Background on Vermont's Public Safety Communications System – In Brief
Work in Progress – Maria Royle, Legislative Counsel, March 18, 2025

Primary Actors/Technologies

- Caller
  - Telephone (mobile or landline)
  - Voice or text
  - 911 system or direct to dispatcher
- 911 call taker
  - Located at public safety answering points (6 PSAPs in VT)
    - 2 PSAPs operated by VT State Police (Williston and Westminster)
  - Routes call to appropriate dispatcher
  - Telephone
  - Emergency Services IP Network (ESINet) – statewide fiber network connecting call takers with dispatchers
  - Hardware and software/applications
- Dispatcher
  - Over 30 in Vermont
  - Municipal; regional; State police operated PSAPs
  - Hardware and software/applications
  - Land Mobile Radio (LMR) systems (narrowband; wide coverage area)
- First responders
  - EMTs, law enforcement officers, firefighters, paramedics, etc.
  - LMR systems
  - FirstNet - Statewide public safety radio access network (Band 14)
  - Vermont Communications System (VCOMM) – interoperable radio coverage and alternate when primary LMR not working, Radio Technology Services, Department of Public Safety

Primary Communications System State and Federal Regulators

- E-911 Board
- Radio Technology Services, Department of Public Safety
- First Responder Network (FirstNet) Authority, NTIA, U.S. Dept. of Commerce
- VT Emergency Management Services, Department of Public Safety
- Public Utility Commission/Department of Public Service
- Agency of Digital Services
- Federal Communications Commission (FCC)

Relevant Communications Technology Planning

- Section 9.5 of the Ten-year Telecommunications Plan, Department of Public Service
- Statewide Communication Interoperability Plan (SCIP), Department of Public Safety
  - Required by U.S. Department of Homeland Security for federal grants
  - Linked here.

Common Themes Related to a Public Safety Communications System

- Reliability
- Redundancy
- Interoperability
- Security
- Equitable and sustainable financing
- Governance

- Accountability
- Workforce training and retention
- Oversight

Recent Legislative Initiatives

- 2022 Regional Dispatch Working Group on a <u>new</u> regional dispatch model (Report 12/1/22)
  - Funding; transition; workforce; costs
  - Report linked [here](#).
- 2023 Public Safety Communications System Task Force (Report 2/28/25)