



**State of Vermont
Enhanced 911 Board**

**Senate Gov Ops Notes
Barbara Neal, Executive Director
2/21/2019**

- The Enhanced 911 Board is responsible for the oversight and management of the statewide 911 system.
 - Primary mission is to provide a statewide 911 system that connects citizens with emergency responders
 - The Board does not have purview over dispatch agencies or operations, nor over emergency responders.
- The State's 911 system has effectively and successfully served Vermont since 1998.
 - It has received and processed over 4 million 911 calls since that time.
- Each year, the State's 911 system processes nearly 200,000 calls or approximately 550 per day.
- The State has six 911 call taking centers called Public Safety Answering Points (PSAPs).
 - The Department of Public Safety operates two of the PSAPs
 - DPS PSAPs handle approximately 68% of the statewide 911 call volume.
 - The remaining 32% of calls are answered in four regional PSAPs located in Hartford, Shelburne, St Albans and Lamoille County.
 - The 911 Board has partnered effectively with all PSAPs, including the Department of Public Safety, for over twenty years for 911 call handling services.
 - Section 17 (a) of s 124 includes language that would prohibit the Department of Public Safety from providing 911 call-taking services.
 - The 911 Board does not agree with the proposed prohibition and recommends that the partnership with DPS for 911 call handling service continue moving forward.
- Regarding the Law Enforcement Advisory Board Dispatching Recommendations – the Vermont Universal Service Fund has been identified as a possible funding source for a regional dispatch solution. We note that the VUSF is already experiencing pressures to meet the needs of the programs it currently supports, including the statewide 911 system.