

Vermont Enhanced 911 Board

Presented to House Committee on Appropriations

February 17, 2026

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
- Eleven full-time and two part-time Board staff members responsible for IT Management, Database Administration, Training & Communications, and Administration and Compliance
- The Board does not have oversight of dispatch operations or emergency response agencies

Vermont Universal Service Fund

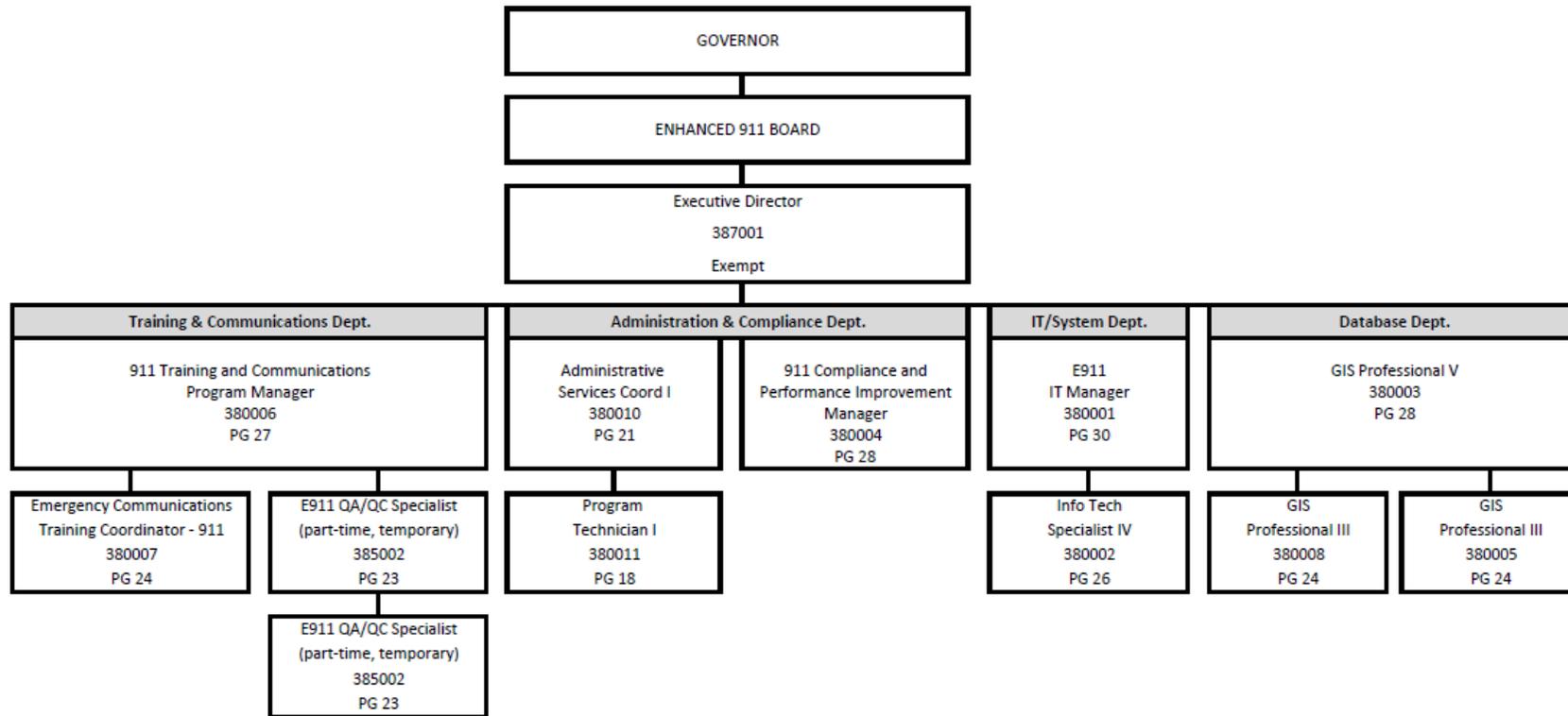
- On July 1, 2025 the revenue mechanism for the VUSF changed from a percentage based fee to a “per line” fee of \$0.72 per line capable of accessing 911 for most telephone customers and a 2.4% charge on pre-paid wireless service
- A 2024 Joint Fiscal Office report projects the VUSF will take in revenues of approximately \$7.3 million at a \$0.70/access line fee.
- The VUSF supports the following programs in this order:
 - First 17% of VUSF revenue – Vermont Community Broadband Board
 - Costs payable to the fiscal agent managing the fund under contract with the PSD
 - The [Vermont Telecommunications Relay Service](#) and the [Vermont Equipment Distribution Program](#)
 - [The Vermont Lifeline program](#)
 - [Enhanced-911](#) - approximately 78% of VUSF revenue
 - The Connectivity Fund established in [30 V.S.A. § 7516](#)
- As this is the first year with the per access line fee, trends and projections are not yet available. A clearer picture will be obtained once all year 1 data is received.

Current Board Members and the Constituency They Represent

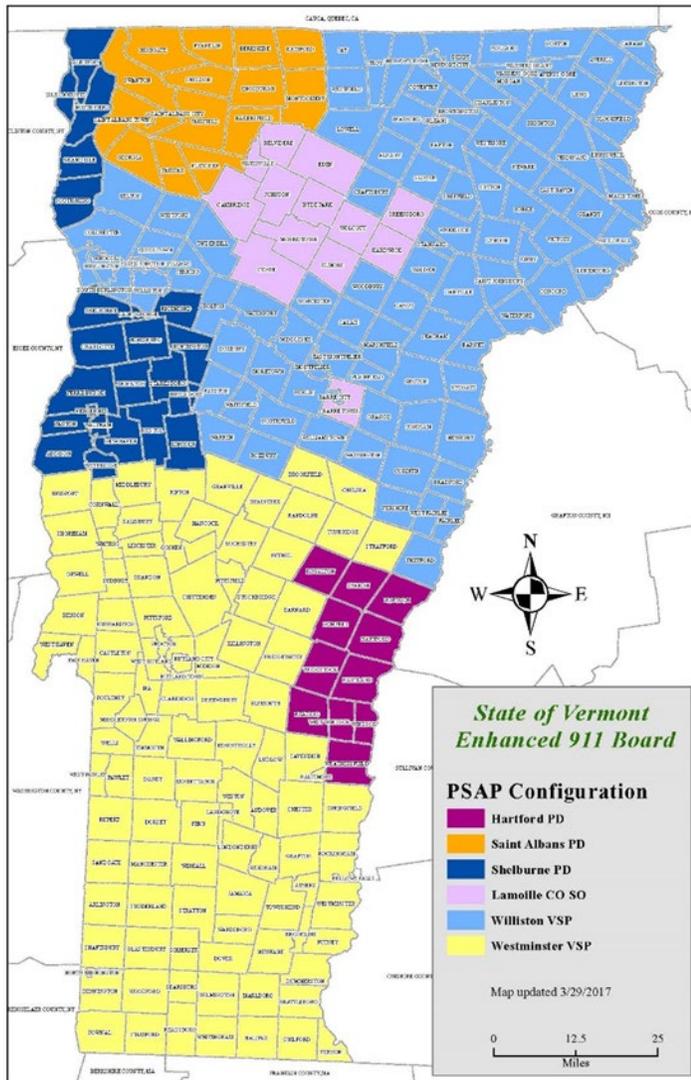
- Sheriff Roger Marcoux, Jr. - Vermont Sheriff's Association - Board Chair
- Chief Steve Locke - Vermont Firefighters Association - Vice Chair
- Christian Pedoty – Department of Public Safety
- Chief Eric Nordenson – Municipal Law Enforcement
- Chris Violette – Municipal Official
- Drew Hazelton - Emergency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

911 Board Staff

**Enhanced 911 Board
Organization Chart**
Last Updated: 9/26/25



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

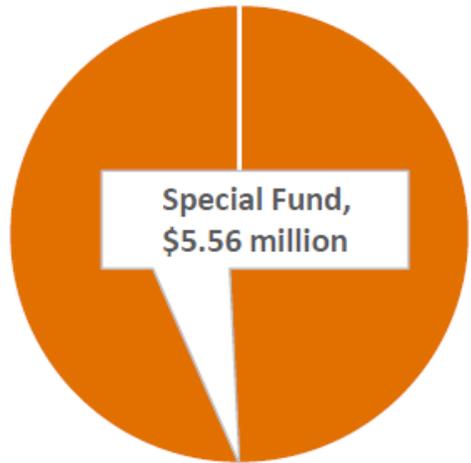
Vermont Statewide 911 System Stats - 2025

- Total 911 Calls Received – 233,237 (up 0.4% from 232,372 in 2024)
- Total Cellular 911 Calls Received - 181,069 (approximately 77% of total, remained the same as 2024)
- Total Abandoned 911 Calls Received – 15,075 (approximately 7% of total, remained the same as 2024)
- Average Time to Answer – 00:06 (seconds- up from 00:05 in 2024)
- Average Call Time – 02:16 (minutes; seconds – was 02:17 in 2024)
- Total Text-to-911 Received – 1,391 (up 389 from 1,002 in 2024)

Vermont Enhanced 9-1-1 Board
FY 2027 Governor's Recommend Budget

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

Governor's Recommended
Budget FY2027 (\$ 5.56
million)



FY 2027 SUMMARY & HIGHLIGHTS

- Increase of 3% from FY26 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.

Fiscal Year 2027 Budget Development Form: Enhanced 9-1-1 Board

Special \$\$ Total \$\$

Approp #1 [2260001000]: Enhanced 9-1-1 Board FY 2026 Approp	5,397,395	5,397,395
Other Changes: (Please insert changes to your base appropriation that occurred after the passage of the FY25 budget)		0
FY 2026 Other Changes	0	0
Total Approp. After FY 2026 Other Changes	5,397,395	5,397,395
CURRENT SERVICE LEVEL/CURRENT LAW	161,922	161,922
<i>Personal Services</i>	<i>154,504</i>	<i>154,504</i>
500000: Salary & Wages: Classified Employees	31,921	31,921
500010: Salary & Wages: Exempt Employees		
501500: Health Insurance: Classified Employees	29,110	29,110
501510: Health Insurances: Exempt Employees		
502000: Retirement: Classified Employees	9,196	9,196
502010: Retirement: Exempt Employees		
All Other Employee Payroll Related Fringe Benefits	(2,983)	(2,983)
504040: VT Family & Medical Leave Insurance Premium	(133)	(133)
504045: Child Care Contribution	141	141
505200: Workers' Compensation Insurance Premium	1,910	1,910
		0
507550 - Contract & 3rd Party-Info Tech	(3,046)	(3,046)
507600 - Other Contr and 3rd Pty Serv	34,553	34,553
507615 - Interpreters	300	300
500040 - Temporary Employees	60,000	60,000
500070 - Shift Differential	3,500	3,500
507350 - Contr&3rd Pty-Educ & Training	(2,500)	(2,500)
507543 - IT Contracts - Servers	(2,115)	(2,115)
506000 - Per Diem	(350)	(350)
500060 - Overtime	(5,000)	(5,000)
		0
<i>Operating Expenses</i>	<i>7,418</i>	<i>7,418</i>
515010: Fee-for-Space Charge	2,688	2,688
516000: Insurance Other Than Employee Benefits	(25)	(25)
516010: Insurance - General Liability	80	80
516671: VISION/ISD	2,123	2,123
516685: ADS Allocated Charge	30,217	30,217
519006: Human Resources Services	867	867
523620: Single Audit Allocation	64	64
522800 - Vehicles	2,162	2,162
518*** - Travel-Variou	2,164	2,164
522216 - Hardware-Desktop & Laptop PCs	2,000	2,000
519005 - Agency Fee	456	456
517*** - Various Other Purchased Services	300	300
520*** - Various Supplies	(2,712)	(2,712)
514010 - Rent Land&Bldgs-Non-Office	(1,700)	(1,700)
512300 - Rep & Maint - Motor Vehicles	(300)	(300)
516020 - Insurance Auto	(800)	(800)
514*** - Other Rentals	(4,000)	(4,000)
522700 - Furniture & Fixtures	(400)	(400)
516683 - IT InterSvcCost ProjManage&Rvw	(2,500)	(2,500)
516660-ADS Service Level Agreement	(23,266)	(23,266)
Subtotal of Increases/Decreases	161,922	161,922
FY 2027 Governor Recommend	5,559,317	5,559,317

Enhanced 9-1-1 Board FY 2026 Appropriation	5,397,395	5,397,395
Reductions and Other Changes	0	0
FY 2026 Total After Other Changes	5,397,395	5,397,395
TOTAL INCREASES/DECREASES	161,922	161,922
Enhanced 9-1-1 Board FY 2027 Governor Recommend	5,559,317	5,559,317

Contact Info

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