

Vermont Public Safety Communications Task Force Draft System Planning Report

March 18, 2025

House Committee on Energy and Digital Infrastructure

PSCTF History and Overview



Created in 2023 by Act 78

Tasked with the planning and implementation of a reliable, secure, and interoperable statewide public safety communications system

Task Force Members



Task Force Co-Chair: Barbara Neal, Executive Director, Vermont Enhanced 911 Board

Task Force Co-Chair: Jennifer Morrison, Commissioner, Vermont Department of Public Safety

Chair of the Regional Dispatch Working Group: Paul White, Selectboard, Barre Town / Chair, Vermont Regional Dispatch Working Group



Public safety answering point (PSAP) overseen by a municipal police department: Jim Mack, PSAP Administrator, Shelburne Police Department



Municipal official appointed by the Vermont League of Cities and Towns: Mike Doenges, Mayor, City of Rutland



Firefighter Vermont State Firefighters' Association: Ron Kumetz, Chief, Alburgh Volunteer Fire Department



Emergency medical technician (EMT) or paramedic Vermont State Ambulance Association: Michael J. Wright, Chief Executive Officer, CALEX Ambulance Service

Project Vendors

- Televate, Project Manager
- Mission Critical Partners, System Planning Vendor

The logo for Televate, featuring the word "TELEVATE" in a blue, serif font. A grey swoosh underline is positioned under the "V" and extends to the right.The logo for Mission Critical Partners, consisting of a large black "M" with a red dash to its right, followed by the words "Mission", "Critical", and "Partners" stacked vertically in a bold, black, sans-serif font.A logo celebrating 15 years, featuring a stylized American flag with 15 stars and stripes. Below the flag, the text "Celebrating 15 Years of Making Outcomes Matter" is written in a black, sans-serif font.The logo for the Vermont Public Safety Communications Task Force. It features a green silhouette of a mountain range to the left of the word "VERMONT" in a black, serif font. Below "VERMONT" is the text "PUBLIC SAFETY COMMUNICATIONS TASK FORCE" in a smaller, black, sans-serif font.

Planning Project Update

Considerations

- Governance
- Technologies and facilities
- Information flow/process from the 9-1-1 call
- Capability to communicate and coordinate with responders/dispatch
- Staffing and scheduling
- Dispatch processes and training
- Ability to record/document events/actions
- Funding and operations



Inventory Collection and Analysis of Current Statewide Equipment and Services

Data Questionnaire
Cyber Security Assessment
RF Systems Discovery



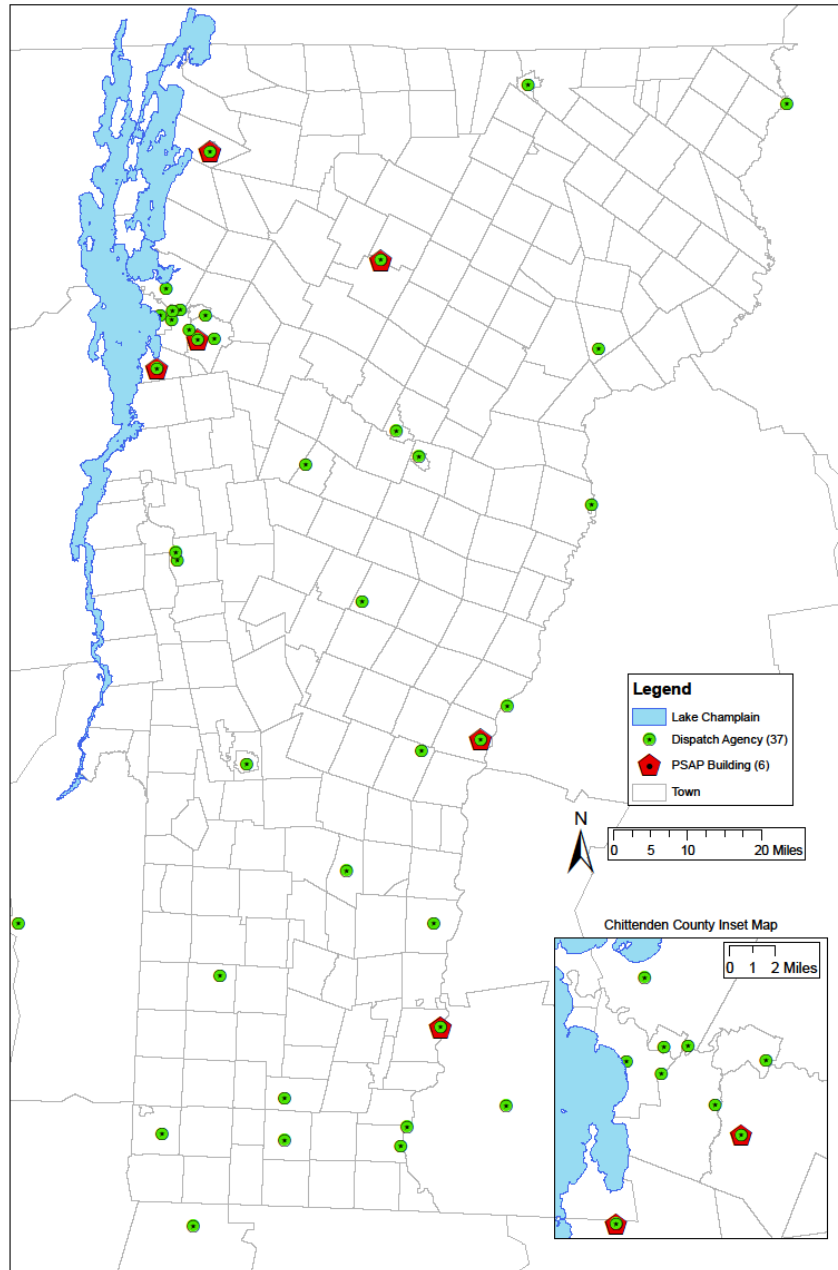
Assessment of Existing Governance Models and Communications Standards

Site Visits
Town Halls
Listening Sessions



Identification of Potential Models – including operations, technology, and funding - for the Statewide Public Safety Communications System

Workshops
Preliminary Designs
Final Design



Public Safety Answering Points (PSAP)

Hartford Police Department
 Lamoille County Sheriff's Office
 Shelburne Police Department
 St Albans Police Department
 Vermont State Police – Westminster
 Vermont State Police – Williston

Dispatch Centers

Barre City Police Department
 Bennington Police Department
 Brattleboro Police Department
 Burlington Police Department
 Colchester Police Department
 Dover Police Department
 Essex Police Department
 Ludlow Police Department
 Manchester Police Department
 Middlebury Police Department
 Middlebury Regional EMS
 Montpelier Police Department
 Newport Police Department
 Mad River Valley Ambulance Service

Out of State Dispatch Centers

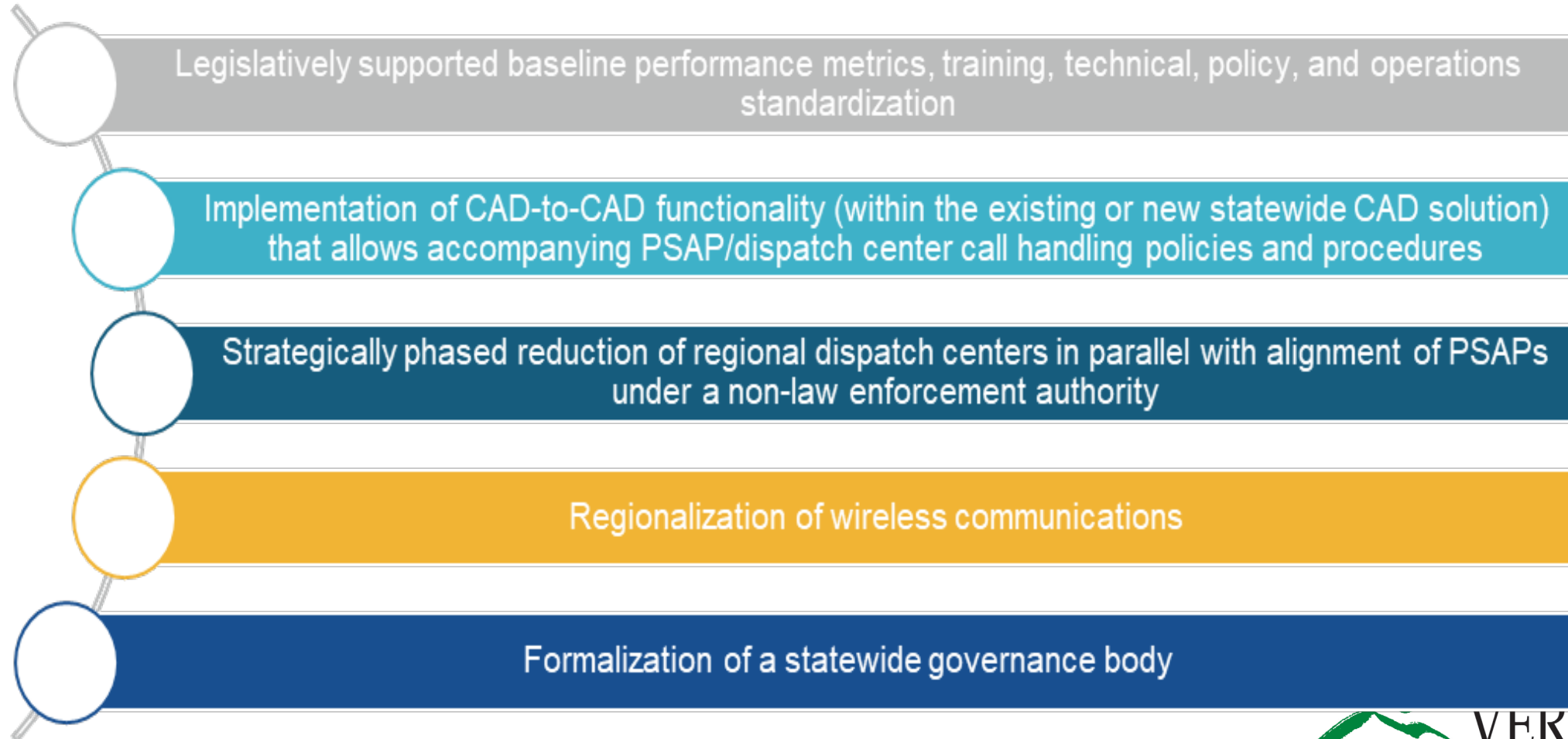
Colebrook Police Department, NH
 Grafton County Sheriff's Office, NH
 Hanover Police Department, NH
 North Adams Police Department, MA
 Southwest Fire Mutual Aide, NH
 Washington County Department of Public Safety, NY

Randolph Police Department
 Rutland City Police Department
 South Burlington Police Department
 Springfield Police Department
 St Johnsbury Police Department
 St Michaels Rescue
 University of Vermont Police Department
 Wilmington Police Department
 Windham County Sheriff's Office
 Winooski Police Department
 Woodstock Police Department

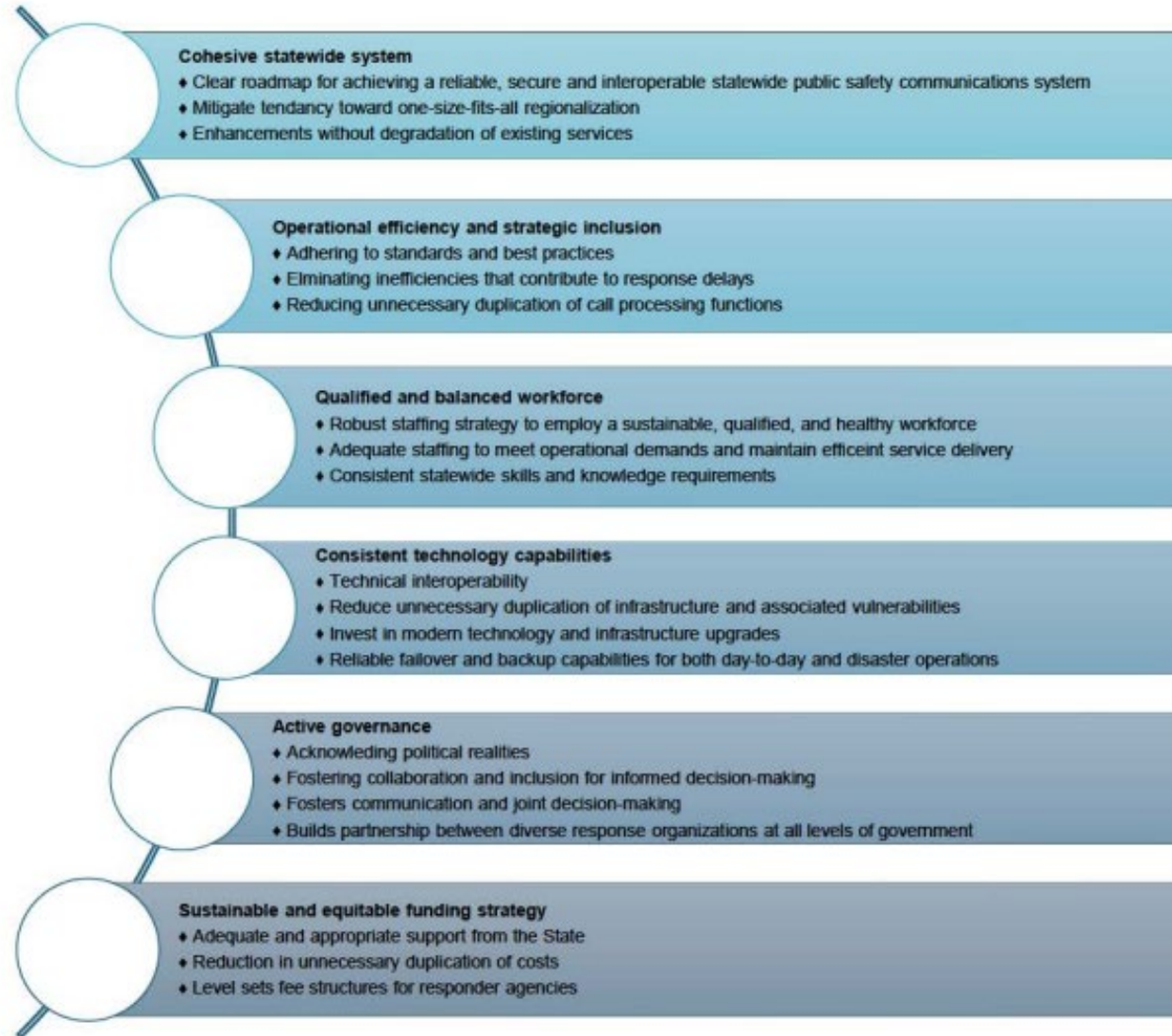
Opportunities for Improvement

- **Lack of a cohesive statewide system**
- **Operational inefficiencies and lack of strategic inclusion**
- **Staffing shortages and inefficiencies**
- **Training gaps and dispatcher health and wellness**
- **Technological limitations and infrastructure issues**
- **Lack of failover/backup capabilities**
- **Fragmented public safety wireless environment**
- **Cybersecurity vulnerabilities**

Future State Recommendations



Stakeholder Priorities



Regionalization Tiers



Figure 5: Tiered Approach to Regionalization

Governance Models

Governance Model Options			
Area of Interest	Option 1	Option 2	Option 3
	<p>Governance Model A: Independent regional committees that focus efforts on regional needs — regions making independent decisions</p>	<p>Governance Model B: Two independent side-by-side state bodies with regional committees that mirror each other to enhance statewide coordination while supporting regional decision-making — multiple decision-making bodies</p>	<p>Governance Model C: One statewide body collaborating with regional governance bodies that mirror the statewide governance to enhance statewide coordination while supporting regional decision-making — a single decision-making body</p>

Funding Considerations and Costs

- **Policy development** taking into consideration if the state will subsidize the participation in a policy development workgroup
- **Training** based on standardization
- Performance metrics and other associated **analytics software**
- Additional 66 **communications center staff** needed to meet national standards compared to personnel cost savings achievable through physical regionalization
- **CAD** – ranging from CAD-to-CAD and ANI/ALI spill interfaces, expanding the feature set of Valcour to engaging in the procurement of a statewide CAD solution
- **LMR communications build out**
- **Expansion or new construction** of facilities to support the phased reduction in the number of communications centers
- **Operations and technology migration** costs not associated with facility construction including workstations, furniture, equipment, network infrastructure.
- Governance body **administrative support**
- Staffing for the **PSAP operations management structure** (provided by new division at the state, independent authority and/or as part of the governance body responsibilities
 - Management
 - Technical
 - Operational
 - Training
 - Budget/Funding

Next Steps

- **Public listening sessions scheduled for 3/18 and 3/20**
- **Public comment accepted through 3/28**
- **Task Force review of feedback with consulting teams**
- **Incorporation of feedback and finalization of system planning report – late April 2025.**

For More Information

- Public Safety Communications Task Force: [Public Safety Communications Task Force | Department of Public Safety \(vermont.gov\)](https://www.vermont.gov/public-safety-communications-task-force)
- E-Mail: DPS.PSCTaskForce@vermont.gov