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From: Stephen Whitaker <whitaker.stephen@gmail.com>

Sent: Wednesday, February 06, 2019 3:28 AM

To: Ann Cummings <ACUMMINGS@leg.state.vt.us>

Cc: Randy Brock <RBrock@leg.state.vt.us>; Christopher Pearson <CPearson@leg.state.vt.us>; Becca Balint <bbalint@leg.state.vt.us>; Brian Campion <BCampion@leg.state.vt.us>; Michael Sirotkin <msirotkin@leg.state.vt.us>; senatormark@aol.com

Subject: What E911 Director Neal didn't tell you last Friday

Senator Cummings
and Finance Committee members

The attached six page, (double spaced) excerpt of the transcript of the October 30 E911 Board meeting reveals not only a chronic management dysfunction but a life threatening flaw in our 911 system.

My filing the complete transcript as a public comment in PUC Docket 8850 elicited an immediate response from the hearing officer (attached) due to there being a pending approval requested for a stipulated settlement which still fails to resolve this long known about problem.

The E911 Board has not updated rules in more than 20 years yet has all the while has had rulemaking authority (and obligation under statute) such that the companies should have been required by rule to address the lack of redundant, diverse circuits between the host switches and the remotes. Addressing VOIP call blockages of 911 due to CATV amplifiers losing power and having inadequate battery or generator should also have been resolved by rulemaking.

Similarly, the process for comprehensive and reliable reporting of outages in either the telecommunications or electric systems resulting in 911 call blockages has also not been made mandatory by rulemaking and the reporting is seriously deficient. see attached letter to Senate Finance Committee by Mrs. Martha Sirjane.

I hope that you will take up the E911 system procurement, deficiencies and governance in your committee again very soon as the pending \$12M five year contract award should not go forward until these two issues and the VOIP call blockages to 911 are resolved.

Thank you,
Stephen Whitaker