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PRESS RELEASE

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FOR IMMEDIATE RELEASE

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Vermont Department of Public Safety Notifies Enhanced 9-1-1 Board of Intention to Cease 9-1-1 Call Handling Services

The Vermont Enhanced 9-1-1 Board has been notified by Commissioner Keith Flynn that the Department of Public Safety will not be continuing to participate in the statewide 9-1-1 call taking system. The Commissioner indicated that the two Public Safety Answering Points (PSAPs) operated by the Department will cease taking 9-1-1 calls, tentatively on July 1, 2017. The verbal notification was delivered to Enhanced 9-1-1 Board Chairman Gary Taylor by Public Safety Commissioner Keith Flynn in person, during a meeting at the Commissioner's office in late March.

An emergency meeting of the Enhanced 9-1-1 Board was held on March 28, 2016 to begin to identify the various impacts of the Commissioner's decision. Board Chairman Gary Taylor issued this statement:

"We are disappointed by the Commissioner's decision to end 9-1-1 call handling services at the Department of Public Safety. The Vermont Enhanced 9-1-1 Board and the Department of Public Safety have been partners in public safety communications for nearly two decades. In those many years, significant taxpayer investment has been made to the infrastructure at the DPS-operated PSAPs, in part to allow for 9-1-1 call handling capability. Those investments continue even now as work is currently underway to transition 9-1-1 capability from Rockingham into the new Westminster facility. We are concerned the Commissioner's decision will likely result in a shift of 9-1-1 call handling costs to the local and regional level. The Board has begun actively pursuing a variety of options for expanding call handling agreements with the four existing

regional PSAPs and will continue to develop new partnerships with interested communications centers in Vermont. 9-1-1 call handling service is a critical public safety function. The Enhanced 9-1-1 Board will ensure that service continues. We remain steadfastly committed to our responsibility to provide an effective and efficient statewide 9-1-1 system for Vermonters and our visitors.”

The Department of Public Safety PSAPs, located in Williston and Rockingham, answer over 70% of the state’s 9-1-1 call volume. The remaining call volume is distributed among four regional PSAPs operated by the Hartford, Shelburne and St Albans Police Departments and the Lamoille County Sheriff’s Department. Over 200,000 9-1-1 calls were answered in Vermont’s six PSAPs in 2015.

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