

# Vermont Enhanced 911 Board Structure, Partnerships and Operations

Presented to the Senate Committee on Government Operations

January 31, 2023

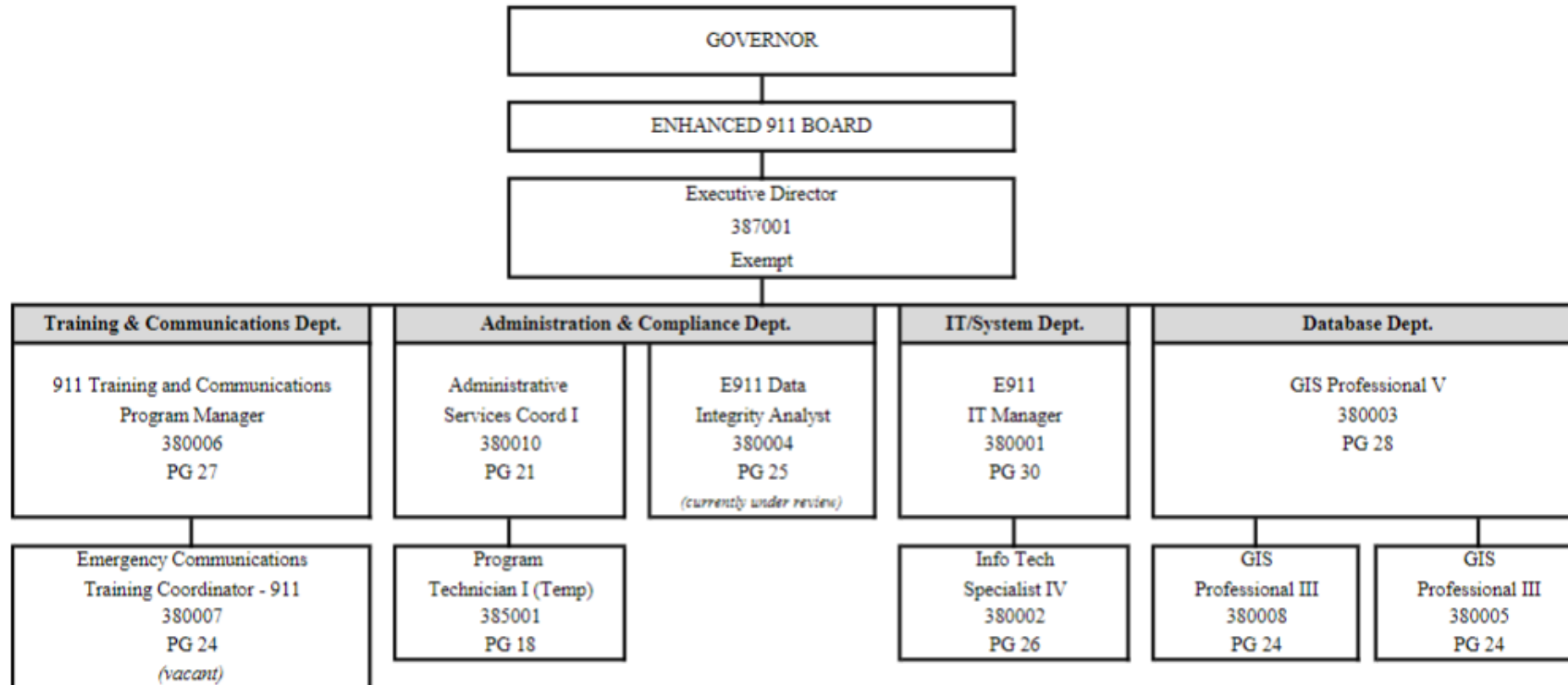
Barbara Neal, Executive Director

# Enhanced 911 Board

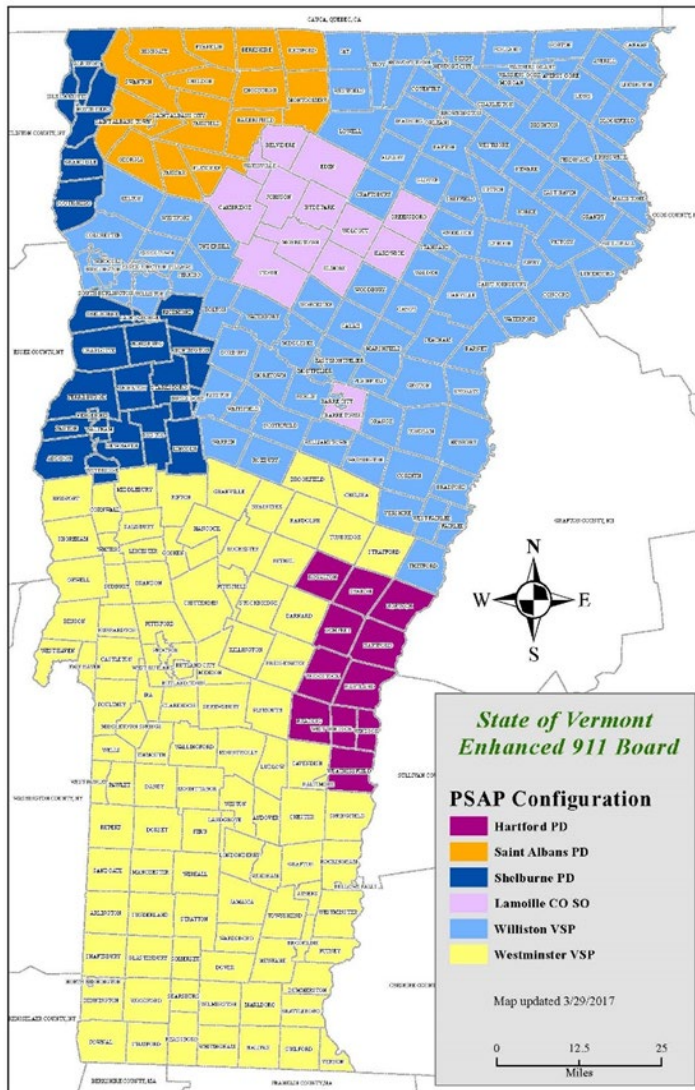
- Established in 1994 and defined in 30 V.S.A. 7053 as the single governmental agency responsible for statewide enhanced 911
- Nine-member Board, appointed by the Governor, representing state, local and county law enforcement, emergency medical services, fire service, municipalities, and the public
- Ten Board staff members responsible for IT Management, Database Administration, Training & Communications, and Administration/Compliance
- 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



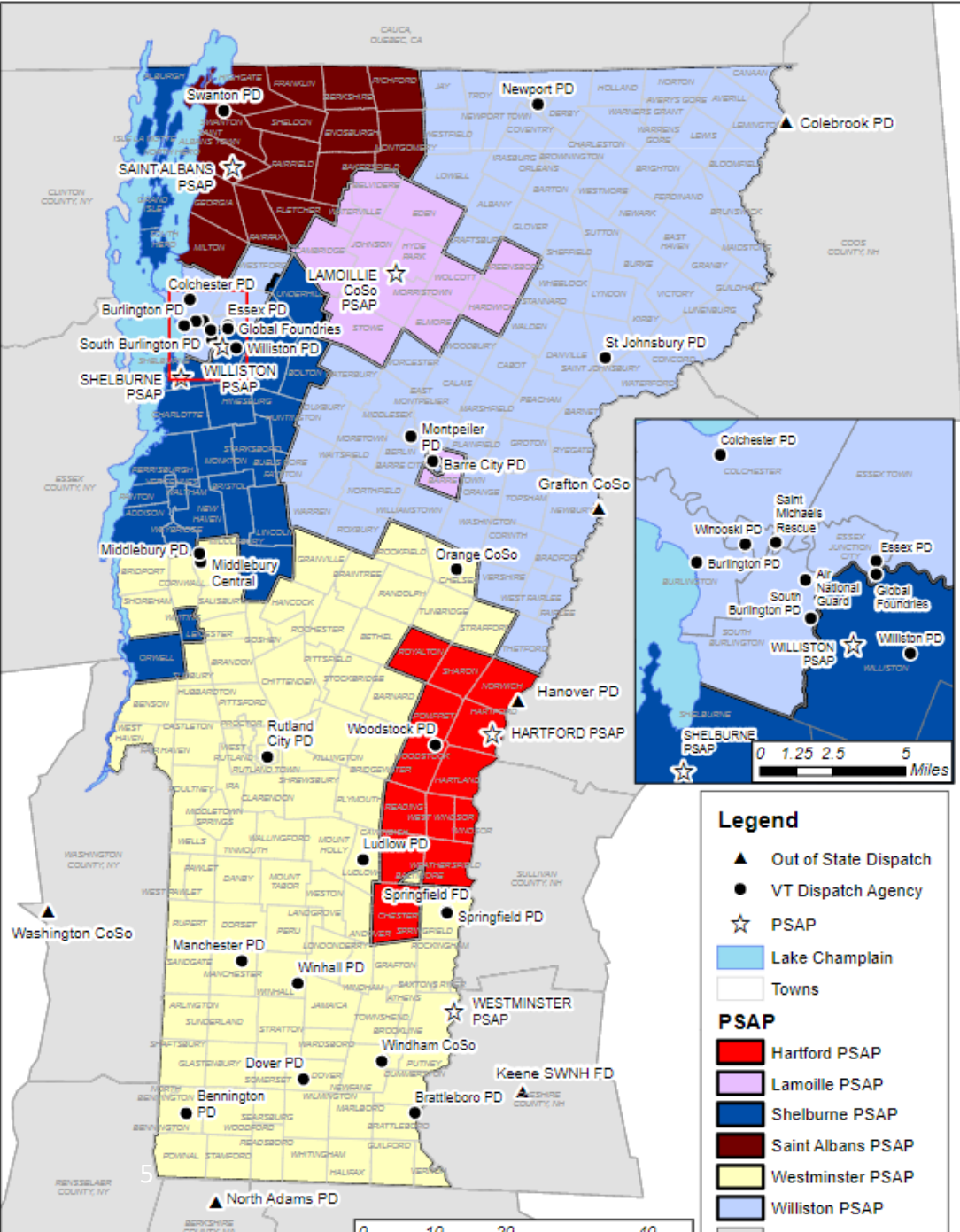
# Current PSAP Configuration



## Six Public Safety Answering Points (PSAPs)

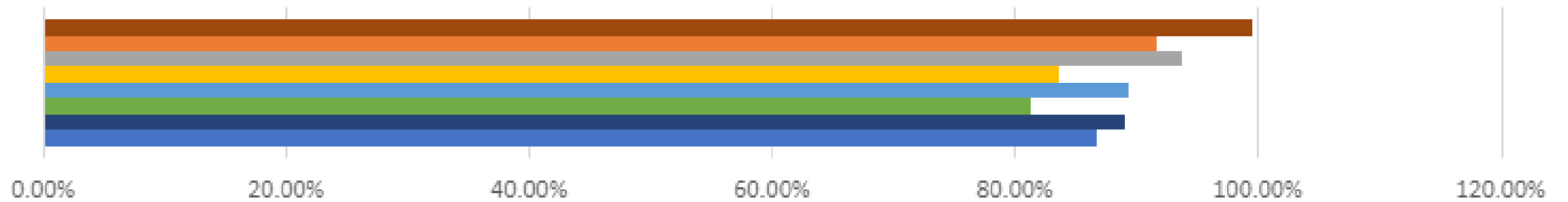
- Williston (DPS)
- Westminster (DPS)
- St Albans Police Department
- Lamoille County Sheriff's Department
- Hartford Police Department
- Shelburne Police Department

# Dispatch Center Locations



# 911 Call Routing in Vermont

Percentage of CA calls answered by PSAP- 7/1/22 to 12/31/22



VSP_Rollover	99.49%
Hartford	91.59%
Lamoille	93.83%
Saint Albans	83.69%
Shelburne	89.47%
Westminster	81.36%
Williston	89.05%
System Totals	86.73%

# What If No Call-Taker is Available?

Two outcomes depending on circumstances:

1. If the 911 call has not been accepted by the Solacom Call Handling Solution:

Solacom	----->	Solacom	----->	MEVO	----->	State provided 10
10 sec RNA		10 sec RNA		32 sec RNA Rings all devices		hunt group to ring through PSAP admin lines

# What If No Call-Taker is Available?

## 2. If the 911 call has been accepted by the Solacom Call Handling Solution:

----->	PSAP specific calltaker	----->	Statewide Overflow Queue	----->	Statewide Queue	----->	Statewide Queue911 Queue Final	----->	MEVO server	----->	AK Safety Queue
	No one avail/ logged in skip		No one avail/ logged in skip		No one avail/ logged in skip		No one avail/ logged in skip		If no answer go to AK Safety Queue		<p>If INdigital stacks are available MEVO will answer and flow calls out to MEVO or to 800# (See ESRP tab)</p> <p>If MEVO and INdigital stacks are not avail after delivering call in to Solacom this safety queue will save call for callback, etc. without need for reviewing logs immediately upon login/available calltaker (recovery of service)</p>



# System of Systems

- 911 is one part of the emergency communications system of systems.
- Multiple Systems – Both Public and Private
  - **Originating Service Provider Networks** – landline, wireless or VoIP – deliver their customers 911 calls to the 911 system.
  - **911 System** - delivers the call to a certified 911 call-taker along with all available caller and location data
  - **Dispatch System** – the 911 call-taker ensures that the 911 call/caller are connected to the appropriate dispatch agency (or agencies) for the emergency. The dispatch agency then notifies the needed emergency responders.
  - **Emergency Responders** – respond to the location of the emergency and determine next steps – trip to the Emergency Room, suppression of a fire, or investigation of a crime.

# Key Partnerships

- Agency of Digital Services (ADS)
- Public Service Department (PSD)
- Public Utility Commission (PUC)
- Department of Health (VDH)
- Federal Communications Commission (FCC)
- Originating Service Providers (OSPs)
- Enterprise Communications Systems (ECS)
- Emergency Response Agencies
- Municipal 911 Coordinators
- CARE Program Partners
- National Partners

# Reliable Service for 25 Years

- The 911 Board has provided Vermonters and our visitors with a reliable, efficient, and effective statewide 911 system for nearly 25 years.
- The 911 Board, represented by primary stakeholders in Vermont's emergency communications and responder communities, municipalities and the public, correctly established its commitment to a standards-based program built on industry best practice at all levels.
- This commitment from the Board, executed by an experienced, highly qualified staff, in cooperation and collaboration with partners across multiple agencies and organizations, is the reason Vermont has a nationally recognized, state of the art, NG911 system in place serving our communities.

# Contact Info

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