

# Vermont Enhanced 911 Board

Presented to House Committee on Appropriations

February 21, 2025

# Enhanced 911 Board

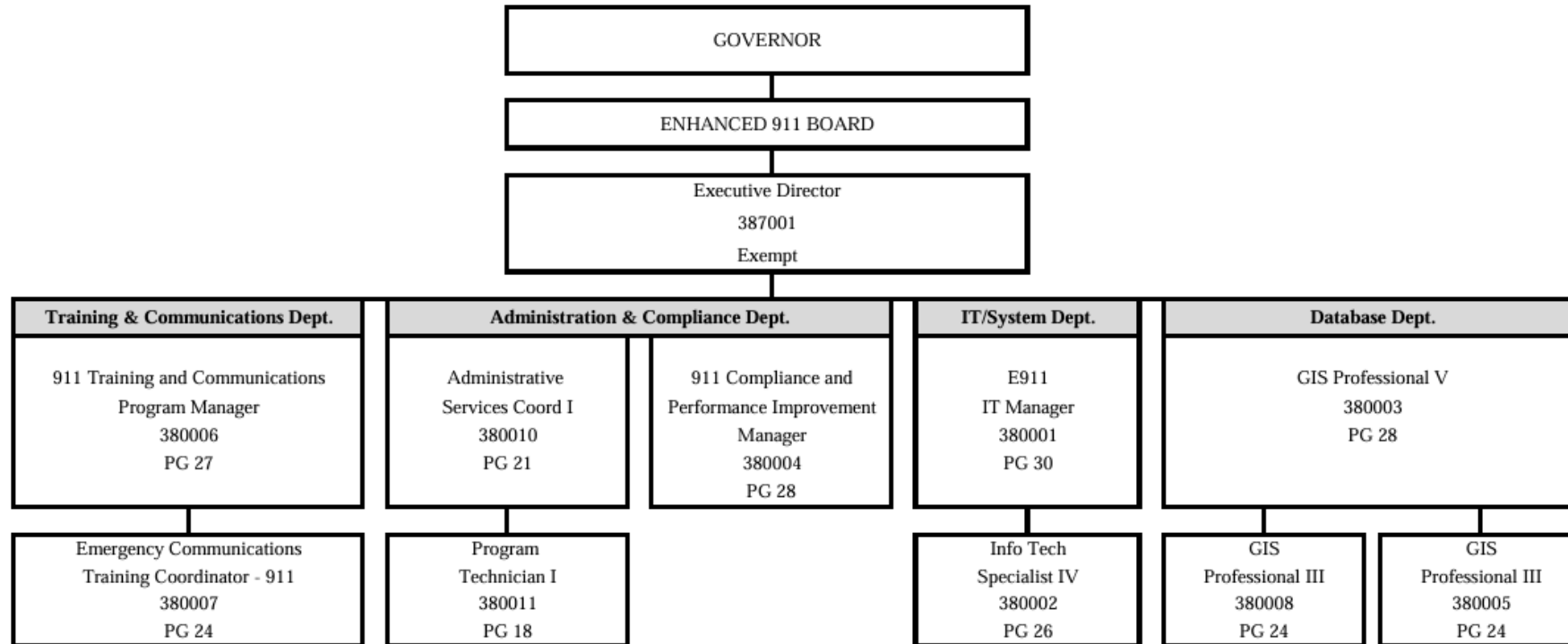
- Established in 1994 and defined in 30 V.S.A. 7053 as the single governmental agency responsible for statewide enhanced 911
- Nine-member Board, appointed by the Governor, representing state, local and county law enforcement, emergency medical services, fire service, municipalities, and the public
- 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

# Current Board Members and the Constituency They Represent

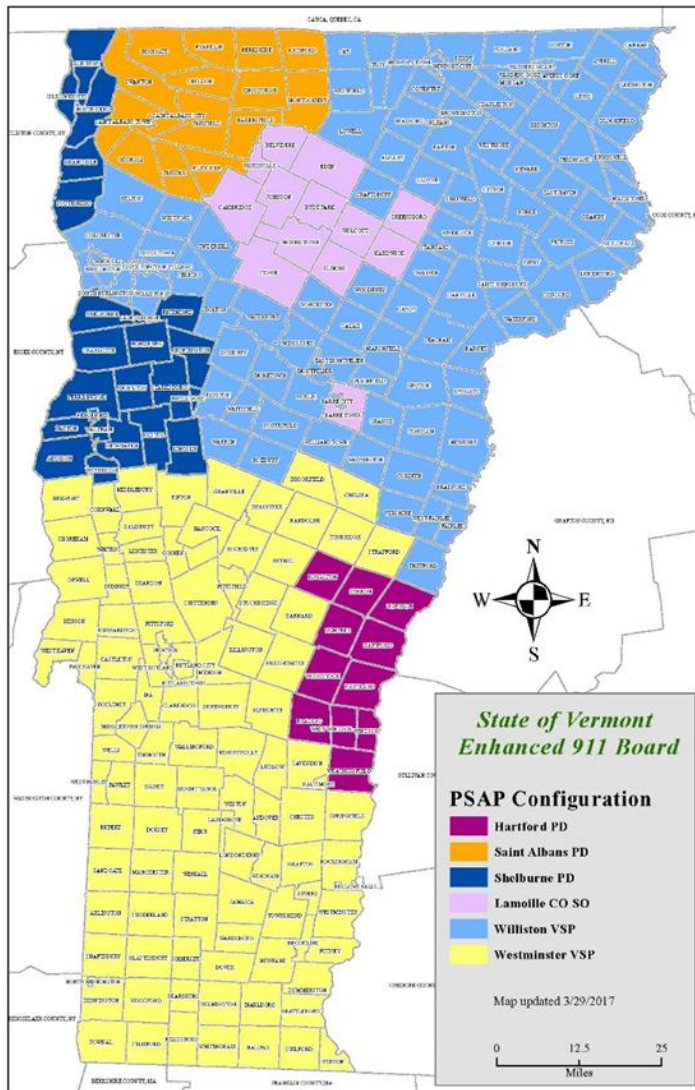
- Sheriff Roger Marcoux, Jr. - Vermont Sheriff's Association - Board Chair
- Chief Steve Locke - Vermont Firefighters Association - Vice Chair
- Christian Pedoty – Department of Public Safety
- Chief Eric Nordenson – Municipal Law Enforcement
- Chris Violette – Municipal Official
- Drew Hazelton - Emergency Medical Services Provider
- Christopher Louras - Public Member
- Lance Burnham - Public Member
- Brian Keefe - Public Member

# 911 Board Staff

**Enhanced 911 Board  
Organization Chart**  
updated: 2/2/24



# 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 - 2024

- Total 911 Calls Received – 232,372 (down 21,077 or 8% from 253,449 in 2023)
- Total Cellular 911 Calls Received - 177,979 (approximately 77% of total, up from 76% in 2023)
- Total Abandoned 911 Calls Received – 16,070 (approximately 7% of total, down from 9% in 2023)
- Average Time to Answer – 00:05 (seconds- remained the same as 2023)
- Average Call Time – 02:17 (minutes; seconds – was 02:07 in 2023)
- Total Text-to-911 Received – 1,002 (up 137 or 16% from 865 in 2023)



Agency of Administration,  
Enhanced 911 Board  
FY 2026 Governor's Recommend Budget

The Enhanced 911 Board's mission is to provide a statewide emergency telecommunications system, accessible to everyone, and to administer and oversee its operation.

Governor's Recommended  
Budget FY2026 (\$ 5.3 million)



## FY 2026 SUMMARY & HIGHLIGHTS

- Increase of 10.1% from FY25 budget request.
- Primary mission is to connect citizens with the appropriate emergency responders to ensure quick and effective assistance in the event of an emergency
- Ensure every 911 call is answered by a certified call-taker who is trained in accordance with industry standards and best practice
- Continue to advance the 911 system to provide better access for all of Vermont's citizens and visitors by leveraging the capabilities of our Next Generation 911 system
- Develop and maintain effective partnerships with stakeholders including Town Coordinators, Public Safety Answering Points, dispatch centers and emergency response organizations serving Vermont.

<b>Approp #1 [2260001000]: Enhanced 9-1-1 Board FY 2025 Approp</b>	<b>0</b>	<b>4,900,660</b>	<b>4,900,660</b>
Other Changes: (Please insert changes to your base appropriation that occurred after the passage of the FY25 budget)			0
<b>FY 2025 Other Changes</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Approp. After FY 2025 Other Changes</b>	<b>0</b>	<b>4,900,660</b>	<b>4,900,660</b>
<b>CURRENT SERVICE LEVEL/CURRENT LAW</b>	<b>0</b>	<b>496,735</b>	<b>496,735</b>
<i>Personal Services</i>	0	144,695	144,695
500000: Salary & Wages: Classified Employees		84,053	84,053
500010: Salary & Wages: Exempt Employees			
501500: Health Insurance: Classified Employees		11,726	11,726
501510: Health Insurances: Exempt Employees			
502000: Retirement: Classified Employees		42,092	42,092
502010: Retirement: Exempt Employees			
All Other Employee Payroll Related Fringe Benefits		5,411	5,411
504040: VT Family & Medical Leave Insurance Premium		311	311
504045: Child Care Contribution		1,306	1,306
505200: Workers' Compensation Insurance Premium		(904)	(904)
505500 Unemployment Compensation		(1,000)	(1,000)
505700 Catamount Health Assessment		(800)	(800)
508000: Vacancy Turnover Savings			0
50060 Overtime		2,000	2,000
50070 Shift Differential		500	500
<i>Operating Expenses</i>	0	352,040	352,040
507350 Cont & 3rd Party--Edu & n Training		14,000	14,000
507550 Contact & 3rd Party--Info Tach		71,830	71,830
507600 Other Contr and 3rd Pty Serv		39,372	39,372
515010: Fee-for-Space Charge		(3,284)	(3,284)
516000: Insurance Other Than Employee Benefits		(69)	(69)
516010: Insurance - General Liability		287	287
516671: VISION/ISD		762	762
516685: ADS Allocated Charge		1,272	1,272
519005 Agency Fee		1,177	1,177
519006: Human Resources Services		268	268
523620: Single Audit Allocation			0
522750 Other Assets--Ongoing System Upgrades		300,000	300,000
Other Operating Increases		6,665	6,665
522750 Other Assets--Ongoing System Upgrades-ERF Loan Payoff		(80,240)	(80,240)
<i>Grants</i>	0	0	0
			0
<b>Subtotal of Increases/Decreases</b>	<b>0</b>	<b>496,735</b>	<b>496,735</b>
<b>FY 2026 Governor Recommend</b>	<b>0</b>	<b>5,397,395</b>	<b>5,397,395</b>
<b>Enhanced 9-1-1 Board FY 2025 Appropriation</b>	<b>0</b>	<b>4,900,660</b>	<b>4,900,660</b>
<b>Reductions and Other Changes</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>FY 2025 Total After Other Changes</b>	<b>0</b>	<b>4,900,660</b>	<b>4,900,660</b>
<b>TOTAL INCREASES/DECREASES</b>	<b>0</b>	<b>496,735</b>	<b>496,735</b>
<b>Enhanced 9-1-1 Board FY 2026 Governor Recommend</b>	<b>0</b>	<b>5,397,395</b>	<b>5,397,395</b>



# Contact Info

Barbara Neal

Executive Director

Vermont Enhanced 911 Board

6 Baldwin St, Floor 2

Montpelier, VT

802-828-4911

802-917-6358 (cell)

[www.e911.vermont.gov](http://www.e911.vermont.gov)

[barbara.neal@vermont.gov](mailto:barbara.neal@vermont.gov)