

Sunset Advisory Commission Board and Commission Review

The Commission reviews every State board and commission and takes testimony regarding whether each board or commission should continue to operate or be eliminated and whether the powers and duties of any board or commission should be revised. Each board and commission has the burden of justifying its continued operation.

The Commission also reviews whether members of a board or commission should be entitled to a per diem and, if so, the amount of that per diem.

In testifying before the Commission, you should be able to provide the following information:

- 1. In general, how often does the board and commission meet? Provide specific information on how often the board or commission has met in the past two fiscal years. Provide information on where agendas and minutes of meetings can be found.**

Response: The Enhanced 911 Board (“Board”) is required by [30 VSA 7052](#) to meet four times a year. The Board may hold special and/or emergency meetings as necessary. In FY18, the Board held four regular quarterly meetings. In FY19, the Board held four regular quarterly meetings and two special meetings.

Agendas and minutes for each meeting can be found at <https://e911.vermont.gov/about-us/board-meetings> .

- 2. Provide the names of members of the board or commission, their term length and expiration, their appointing authority, and the amount of any per diem they receive.**

Response: The 911 Board membership is defined in [30 VSA 7052](#) as consisting of nine members, appointed by the Governor, representing all user constituents in the state. Board members are appointed for a term of three years. Board members represent the emergency medical, fire and law enforcement communities, municipalities and the public at large.

The Board by-laws state Board members can receive per diem as set forth in 32 VSA section 1010. Board members are eligible for \$50 per meeting attended (no more than 12 meetings a year) and mileage (at whatever rate the state currently has set) if they attend in person.

We currently only have one board member who puts in for their per diem; all other members are either already being paid for their time or have chosen not to receive the per diem.

The current members are:

Emergency Medical Services Provider - Heather Dale Porter - term expires 6/30/20.

Firefighter - Chief Steven Locke - term expires 2/28/21

Municipal Law Enforcement – Vacant

County Law Enforcement - Sheriff's Association Representative - Sheriff Roger Marcoux, Jr.; Acting Chair - term expires 6/30/19 – reappointment consideration currently with Governor's Office

State Law Enforcement - Department of Public Safety - Capt. Thomas Hango - term expires 2/28/21

Municipal Official – Vacant

Public Member - Jerome Pettinga - term expires 6/30/20

Public Member - Kelly Kennedy - term expires 6/30/19 reappointment consideration currently with Governor's Office

Public Member - Vacant

3. Provide an overview of the board or commission's purpose.

Response: The 911 Board was created by the legislature in 1994 as the single governmental agency responsible for statewide enhanced 911. Prior to this time, most Vermonters did not have access to any level of 911 service. The intent of the legislation was to create a statewide 911 system that would serve all Vermonters and allow emergency responders to locate callers more quickly and efficiently. The 911 Board is responsible for the design, implementation and operational oversight of the statewide 911 system. To that end, the 911 Board developed and implemented policy, system design, standards and procedures related to the statewide 911 system – and continues to do so today. As required by statute, the 911 Board consults with various state agencies and local community service providers to meet these responsibilities.

4. Is that purpose still needed? What would happen if the board or commission no longer fulfilled that purpose?

Response: Yes, the purpose is still needed. 911 is a critical service, available to everyone, and dependent upon multiple stakeholders at all levels of government and beyond. A representative Board ensures the appropriate parties have a seat at the table and a voice in the discussion on matters relevant to a system that serves everyone in the state.

5. How well is the board or commission performing in executing that purpose? What evidence can you provide to substantiate that performance?

Response: The 911 Board has provided Vermonters and our visitors with a reliable, efficient, and effective statewide 911 system for over 20 years. Currently, the state's 911 system handles nearly 200,000 calls a year, or approximately 550 per day. There are typically fewer than 5 complaints annually regarding the manner in which a 911 call was handled.

The 911 Board is committed 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 serving our communities.

Next Generation 911, or NG911, is the term used to describe the initiative to update 911 systems around the nation. Vermont was an early adopter of NG911 technology and has been moving along the NG911 path for many years. The State of Vermont implemented its first Emergency Services IP network (ESInet) in 2007. With that implementation came opportunities for more efficient call distribution which allowed calls to flow seamlessly from one Public Safety Answering Point (PSAP) to another if the primary PSAP was unable to answer a call for any reason. This design has minimized the possibility of calls waiting in “queue” to be answered during times of high call volume. This call distribution design served the state well during Tropical Storm Irene when the Rutland PSAP, then the second busiest PSAP in terms of call volume, had to be evacuated due to flooding. All calls destined for Rutland were immediately delivered to available call-takers in the remaining PSAPs with no human intervention required. Had this call routing not been in place, the Rutland calls would have been delivered to just two back-up positions located in one PSAP which would have resulted in call answering delays. The current PSAP configuration of six geo-diverse centers continues to serve Vermont well during widespread events – including the most recent storm on 11/1/2019 when the system and our call-takers processed nearly 1400 calls in one day – 2.5 times the typical call volume.

The State of Vermont was among the first to implement statewide “text to 911” service in 2012. Text to 911 provides life-saving access to 911 when callers are unable to make a voice call – including access for the deaf/hard of hearing community; domestic violence victims and others who may find themselves in situations where a voice call to 911 is not possible or would cause them to be in more danger.

As we look to the future, and as standards continue to be developed, the 911 Board’s commitment to NG911 positions the State well to adapt to changes in the way people communicate (for example, by sending video and/or images). Other potential benefits include the possibility for improved connections with responders and other partners.

6. If the purpose is still needed, can State government be more effective and efficient if the purpose was executed in a different manner?

Response: Multiple recent studies* have concluded the current governance structure is the most efficient and cost-effective means of fulfilling the Board’s purpose of management and

oversight of the statewide 911 system. These reports are available from the 911 Board should the Commission wish to review.

** Report on Alternative Structures for Taking Emergency 9-1-1 Calls in Vermont; LR Kimball; November 2013; Enhanced 911 Board Operational and Organizational Report; Michael Smith, September 2015; 911 Call-Taking/Dispatch Working Group – Report to the Legislature, January 2017.*

- 7. If the purpose is still needed, do any of your board or commission’s functions overlap or duplicate those of another State board or commission or federal or State agency? If so, is your board or commission still the best entity to fulfill the purpose?**

Response: The functions of the Board do not overlap or duplicate those of any other state board/commission, federal or state agency. The 911 Board does, however, partner and collaborate with multiple agencies as it executes its purpose. The staff at the Board office do not take 911 calls. Rather they provide support functions for the program, including information technology management, training, development of geographic information services and ensuring the accuracy of addresses throughout Vermont.

- 8. Does the board or commission’s enabling law continue to correctly reflect the purpose and activities of the board or commission?**

Response: Yes.

- 9. Provide a list of the board and commission’s last fiscal year expenditures including staffing costs. How are these funded?**

Response: The enabling statute provided funding for the statewide 911 system through the Vermont Universal Service Fund (VUSF) surcharge on telecommunications bills. The 911 program receives no general funds.

The FY19 list of expenditures, including staffing costs is attached.

- 10. Is the board or commission required by law to prepare any reports or studies for the Legislature, the Governor, or any State agency or officer? If so, have those reports or studies been produced? Does the board or commission have ongoing reporting obligations?**

Response: The 911 Board was originally required by statute to produce an annual report to the Governor. This requirement is no longer in place and the last report to the Governor was delivered in January 2009. The 911 Board is, from time to time, required to provide reports and/or studies to the legislature and all required reports have been provided.

Vermont Enhanced 911 Board	FY19 Expenditures	
500000 - Classified Employees	669,691	
500060 - Overtime	9,866	
500070 - Shift Differential	45,646	
501000 - FICA - Classified Employees	53,292	
501500 - Health Ins - Classified Empl	160,550	
502000 - Retirement - Classified Empl	130,877	
502500 - Dental - Classified Employees	8,458	
503000 - Life Ins - Classified Empl	2,090	
503500 - LTD - Classified Employees	212	
504000 - EAP - Classified Empl	304	
505200 - Workers Comp - Ins Premium	695	
505500 - Unemployment Compensation	-	
505700 - Catamount Health Assessment	980	
506000 - Per Diem	50	
Total Staffing Costs		1,082,709
507300 - Contr&3Rd Pty-Appr/Engineering	-	
507350 - Contr&3Rd Pty-Educ & Training	8,192	
507542 - IT Contracts -Project Management	23,481	
507543 - IT Cont Serv	-	
507550 - Contr&3Rd Pty - Info Tech	1,946,439	
507552 - Contr-Info Tech-Web Hosting	-	
507554 - Contr-Compsoftwr-Sysmaint&Upgr	-	
516554 - Software-License-Security	-	
516551 - Software-License-ApplicaSupprt	-	
507565 - IT Contracts - App. Dev.	-	
507600 - Other Contr and 3Rd Pty Serv	423,485	
507615 - Interpreters	905	
510220 - Recycling	1,324	
510400 - Custodial	7,500	
510500 - Other Property Mgmt Services	597	
512000 - Repair & Maint - Buildings	-	
512300 - Rep & Maint - Motor Vehicles	948	
513006 - Rep&Maint-Telecom&Ntwrkhw	-	
513010 - Repair & Maint - Office Tech	-	
513100 - Repair&Maint-Non-Info Tech Equ	842	
513200 - Other Repair & Maint Serv	622	
514000 - Rent Land	67,410	
514010 - Rent Land	2,625	
514550 - Rental - Auto	1,999	
515010 - Fee-For-Space Charge	-	
516000 - Insurance Other Than Empl Bene	2,095	
516010 - Insurance - General Liability	1,703	
516020 - Insurance - Auto	200	
516500 - Dues	1,993	
516550 - Licenses	-	
516600 - Communications	11,833	
516611 - Toll-Free Telephone	476	
516616 - Telecom - Frame Relay&Atm	-	

516650 - Telecom-Other Telecom Services	-	
516551 - Software-License-ApplicaSupprt	16,441	
516652 - Telecom-Telephone Services	532	
516656 - Telecom-Paging Service	516	
516658 - Telecom-Conf Calling Services	509	
516659 - Telecom-Wireless Phone Service	2,387	
516660 - ADS Ent. App. Supp. Emp. Exp.	-	
516670 - It Intersvccost- Dii Other	-	
516671 - It Intsvccost-Vision/Isdassess	10,001	
516672 - ADS Centrex Exp.	3,965	
516678 - It Inter Svc Cost User Support	-	
516683 - ADS PM SOV Emp. Exp.	12,129	
516685 - ADS Allocation Exp.	8,733	
516813 - Advertising-Print	2,200	
517005 - Printing & Binding-Bgs Copy Ct	13	
517100 - Registration For Meetings&Conf	1,742	
517200 - Postage	182	
517205 - Postage - Bgs Postal Svcs Only	903	
517300 - Freight & Express Mail	-	
517400 - Instate Conf, Meetings, Etc	-	
517500 - Outside Conf, Meetings, Etc	-	
518000 - Travel-Inst-Auto Mileage-Emp	1,004	
518010 - Travel-Inst-Other Transp-Emp	110	
518020 - Travel-Inst-Meals-Emp	1,009	
518030 - Travel-Inst-Lodging-Emp	6,562	
518040 - Travel-Inst-Incidentals-Emp	-	
518300 - Travl-Inst-Auto Mileage-Nonemp	38	
518320 - Travel-Inst-Meals-Nonemp	467	
518330 - Travel-Inst-Lodging-Nonemp	1,512	
518500 - Travel-Outst-Auto Mileage-Emp	138	
518510 - Travel-Outst-Other Trans-Emp	1,592	
518520 - Travel-Outst-Meals-Emp	331	
518530 - Travel-Outst-Lodging-Emp	2,569	
518540 - Travel-Outst-Incidentals-Emp	304	
519000 - Other Purchased Services	-	
519005 - Agency Fee	10,207	
519006 - Human Resources Services	11,334	
519130 - Ps - Misc Expenditure	-	
519140 - Tariff Payments	123,405	
520000 - Office Supplies	1,531	
520015 - Stationary & Envelopes	-	
520100 - Vehicle & Equip Supplies&Fuel	-	
520110 - Gasoline	1,176	
520500 - Other General Supplies	-	
520510 - It & Data Processing Supplies	5,601	
520540 - Educational Supplies	50	
520600 - Recognition/Awards	359	
520700 - Food	-	
520712 - Water	245	
521510 - Subscriptions	2,437	
521800 - Household	786	
522214 - Hw-Server,Mainfrme,Datastorequ	-	

522216 - Hardware - Desktop & Laptop Pc	5,525	
522217 - Hw - Printers,Copiers,Scanners	-	
522219 - Hardware-Telephone User Equip	-	
522220 - Software - Other	-	
522223 - Software-Gis	-	
522227 - Sw-Firewall Filter & Security	-	
522228 - Sw-Mainframe Environment	403	
522229 - Sw-Program&Application Develop	-	
522230 - Sw-Other Communications	-	
522254 - Hw-Other Wireless Comm	-	
522270 - App Support	975	
522600 - Vehicles	-	
522700 - Furniture & Fixtures	2,352	
522970 - Computer Equipment	-	
523050 - Promotional Materials	-	
523620 - Single Audit Allocation	-	
523640 - Registration & Identification	-	
523660 - Taxes	-	
525410 - Cost of Fleet Rentals	-	
550500 - Other Grants	734,972	
TOT_EXP - Total Expenses	4,564,626	