

Vermont Enhanced 9-1-1 Board

FY17 Budget Testimony Notes

Enhanced 9-1-1 Board Overview:

- Responsible for the administration and oversight of the statewide 9-1-1 network. Ensuring that requests for assistance (9-1-1 calls and text messages) are:
 - Delivered to a certified call-taker in the appropriate PSAP with all available location information and
 - Those requests for assistance are properly processed and relayed to the appropriate response agency.
- Three primary areas of responsibility:
 - Information Technology services:
 - IT support for 9-1-1 system components in all PSAPs as well as providing IT support of Board office technology.
 - IT works closely with our system provider to ensure a stable and reliable system and promptly address any issues that arise.
 - Database:
 - Ensure the accuracy and completeness of multiple databases
 - Data is critical accurate call routing; providing accurate caller location and identifying correct response agencies
 - Training and Communications:
 - Ensures call-takers are properly trained and certified to handle 9-1-1 calls according to national standards;
 - Responsible for quality control

Partnerships:

- Vermont's 9-1-1 program involves multiple partnerships including – but certainly not limited to - those with:
 - Our system provider, FairPoint, (for provision of the network),
 - State, county and local police agencies (for call-taking services),
 - Town coordinators in each municipality (to ensure accurate GIS data used to route calls and locate callers).

PSAP Operations

- Call Volume 2015: 206000 calls/550 text messages
- Six PSAPs – each responsible for primary call catchment area and providing back up to other PSAPs.

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Recent Initiatives

- Transition to FairPoint Next Generation 9-1-1 System
 - Conversion to the new system completed on schedule on 7/29/15.
 - No downtime, no disruption to service.
- Implementation of new Vermont-specific call handling protocols in June 2015.
- Improving Access to 9-1-1
 - Vermont continues to be take a lead role in statewide text to 9-1-1 service.
 - C.A.R.E : Citizens Assistance Registration for Emergencies. Partnership with Vermont 2-1-1 and United Ways of Vermont

Impact of PSAP consolidation by the Department of Public Safety

- Reduced the statewide number of 9-1-1 workstations from 26 to 24.
- Call answer times continue to exceed national standards.
 - Approximately 92% of busy hour calls are answered within 10 seconds (national standard is 90%).
- PSAPs continue to answer over 90% of their primary catchment area calls:
 - 2015-16 projection: 92% of calls answered w/in primary catchment area ; Compared to approximately 89% of calls in 2013-14.
- 9-1-1 calls continue to be answered and processed according to Board-approved standards.
 - Reviewed approximately 16 calls in the three months following cut to our new system and the DPS consolidation
 - 9-1-1 Board has purview only over the 9-1-1 call handling portion of a call and cannot speak to concerns that may exist on the dispatch functionality.
- Approximately 120K over a two-year period necessary to increase resiliency at Rockingham in response to consolidation.
- **Response to Legislation**
 - As required by Section 16 of Act 41 of the last legislative session, the Board has:
 - Transferred \$300,000.00 to the Department of Public Safety PSAPs (public safety answering points); and
 - Eliminated one, full-time employee position
 - Reported to the Joint Fiscal Committee on how the \$300,000.00 in E-911 savings was achieved
 - 2015 Act 58 Sec. 11117: \$425,000 appropriation to DPS for keeping Derby/Rutland through September 2015.

FY 2017 GOVERNOR'S BUDGET RECOMMENDATIONS - PROGRAM PERFORMANCE MEASURES

1	AGENCY NAME:	Vermont Enhanced 9-1-1 Board
2	DEPARTMENT NAME:	
3	DIVISION NAME:	
4	PRIMARY APPROPRIATION #	22600001000
5	PROGRAM NAME	Vermont 9-1-1
6	PROGRAM NUMBER (if used)	N/A
7	FY 2017 Appropriation \$\$	\$4,304,830.00
8	Budget Amounts in Primary appropriation not related to this program:	\$ -
9	Program Budget Amounts from other appropriation:	\$ -
10	Program Budget Amounts from other appropriation:	\$ -
11	Program Budget Amounts from other appropriation:	\$ -
12	Program Budget Amounts from other appropriation:	\$ -
13	Program Budget Amounts from other appropriation:	\$ -
14	TOTAL PROGRAM BUDGET FY 2017	\$ 4,304,830.00 n/a

15	POPULATION-LEVEL OUTCOME:	(8): Vermont has open, effective and inclusive government with a supported, motivated and accountable State workforce.
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POPULATION-LEVEL INDICATOR:

		Performance Measure Data				
		FY 2014	FY 2015	FY 2016 Budget	FY 2016 BAA	FY 2017 Budget
17	Performance Measure A: % national call answer time threshold: 90% of busy hours calls answered within 10 seconds and 95% of busy hour calls be answered within 20 seconds.	N/A	N/A	92.3%	>92.3%	>92.3%
18	Type of PM A: 2. How well did we do it? (a.k.a. quality or efficiency) (Better PM)					
19	Performance Measure B: Average Composite Score for Reviewed Calls	92.20%	90.20%	>92%	>92%	>93%
20	Type of PM B: 2. How well did we do it? (a.k.a. quality or efficiency) (Better PM)					
21	Performance Measure C: Yearly Review Responses - ESNs (reported by calendar year)	87.36%	89.66%	N/A	N/A	>90%
22	Type of PM C: 3. Is anyone better off? (a.k.a. effectiveness or result/outcome) (Best PM)					

NARRATIVE/COMMENTS/STORY: Describe the program. Who/what does it serve? Are there any data limitations or caveats? Explain trend or recent changes. Speak to new initiatives expected to have future impact.

24 The Enhanced 9-1-1 Board is responsible for the administration and oversight of the statewide 9-1-1 network. The statewide system serves all of Vermont's citizens and visitors on a 24x7x365 basis. Three primary areas of responsibility are Information Technology services, GIS/Database and Training/Quality Control. Overall, the program is responsible for ensuring requests for assistance (9-1-1 calls and text messages) are delivered to a certified call-taker with all available location information and to ensure that those requests for assistance are properly processed and relayed to the appropriate response agency. Vermont's 9-1-1 program involves multiple partnerships including, but certainly not limited to, those with our system provider (for provision of the network), state, county and local police agencies (for call-handling services), town coordinators in each municipality (to ensure accurate GIS data used to route calls and locate callers) and telephone service providers serving Vermont. In addition, the 9-1-1 Board continues its partnership with the United Ways of Vermont and Vermont 2-1-1 to provide a system that identifies individuals who would require special assistance during incidents resulting in evacuation, isolation or power outages.

Performance Measure A: Meet or exceed the National Call Answer Time Threshold: National standards require 90% of busy hour calls be answered within 10 seconds and 95% of busy hour calls be answered within 20 seconds. Only the first criteria are reported above (percentage of calls answered within 10 seconds) - nearly 99% of busy hour calls meet the second criteria of being answered within 20 seconds. The busy hour in Vermont is between 4 and 5 PM. The busy hour answer rate statistics are not readily available for FY14 and 15. The transition to the FairPoint NG 9-1-1 system on 7/29/15 has allowed access to more readily available reporting on this standard. The value in FY16 represents busy hour call answer rates for the period 8/1/15 - 12/31/15. Vermont call-takers are exceeding the national call answer time threshold.

Performance Measure B: Average Composite Score for Reviewed Calls: Vermont call-takers are required to handle 9-1-1 calls according to written procedures which are based on national industry standards and best practices. Call-takers receive their initial training on those procedures during the Call-Taker Certification Course and initial on-the-job training in the PSAPs (Public Safety Answering Points) which employ them. In 2012, Board staff developed a call review process that generates a composite score for each reviewed call. The composite score is based on several sub-categories with varying weights. The goal of the call review process is to identify call handling trends - and potential training issues - at the call-taker, PSAP and system level. Since 2012, over 3700 calls have been reviewed. In the first three months of the new call review process (in 2012 - not reported above) the average composite score was 82.26%. By the end of the first year, the average composite score had improved to 88.84%. In FY14, Board staff completed 991 call reviews - with an average composite score of 92.2%. 428 calls were reviewed in FY15, average composite score of 90.2%. The lower number of call reviews in FY15 was a result of Board staff reorganization and two major training initiatives which impacted the time/resources available to complete the reviews. To date, no calls have been scored in FY16 as we are transitioning to a new quality control software which is scheduled to be installed and configured by late winter 2016.

Performance Measure C: Yearly Review Responses - ESN: PLEASE NOTE: This data is reported by calendar year, not fiscal year. Each year the Board's database department conducts a review of all information provided to it by the town coordinators in each municipality in Vermont. Included in the reviewed data is Emergency Service Number (ESN) information. By responding to the yearly review ESN section, the town is confirming the accuracy of the responder listing(s) for every address in their jurisdiction. This data is critical to ensuring the appropriate response agency information is available to the call-taker on every call. In 2011, the Board received ESN responses from approximately 67% of towns. There was no yearly review in 2012. In 2013 (reported above as FY14), just over 87% of towns responded, and in 2014 (FY15) there was an 89.7% response rate. There was no yearly review in 2015 due to time and resource constraints related to the implementation of the new FairPoint system. The goal for future years is to continue to improve upon the response rate for ESN data - as well as the other components of the Yearly Review.