

Vermont Enhanced 911 Board Operational Overview

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Barbara Neal, Executive Director

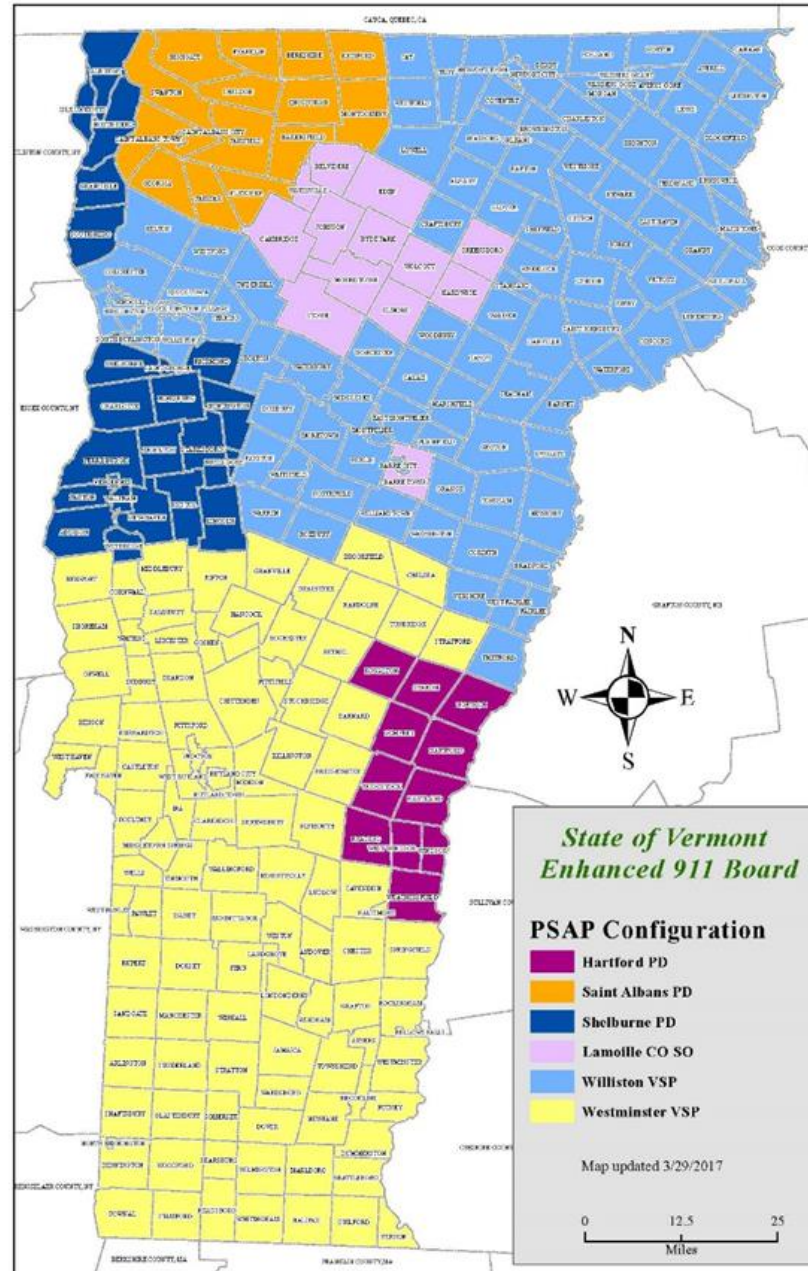
Enhanced 911 Board - Overview

- ▶ Defined statute since 1994 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 Board staff members responsible for IT Management, GIS & Database Administration, Training & Communications

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



Vermont 911 System Stats - 2020

- Total 911 Calls Received - 209,990 (up 384 or .18 % from 209,606 in 2019)
- Total Cellular 911 Calls Received - 148,391 (approximately 71% of total, up from 69% in 2019)
- Average Time to Answer - 00:05
- Average Call Time - 02:02
- Total Text-to-911 Received - 340 (down 72 or 21% from 412 in 2019)

Current Key Initiatives

- ▶ Successful Implementation of INdigital NG911 System - October 2020
- ▶ Rulemaking
 - ▶ Enterprise Communications Systems - July 2019
 - ▶ Outage Notification Rule - January 2021
- ▶ 911 Compliance Grant Program Administration
- ▶ CARE Program

FY 21 Budget Deficit

- ▶ Projecting a deficit in the Enhanced 911 Special Fund of 575K to 1M dollars by the end of FY21 as a result of ongoing and unresolved revenue shortfalls in the Vermont Universal Service Fund.
- ▶ In FY20 - the 911 program did not receive approximately 674K of the \$4.9 million appropriation
- ▶ In FY21 - the 911 program has received approximately 400K less than would be expected by this time of the \$4.8 million appropriation
 - ▶ Projections from the VUSF fiscal agent suggest this 400K shortfall in the 911 disbursement for FY21 will not be made whole - and has the potential to further increase.

Contact Information

Barbara Neal

Vermont Enhanced 911 Board

100 State St, 5th Floor

Montpelier, VT 05620-6501

802-828-4911

www.e911.vermont.gov

barbara.neal@vermont.gov