

Vermont Enhanced 911 Board Overview

Presented to the Senate Finance Committee

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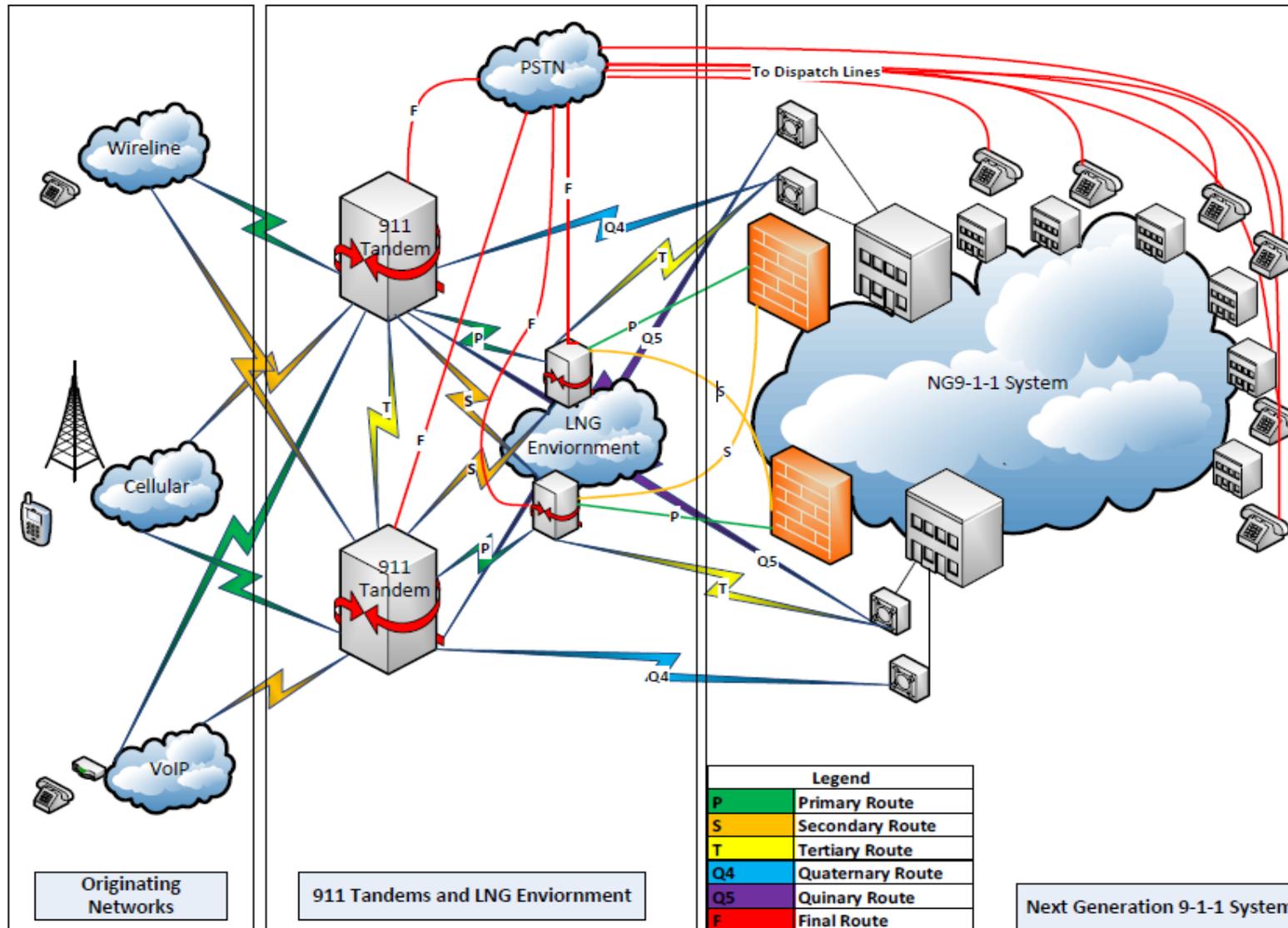
Enhanced 911 Board - Overview

- ▶ Defined in 30 V.S.A. 7051 - 7061 defines as the single governmental agency responsible for statewide enhanced 911 and outlines the Board's responsibilities and authority
- ▶ 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

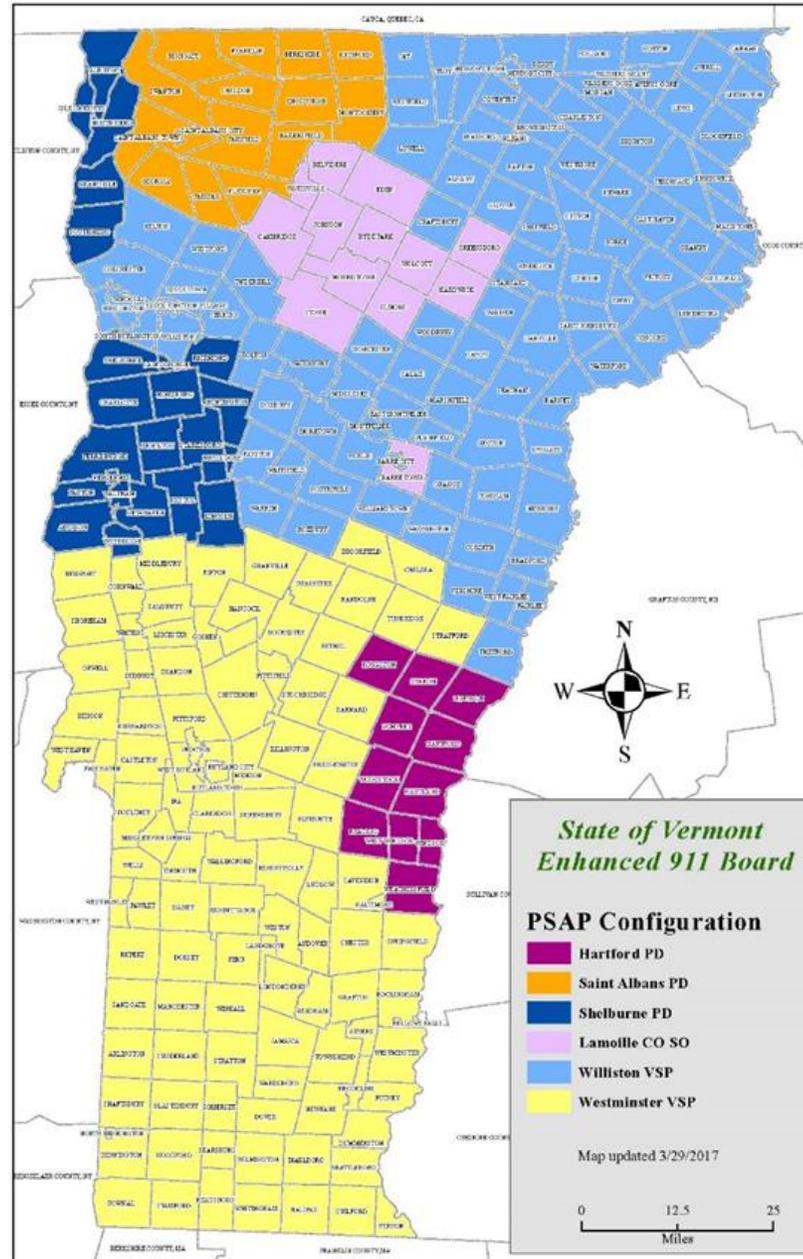
Multiple Networks Involved in 911 Call Delivery



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



Current Key Issues

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

NG911 2020 System Procurement Status and Timeline

- ▶ The existing contract with Consolidated Communications for Vermont's NG911 system expires in July 2020.
- ▶ Request for Proposals (RFP) was issued in March 2018.
- ▶ Three responses were received by the deadline of August 10, 2018
- ▶ Evaluation of Responses - August - October 2018
 - ▶ Board IT Manager, GIS Database Administrator, Training Staff, and Executive Director along with ADS Enterprise Architect, PSAP representatives
 - ▶ 911 Authority (Board-hired consultant) assisted with technical assessments, provided evaluation input, developed service level agreement and assisted with certain contractual language

NG911 2020 System Procurement Status and Timeline

- ▶ Board Voted to Proceed to Contract Negotiations w/selected vendor on 10/30/2018
- ▶ Contract Negotiations In Progress
- ▶ ADS Required Independent Review In Progress
- ▶ Contract Execution Expected No Later than March 31, 2019
- ▶ System Build Out and Certification (Q2 2019 - end of Q1 2020)
- ▶ Independent Verification and Validation (IVV) - Q2 2020
- ▶ System Cutover (July 2020)

NG911 2020 System Procurement Goals and Objectives

- ▶ Obtain a fully hosted and redundant NG911 system that meets the over 200 functional and non-functional requirements in the RFP
- ▶ Meet contractual recommendations outlined in the 2017 “Technical Review and Evaluation” conducted by 911 Authority
- ▶ Meet Board Goals related to:
 - ▶ Increased transparency and visibility into system for which we are responsible
 - ▶ Shared commitment to NG 911 and leveraging its capabilities to best serve 911 callers - recognize/maximize value adds
- ▶ Out of Scope
 - ▶ OSP Networks Beyond Point of Interconnection
 - ▶ Dispatch or Responder Communication Equipment/Networks/Systems

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