

VERMONT ENHANCED 9-1-1 BOARD

Program Overview

Barbara Neal, Executive Director

1/25/2017

- **9-1-1 Board Overview**

- The Enhanced 9-1-1 Board is responsible for the design, implementation, and oversight of the statewide 9-1-1 system.
 - Nine Board members, appointed by the Governor, one each representing state, local and county law enforcement, Emergency Medical Services, Fire Service, municipalities, and three members of the public.
 - 10 Board Staff Members Focused On:
 - IT Management of the 9-1-1 system and the system provider, FairPoint
 - Database Activities
 - Training/Communications
 - Administration

- **System Overview**

- A state-of-the-art Next Generation (NG) 9-1-1 network facilitates the delivery of 9-1-1 calls and text messages, and associated location data, to certified call-takers at the six Public Safety Answering Points.
- System vs PSTN/MPLS
- System Outages
 - Summer 2016 – in June, and again in August, 2016 the system experienced two outages which prevented the delivery of 9-1-1 calls to call-takers. Software coding issue has been resolved
 - Board has hired an outside consultant to conduct a technical review and evaluation of the system as it relates to contract requirements and industry best practice. Report is expected in late March.
- Outage in FairPoint PSTN/MPLS Network Impacting 9-1-1 Call Delivery
 - January 2016 - An event in the PSTN/MPLS caused 9-1-1 calls to route to a pre-configured “last route” number answered at one of the PSAPs, rather than delivering via the 9-1-1 system
 - Public Service Department has petitioned the Public Service Board for an investigation into this event. The 9-1-1 Board fully supports this investigation.

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- **Current PSAP Configuration Overview**

- The Board partners with existing law enforcement agencies for call handling services and has recently approved a new PSAP reimbursement model that is based, in part, on the actual call volume handled by each PSAP.
 - 22.5K per year per workstation base rate (24 funded workstations statewide)
 - % of remaining PSAP Reimbursement funds (540K) is based on actual call volume answered at the PSAP
 - PSAP Reimbursement covers only a small percentage of the actual cost of “manning” the workstation. It does not, nor was it intended to, fully cover the cost of the employees that fill the seat.
 - This approach works because the partner agencies must fill the seats in their facility on a 24/7/365 basis regardless of whether they are equipped to answering 9-1-1 calls.
- Six Public Safety Answering Points (PSAPs)
 - Two PSAPs operated by the Department of Public Safety –Williston and Westminster answer approximately 72% of the total 9-1-1 call volume (16 workstations)
 - Four regional PSAPs operated by Hartford, Shelburne, St Albans Police Departments, and the Lamoille County Sheriff’s Department. Answer 28% of total 9-1-1 call volume.

- **Re-configuration Possibilities and Considerations**

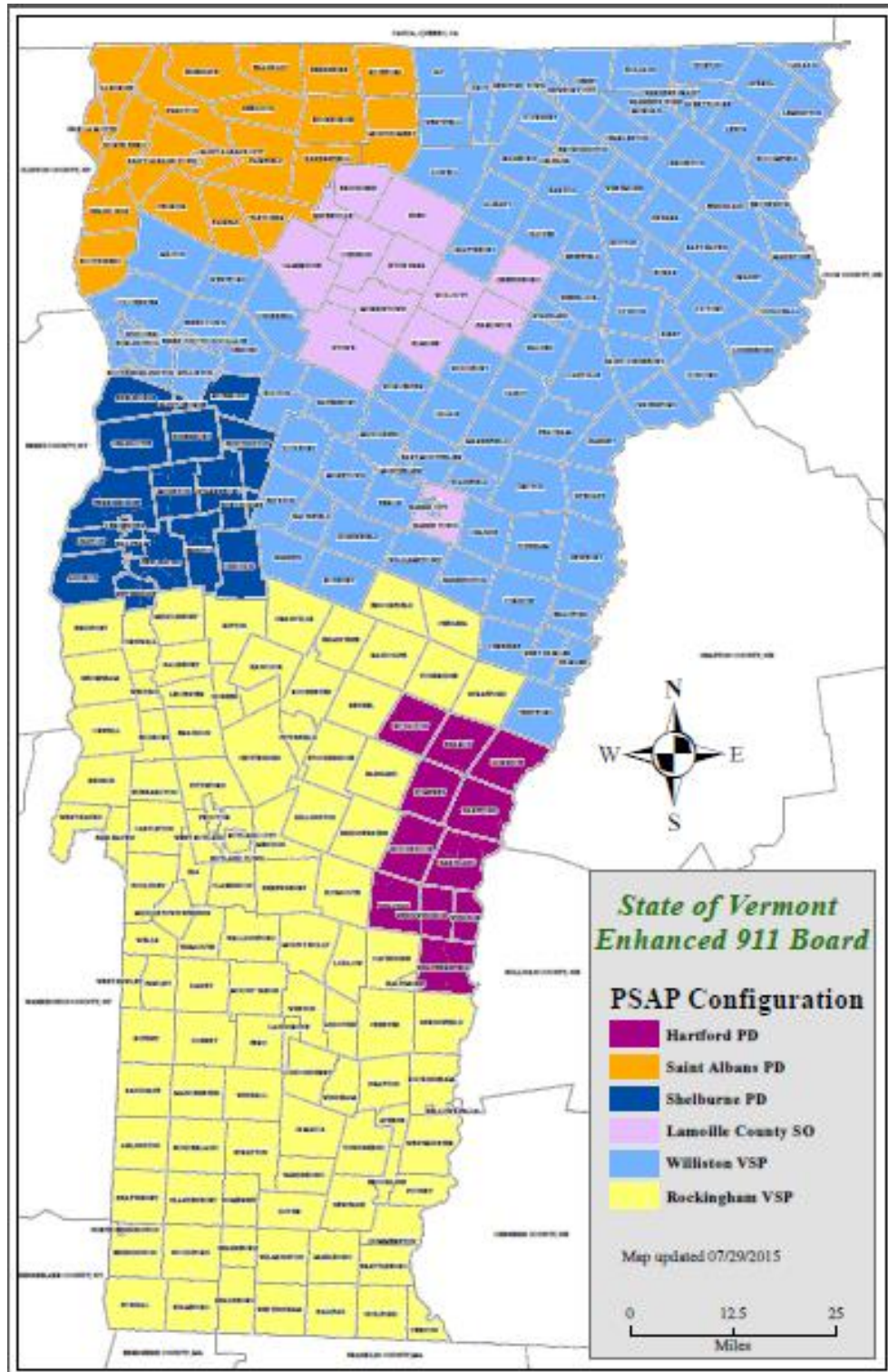
- Board is currently considering reorganization of call distribution so no one agency has a disproportionate amount of call volume
- Expand the role of the existing Regional PSAPs by increasing the number of workstations in each facility and increasing the catchment area for each regional.

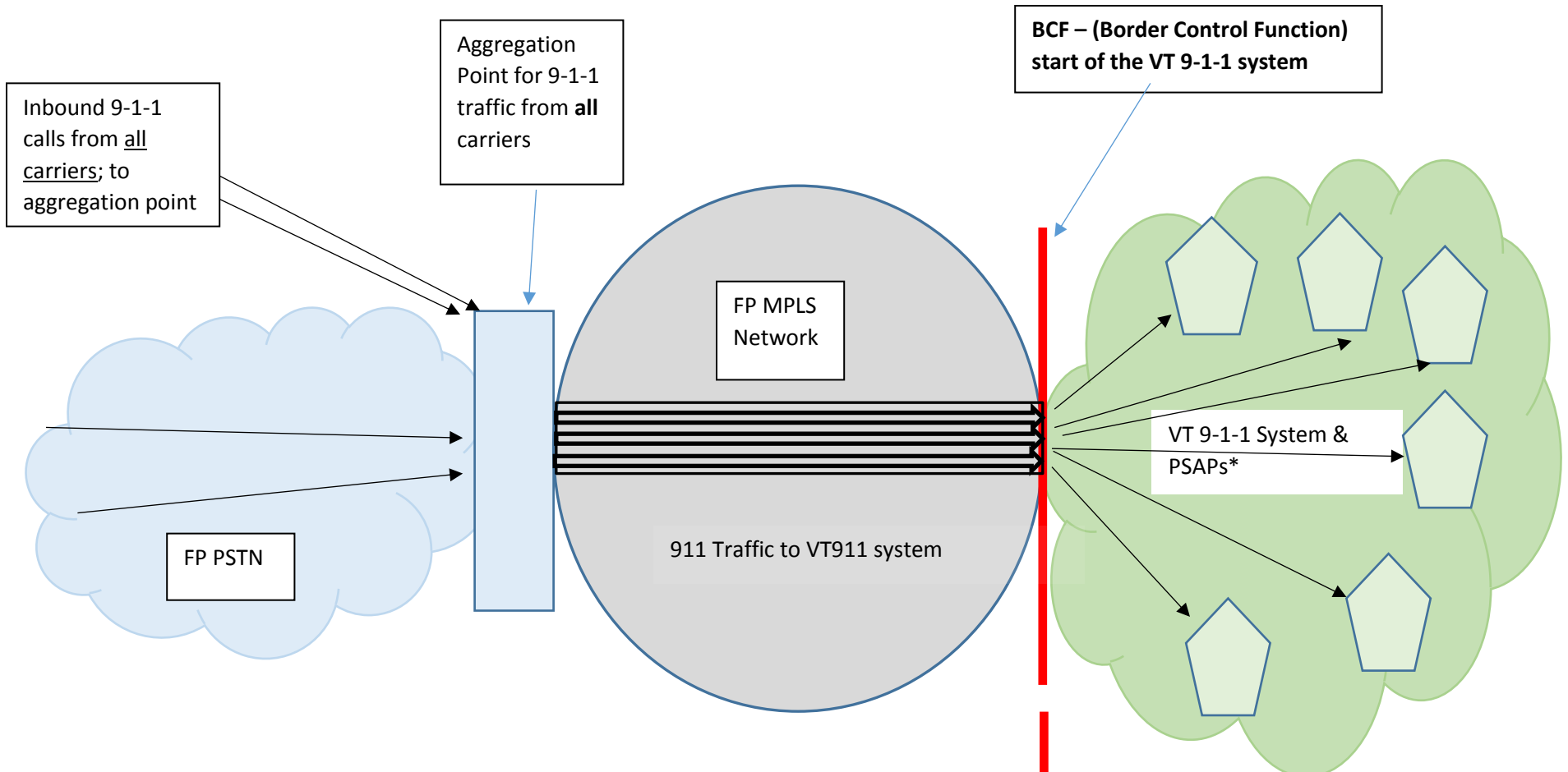
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FairPoint Public Switch Telephone Network (PSTN) and MPLS Network – 9-1-1 traffic from FairPoint and all other carriers travels through these networks to get to the Vermont 9-1-1 system.

The Enhanced 9-1-1 Board contracts with FairPoint for the Vermont 9-1-1 system but does not govern activity in the PSTN or MPLS. The Public Service Board has regulatory authority here.

Vermont 9-1-1 System – FairPoint-provided NG9-1-1 solution. The Enhanced 9-1-1 Board has a contractual relationship with FairPoint for the provision of the 9-1-1 system.

The Public Service Board does not regulate the 9-1-1 system. The Enhanced 9-1-1 Board has authority over the 9-1-1 system.

*PSAP=Public Safety Answering Point.