

She's improvements like two piece one is standardized training crosswords. Whether you're working early, then Robin City, Saint Johns Berry.

Everybody should same way. So that doesn't matter.

You call where you call the end product, at least on the front side.

The other part that really pushed on a lot too and.

I'm gonna see.

Sky and Jen but.

That she'd narrowed it down so he may have to see two separate sets. That is all I have to do.

Just answer my own call.

So he has to be dedicated.

Stand calls validated trees up dispatcher. Get the help.

New Hampshire system.

With so I wanted to just comment on you on the standards in the standardized training. So when we talk about.

Regionalization consolidations, you know this.

You know, how do you?

Kind of find a safe sponsor from an operational perspective.

We like things to happen really organically. We found that.

That's kind of the the most successful way. There are some states out there that have mandates on bringing people together in regionalization consolidation, something like that. A lot of times up, there's really, really challenging.

So we try to look at kind of organic as possible.

And, you know, back in the day, it used to be all about bringing people physically together to send one center, whatever that looks like.

Make the same tune by yeah, doesn't really work today.

It's more about, I call it baskin-robbins 30.

Some different flavors.

Our goal is to kind of figure out how does this look.

For this particular area, right for the state, for the region, whatever that could look

like.

So that people can again get on board with it.

So there's physical components in some cases perhaps, but there's also.

Systems like we're talking about the whole conversation about technology, but there's also this from a policy procedure perspective, standards for training that can be, say, like recruiting, hiring those types of things where you can bring together and leverage again economies of scale and staffing personnel to be able.

To share resources and you know, bundle back together as well. So physical.

Shared systems and from a policy and procedure perspective are also things that we're looking at as we, you know, trying to find the public safety system.

Communication system that can work.

Next, what are those state legislators like my colleagues on the end here, who observe.

I do still have something you would like to share.

Well, I I, as a Commissioner knows, I do have.

I do work with a bunch of public safety and also PNC.

So it's particular of interest to me, but I'm just looking at the end of the day.

How could we do this more efficiently?

Service that's needed to provide we can figure out the pain, which is very difficult.

'cause I represent poor communities that would be deathly afraid of the newly addition to their property tax, which are already high.

Figure out a way to say, well, addressing what's the give and take.

Sir, I guess colocation.

Would help coverage.

Good.

If you don't have the best system in the designated fire EMS, then there's a date and back up on.

Again, go back.

Go back to the four.

1010 build from there you had a good system.

Consolidated didn't work last.

Did you say that? Yes.

Just gotta go along with my comment.

Last night, it said she's been reporting dispatchers admitting their job as easy as possible and something that was brought up here today by Hartwell Virginia

technology.

And really, at the end of the day, that's the service that our customers really stabilize or the other agencies that we dispatch for.

So to me that's kind of it takes so long to train at dispatcher properties to do that job, whether they're from active unions or not.

So I'm always thinking what?

How are we going to get?

These dispatchers up to speed, fast and possibly sometimes we're looking into AI and different types of things like that.

You know, that's I think the trend now.

Yeah, there's a lot of that discussion right now.

Start from Rudy. I'm gonna say just what I'm saying, I think.

I think that we haven't had for a little bit.

We haven't had a lot of fun talking.

And there's a lot of opportunity to move to where we could all receive the rapid, accurate, timely, uniform information.

And I appreciate all the, OK.

We work with more efficiently, more efficient.

And that kind of goes beyond the infrastructure as well our system, but generally good way, I can imagine looking like it's obviously finished something in our system because it's a password, right.

You got really good software structure.

You got some some good stuff that you own.

It's highly consistent.

You own submissions and it's it's just.

Going along with the bubble gum dump tape, but I'd also throw a dumping on this.

Experiment.

If we had that communication center.

I can only imagine it's like trying to get some data.

To admire EMS and police, never mind the the statewide rate and the data is probably non fictional.

I'm just so glad to be considered.

Disconnect between them.

All out, getting the information to us.

Like today I had a call. They gave me the information, but it's like you need the

information.

And I'd probably not be able to help you out on that, but I can give you assistance.

So they gave it to EMS for your fives.

I'm not going to give up.

But again, with where I was upset, I feel that I have always had to have the communication.

So commingling your technologies because on the police side, they're saying the system's not bad and they can actually hear each other talk on the fireside or quiet and, you know, tell the game and telephone driving and say, hey, Mike, you talk to the next guy because they.

Can answer so hitting it so we can communicate with whatever we want to talk to you. But.

You like how they said?

Just happened last Friday around 3:00 AM as to the side of the street, looking at the whole system and make it all come down.

About to come straight home.

That's very frustrating.

I'll see you down in case you case is still unsolved, but.

Just establish this, officers.

I will say again, back-to-back to for just passages that they're doing, that they're responsible for less, I think for a better job.

They'll ask somebody to handle so much at one time.

There's a challenge with this amount of game time in workloads, dispatching and things like that.

Out in Northland County out on Westland. I mean, that's crazy. And that is another challenge that we're seeing nationwide.

We're getting people out of training and that.

To do with how complex the dispatched job could probably be, job has gotten under the screens and all the different technologies, all the different sign ONS, all the different mice and the keyboards, and you just keep digging it up and it's gotten more complicated.

So we do see some agencies have a very.

I know it's on word decomplexifying the judge making it less complex so that they can get, you know, just reduced the workload and then they can get into.

Yeah, there's so much training and things like that.

It's a lot faster, makes it more manageable.

Oh, lovely. Agree with two to four again, that we you know that's taken away from us.

It's been a problem since it happened.

We've discussed things for every year since it went away very bad.

They took.

They took better.

Care of them, OK.

This is a great starting pass for us.

Good job in getting this going.

Hopefully you can do something now for the end of the bigger issues I've got echo.

It's gonna be annual between.

Let's go back and then get the system where it's functioning and then let's move forward.

To more regionalization, better coverage areas, systems in place for staffing so that we're not standing on the edge of the Cliff in Westminster every day wondering whether or not I'm gonna close the sender at 40 clock in the afternoon and then we've got to go to local.

You know, let's let's get back to where we were.

And then take these technology ideas and move right to kind of just watch, as they say this and see what the reaction is.

How do y'all feel about remote dispatching or call taking?

Yeah. Is it all revoked?

Not working within PNP communication primary communications. Somewhere I go to and physically sit down and just from a satellite perspective or even at home.

Even from home.

If there is a center again to save that has been working on volunteer Mad River Mad River Valley. They've been working remote for years.

The red box.

All volunteers have.

They have like 12 calls a year.

They're still making their work.

That's the point.

So there is a training course nationwide right now for remote call taking dispatching stuff.

There is a there is a center in Washington state.

Working out of North Carolina for over a year, what happens when she's at the grocery store?

She has a it is a shift just like any other job, but basically like the old references that we used to have where somebody had to be home for one.

I didn't having the capability to do it. If you have another pandemic situation where you need to have both situation.

Dude, I think that's good as a backup.

I think being in a center.

We're, I mean, in our center, we get a stretch of fire and there's two of us that are working on each other.

Have you done this?

You've done that and there's a communication going back and forth between us.

So but I think there could be a time and place for a situation like that where as you know you get another pandemic situation and OK.

Let's.

Do this. OK one second. I asked you because there's an also for another.

Center in in Colorado that they are very real.

They have to retransmit population, seasonal population.

It's very hard for them to get there.

So what they did is they opened up the satellite center in between, where most of their staff are located, which is 2 hours from their center, and they open the satellite and total mirror of the primary pizza so they can choose to go to that.

And there's people in the seat at the primary, but then they can, they can have another staff go to this other if they can't make it on the winter roads and things like that.

It's an option, especially too when you maybe challenge with your staff and retention and things like that.

Yes. Who do we have online?

We do have one person that says remote can work.

We also have another say that Vcic will not allow.

This will not allow out of state dispatch.

That's incorrect.

OK. And we can't.

They can't have access to Vcic records from out of state, right? And dispatch. Yes.

Anyone want?

And that's what number two, they have the private area number in the center itself in the Pisa.

And so we call answer the information, but they don't receive the the recognition.

That the bullish yes. Keep going target, I will say and Jan go ahead and unmute.

Jan has a comment.

Speaker 6   1:44:27

Sorry folks.

My cat walked across the laptop before I was able to finish the comment and spilled my glass of water.

So I will just.

1:44:34

Oh my God, look at Russell.

Speaker 6   1:44:36

I'll just say, let me tear my camera on.

Also, let me just say that what I was going to comment on was first of all, the technical part of this.

I don't understand.

I can't give you an opinion on it, but there are two areas that I would like to address.

1 is the.

The the headsets of our dispatchers and if are they feeling undervalued because of some of these changes that are happening, we know that there's resentment that occurred from years ago when the big change happened.

I would like to see us make sure that they are interviewed, that they are able to give lots of input into this process because they're probably one of the ones who know best what's needed.

Personally, I'd like to see them remain state employees with full state benefits.

I think that that's a plus that can be given to them to help even develop a career.

Lastly, I'm going to be the person in the room who will make this comment because I was involved when we lost the local peace apps.

I believe that there is still a resentment.

Towards the state police for that change that happened and I I'd be willing to ask if there's anybody in that room that's there that would be able to raise their hand that

they agree with me because.

I I was very much involved in that when it happened.

I think that it's something that we should at least acknowledge, that there is unresolved issues.

I know there's not much we can do about it going forward, sometimes just acknowledging that an issue exists is enough to allow people to move forward.

So that's all I'll say.

1:46:18

I can't.

I just.

I thank you Jan and I. This is Jen Morrison, the Commissioner of Public safety.

I just wanted to point out very clearly.

That the Vermont State Police advised against.

Consolidating to 2P sets.

They advised against it.

They are a division within the public that the Department of Public Safety, the Commissioner, my predecessor many times over.

Chose not to follow the recommendation.

Of the state police and sided with the governor's.

Direction or you know the the the thought that this would be an economy of scale that they're going from 4:00 to 2:00 would take some money and was a good idea.

So if there's resentments in the room towards the Vermont State Police, it is misplaced.

It was a very much a political decision, not a law enforcement or an operational decision.

And at the time, major bill sheets, who I just spoke to last night in Swanton, he's the town manager now, was very clear that they, they opposed, they, they recommended that it not happen, but it happened anyway. And sometimes as the boss, you have to make decisions that.

Are against the leadership of your divisions that are underneath your command, and that's the way it goes.

But be very clear that the the Vermont State Police are not to be implicated in that decision.

It was a political decision.

And I'm sorry that it's festered that long.

Yeah. Thanks Jen. Thanks, Jen.

I'm just.

I think that's why I'm trying to save the fire.

Some administration that's really resenting came from that error.

OK, some of my issue came from prior predecessor when I had a conversation with him and he said work. You guys account for 50 or 60% of our calls we want to shed that back in regional center. I said well it's fine. Let's pass a year.

And he basically said we're not done any staff.

If you're, if you're call of cutting cut in half, why do you only need?

And this factory should be 5 interfering.

But that's I guess for my research it comes from is do you want us to pay?

But you're not reducing your any services.

Is that going back to prior, right?

So we have no preconceived notions.

All of the best has to just be like cleansing breath. There you go.

Let's find a path forward. I want to get to you.

Can you tell me?

And one second, how many people do we have online?

Still 17.

Oh, OK.

We're gonna get faster really quick.

On the other remote desktop, let's give let's just table backward. I got it was revert boarding.

Think about your staffing.

You have a staffing crisis going on across a lot of your centers and the reason that has become a prevalent issue again because it it eases the ability to bring your bring that staff in because they'll work from home.

But they don't want to work that that, like any facility, in order to those big long shifts. So you can work with people on your staffing issue. That's why remote has come back up as a big deal.

So I'm saying to all of you watching this, thinking you information, that's why I want to put everyone's reaction. Yes, Sir. Improvement.

Oh, sorry, one second. Sorry, sorry.

Dispatch.

And I'll a lot of legalities creeped out in your region with that center because there was volume investment needs to be a recognition that regionalization consolidation should be two different things.

You don't need to do more with less.

We need to be more organized and efficient with what we passed.

Got you. OK. Creating a sense of ownership was a big improvement.

This is not to be supported by the state, but I think the spirit goes to identify appropriate representative government governing body that manages a representative of voters that manages this system.

Ownership would certainly be an improve.

Ment creative concern with our geographical location.

The via numbers sponsored by the seller and not radio or.

So.

That's probably one of our biggest concerns. Alright, thank you.

Eli and the coverage.

Throughout the state, with back to states.

There are, but it will be.

There's all the jobs too. Be safe.

You have peace, all right.

Yeah, it's it's been, you know, you're not lose the patchwork and build an intentional system.

I was gonna give you the last word.

No, no, you still get the last word. Wrap up remarks, I know.

Just I'll say one thing.

I've heard a lot of people say just go back from 2 back to four and while I don't disagree with that, that only gonna benefit the agencies to get their dispatching from state police.

Agencies that don't.

So the thing that I would add to for the for what improvement I guess would be the that would be equity in how we pay for it like Chief Humphreys is talking about having to lay out two people to pay for dispatching where we have other departments to.

Pay absolutely.

Not that that shouldn't be that.

All right.

Who do we have on line, Gigi?

Where do we want to start?

We have no top, top to bottom. Yep, Yep.

So prepare to unmute your phone.

And you actually called her names because then I should type up.

Can you hear?

I had to go to sleep.

That's it.

Speaker 4 1:52:13

I've already shared. Thank you.

1:52:16

OK.

Avery Avery, what improvement would you like to see in system, if any?

No go.

Keep going, Elizabeth.

Elizabeth, are you there?

I don't have a mic, OK.

Just put yours in chat. Elizabeth, who's next?

David, David.

What improvement would you like to see, if any, in the system?

Might be on mute.

Hate.

Is there anything you'd share?

I don't a mic either.

Oh, oh, David doesn't have a mic.

Please put it in chat David.

Kate.

Speaker 7 1:53:13

All set.

Thank you.

1:53:15

Right.

Robert, how are you and what improvement would you like to see in the system?

OK, Elizabeth, thank you.

Just put it into chat.

She's currently dispatching, so we appreciate you staying UB.

Yeah. Don't let the cat walk on your keyboard.

And not working remote.

What did she say?

Not working remotely.

Oh, no, we're getting remotely.

Take care, David.

Are you there?

No. Who's next?

Matthew Matthew Matthew already spoke? Yep.

Speaker 3   1:54:00

I'll be afraid to break the mold and do big things.

1:54:04

OK, like it.

What? Sure fight.

Speaker 5   1:54:15

So as a member of the task force I'll, I'll echo the Commissioner's statement, but I also want to add in, you know this, whatever we put together need the the complexity needs to be an afterthought, in other words, the dispatchers and the people using the system need.

To be able to come in and work functionally without.

Seeing complex systems, it needs to be a smooth integration.

1:54:42

Thank you.

Did is there anything that they shared chat wise that needs re shared for those that didn't have a mic?

No. OK.

Jake. Hey, thank you all for really helping out all done.

OK.

So quick word on next steps.

I think that everybody has completed the questionnaires.

Am I correct?

All 38 is there, just one left.

Two left.

We don't, they don't.

We don't know who you are, so nobody's. I was going to say right.

Please please, please lock the door.

Anyway, and I think there's just one onsite left to do so.

As they mentioned, they've been not just receiving information about the inventory of assets and equipment, but going on site and talking to the folks who are responsible for the dispatching operations in all 38 of the Vermont based places.

So you are now going to see.

A cybersecurity survey from your way it will not be nearly the size of the one that you just got and turned in, but it's important that we understand the cybersecurity landscape landscape so that we know what it's currently, and then we can make recommendations about where, no matter.

What the solution is?

This should be the baseline of cybersecurity requirements.

We have two more town hall sessions just like this next week.

You're welcome to come join again if you want to go to one of the one in Springfield or the one up in St.

Johnsbury you can also join online.

There are virtual attendance is totally fine.

All of these recordings will be on our website.

That slides coming up quickly.

After the town halls, there will be two what we're calling community listing sessions in October.

They will be 100% virtual.

It'll be an opportunity for the general public to hear an update about what's going on, where we are in the process and provide input. And meanwhile, while we're continuing to do community engagement, this is not the last of the community engagement, but it's the last in this sort.

Of phase, the team from MCP, with the assistance of Televid are going to be analyzing the data and information, including everything they've heard at these sessions.

And clarifying any gaps, clarifying any questions they have about the data they've received, the feedback they've received.

And then they're going to begin starting to model some potential solutions and dealing with the sticky issues of funding and governance and other things like that. And I think yes, Sir.

Is there I probably missed this, but is there a mission, a vision for for this project? And strategic plan together.

Is that the the ultimate end?

I would say that once the first deliverable that we have is this inventory that was on the previous slide.

So once we know the landscape or what we've been developing of a blueprint for trying to teach the communication centers, the radio system, the cyber landscape, all of that, then we go into that second of what are the solutions?

What are potential system designs having those conversations and then putting that into?

The recommendation for for a system design.

Some of those recommendations could include, of course, having that strategic plan of how then to implement from that point forward.

So just to be clear, we have a.

We obviously have a contract that includes a scope of work with mission critical partners and there are certain deliverables, one of which is preliminary recommendations on what a future system would look like and then engaging also in further, I guess we're calling them workshops or dives and St.

To to clarify questions that might come up around each of those options that they present.

Recommendations on governance and all that and funding governance and what the system design should be.

Yes. So this is the area where you can get more information about the task force or communicate with us through that e-mail address. And I just want to say thank you for coming virtually and in person if you're interested in this topic, please continue to lean in join.

Our meetings that any of these meetings or the meetings of task force, you can call

any of the task force members or e-mail any of the task force members and have one-on-one conversations if you're not comfortable, you know speaking public.

At a meeting and just provide whatever feedback you have the task force. I just really want to say the task force is not looking to do something with you or first respond. Community we're hoping to do something with you and for you. And so we really hope that people will continue to be part of the conversation. There's going to come a time where we do have those recommendations that we just spoke about and we're going to need you more.

Than ever at that point, when, when actual visions of what?

The future could look like come up.

That's when we need you guys to really look at it from every angle and every perspective.

And and get your people who are the most on the ground looking at it from their level too.

We're going to need you again in this process.

So until we get together again, thank you. Stay safe.

Take care of each other and please do not ask your questions. But thanks. So thanks to mission critical and to the for taking care of this you.

◉ **Speaker 9** stopped transcription