

Vermont Enhanced 911 Board Introduction and Overview

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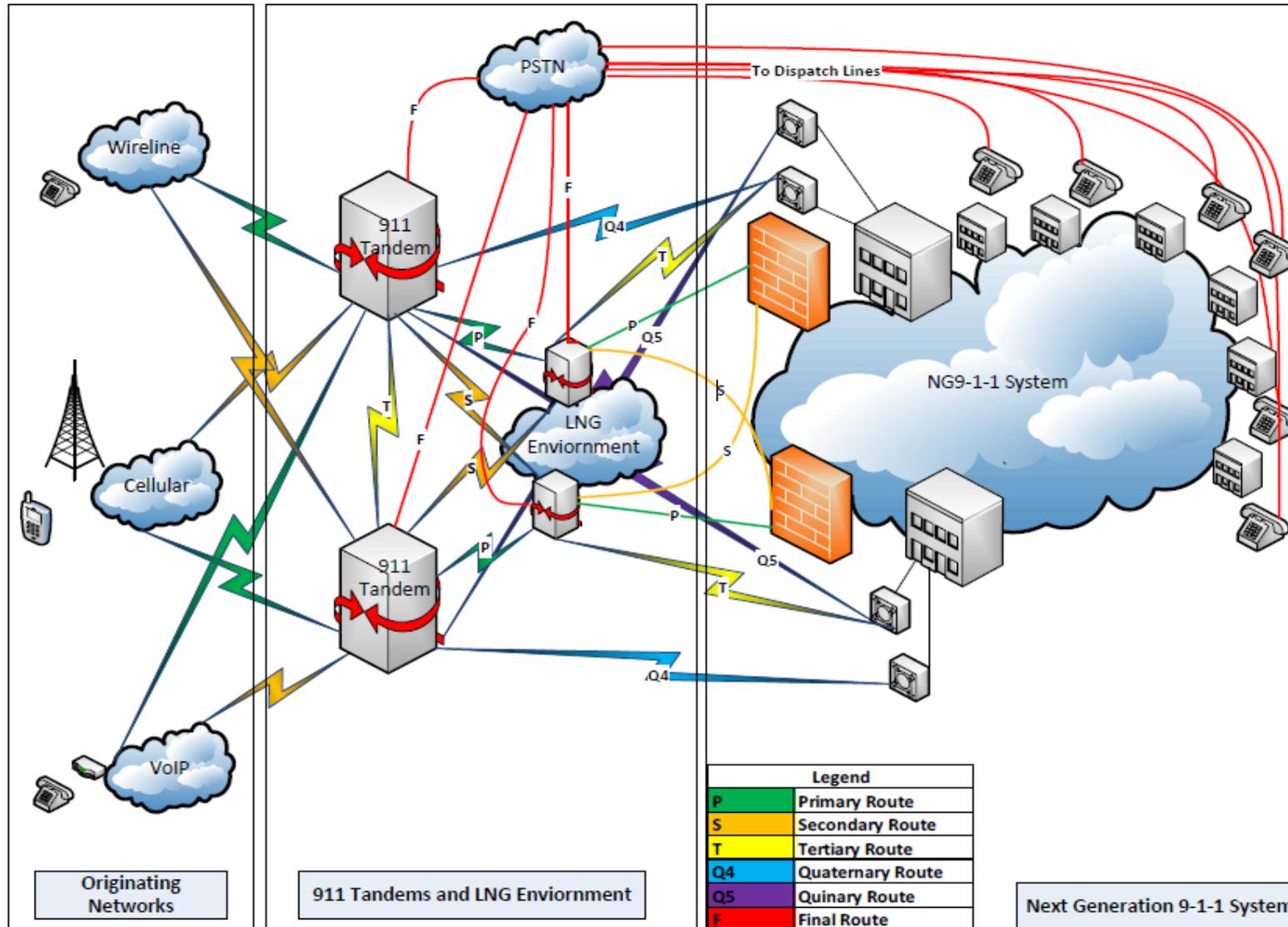
Enhanced 911 Board - Overview

- ▶ 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 staff members responsible for IT Management, Database Administration, Training & Communications
- ▶ The Board, and the statewide 911 system, are funded through the Vermont Universal Fund as appropriated by the General Assembly
- ▶ The Board does not have oversight of dispatch operations or emergency response agencies

Vermont Statewide 911 System Overview

- ▶ November 18, 2018 marked the 20th Anniversary of the Statewide 911 System
 - ▶ Since 1998, the system has processed over 3.7 million calls
- ▶ 2018 Statistics:
 - ▶ 204,931 calls; 414 text messages
 - ▶ Approximately 67% of calls were from wireless devices
 - ▶ Average time to answer: 5 seconds
 - ▶ Average call time 1 minute, 59 seconds

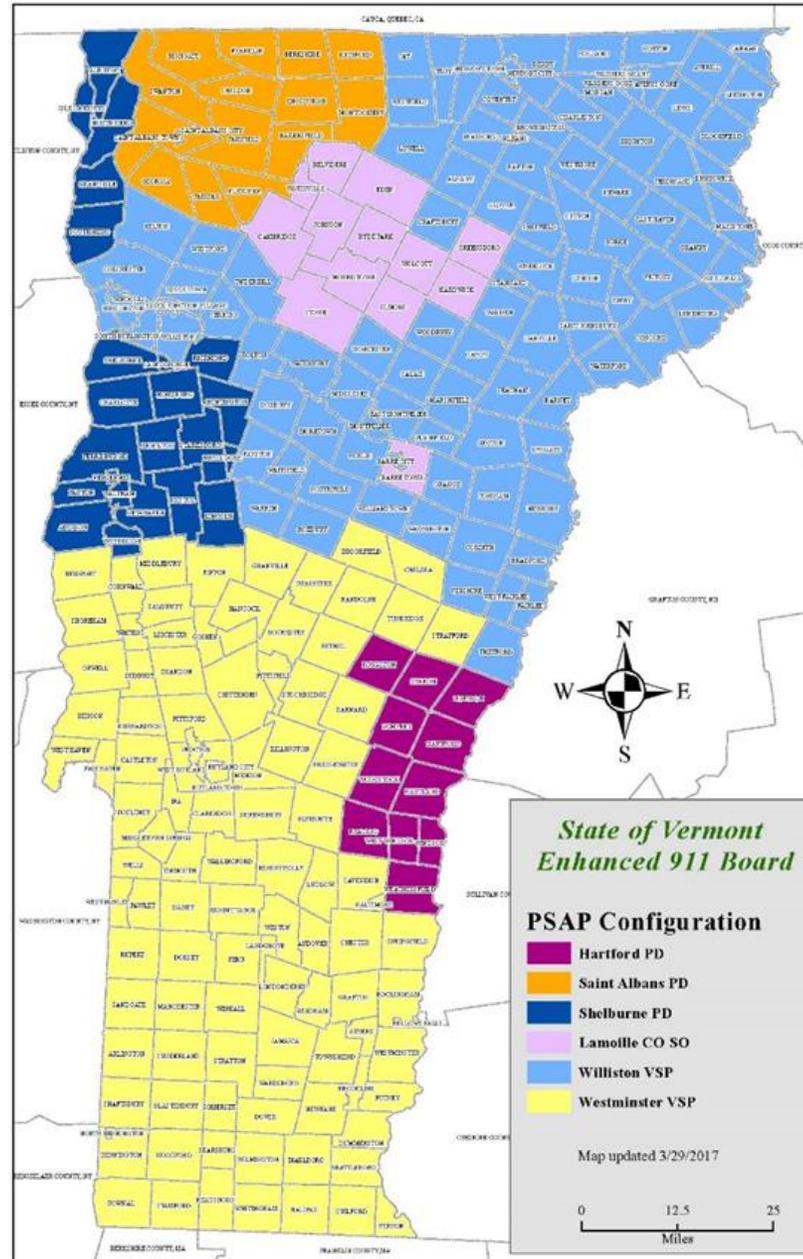
Multiple Networks Involved in 911 Call Delivery



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



Database Management

Responsible for the management and maintenance of multiple databases critical to ensuring:

- Appropriate routing of 911 calls
- Best possible location information displayed to the call-taker
- Accurate and immediate identification of correct emergency responder for any location in Vermont



Current Key Issues

- ▶ NG911 2020 System Procurement
- ▶ Rulemaking - Enterprise Communications Systems
- ▶ 911 Compliance Grant Program Administration
- ▶ CARE Program

Contact Information

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