

Vermont Enhanced 911 Board Introduction and Priorities

Presented to the House Committee on Environment and Energy

January 27, 2023

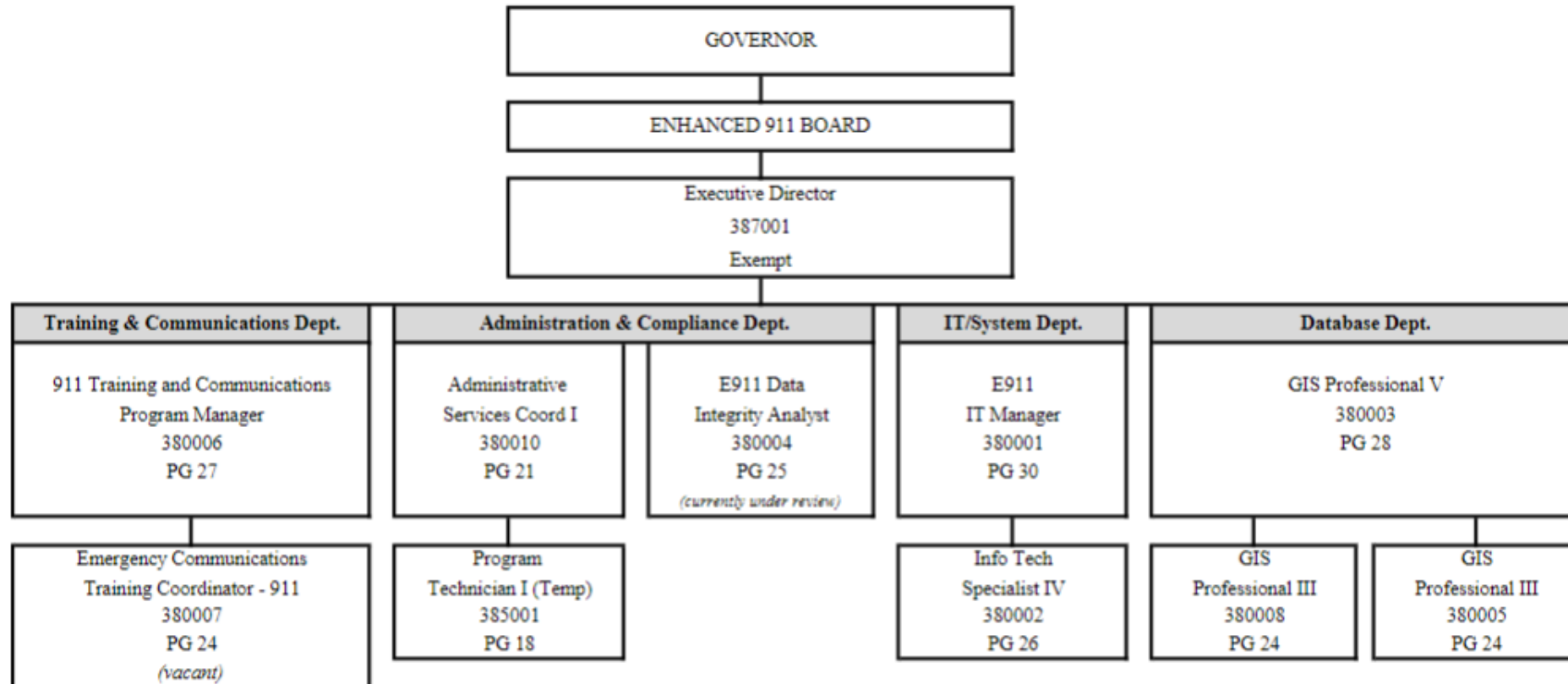
Barbara Neal, Executive Director

Enhanced 911 Board

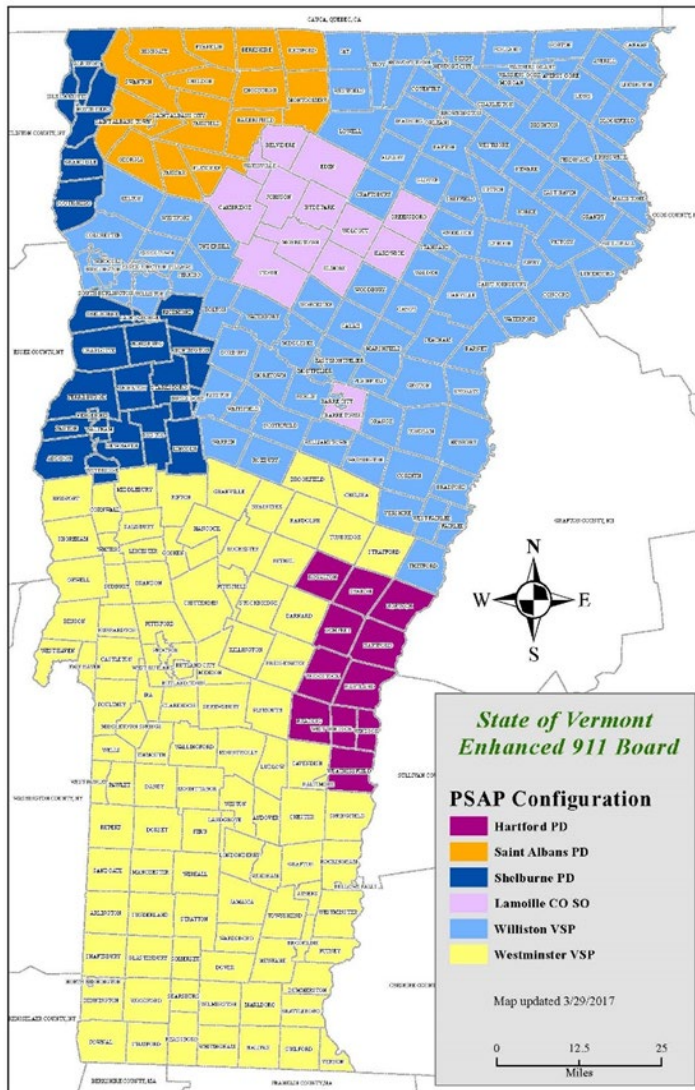
- Established in 1994 and defined in 30 V.S.A. 7053 as the single governmental agency responsible for statewide enhanced 911
- Nine-member Board, appointed by the Governor, representing state, local and county law enforcement, emergency medical services, fire service, municipalities, and the public
- Ten Board staff members responsible for IT Management, Database Administration, Training & Communications
- The Board, and the statewide 911 system, are funded through the Vermont Universal Service Fund as appropriated by the General Assembly
- The Board does not have oversight of dispatch operations or emergency response agencies

911 Board Staff

**Enhanced 911 Board
Organization Chart**
updated: 11/15/22



Current PSAP Configuration



Six Public Safety Answering Points (PSAPs)

- Williston (DPS)
- Westminster (DPS)
- St Albans Police Department
- Lamoille County Sheriff's Department
- Hartford Police Department
- Shelburne Police Department

Vermont Statewide 911 System Stats - 2022

- Total 911 Calls Received – 238,398 (up 1,450 or 1% from 236,948 in 2021)
- Total Cellular 911 Calls Received - 176,014 (approximately 74% of total, down from 75% in 2021)
- Total Abandoned 911 Calls Received – 25,571 (approximately 11% of total, down from 14% in 2021)
- Average Time to Answer – 00:05 (seconds- remained the same as 2021)
- Average Call Time – 02:04 (minutes; seconds – was 01:59 in 2021)
- Total Text-to-911 Received – 622 (up 147 or 31% from 475 in 2021)

Originating Service Provider Outage Notification Rule - 2022

Total of 700 Outage Reports Submitted by Originating Service Providers

- Wireless Carriers – 365 reports – 52% of total
 - Duration Ranged from 15 minutes – over 17 days
 - Impacting 7 – 324,000 subscribers (median 951)
 - 60% caused by backhaul or network issues
- VoIP Carriers – 286 reports – 41%
 - Duration from 31 minutes – over 3 days
 - Impacting 6 – 23,000 subscribers (median 33)
 - Power outages is most common cause (47%)
- Wireline Carriers – 49 reports – 7%
 - Duration from 24 minutes to 2 days
 - Impacting 26 – 7180 customers (median 100)
 - Fiber Damage was most common cause (37%)

Current Priorities

911 Funding Challenges

- The Enhanced 911 Board, and several other programs, are currently funded by the Vermont Universal Service Fund (VUSF) – a 2.4% fee on retail telecommunications sales in Vermont.
 - VUSF revenues have been declining for several years and since FY20 have not generated enough revenue to fully support the Enhanced 911 program.
 - Distributions from the VUSF to the Enhanced 911 fund have declined by approximately 7.5% since FY20

PSAP Staffing Shortages - Issues and Impacts

- Critical Staffing Shortages at the Department of Public Safety(DPS) PSAPs in Westminster and Williston have resulted in:
 - Primary Catchment Area Call Answer Rate Declines
 - Redistribution of Statewide Call Volume to Regional PSAPs

Mitigating the Impact of Staffing Shortages

Since September 2021:

- Board Training Coordinator has been deployed to 911 Call-Taking duties at the Board's Emergency Operations Center during certain critical hours.

Since October 2021:

- Participation by three of our regional PSAPs in a Dedicated 911 Call-Taking Initiative. These call-takers work on overtime to provide 911 call-taking only services to the Board during certain critical hours of the day. Typically answer between 3 – 5% of statewide call volume each month.[

January 2023:

- Board is considering options for continued support of the Dedicated 911 Call-Taking Initiative in a manner that is equitable for the participants moving forward

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