

State Police Dispatching Fee Structure Recommendation

Captain Donald Patch

December 2012

Current Dispatching Fee Structures Used in Vermont

Outlined below are five examples of dispatching fee structures currently used in Vermont. These are synopsisized to provide the basics of the fee structures.

Shelburne PSAP

A per call rate is calculated each year based on their operating budget. The call volume is estimated for the next year. The fee has been averaging \$30.00 a call.

St. Albans PSAP

Total calls for service are reviewed and a dispatch usage formula is developed. The City of St. Albans' percent of usage (approximately 60% for the last seven years) is paid by the City and the remaining is shared between the other stakeholders. The remaining percentage shared by the other stakeholders is assessed on a "per capita" fee.

Using the 60% City usage figure, the formula is:

Total budget X 40% = Total stakeholder / Total population = Per capita rate.

Hartford PSAP

Total call volume of each agency is divided by the total call volume of the center to determine their percentage of the center's volume. This percentage is multiplied by the total operating cost of the center to determine their cost. There is a minimum charge of \$8000.00.

Lamoille PSAP

The cost for each town is calculated half on population and half on the town's grand list. One half the operating budget is divided by the total population resulting in a per capita amount. Each town's grand list is divided by the total of all grand lists resulting in a percentage of the amount. The population amount of the budget is then added to the grand list amount of the budget to determine the town's share. The town can further break this down into individual department percentages.

- $\frac{1}{2}$ of budget / total population = per capita. Per capita X town population = population portion of budget.

- Town grand list / total of grand lists = town's % of grand list total. $\frac{1}{2}$ of budget X town's % = Grand list portion of budget.

The results above are then added together to determine the cost to each town.

Barre City Police Dispatch

The total operating cost of dispatching is divided by the total number of calls for service. This determines a per call cost. A base fee per year is then set based on what bracket an agency fits into based on call volume. Brackets: 1-100, 101-200, 201-300, 301-400, 401-500. Over 500 calls is charged on a per call basis. Call volumes are estimated and projected for three years with a set contract amount for that time period.

Various dispatching agencies in Vermont use a variety of formulas and systems to determine the amount they charge for their dispatching services. Some are more cumbersome than others but their current systems meet their individual needs. They are based on populations, property values, call volumes or a combination thereof and related back to their operating costs. Most of them contract with a limited number of communities and agencies. All of them require what would equate to a significant amount of accounting and administrative work if applied to our situation and the number of agencies we dispatch for.

Recommendation for State Police Dispatching Fee Structure

Based on my knowledge of dispatching and conversations with others providing dispatching services, I would recommend developing a flat rate annual fee and contracting for a multi year period. Rates should be set for the contract period and only adjusted when the contract is renewed. Partial time dispatching could be prorated based on the percentage of a week we are handling dispatching.

Police departments would be categorized by the number of full time officer positions allotted to the department (1-3, 4-10, 11-20, 20+) and charged a flat rate per year based on the category. It is difficult to charge by call volume alone for some agencies respond to calls without generating an incident number and some are much more active in motor vehicle enforcement than others resulting in limited incident numbers but high demand on dispatching services. All should be required to work towards acquiring and using mobile data computers.

Fire and rescue departments would be categorized by the number of annual calls (1-25, 26-100, 101-200, 200+) and charged a flat rate per year based on category. Calls volumes could be projected based on past volumes and recalculated with the renewal of the contract.

This would be for dispatching services only and not for administrative work.

This recommendation is for existing agencies we provide dispatching services to and not for those with other current dispatching services. With our current level of dispatching and 911 call taking duties, I don't believe we can handle a significant increase in dispatching duties with our current staff, equipment and infrastructure. Increases would require expansions and with our current issues with recruiting, training and retention I would recommend eliminating duties as opposed to expanding our staff and infrastructure. One option would be to separate dispatching from 911 call taking duties. 911 could be

developed into a separate entity completely separate from VSP Dispatching. This is an option that should be studied to determine the feasibility of such a separation.

If the decision is to move forward with my recommendation, a committee with representation from the various entities should be convened to recommend rates to be used that would be equitable yet competitive. Our goal should be to provide dispatching services to those with no other options not to take customers away from current dispatching facilities.

Vermont State Police
Public Safety Answering Points (Dispatching Centers)
2012 Status Report
Captain Donald Patch

The Vermont State Police currently operates four dispatch centers commonly referred to as a Public Safety Answering Point (PSAP). There is one located in each of the four Troop areas (Public Safety Districts). Each of these locations covers approximately one quarter (geographically) of the state. The PSAPs are staffed 24 hours a day, 7 days a week to provide emergency and non-emergency support to the citizens and visitors of Vermont.

The four PSAPs provide full service dispatching for a number of State Agencies including the Vermont State Police, Vermont Fish and Wildlife, Vermont Liquor Control, Vermont Department of Motor Vehicles (Enforcement and Investigations) and Vermont Agency of Transportation. A varying level of dispatching services are provided for 50 fire departments, 25 rescue/EMS departments, 29 police departments, 25 town constabularies and 5 County Sheriffs. The Dispatchers have regular interaction with Vermont Department of Corrections, local mental health agencies, Vermont Courts (Family and Criminal), Vermont State's Attorneys, Vermont Department of Child and Family Services and federal agencies including but not limited to the Agency of Alcohol, Tobacco and Firearms, Drug Enforcement Administration, Border Patrol and Immigration and Naturalization.

The Dispatchers are most often the initial point of contact for victims and complaints involved in or reporting a variety of incidents to include motor vehicle accidents, burglaries, thefts, domestics, assaults, homicides, deaths, sexual assaults, missing persons, fires, medical emergencies and numerous other complaints. The information they received is most often by way of regular telephone or E-911 transfer. Once information is received the Dispatcher is

responsible for contacting the appropriate agency(s) by telephone, radio or paging and relaying the information accurately and timely while properly recording and documenting the information. After the initial dispatching process they are often required to provide regular information updates while monitoring the situation status and units assigned to the incident.

The four State Police PSAPs are currently staffed with 125 employees. 86 are full time employees and 39 of them are temporary. Administrators and Supervisors account for 17 of the full time positions. The Supervisors are "working supervisors" that are required to cover dispatching shifts in addition to their supervisory duties. Personnel costs for State Fiscal Year 2012 were \$6,355,239.66. This includes \$727,477.44 that was paid for overtime.

The State Police PSAPs are four of the eight in the state responsible for handling all E-911. This requires most of the Dispatchers to perform dual duties. They will often answer the E-911 call as a Call Taker and then transition into the responsible Dispatcher for the incident. E-911 funds the PSAPs at a rate of \$45,000 per Call Taker for 26 Call Taker positions. The State PSAPs account for 18 positions and the other PSAPs (Lamoille County Sheriffs, Hartford Police Department, St. Albans Police Department and Shelburne Police Department) account for 8 positions. The State Police PSAPs handled 78% (151,097) of the E-911 calls in 2011 and 77% (149,815) of the calls in 2012 (State Fiscal Year).

The State Police currently charge seven organizations / entities (the Towns of Warren, Lyndonville, Thetford and Vernon, White River Valley Ambulance, Orleans County Sheriffs and the Vermont Fish and Wildlife Department) for dispatching services. The annual charges range from \$1,720 to \$11,920 each for a total of \$32,590. This does not include the Vermont Fish and Wildlife Department who pays the average salary (with benefits) for 1.5 dispatchers each pay period (26 times annually). There is currently no established mechanism for determining an amount to be charged for dispatching services. The current amounts charged were negotiated and agreed upon during the contract for services process.

Others providing dispatching services use a variety of formulas to determine the amount they charge. They include formulas that are based on call volumes, population, a percentage of the dispatching budget and grand list property values. Some use simple formulas and others use a combination of factors to arrive at an annual charge for the services provided. There are some providers that simply negotiate an annual fee for services. There is no standardized procedure used to determine the amount to be charged.

Patch, Donald

From: VonFeldt, Jeanette
Sent: Wednesday, September 26, 2012 7:12 AM
To: Patch, Donald
Subject: RE: Agency List

Wilmington
Dover
Vernon
Chester
Weathersfield
Randolph
Royalton
All police depts

Jeanette VonFeldt
Rockingham PSAP Administrator
1987 Rockingham Road
Chester, Vermont 05143
802.875.2112
Jeanette.VonFeldt@state.vt.us New Email Address

From: Patch, Donald
Sent: September 25, 2012 3:44 PM
To: VonFeldt, Jeanette
Subject: RE: Agency List

What PDs do you dispatch for?

-----Original Message-----

From: VonFeldt, Jeanette
Sent: Tuesday, September 18, 2012 6:28 AM
To: Patch, Donald
Subject: RE: Agency List

Constables:
Londonderry
Rochester
Hancock
Bethel

Fire/Rescue
Barnard Fire
Barnard First Response
Bethel Fire
Broadbrook Fire
Chelsea Fire
First Branch Ambulance
Hancock Fire

Granville Fire
Granville First Response
Rochester Fire
Stockbridge Fire
Stockbridge First Response
Tunbridge Fire
Valley Rescue/Ambulance
White River Valley Ambulance

None of them pay

Jeanette VonFeldt
Rockingham PSAP Administrator
1987 Rockingham Road
Chester, Vermont 05143
802.875.2112
Jeanette.VonFeldt@state.vt.us New Email Address

From: Patch, Donald
Sent: September 16, 2012 6:01 PM
To: VonFeldt, Jeanette; Cronan, James R.; Adams, Elizabeth; Berry, Jane
Subject: Agency List

Please send me a current list of the Police, Constables, Fire and Rescue Departments that are dispatched out of your PSAP. If you know of any that we charged for dispatching please indicate.

Thanks, 400
Capt. Donald Patch
BlackBerry Wireless

Patch, Donald

From: Berry, Jane
Sent: Monday, September 17, 2012 11:22 AM
To: Patch, Donald
Subject: Derby Dispatch Agencies

Captain,
Nothing has changed that I know of.

I asked the Captain if anyone was charged for dispatch services because I was thinking that Thetford PD was. He was not sure and asked me to check with Accounting. No one appears to be in over there! I've been trying since 0800.....

Jane

From: Berry, Jane
Sent: Tuesday, December 27, 2011 9:07 AM
To: Patch, Donald
Subject: Derby Dispatch Agencies

I have updated the below list. All should be current.

Jane

PDs:

Newport (midnights and weekends)
Lyndonville (24/7)
Brighton (24/7)
Bradford (24/7)
Thetford (24/7)
Wells River (one man show when needed 24/7)
Canaan (24/7)

Sheriffs Departs:

Orleans County (evenings, midnights and weekends)
Essex County (24/7)
Caledonia County (evenings, midnights and weekends)

Fire:

North Troy
Lowell
Barton

Jay
Orleans
Westmore
Albany
Derby Line
Newport Center
Newport City
Glover
Charleston
Craftsbury
Brighton
Irasburg
Troy

EMS:

Newport
Orleans
Barton
Glover
Missisquoi
Derby Line
Lyndon Rescue North

We also dispatch for the Dept of MV, F&W, liquor, truck team like the other PSAPs when there is a need.

Patch, Donald

From: Adams, Elizabeth
Sent: Monday, September 17, 2012 7:57 AM
To: Patch, Donald
Subject: Rutland PSAP Agency List

We do not charge any of these agencies.

POLICE	FIRE	RESCUE	TOWN CONSTABLES
VSP Rutland	Middlebury FD (>PT)	Arlington Rescue	Benson
VSP New Haven	Arlington Fire	Benson First Response	Castleton
VSP Shaftsbury	Shaftsbury Fire	Brandon Rescue	Chittenden
VSP Academy Staff	Benson Fire	Castleton First Response (<PT)	Clarendon
Brandon PD	Brandon Fire	Chittenden First Response	Dorset
Fair Haven PD	Castleton Fire	Mt. Holly Rescue	Fair Haven
Castleton PD	Chittenden Fire	Pittsfield First Response	Goshen
Vergennes PD	Clarendon Fire	Pittsford First Response	Hubbardton
Bristol PD	Danby Fire	Regional Ambulance (<PT)	Killington
Winhall PD	Hubbardton Fire	Killington First Response	Mendon
Rutland Town PD	East Wallingford Fire	Wallingford Rescue	Mt. Holly
Pittsford PD	Ira Fire	Fair Haven Rescue	Mt. Tabor
Middlebury PD (>PT)	Mt. Holly Fire		Pawlet
Rutland CSD (<PT)	Pittsfield Fire		Poultney
	Pittsford Fire		Tinmouth
	Proctor Fire		Wallingford
	Rutland Town Fire		Wells
	Killington Fire		
	Shrewsbury Fire		
	Tinmouth Fire		
	Wallingford Fire		
	West Haven Fire		
	West Rutland Fire		

Elizabeth Adams

PSAP Administrator
Rutland PSAP elizabeth.adams@state.vt.us 802-773-9101 x 2419

Patch, Donald

From: Cronan, James R.
Sent: Monday, September 17, 2012 7:55 AM
To: Patch, Donald
Cc: Hall, Glenn
Subject: RE: Agency List

We don't charge for any service. Constable service is pretty minimal across the board.

Richmond PD
Williston PD
Swanton PD
Grand Isle Sheriffs
Waterbury PD
Berlin PD
Northfield PD
Federal Protection Agency

Richford Constable
Warren Constable
Worcester Constable
Cabot Constable

Warren FD
Underhill Jericho FD

-----Original Message-----

From: Patch, Donald
Sent: Sunday, September 16, 2012 6:02 PM
To: VonFeldt, Jeanette; Cronan, James R.; Adams, Elizabeth; Berry, Jane
Subject: Agency List

Please send me a current list of the Police, Constables, Fire and Rescue Departments that are dispatched out of your PSAP. If you know of any that we charged for dispatching please indicate.

Thanks, 400
Capt. Donald Patch
BlackBerry Wireless

Town	amount per month	amount annually	how calculated
Warren	300/month	3,600	Amount has been the same since first signed on 7/9/98
Lyndonville	629.17/month	7,550	Amount has been the same since contract signed 5/1/09. Used the LTC form. 1 person, 40 hours per week, for 52 weeks at the Dispatching add on rate (3.63/hour) 1x40x52x3.63=\$7,550
Thetford	1,900/quarter	7,600	The dispatching add on rate is part of the composite rate for LTC. It is the amount per hour of actual work that would cover the dispatching services used.
Vernon	2,980/quarter	11,920	Amount has been the same since first signed on 1/2/2000
White River Valley	500/quarter	2,000	Amount has been the same since contract signed on 5/28/01
Ambulance			Amount has been the same since first signed on 7/20/2000
Orleans Cty Sheriff		1,720	Amount has been the same since contract signed 4/12/04. Used the LTC form. 1 person, 1,000 hours per year, for 53 weeks at the Dispatching add on rate (1.72/hour) 1x1,000x1.72=\$1,720
Dept of Fish and Wildlife	varies	varies	Full time dispatchers (salary and benefits) in certain Government Units times 1.5. That is F&W is paying the average salary & benefits for 1.5 dispatchers for each payperiod

- What is the current personnel cost?

- Regular:
- Overtime:
- Total:

Salary amounts for SFY12

Account	Account Description	Sum of Amount SUM
500000	Full time salary	3,274,930.03
500040	Temp Salary	445,703.61
500060	Overtime	727,477.44
500070	Shift Differential	85,141.07
501000	Full time FICA	297,390.28
501040	Temp FICA	38,041.99
501500	Full time Health	756,525.65
502000	Full time Retirement	647,961.72
502040	Temp Retirement	121.47
502500	Full time Dental	45,391.35
503000	Full time Life	11,011.12
504000	Full time EAP	2,211.78
518000	Travel	22,321.78
518020	Travel	765.12
518030	Travel	245.25
Grand Total		6,355,239.66

• How many Dispatchers do we currently employ?

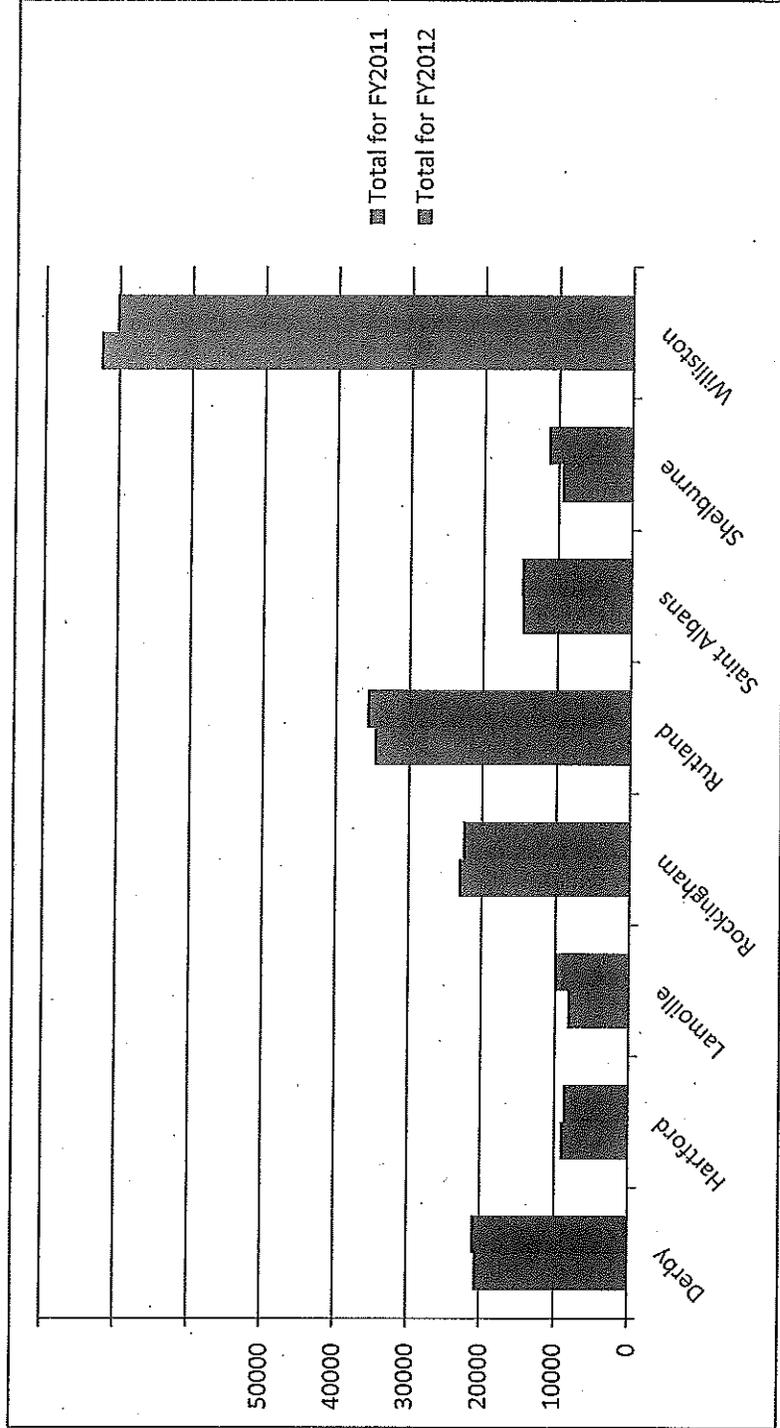
➤ Full Time:

➤ Temporary:

position count for SFY12 based on position numbers

Row Labels	Count of Position Number
full time	86
Emergency Comm Training Coord	1
PSAP Administrator	4
PSAP Emrgcy Com Dsp Spvsrs	13
PSAP Emrgcy Comm Dispatcher I	24
PSAP Emrgcy Comm Dispatcher II	44
part time	39
E-911 Call Taker	3
PSAP Emrgcy Comm Dispatcher I	36
Grand Total	125

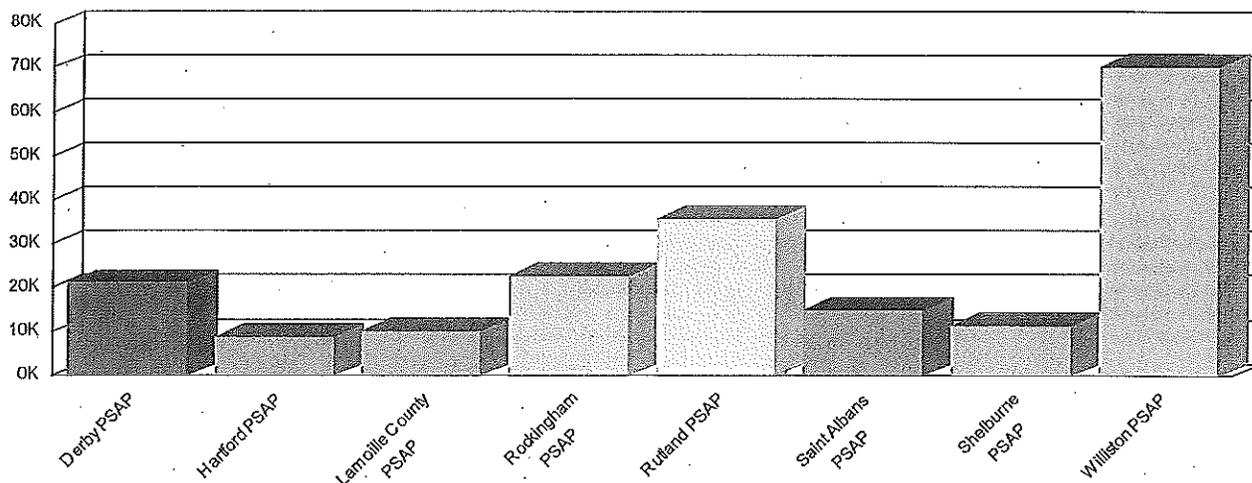
PSAPs	Total for FY2011	Percentage of total FY11	Total for FY2012	Percentage of total FY12
Derby	20781	10.76%	21142	10.84%
Hartford	9274	4.80%	8824	4.52%
Lamoille	8328	4.31%	10134	5.20%
Rockingham	23172	12.00%	22616	11.59%
Rutland	34721	17.98%	35742	18.32%
Saint Albans	14845	7.69%	14925	7.65%
Shelburne	9606	4.97%	11370	5.83%
Williston	72423	37.50%	70315	36.05%
Grand Total	193150	100.00%	195068	100.00%



Call Volume per Call Taker Group

From : 07/01/2011 00:00:00 **To :** 06/30/2012 23:59:59
Call Taker Group/Pool: AG - Derby PSAP, AG - Hartford PSAP, AG - Lamoille County PSAP, AG - Rockingham PSAP, AG - Rutland PSAP, AG - Saint Albans PSAP, AG - Shelburne PSAP, AG - Williston PSAP
Call Type: Abandoned, Incoming

Number of Calls : 195,068



<u>Call Taker Group</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
Derby PSAP	21,142	10.84	10.84
Hartford PSAP	8,824	4.52	15.36
Lamoille County PSAP	10,134	5.20	20.56
Rockingham PSAP	22,616	11.59	32.15
Rutland PSAP	35,742	18.32	50.47
Saint Albans PSAP	14,925	7.65	58.12
Shelburne PSAP	11,370	5.83	63.95
Williston PSAP	70,315	36.05	100.00
	195,068	100.00	

Patch, Donald

From: Taylor, Gary
Sent: Thursday, September 20, 2012 1:36 PM
To: Patch, Donald
Subject: RE: Fee Structure
Attachments: Gary-Comparative-Others-2013.xls

I regularly review total calls for service and arrive at a Dispatch usage formula. It has not really changed in the past seven (7) years. The City usage represents approximately 60% of all calls for service across the board. Therefore, the city assumes 60% of the Dispatch budget and the other 40% is shared between "stakeholders" (I.E.: the other organizations and entities that we provide dispatching to).

In applying the 60/40 rule, which means that the City of St. Albans assumes financial responsibility for 60% of Central Dispatch's annual budget and the remaining 40% is divided by the other emergency service organizations that we provide dispatching services to in Franklin County. In order to make the formula fair to each of our Franklin County Stakeholders we have a "per capita" fee, using the latest available population census information.

The formula is as follows:

Total Budget X 40% Recovery = Total Stakeholder/Total Population = Per Capita Rate.

I have attached last years Dispatch budget with comparative numbers from Hartford, and Lamoille county. They do not use the same formula as I do.

Chief Gary L. Taylor
St. Albans Police/Fire Department
30 Lower Welden Street
St. Albans, Vermont 05478
gary.taylor@state.vt.us

From: Patch, Donald
Sent: Wednesday, September 19, 2012 9:41 AM
To: Taylor, Gary
Subject: Fee Structure

Gary,

Can you send me the guideline or formula that you use to determine dispatching fees for the outside agencies you dispatch for?

Don Patch

Capt. Donald Patch
BlackBerry Wireless

Comparative Dispatch Fees 2013

Organization/Community	Central Dispatch (St. Albans City PD)		Hartford PD		Lamoille Sheriffs	
	Pop.	2,013	Org.	Pop.	2,013	Org.
Bakersfield Fire & EMS, 1st Response	1,346.00	10,055.97	Norwich	3,567.00	42,916.00	Belvidere
Berkshire Fire & EMS, 1st Response	1,516.00	11,326.04	Windsor	3,735.00	143,522.00	Cambridge
Enosburg Fire & Rescue	2,799.00	20,911.33	Hartland	3,155.00	12,487.00	Eden
Fairfax Fire & Rescue	3,929.00	29,353.56	Weathersfield	2,853.00	11,714.00	Elmore
Fairfield Fire & EMS	1,869.00	13,963.30	Reading	721.00	8,323.00	Hyde Park
Fletcher Fire & EMS	1,281.00	9,570.35	W. Windsor	1,116.00	8,323.00	Johnson
Georgia Fire & EMS, 1st Response	4,485.00	33,507.44	S. Royalton	2,542.00	12,338.00	Morristown
Highgate Fire & EMS	3,628.00	27,104.79	Sharon	1,384.00	8,323.00	Stowe
Montgomery Fire & EMS, 1st Response	1,050.00	7,844.55	Hartford	10,822.00	269,176.00	Waterville
Richford Fire & Rescue	2,339.00	17,474.67				Wolcott
St. Albans Town Fire & EMS	5,821.00	43,488.69				Hardwick
Sheldon Fire & EMS, 1st Response	2,185.00	16,324.14				Greensboro
Swanton Village Fire & Rescue	3,790.00	28,315.09				Barre Town
Swanton Town Fire & Rescue	2,633.00	19,671.14				
Franklin Fire & Rescue	1,268.00	9,473.23				
Westford EMS 65%	2,086.00	10,129.93				
GICMA, Fire, EMS, 1st Response	6,901.00	114,945.37				
St. Albans City Water	8,000.00	8,000.00				
St. Albans City Sewer	8,000.00	8,000.00				
E911 (2-Seats)	90,000.00	90,000.00				

Patch, Donald

From: Mack, James
Sent: Friday, September 21, 2012 7:05 AM
To: Patch, Donald
Subject: RE: Fee Structure

Our dispatching fee is based on a per call formula. We calculate the rate every year based on our operation budget and estimated call volume for the next year. The fee has been averaging approximately \$30.00/call.

Thanks,
James Mack
PSAP Administrator
Shelburne Police Department
Communications Center
Dispatch: (802) 985-8051
Cellular: (802) 316-0616
Fax: (802) 985-5114
Email: James.Mack@state.vt.us

www.shelburnevt.org/departments/publicsafety.html
www.facebook.com/ShelburneDispatch

From: Patch, Donald
Sent: Wednesday, September 19, 2012 09:41 AM
To: Mack, James
Subject: Fee Structure

Jim,

Can you send me the guideline or formula that Shelburne uses to determine dispatching fees for the outside agencies you dispatch for?

Don Patch

Capt. Donald Patch
BlackBerry Wireless

Patch, Donald

From: Smith, Scott F
ent: Thursday, September 20, 2012 6:44 AM
To: Patch, Donald
Subject: RE: Fee Structure

Hi Don,

Formulas... Wonderful things if they made sense.

My town manager and Retired Glenn Cutting came up with a dispatching fee formula when we took over dispatching for Windsor and the Repeater Association. This formula is something I've never been able to understand thus in no way be able to explain how it was thought up. The formula itself didn't seem fair in how costs were distributed and I have been trying to come up with my own that is simple and easy to explain. However since my formula shifted more expense burden on the town of Hartford, my town manager would have nothing to do with it. Which I understand that the hosting town should get some benefit out of it.

My formula is based on call volume and a minimum hourly rate. Take the total operating cost and break it down to show an hourly rate needed to operate and emergency communications center (. We would then take statistics to show call volume for each community. Some have police/fire/ems, some have just fire/ems. Determining what statistics to use for Police varies from formula to formula. Mine keeps it simple. It utilizes for Police, incidents generated as well as traffic stops. Fire/ems would be incidents generated. Call volumes are then broken into percentages for each communities use.

Total operation costs are divided by the call volume percentages for each community, example; operating budget of \$597,121 divided by call volume from Hartford that was 57% = \$340,360

It would be nice to just base the dispatching fees just on call volume. But a lot of small communities call volumes have maybe only 1 percent of the total call volume which breaking the cost per hour showed that some departments were only paying .24 cents an hour to fund a 24/7 365 day operation. For those communities that showed under \$1 an hour, a minimum hourly rate was set for \$1 dollar (not an unrealistic fee to have someone sitting 24/7 365 days to answer emergency calls from those communities). This sets a fixed rate of \$8,760. Fixed hourly rates are easy to explain and sell to a community. By bringing in the population of a community, for instance, Sharon with a population of 1328 divide that into an annual fixed rate of \$8,760 would show each person living in town is only paying \$6.59 a year to have someone on the other end of the phone 24/7/365 days a year. Not much to ask when looking at it that way.

This type of formula puts the cost burden more so on those who utilize the dispatching services the most as well as show the hourly rate each community pays per hour to get emergency dispatching services. Easy to show and explain.

I don't like the Lamoille CSO formula. Utilizing property valuation would unjustly lay the burden on rich communities for which their call volume usage may be far below those communities who's property values are less and have a much greater call volume.

Hope this helps. I know the situation the State is in trying to come up with a fee formula which obviously is not an easy task.

Total Budget	1/2 of Budget	Population	Population Portion	Grand List	Grand List Percentage	Grand List Portion	Total Yearly	Total Quarterly
\$802,891.04	\$ 401,445.52	348	\$4,984.588	291300	0.59%	\$2,369.91	\$7,354.50	\$1,838.62
\$802,891.04	\$ 401,445.52	3659	\$52,409.789	5534450	11.22%	\$45,026.25	\$97,436.04	\$24,359.01
\$802,891.04	\$ 401,445.52	1323	\$18,950.028	1375270	2.79%	\$11,188.69	\$30,138.72	\$7,534.68
\$802,891.04	\$ 401,445.52	855	\$12,246.616	1661740	3.37%	\$13,519.31	\$25,765.92	\$6,441.48
\$802,891.04	\$ 401,445.52	2954	\$42,311.702	2651770	5.37%	\$21,573.82	\$63,885.53	\$15,971.38
\$802,891.04	\$ 401,445.52	3446	\$49,358.878	2063920	4.18%	\$16,791.29	\$66,150.17	\$16,537.54
\$802,891.04	\$ 401,445.52	5227	\$74,869.081	6196340	12.56%	\$50,411.14	\$125,280.22	\$31,320.06
\$802,891.04	\$ 401,445.52	4314	\$61,791.700	23252740	47.12%	\$189,175.74	\$250,967.44	\$62,741.86
\$802,891.04	\$ 401,445.52	673	\$9,639.734	626300	1.27%	\$5,095.35	\$14,735.08	\$3,683.77
\$802,891.04	\$ 401,445.52	1456	\$20,855.057	1511380	3.06%	\$12,296.03	\$33,151.09	\$8,287.77
\$802,891.04	\$ 401,445.52	3010	\$43,113.819	1780380	3.61%	\$14,484.52	\$57,598.34	\$14,399.58
\$802,891.04	\$ 401,445.52	762	\$10,914.528	2398520	4.86%	\$19,513.48	\$30,428.00	\$7,607.00
		28027	\$401,445.52	49344110	100.00%	\$401,445.52	\$802,891.04	\$200,722.76
		TOTAL						

Patch, Donald

From: William Cook [wcook@co.washington.ny.us]
Sent: Monday, September 17, 2012 9:24 AM
To: Patch, Donald
Subject: Re:

Hello Captain Patch,

The only out of county agencies we dispatch for are the 9 fire department and 1 ems agency in Vermont. The fee schedule apparently was a number pulled out of a hat before I became director. I think at the time, we were looking to help fill a communications void in the fire and EMS agencies that boarder our county. When I became Director in 2004, I was instructed by our legislative board to begin imposing a 3% annual escalator to our contract with them. Each agency will pay \$2,900 for 2012.

We do not charge any in-county agency any fee's.

If you have any further questions, please let me know.

Regards,
Bill

On Fri, Sep 14, 2012 at 9:42 AM, Patch, Donald <Donald.Patch@state.vt.us> wrote:
Mr. Cook,

I am a Captain with the Vermont State Police and I have been assigned to a Legislative review of our current dispatching services including recommendations for the future. I'm writing you in hopes of gaining information on how your agency determines it's fee structure for the various agencies and departments you dispatch for. Any insight is appreciated.

Thanks in advance,

Don Patch
Capt. Donald Patch
BlackBerry Wireless

--



Washington County Department of Public Safety
William H. Cook, Director / 911 Coordinator
County Municipal Center
383 Broadway
Fort Edward, NY 12828
Office: 518-747-7520

Patch, Donald

From: Soares, Stephen
Sent: Wednesday, September 12, 2012 9:22 AM
To: Patch, Donald
Subject: RE: Dispatch Fees

Hi Don,

Unfortunately , I cannot provide a fee structure or a formula - as , Windsor is dispatched through Hartford PD..... I can tell you, however, that Windsor pays somewhere in the neighborhood of \$ 150,000 K annually to Hartford for dispatch services which include police/fire/ambulance.

Good luck, sounds like a fun task :-)

Chief

Stephen J. Soares, chief of police
Windsor Police Department
29 Union Street
Windsor, Vermont 05089
802-674-9042 X 103 office
Note : new email address : Stephen.Soares@state.vt.us

From: Patch, Donald
Sent: Wednesday, September 12, 2012 5:45 AM
To: Soares, Stephen
Subject: Dispatch Fees

Chief Soares,

I have been tasked with a State Police Dispatch study which includes examples of how other dispatch centers determine their fee structure for services provided to other departments (police, fire and rescue). Can you provide me with the formula / structure you use in Windsor?

Thanks, Don Patch
Capt. Donald Patch
BlackBerry Wireless

Rep. Keenan,

I am responding to your request for information on how VSP develops dispatching cost. The short answer is there is no process. The best I can give you is some history and an explanation to how the uneven billing for services has occurred.

Prior to the consolidation of dispatching services in the late 1990(s) individual Station Commanders as practice entered into local agreements to provide dispatching to local communities who were starting police departments. This extended to fire and rescue. At the time the thinking was this would enhance better first response of emergency services by geographic areas. There was no charges applied. By the time that consolidation occurred in conjunction with the roll out of E-911 the 12 Barracks were dispatching for numerous first response agencies.

When consolidation took place it was agreed that VSP would not back away from the commitments made to communities to provide emergency communication/dispatch. We took those obligations with us as we consolidated our communication services.

With the moving of three barracks dispatching functions into one location this brought a concentration of agencies. On top of that E-911 was introduced at each of the four regional communication centers. This challenged VSP due to the number of agencies we dispatched for and the new procedures required by E-911.

At the time E-911 was rolled out there became a demand for VSP to provide even more dispatching (as many fire departments and rescue squads tried to move away from the old red phone systems). This caused VSP to stop offering free services because of the inability to staff for the additional agencies.

Some agencies agreed to pay to help to cover staff cost. The cost varied depending on the numbers of calls and the type of services. All of the agreements were individually negotiated. This soon caused us to be challenged for the lack of process. There was extensive research (some of which I personally did) to find best practices. There are very few best practices out there. For several years now we have attempted to find funding to do a study of our charging practices.

There is still no method/process to charge.

This is how we ended up in the situation we are in today; where we charge for some agencies and not others.

If you need further information please let me know.

Jim Baker

Overview – Vermont State Police Dispatch

Dispatch is usually the first, and sometimes the only, contact that people have with the Vermont State Police and other agencies. Dispatch centers are staffed 24 hours a day 7 days a week to provide emergency and non-emergency support to the citizens of Vermont.

Vermont State Police (VSP) dispatchers provide dispatch service for the Vermont State Police, the Vermont Department of Fish & Wildlife (Game Wardens), the Department of Motor Vehicles, Vtrans, several county sheriff departments, numerous municipal police departments, town constables, along with many, many fire and rescue agencies. Centers also interact regularly with other agencies including, Probation and Parole, Social Services, Judges, Federal Agencies including Border Patrol, ATF and others in the law enforcement community.

They are most often the initial point of contact for motor vehicle accidents and complaints, fires, domestic situations, burglaries, missing persons, juvenile problems, suspicious activity and numerous other complaints. They receive this information via standard phone service or from E911. They are the public safety answering point (PSAP) for all E911 calls related to their areas and serve as backups for other areas of the state.

Once information is received, the centers are responsible for making sure that the correct responders are dispatched and provide various information and monitoring services for those units for the duration of the incident. The responders depend on the dispatch centers for updated information that may be critical for their response and safety.

The centers are also considered to be, by the public, the source of information for nearly everything from road conditions to the location of the nearest church.

VSP operates 4 consolidated dispatch centers. Each center is located within one of the four troop areas in the state. Each center handles emergency and non emergency call for the troop. This includes answering some 95 percent of all 911 calls (164,562-statewide in year 2007) made in the state. Additionally the centers deal with administrative and information calls for each agency. They provide dispatch service for many local agencies (currently 128 local police, fire and EMS) and DFW, and DMV, and AOT in addition to their own VSP troopers.

Staffing totals 81 full time and 31 part time staff. This includes administrators (4) and supervisors (13) as well as several clerk positions that do not dispatch. Current staffing levels provide for coverage of 3-4 radio positions and 1-3 911 positions at each center. Current staffing levels are not sufficient to provide regular-hours-coverage of sick, vacation, and training absences and these have to be covered by overtime or part time staff. The overtime costs (\$783,674 FY08) for the last full fiscal year reflects this. In addition to being costly, excessive overtime demands can cause detrimental physical and mental demands on staff. 12 hour shifts are not uncommon and the occasional 16 hour shift is not unheard of.

Each shift has an assigned Supervisor. The supervisor is expected to deal with oversight of the center and be available for coordination of all shift activity both routine and emergency as well as personnel issues that may arise during the shift. They are responsible for call reviews for quality control purposes and employee evaluations. Additionally most of the time they are also responsible

for an assigned dispatch area meaning they deal with all the day to day responsibilities of a dispatcher as well. This can limit their effectiveness in times of large events which call for numerous other activities above and beyond the daily activity. Unplanned events usually need to be dealt with immediately and can't wait for staff to be called in. Due to budgetary restraints, the centers have not been able to increase staffing to allow supervisors to perform the most important part of their responsibilities – the ability to immediately be available to devote their undivided attention to unexpected events or critical incidents.

There has been a large increase in the services provided for non state agencies dispatched by the center. For example, a police agency in central Vermont that started out with one part time officer and one vehicle and one shift now has 5 full time officers and several part timers – has multiple units in service at any given time and is active 24/7. In addition there has been an expectation from these agencies to provide the same level of service given to the VSP. This include taking complaint information and making sure the appropriate response is dispatched and also all the other associated services such as DMV information, phone calls related to the incident, update to responders, etc. Many of the centers have multiple police agencies that they provide service for and also fire and EMS agencies.

The centers do a great job at juggling all of this but it requires a dedicated and well trained staff. Stress levels are high, turnover is high and the recruitment of qualified individuals is difficult.

If our centers are to provide the level of services that are being expected in today's modern communications world, we need to take a hard look at finding ways to address some of the basic issues that confront us. First we need to have a procedure in place that assures we have adequate staff levels to provide the level of dispatch and call-taking services expected. This means that there needs to be a formula for how many units a dispatcher can deal with efficiently and a means to increase staffing when additional agencies or units are added. The addition of one agency may not affect the overall effectiveness but the accumulated affect can be significant. With a growing demand for VSP dispatch service, a procedure for developing a plan for increasing staff and funding to adequately meet this demand is essential.

Additionally a top priority should be to allow dispatch supervisors to supervise exclusively for a majority of the time. It is imperative that each communications center be prepared to deal with any situation immediately when it occurs. As complex policies and procedures and notification requirements increase it is inevitable that there will be instances where the ball gets dropped because everyone is simply too busy. Having a supervisor available and the ability to ramp up staffing in an emergency is necessary.

Our centers do provide outstanding dispatch services. That is why we have many, many requests to take on additional agencies and responsibilities. With staffing levels virtually the same as a decade ago, it is becoming more and more of a challenge to recruit, train and retain dispatchers. As expectations increase even more, it will be even more of a challenge.

Tom Cheney
VSP-Technical Services Administrator