

# Vermont Enhanced 911 Board Overview and Current Issues

Presented to the House Committee on Energy and Technology

January 20, 2022

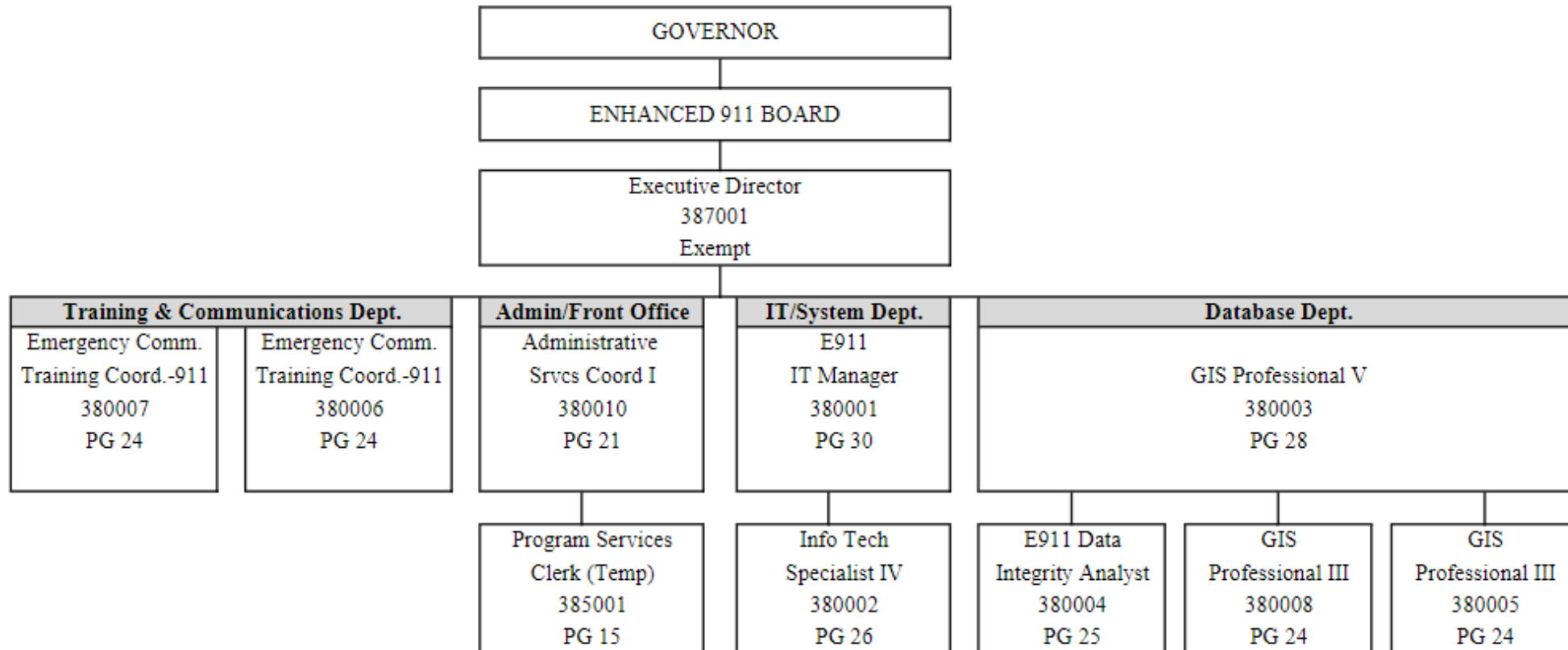
Barbara Neal, Executive Director

# Enhanced 911 Board

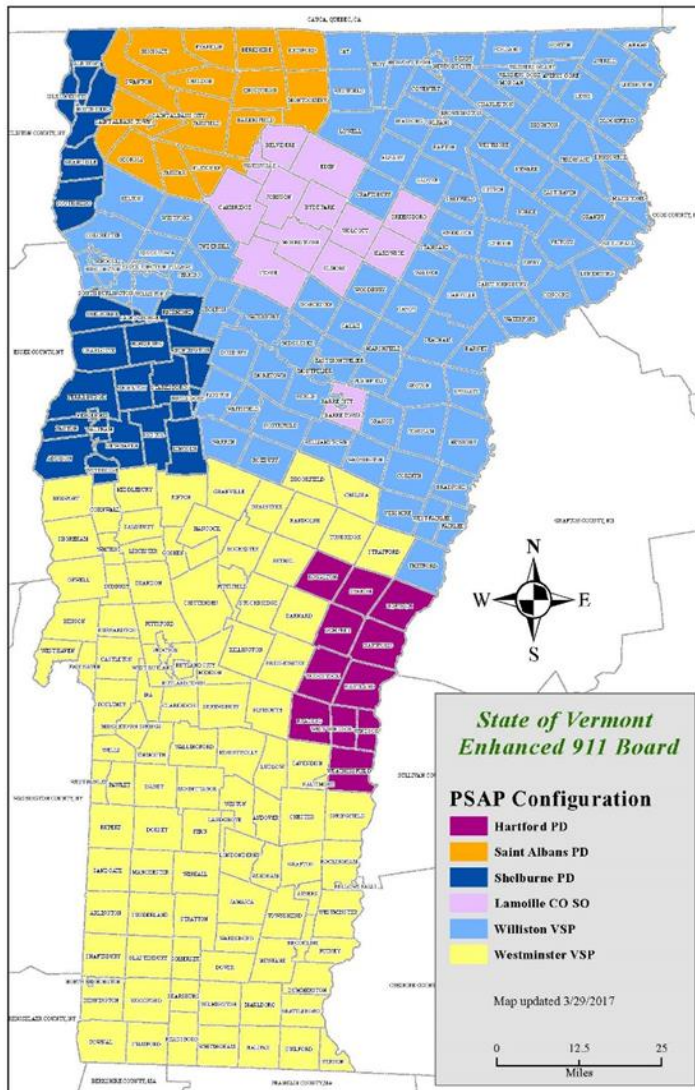
- Established in 1994 and defined in 30 V.S.A. 7053 as the single governmental agency responsible for statewide enhanced 911
- Nine-member Board, appointed by the Governor, representing state, local and county law enforcement, emergency medical services, fire service, municipalities, and the public
- Ten Board staff members responsible for IT Management, Database Administration, Training & Communications
- The Board, and the statewide 911 system, are funded through the Vermont Universal Service Fund as appropriated by the General Assembly
- The Board does not have oversight of dispatch operations or emergency response agencies

# 911 Board Staff

**Enhanced 911 Board  
Organization Chart**  
updated: 8/17/21



# Current 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 Statewide 911 System Stats - 2021

- Total 911 Calls Received – 236,948 (up 26,958 or 12.84% from 209,990 in 2020)
- Total Cellular 911 Calls Received - 178,335 (approximately 75% of total, up from 71% in 2020)
- Total Abandoned 911 Calls Received – 32,832 (approximately 14% of total, up from 12% in 2020)
- Average Time to Answer – 00:05 seconds (remained the same as 2020)
- Average Call Time – 01:59 minutes; seconds (was 02:02 in 2020)
- Total Text-to-911 Received – 475 (up 135 or 39% from 340 in 2020)

# Outage Notification Rule – Effective 8/2/2021

- Total of 277 Outage Reports Submitted by Originating Service Providers – Typically Impacting from 10 to 8800 subscribers
  - Two wireless outages impacted approximately 92K subscribers for 1 – 3 hours
  - Wireless Carriers – 62 reports - 22%
    - Duration Ranged from 18 minutes – 7 days
  - VoIP Carriers – 187 reports – 68%
    - Duration from 30 minutes – 2 days
  - Wireline Carriers – 28 reports – 10%
    - Duration from 18 minutes to 25 hours

# Current Issues

# 911 Funding Challenges

- The Enhanced 911 Board, and several other programs, are currently funded by the Vermont Universal Service Fund (VUSF) – a 2.4% fee on retail telecommunications sales in Vermont.
  - VUSF revenues have been declining for several years and since FY20 have not generated enough revenue to fully support the Enhanced 911 program.
  - Distributions from the VUSF to the Enhanced 911 fund have declined by approximately 7.5% since FY20
- In a report to the legislature per Act 74 of the last legislative session, the Agency of Administration has recommended the 911 program be moved to the General Fund beginning in FY23

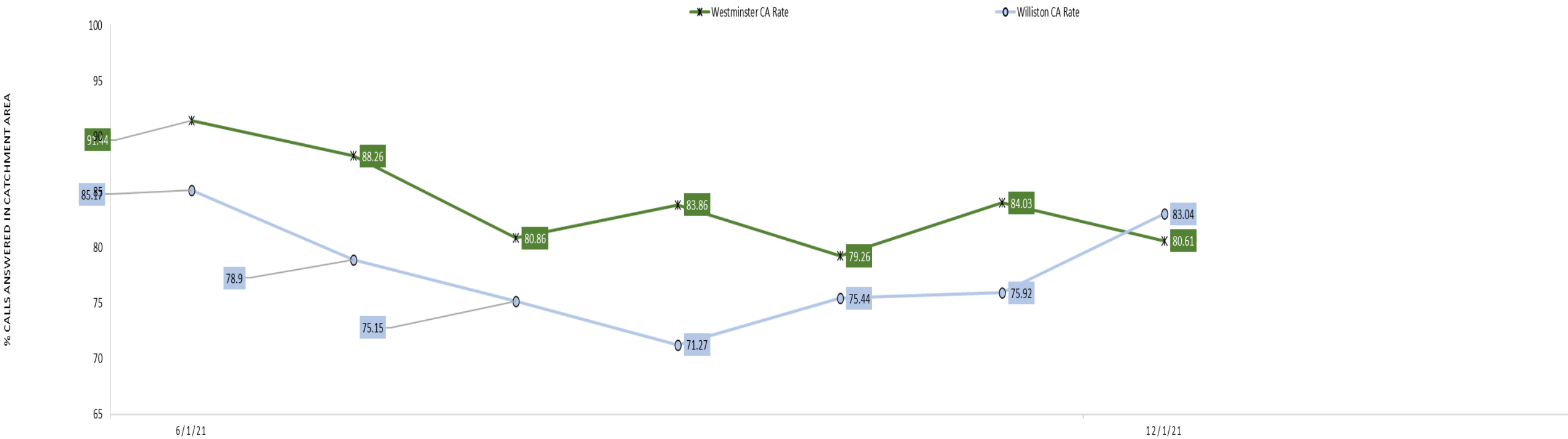


# PSAP Staffing Shortages - Issues and Impacts

- Critical Staffing Shortages at the Department of Public Safety(DPS) PSAPs in Westminster and Williston have resulted in:
  - Significant Primary Catchment Area Call Answer Rate Declines
  - Redistribution of Statewide Call Volume to Regional PSAPs

# Primary Catchment Area Answer Rate Declines

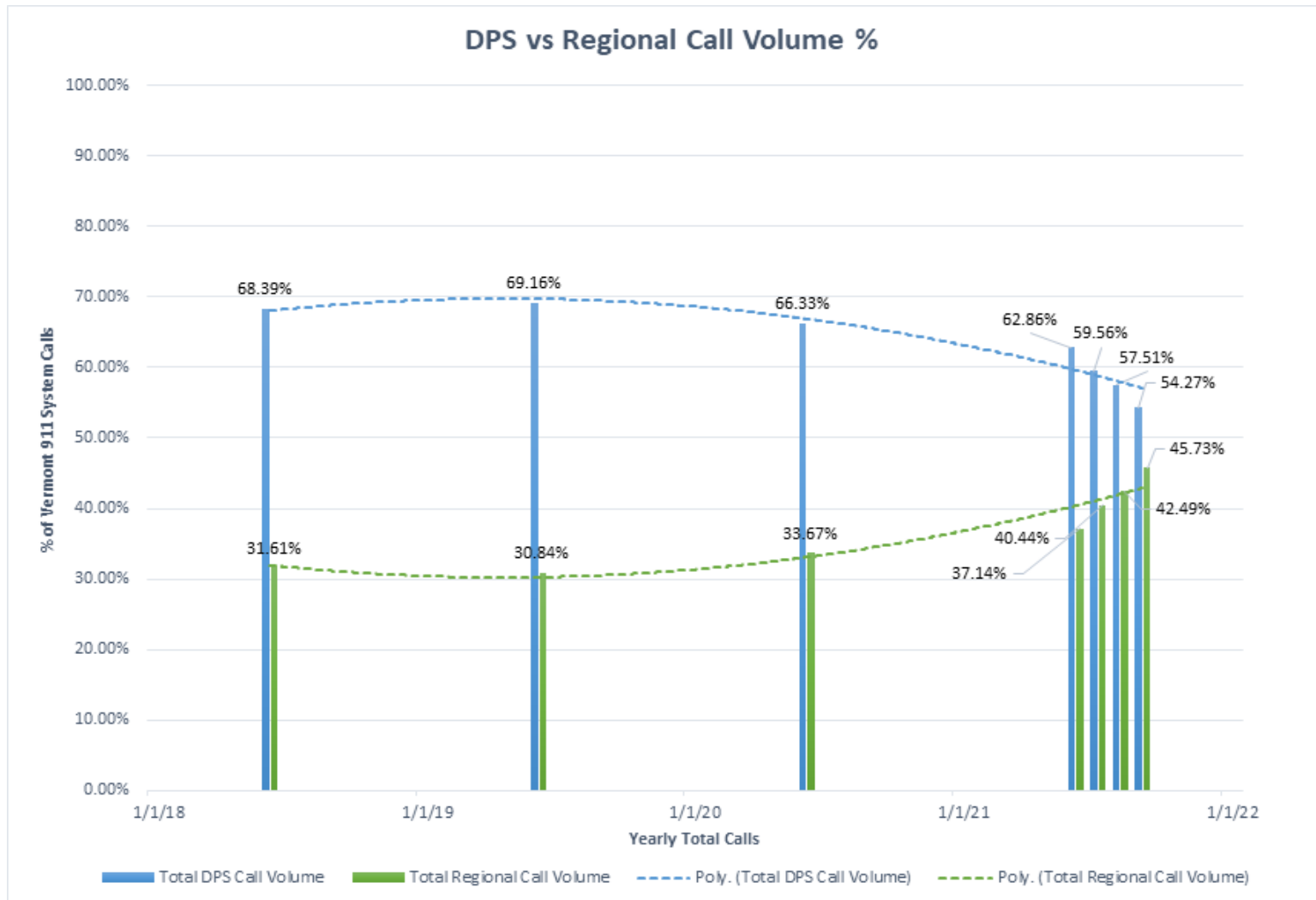
PSAP CALL ANSWERED IN CATCHMENT AREA



	6/30/2021	7/31/2021	8/31/2021	9/28/2021	10/26/2021	11/30/2021	12/28/2021
Westminister CA Rate	91.44	88.26	80.86	83.86	79.26	84.03	80.61
Williston CA Rate	85.17	78.9	75.15	71.27	75.44	75.92	83.04

CALLS PER YEAR (FY2022 YTD MONTHLY)

# Redistribution of Statewide 911 Call Volume



# Mitigating the Impact of Staffing Shortages

## **September 2021:**

- Board Training Coordinators (2) Deployed to 911 Call-Taking Duties at the Board's Emergency Operations Center

## **October 2021:**

- Lamoille County PSAP Provides Resources to Assist with Dedicated 911 Call-taking

## **November 2021:**

- DPS Hires 4 part-time dedicated 911 call-takers; Board Training Coordinators Provide Certification Training to DPS New Hires

## **December 2021:**

- Commitment from St Albans PSAP to Assist with Dedicated 911 Call-Taking – likely to begin in late January

## **January 2022:**

- Board has initiated discussions with Hartford and Shelburne to potentially move one 911 position into each facility – dependent upon their ability to assist with dedicated 911 call-taking.

# Contact Info

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