

Vermont Enhanced 911 Board Operational Overview

Presented to the House Committee on Government Operations

January 27, 2021

Barbara Neal, Executive Director

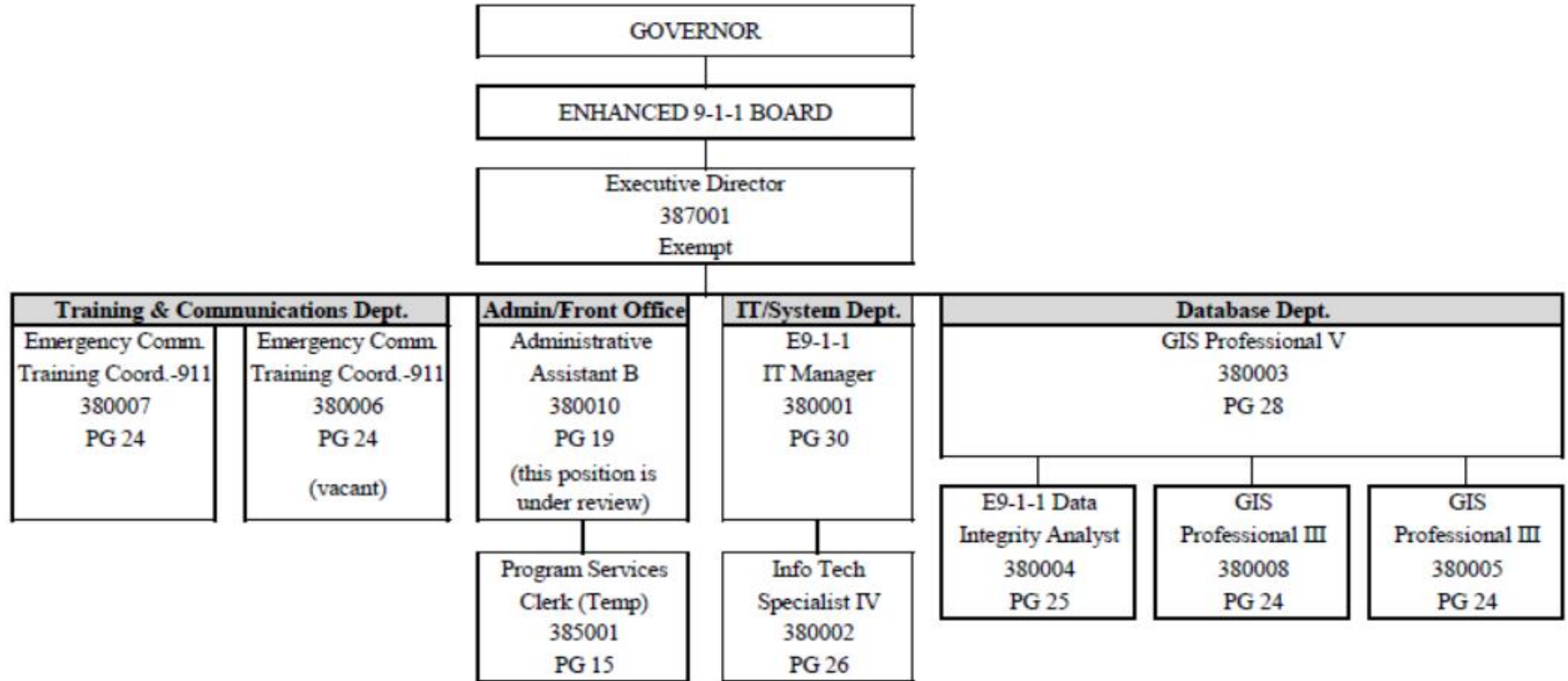
Enhanced 911 Board

- ▶ 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

Enhanced 9-1-1 Board

Organization Chart

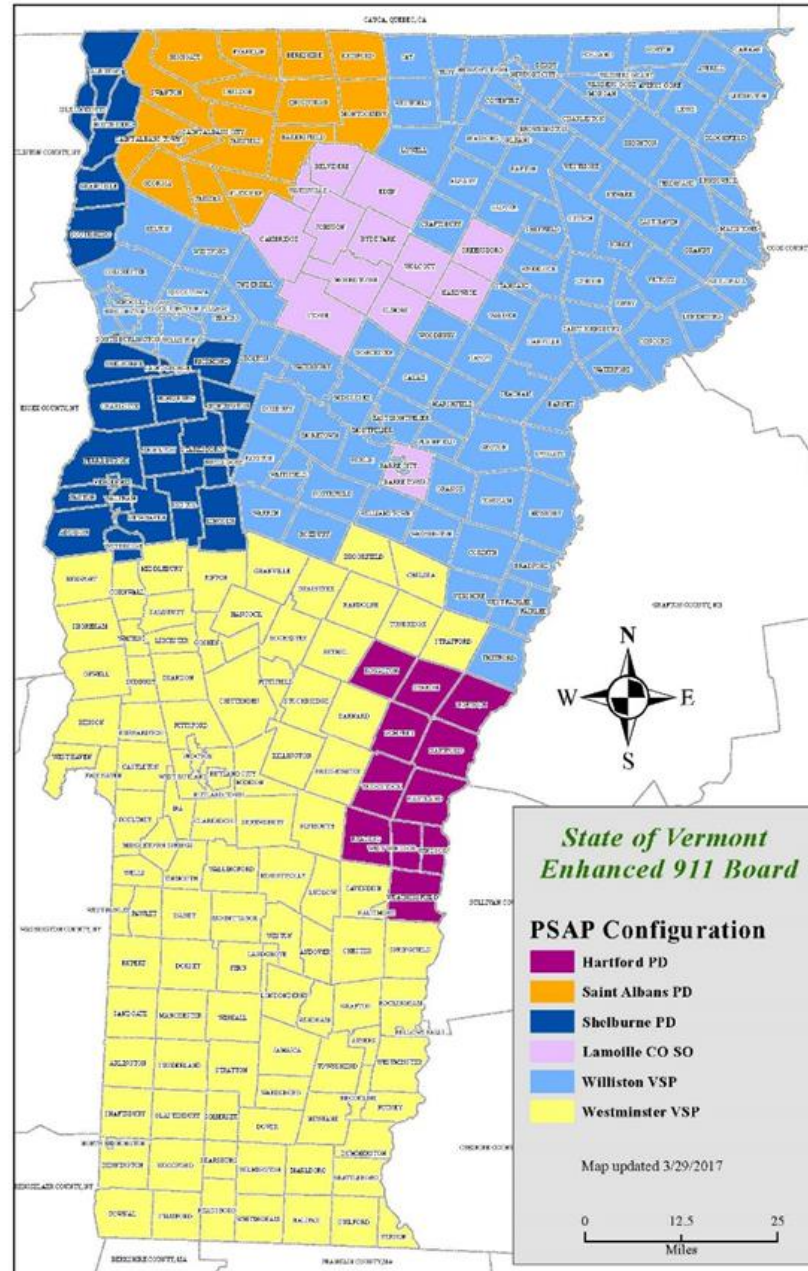
updated: 10/22/20



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 Overview

▶ 2020 Statistics:

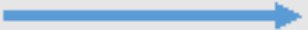
- Total 911 Calls Received – 209,990 (up 384 or .18 % from 209,606 in 2019)
- Total Cellular 911 Calls Received - 148,391 (approximately 71% of total, up from 69% in 2019)
- Average Time to Answer – 00:05
- Average Call Time – 02:02
- Total Text-to-911 Received – 340 (down 72 or 21% from 412 in 2019)

ONE-STAGE Call Handling – One person handles the entire call. The same person answers the 9-1-1 call and dispatches responders

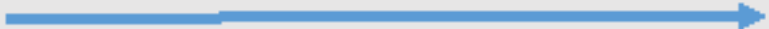
This method is used routinely at Regional PSAPs. These PSAPs also use two-stage call handling when the required responder is not dispatched by their agency.



Caller dials 9-1-1



Call Answered at Combined
9-1-1/Dispatch Workstation ...



... Same person notifies responders using
equipment located at the same
workstation



TWO-STAGE Call Handling – Two people are involved in handling the call. The 9-1-1 call is answered by a 9-1-1 call-taker. The call is transferred to a dispatcher at another location. The dispatcher then notifies responders.

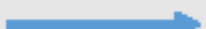
This method is used routinely at the Williston PSAP even if the transfer is simply across the room to a co-worker. All PSAPs use this method when the required responder is not dispatched by their agency.



Caller dials 9-1-1



Call Answered at
9-1-1 Workstation



Call-Taker transfers call to
dispatcher at another location



Dispatcher Notifies
Responders



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

New Structure Under Executive Order

- ▶ The Executive Order moves the 911 Board and its staff into a Communications Operational Unit within a new Division of Support Services at an Agency of Public Safety
 - ▶ Communications Unit also includes state-operated PSAPs and radio services
- ▶ The Board is expected to remain intact under the Executive Order and retain responsibility for the statewide 911 system as outlined in statute.
- ▶ Goal is to unify emergency communications functions to support a cohesive, coordinated strategy for emergency communications moving forward.

Contact Information

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