

# MEMORANDUM

TO: Governor Phil Scott and Members of the General Assembly  
FROM: Paul White, Chair of the Regional Dispatch Working Group  
SUBJECT: Regional Dispatch Working Group Report  
DATE: December 1, 2022

## Executive Summary

**Introduction:** Section E.209.1 of Act 185 (2022) directed the Commissioner of the Department of Public Safety (DPS) to convene a working group on a new regional dispatch model. The membership of the working group as defined by the legislation was initially convened on July 27, 2022. The legislation mandated the working group address a variety of topics in a report to the Governor and General Assembly on or before December 1, 2022.

The working group notes that the legislation creating this working group stated, “The Commissioner of the Department of Public Safety shall convene a working group on the new regional dispatch model” (*underline added for emphasis*). However, the referenced “new regional dispatch model”, if one has been designed, was not defined for the working group. While not explicitly stated in the enabling legislation, an inferred goal in the creation of this working group was to identify possible means by which DPS can be relieved of its responsibility to provide dispatching services to local public safety agencies throughout the State.

The working group recognizes “emergency communications” as a separate service like “fire department,” “emergency medical services,” or “police department.” Emergency communications serves as a critical nexus to accessing emergency services and can exist as a sub-component of an existing emergency response organization, as it currently does within the Vermont State Police and numerous municipal/county agencies, or could be identified as a new entity with an independently defined statewide governance model.

**Required Recommendations:** Recommendations from the Regional Dispatch Working Group are presented as options for consideration only and include the following topics:

- **Long-term funding model for regional dispatch that fairly assesses costs statewide, does not unduly affect property taxes, and clearly identifies the potential impact on property taxes.** The working group members firmly believe that this group, as currently represented, is not qualified to identify or recommend funding sources and that this is best left to the Administration and the General Assembly if the State intends to force local first responder agencies off the free dispatching service currently provided by DPS. With that

noted, multiple possibilities for long-term funding mechanisms were discussed by the working group and are provided in this report for consideration. Options discussed include the use of contracts, various taxation mechanisms at the state and/or county level, potential grant funding opportunities, and fees for service.

- **Estimated timeline and transition funding.** The working group notes that in order to properly identify a timeline for transitioning dispatch responsibilities from DPS to various local and/or regional dispatch centers, it is necessary to understand what the final product is expected to be. The timeline for simply transferring the existing level of service from two State-operated dispatch centers to an undetermined number of local/regional dispatch centers is very different than the timeline for building a robust, modern network of centers that includes plans for resiliency and interoperability. The applicants for regional dispatch grant funding from the current DPS-administered grant program have given timelines that range from three months to three years, with tasks to be completed that vary by applicant. To date, the only potential regional dispatch centers that have been identified are those that responded to the initial Request for Proposal (RFP) developed by DPS as part of the current grant program. If a long-term funding source is identified, then additional dispatch service providers may come forward and may have very different timelines for project completion.
- **Identify the reduction in workload that will result at the two Vermont State Police dispatch centers from a fully operational regional dispatch model.** There are inherent challenges in identifying workload burdens on dispatch services. Some work is not captured in a records management system, while other work is conflated if one only considers the number of incidents created. Details regarding these challenges are provided in the report, however DPS predicts that a transition to a fully operational regional dispatch model would decrease the Westminster workload by approximately 40% and the Williston workload by approximately 20%.
- **Consider and document how current dispatch services are provided statewide and the various methods of funding that exist to cover the cost of dispatch services.** Information addressing the components of this requirement are found in multiple appendices to this report.

**Recommendations for Future Work:** As Vermont considers a transition to a new regional dispatch model, a top priority should be to ensure Vermont’s citizens, visitors and first responders receive the highest level of service – delivered in a consistent manner – no matter where a call for service is received and processed. A standards-based approach is recommended for all aspects of the emergency communications system; from the implementation of effective technology to support interoperability, resiliency, and security, to sound operational management of the system including standards-based call handling and dispatch protocols, training and certification programs, and quality control measures. To that end, the working group identified the following recommendations that should be considered moving forward:

- The planning for a transition to regional dispatch centers must include a focus on building an effective 21<sup>st</sup> century communications platform that serves the needs of all emergency responders. A comprehensive vision of that platform from the EMS perspective is provided

in Appendix F. The working group notes that the law enforcement and fire service communities likely contain some overlapping needs, and further expects that each service will also have its own unique requirements. This topic requires more exploration.

- Emergency communications centers should serve entities within their geographic areas and/or jurisdictions. The dispatch centers should also ensure the reliability of their systems are maintained by incorporating resiliency standards into the communication platforms.
- Future work should be guided by a representative entity that has the authorization and funding to hire a paid facilitator or project manager, subject matter experts, and/or consultants. This working group faced challenges with participation given the scope of the task and the amount of time available in which to meet the report deadlines.
- Some existing regional dispatch centers are already operating effectively and using funding mechanisms that work for them and the constituents they serve. The State should not mandate changes where none are required.
- Mechanisms should be in place to encourage regional dispatch centers to ensure:
  - The quality of service provided by each center is consistent across the state and that dispatching services are delivered equitably for all communities. The working group feels that dispatching services are best delivered close to home, not from a dispatch center that is located far away.
  - Standards-based training and ongoing continuing education opportunities are provided for all emergency communications professionals in a cost effective and efficient manner.
- Each dispatch center should have at least one designated failover site to take over its responsibilities in the event of a catastrophic failure.
- Regional centers should all use interoperable hardware and technology with the goal of supporting continuity of service.
- Funding generated within the State of Vermont should, when geographically and technologically advantageous, fund Vermont jobs.
- It is best to maximize, to the extent possible, single-stage 911 call-taking and dispatching functions.
- There is a need for an overarching governance structure that will contemplate equipment, capital investments, and ensure continuity of service.

**Conclusion:** The working group submits that if the State is going to undertake this long overdue re-structuring of public safety dispatching, that this is also the time to assess the needs and shortcomings of the existing technology and infrastructure. Simply moving the existing dispatch functions from two State-run facilities to an undetermined number of locally managed regional facilities, absent a coordinated plan for interoperability and modernization, may further fracture the delivery of these critical public safety services; may inadvertently encourage the new regional dispatch centers to operate in silos; and could place first responders and the general public at greater risk.

The working group further submits that the Legislature should debate whether a public safety communications system should be left to local entities to fund, govern, manage, and control, or whether the State should assume this function. The working group acknowledges that it is difficult to balance the desire for local control with a recognition of the government's responsibility for public safety. An extension of this difficulty is the application of a single solution statewide with existing well-functioning communication centers verses new systems in development.

The working group acknowledges that with this report it may not have fully satisfied the intent of the legislation and that there is much work still to be done before solid recommendations can be made. The working group submits that future tasks, whether assigned to this working group or to some successor group, should include a comprehensive study of existing assets, a determination of where the weak points exist, and an assessment of how new technologies can be leveraged to harden Vermont's public safety communications network. These tasks will require the assistance of resources and subject matter experts that are beyond the capabilities of the current working group.

End of Executive Summary

# Introduction

Section E.209.1 of Act 185 (the FY23 Appropriations Bill) directed the Commissioner of the Department of Public Safety (DPS) to convene a working group on a new regional dispatch model. The membership of the working group was prescribed by legislation (H.740) and working group members were appointed by the entities specified in legislation as noted below.

## Regional Dispatch Working Group

The working group was convened on July 27, 2022 and proceeded to meet weekly for the next 18 weeks to address its legislative mandates. These public meetings were held in a fully remote manner, as allowed by Act 78 of 2022, utilizing the Microsoft Teams platform with access granted to the public via computer and/or telephone. Meeting agendas, minutes, video recordings, and transcripts were posted on the [working group's website](#)<sup>i</sup>, which was maintained by DPS, and time to receive public comment was included in each meeting.

The Working Group members were appointed as follows:

Member	Affiliation	Criteria
Lance Burnham	Captain, Vermont State Police	<i>(1) one representative of the Vermont State Police, selected by the Commissioner of Public Safety</i>
Jack Helm	Selectboard Member, Town of Benson	<i>(2) two representatives of local legislative bodies, selected by the Vermont League of Cities and Towns (VLCT), one of which utilizes a State dispatch center and one of which utilizes an existing regional or local dispatch center</i>
Paul White (Chair)	Selectboard Member, Town of Barre	
Brian Peete	Chief of Police, Montpelier Police Dept.	<i>(3) one representative of an existing local or regional dispatch center, selected by VLCT</i>
George Merkel <i>(until 10/31/22)</i>	Chief of Police, Vergennes Police Dept.	<i>4) two police chiefs, selected by the Vermont Police Chiefs' Association, one of whom utilizes a State dispatch center and one of whom utilizes an existing regional or local dispatch center</i>
Peter Mantello <i>(after 10/31/22)</i>	Chief of Police, Castleton Police Dept.	
Anthony Cambridge	Chief of Police, Hinesburg Police Dept.	
Drew Hazelton	Chief of Operations, Rescue Inc.	<i>5) one emergency medical responder, selected by the Vermont EMS Advisory Committee</i>
Robert Schlachter	Chief, Rutland County Fire Mutual Aid Association	<i>(6) one firefighter, selected by the Vermont State Firefighters' Association</i>
Mark Anderson	Sheriff, Windham County	<i>7) one sheriff, selected by the Vermont Sheriffs' Association</i>
Barbara Neal	Executive Director, Vermont E-911 Board	<i>8) one representative of the Enhanced 911 Board, selected by the Board Chair</i>

The working group solicited input from and interviewed several people as part of its initial fact-finding process. The people interviewed included:

- Terry LaValley, Director of Radio Technology Services for the Vermont Department of Public Safety and Vermont Statewide Interoperability Coordinator
- Clay Purvis, Director of the Telecommunications and Connectivity Division of the Vermont Department of Public Service
- Roger Marcoux, Lamoille County Sheriff and Chair of the Vermont Enhanced 911 Board
- Representatives of the following existing or proposed local/regional dispatch centers
  - Lamoille County Sheriff's Department
  - Rutland County Sheriff's Department
  - Windham County Sheriff's Department
  - Shelburne Police Department
  - Wilmington Police Department
  - South Burlington Fire Department/Chittenden County Public Safety Authority
  - St. Albans Police Department
  - St. Johnsbury Police Department
  - Montpelier Police Department
  - Middlebury EMS

### **Terminology and Assumptions**

The working group recognizes “emergency communications” as a separate service like “fire department,” “emergency medical services,” or “police department.” Emergency communications serves as a critical nexus to accessing emergency services and can exist as a sub-component of an existing emergency response organization, as it currently does within the Vermont State Police and numerous municipal/county agencies, or could be identified as a new entity with an independently defined governance model. Answering this governance structure question provides direction for follow-on work.

It is important for the reader to understand certain terms which are used throughout this report, and which are defined by the National Emergency Number Association (NENA).

**Emergency Communications Center (ECC):** a facility designated to receive and process requests for emergency assistance, which may include 911 calls, determine the appropriate emergency response based on available resources, and coordinate the emergency response according to a specific operational policy.

Note: The term "ECC" does not have the same meaning as "PSAP."

**Public Safety Answering Point (PSAP):** a physical or virtual entity where 9-1-1 calls are delivered by the 9-1-1 Service Provider.

In Vermont, emergency communications services are provided by approximately 40 ECCs that serve emergency responders. The Vermont Enhanced 911 Board has partnered with six of these ECCs to serve as PSAPs that provide 911 call handling services. Two PSAPs are located at DPS

facilities in Williston and Westminster. Four regional PSAPs are located at the St Albans, Hartford and Shelburne Police Departments and the Lamoille County Sheriff's Department.

In this report, the terms ECC and dispatch center have been used interchangeably and refer only to the dispatch functions at those facilities. Use of the term PSAP specifically means an entity to which 911 calls from the public are delivered directly by the 911 system provider.

## Legislative Mandate

The Regional Dispatch Working Group was tasked with providing a written report to the Governor and the General Assembly on or before December 1, 2022, that includes recommendations on:

- (1) The long-term funding model for regional dispatch that fairly assesses costs statewide, does not unduly affect property taxes, and clearly identifies the potential impact on property taxes.*
- (2) The estimated timeline and transition funding needed as new regional dispatch centers come online and local dispatch services are transitioned away from State-operated facilities.*
- (3) Identify the reduction in workload that will result at the two Vermont State Police dispatch centers from a fully operational regional dispatch model.*

The working group was further granted the following Powers and Duties:

- (1) Consider and document how current dispatch services are provided statewide and the various methods of funding that exist to cover the cost of dispatch services. This shall include detail by town and or by emergency service provider. This analysis shall identify any funding inequities that exist in the current system between those entities paying for services using local funds and those entities receiving dispatch services provided by the State without cost. The analysis of current costs and payments flows for dispatch services shall be compared to the projected costs and payment flows under the new regional dispatch model. This analysis shall also estimate how first responder entities dispatched through the new regional system may be financially impacted in the transition to the new regional system.*
- (2) Identify a transitional timeline and the tasks to be completed within that timeline for transitioning to the new regional dispatch model.*
- (3) Identify any State resources that may become available once the new dispatch system is fully operational and recommend if and how such resources should be distributed to equitably reduce local costs.*
- (4) Identify any other ongoing sources of statewide revenue to be dedicated to statewide emergency response communications to equitably reduce local costs.*



The legislation creating this working group (Section E.209.1 of Act 185) stated “The Commissioner of the Department of Public Safety shall convene a working group on the new regional dispatch model” (*underline added for emphasis*). However, the referenced “new regional dispatch model”, if one has been designed, was not defined for the working group. While not explicitly stated in the enabling legislation, an inferred goal in the creation of this working group was to identify possible means by which DPS can be relieved of its responsibility to provide dispatching services to local public safety agencies (police, fire, and emergency medical services) throughout the State. DPS currently provides dispatching services for approximately 26 local/county law enforcement agencies, 37 fire departments, and 18 EMS agencies, a service for which DPS receives little or no reimbursement from the served communities. Another goal was to address the long-identified inequity whereby some municipalities receive dispatching services from DPS at no cost, while other municipalities pay for dispatching services that are delivered by approximately 20 local/regional ECCs around the state that currently deliver those services for a fee. The working group was told that as DPS’s staffing challenges at its Williston and Westminster dispatch centers have worsened in recent years, it could reach the point of relying on untrained or uncertified personnel to answer calls for service received on departmental (non-911) lines. Emergency calls for service via 911 may be directed to the regional PSAPs. DPS has stated repeatedly, through several Commissioners, that it cannot continue to provide dispatching service to local communities while also providing dispatch services to itself and other state agencies, as well as providing Enhanced 911 call handling services. The working group accepted DPS’s information at face value. It should be noted that this is not the first time that the issue of consolidating dispatch services into regional hubs and removing that responsibility from DPS has been studied.

The working group discussed the impact of the 2015 closure of two DPS communications centers in Derby and Rutland and concluded that those closures have played a significant role in the current workload and staffing challenges faced by DPS. When DPS operated four dispatch centers it was able to draw personnel from labor markets in four corners of the state, as compared to the current two dispatch centers which draw personnel from a reduced area. The working group acknowledges that one potential option could be to re-open the former dispatch centers in Derby and Rutland, however the costs and associated issues to do so were not thoroughly reviewed.

Any recommendations from the Regional Dispatch Working Group are presented as options for consideration. The legislative mandates are addressed individually below.

**(1) Long-term funding model for regional dispatch that fairly assesses costs statewide, does not unduly affect property taxes, and clearly identifies the potential impact on property taxes.**

The Working Group reviewed and discussed a variety of funding options and formulas and has identified several potential strategies that could be considered to support the long-term funding needs of a regional dispatch model. Examples of existing funding methods are presented in **Appendix A**.



Ongoing operational costs will vary by regional dispatch center and are dependent on a variety of factors such as number of personnel employed, cost of employee benefits, differences in collective bargaining agreements, socioeconomic differences between regions, equipment, and technology maintenance. As an example, an existing regional dispatch center in Vermont that employs ten dispatchers, provides dispatch service to 23 first responder agencies, and serves a population of approximately 37,000 people, has reported annual operational costs of approximately \$1 million.

One of the mandates imposed upon the working group by the legislation was to identify long-term funding streams for regional dispatch centers that do not unduly affect local property taxes. The working group members firmly believe that this group, as currently represented, is in no way qualified to identify or recommend funding sources and that this is best left to the Administration and the General Assembly if the State intends to force local first responder agencies off the free dispatching service currently provided by DPS. Therefore, any funding mechanisms referenced in this report are presented only as options to be considered and are not intended to be viewed as recommendations. However, it should be noted that any funding scheme that relies on local contributions to the cost of dispatching will likely have an impact on local property taxes. The working group wishes to point out that dispatching is as much a part of the overall public safety response as are police, fire, and emergency medical services, and should be viewed as an integral part of the public safety service delivery system.

## **Funding Options**

### Contracts for Service:

A currently existing funding model, specific to individual towns, allows public safety entities to contract for services with dispatch centers. Existing models include contracts with municipal police departments and county sheriffs, as well as dispatch centers in neighboring states. In most cases, this method directly impacts property taxes.

### Universal Service Fund:

The Vermont Universal Service Fund (VUSF) was created in 1994 by [30 VSA §7501](#) to provide affordable basic telecommunications services to all Vermonters. The VUSF assesses a fee on retail telecommunications sales in Vermont that supports multiple programs, with funds distributed in the following order of priority:

- Costs payable to the fiscal agent managing the fund under contract with the Public Service Department
- The [Vermont Telecommunications Relay Service<sup>ii</sup>](#) and the [Vermont Equipment Distribution Program<sup>iii</sup>](#)
- [The Vermont Lifeline program<sup>iv</sup>](#)
- [Enhanced-911<sup>v</sup>](#)
- The Connectivity Fund (established in [30 V.S.A. §7516](#))

In 2019 the VUSF rate was increased from 2.0% to 2.4%. As specified in [30 VSA §7523\(b\)](#), the revenues resulting from the 0.4% increase were (and continue to be) directed to the Vermont

Community Broadband Fund and are not available for distribution to the other programs. As it is currently structured, the VUSF does not bring in sufficient revenue to fund all the programs that it is intended to fund, particularly the Enhanced 911 program.

It should be noted that in 2003, legislation (H.410) was introduced which proposed to require dispatch services to be funded from the Universal Service Fund, with DPS providing dispatching services to any agency that requested it. There has also been discussion of replacing the 2.4% VUSF assessment with a fixed fee per line to capture revenue from bundled services. According to a Secretary of Administration's report to the legislature on January 15, 2022, a fixed fee method could raise approximately \$5.3 million per year if the fixed fee was \$0.50 per line, or \$10.6 million if the fixed fee was \$1.00 per line. The fee would be assessed on all voice connections (both cellular and landline) but not data connections. This report also stated that assessing a fee on internet services is prohibited by federal law<sup>vi</sup>.

#### Public Service Connection Fee:

Separate from the VUSF, another potential revenue source that has been discussed is a connection fee, i.e., a fee for every connection on a utility pole. However, this would be a new tax/fee. No projections on potential revenue are available as there are no known states currently collecting such a fee.

#### Right-of-Way (ROW) Fee:

19 V.S.A. § 26a states: *(b) Unless otherwise required by federal law, the Agency (of Transportation) shall assess, collect, and deposit in the Transportation Fund a reasonable charge or payment with respect to leases or licenses for access to or use of State-owned rights-of-way by providers of broadband or wireless communications facilities or services.*

This fee is not presently being collected despite the “shall” language in the legislation, nor has any modeling been done to our knowledge, to determine what this fee would generate for revenue. The statute further states that the Agency of Transportation (AOT) *“may waive the charge or payment in whole if the provider offers to provide comparable value to the State so as to meet the public good as determined by the Agency and the Dept. of Public Service.”* AOT has approximately 7,000 linear miles of state highway ROW (3,500 miles x 2 sides of each highway). Revenue modeling, including development of a fee schedule for all utilities currently using state highway ROWs, would be necessary to determine potential revenue. Since statute currently directs that these fees be deposited into the Transportation Fund, the use of these funds for other purposes would require legislative change.

#### Telephone Personal Property Tax:

The Telephone Personal Property Tax, defined in 32 V.S.A. § 8521, assesses a tax on *“each person or corporation owning or operating a telephone line or business within the State...equal to 2.37 percent of net book value as of the preceding December 31 of all personal property of the taxpayer located within the State”*. According to the Joint Fiscal Office 2022 Fiscal Facts booklet, this tax generated \$2.3 million in FY21 and, at the time of the report, was forecast to generate \$2.2M in FY22; \$2.1M in FY23 and \$2M in FY24.

### Legislative Appropriations:

Vermont currently provides legislative appropriations to support some ECC services through DPS. Emergency services provide service to everyone, residents, and visitors alike, so looking to the General Fund to support regional dispatch operations may be appropriate.

### County Taxes:

Vermont law is currently silent on county-funded dispatch. If this solution were to be considered, the Legislature would need to create enabling legislation to do so. 24 V.S.A. § 133<sup>vii</sup> provides counties the authority, through the assistant judges, to raise revenue by a county tax. This tax is assessed to municipalities and, in most cases, is ultimately funded by the municipal property tax. The county tax is limited to not more than five cents on a dollar of the equalized grand list of the county.

The Vermont Supreme Court examined the legality of the collection of a county tax for county expenses not enumerated in statute. *See Stowe v. Lamoille*, 134 Vt. 402 (1976). In part, the Court ruled the county's financial authority is "circumscribed by the recognized limits of appropriate fiscal purpose already built into the law." *Id.* at 407, see also 24 V.S.A. § 133. Here, the county attempted to impose a county tax to hire a constable as an employee of the sheriff. The Court citing the clear language of the statute noted "[t]he language of the statute is plain; the assistant judges may, at their option, authorize the employment of a secretary to assist the sheriff. No other statutory authority spelling out the employment of salaried personnel for the sheriff by the county exists." *Id.* at 407. The Court further provided, "[n]othing indicates any comparable authority in the county government. Thus an examination of the statutory pattern and the history of the office discloses no suggestion that the county is authorized to employ a constabulary through the sheriff's office. Without enabling legislation, expenditures for such a purpose are not part of a proper county function." *Id.* at 409.

If a county-based dispatch model is pursued as an option, it is recommended that this be a permitted function of county government rather than a required function, to avoid disrupting existing dispatch models currently in operation.

### Homeland Security Grant Funds:

Funds have been requested and previously awarded to stakeholders under the Homeland Security Grant Program (HSGP) for regional communications projects. HSGP funding is competitive and focused on terrorism preparedness. A portion of future HSGP funds may be allocated toward regional dispatch initiatives, but this is dependent upon guidance and national priority areas set forth by the Federal Emergency Management Administration. The next annual HSGP funding opportunity will be released in early 2023 with funds potentially available in the fall of 2023. In addition, there is a possibility that carryforward funds may become available from prior grant years. In these cases, a separate funding opportunity will be released to solicit applications for eligible projects.

### Congressionally Directed Spending Funds (CDSF):

DPS has proposed to serve as the recipient/administrator of Congressionally Directed Spending, to award sub-grants to Vermont law enforcement agencies or partners to assist in the transition to

a regional dispatch model. DPS will continue to seek all available streams of federal funding including the funding applied for noted here:

- \$750,000 (Sanders CDSF) for law enforcement equipment that supports or expands capacity in one or more of the following areas:
  - Regional communications dispatching systems and the transition to these systems;
  - Public safety communications interoperability and radio upgrades to ensure compatibility with current national standards;
  - Equipment and technology that serves to increase transparency and public trust.
- \$9,000,000 (Leahy CDSF) to support implementation / transition to statewide regional emergency communications.

DPS does not expect to know whether CDSF funds will be awarded until winter/spring 2023.

#### Dispatch Fees:

The Dispatch Fee spreadsheet<sup>viii</sup> is a draft working document created in 2020 by former DPS Commissioner Michael Schirling, building upon work done by several former commissioners. At that time, DPS intended to start charging a dispatching fee to agencies not currently paying for that service. The goal was to create an equitable dispatching service where all agencies pay for the same level of service. All agencies receiving dispatch services from DPS were placed into categories based on their first responder discipline (police, fire, or EMS). DPS ran an annual cost analysis of how much money the Vermont State Police (VSP) dispatch centers required to remain open, i.e., the annual budget. The intent of the fee was to recoup some of the cost needed to run the dispatch centers, not including administrative or personnel costs. An analysis of incidents by agency was conducted to provide an approximate average number of calls per year that each agency responded to. Annual call volume and budgetary considerations to fund the two VSP dispatch centers were used to calculate a fair and equitable fee of \$53.39 per incident. This fee per call calculation is consistent with other full-time dispatch agencies' fee per call rates throughout the state. See the other funding models noted in Appendix A. Commissioner Schirling recommended a tiered approach to rolling out the fees to all agencies over a four-year term; 25% of the total cost in the first year, 50% in the second year, 75% the third, and 100% the fourth year. This incremental approach would allow the agencies to prepare their municipal budgets for the upcoming charges as well as provide time for those agencies to audit their own annual incident count. Agencies were provided an opportunity to discuss the charges and prepare a rebuttal for fee adjustments. This Dispatch Fee Worksheet was provided to the legislature for review; however, it was not taken up during the past two legislative sessions. DPS no longer considers this an option due to the current staffing challenges and this option does not allow for local control over dispatching services.

#### Unfunded:

As with any situation that requires us to make a choice, there is always the “no build” option to do nothing. Over the course of several decades, a number of local and regional dispatch centers have been created without any involvement by state government. It is possible that this will continue in the future as various public safety agencies find that they need more robust dispatching services than DPS is able to provide for free, and some of the agencies currently dispatched by VSP will leave on their own. This, however, is not an option that is recommended by the working group as

it does not provide the relief to the needs identified by DPS nor does it address the inequities in dispatching costs that currently exist.

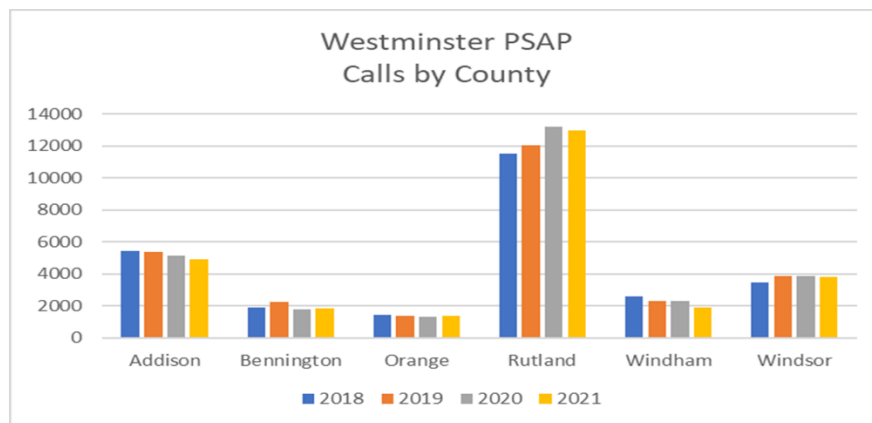
**(2) The estimated timeline and transition funding needed as new regional dispatch centers come online and local dispatch services are transitioned away from State-operated facilities.**

The timeline to transition agencies from the two DPS communications centers to new local or regional locations will depend on varied levels of preparedness and abilities. The working group heard from many of the existing and proposed regional centers that applied for funding assistance. Repeatedly, regional centers have noted that the transition timeline will depend on the location of the new center. Some centers started developing transitional plans years ago, while others are just starting the process. Summarizing the feedback from those agencies, they will need anywhere between three months and three years to complete the transition. This timeline is dependent on equipment needs and availability, personnel, and agreements with agencies currently receiving services from DPS. The overall intent of regionalized centers is to provide local control of dispatching services to agencies and their communities. The table below provides timelines and funding needs as reported by the applicants. It remains unclear how many responder agencies will actually be transitioned away from DPS if the proposed dispatch centers materialize.

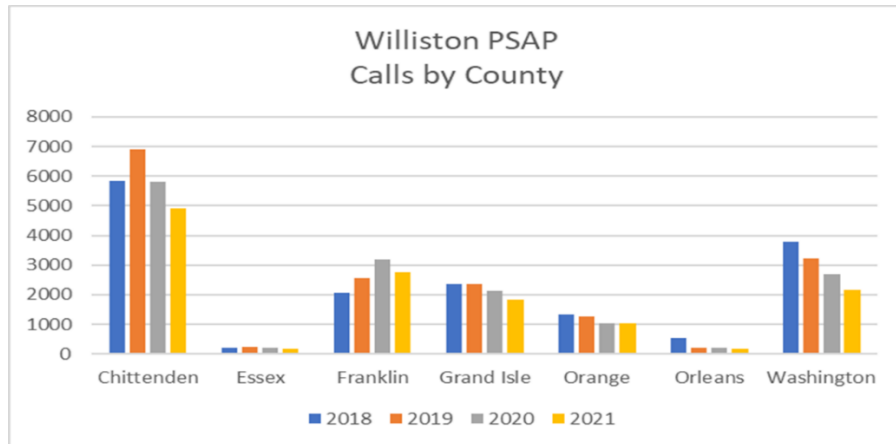
<b>Application Entity</b>	<b>Transitional Timeline Min - Max</b>	<b>Requested Funding</b>
Wilmington PD	9 – 24 Months	\$330,768.00
Hartford PD	2 – 8 Months	\$479,909.98
Town of Colchester (CCPSA)	12 Months – TBD	\$2,865,831.02
Rutland County Sheriff’s Dept.	12 – 24 Months	\$321,724.26
City of Montpelier, Police Dept.	8 Months - TBD	\$3,568,872.00
Town of St. Johnsbury	12 Months - TBD	\$395,587.52
Windham County Sheriff’s Office	Immediately – Unknown (engineering/supply/labor market)	\$1,211,918.02
St. Albans Police Dept.	12 Months – TBD	\$650,383.76
Orange County Sheriff’s Dept.	3 – 6 Months	\$119,325.58
Town of Shelburne	Completed - Jericho/Underhill has transitioned to Shelburne.	\$78,130.50
Middlebury Regional EMS	12 Month – TBD	\$512,252.99

**(3) Identify the reduction in workload that will result at the two Vermont State Police dispatch centers from a fully operational regional dispatch model.**

The charts below show the number of incidents per non-State agency dispatched by VSP from 2018-2021. The data does not include 911, VSP, Department of Fish and Wildlife, Department of Motor Vehicles, or Department of Liquor and Lottery incidents. These state agencies will continue to be dispatched by DPS regardless of the creation of new local/regional dispatch centers; therefore, their incident caseload data has been excluded. The only county depicting an annual increase (except for 2021) is Rutland County; all other counties have seen a reduction of incidents. DPS has indicated that incident caseload depicted below has become unmanageable for VSP due to severe staffing shortages. The distribution of incident caseload to regional dispatch centers will disperse the dispatching needs and allow candidates to be drawn from a more geographically diverse applicant pool.



Rutland is the busiest county dispatched by the Westminster communications center; DPS dispatches for 38 non-State agencies in Rutland County. The Rutland County Sheriff’s Department (RCSD) has applied for funding and expressed that they could transition 32 Rutland County agencies to their proposed regional dispatch center. Rutland County’s significant caseload stems from the numerous towns served by the Rutland Regional Ambulance service. Regional Ambulance can at times have five ambulances out for service. EMS agencies do not require significant dispatch resources however, when Regional Ambulance is dispatched additional services (police, fire, etc.) are often also necessary. Dispatching for those agencies at the same time is burdensome and at times unmanageable. Due to staffing constraints, DPS is covering all Rutland County agencies with one dispatcher at any given time. Of the regional applicants, three proposed centers could absorb agencies in Rutland County. This distribution of dispatching services would reduce the caseload of the single DPS dispatcher and allow for more effective management of the 911 calls for service.



Orleans County data shows a relatively consistent caseload for the past four years. In 2022, Orleans County fire departments transitioned their dispatching services from VSP to the Newport City Police Department. A decrease in incident numbers will be evident in 2022 data. This move has allowed DPS to prioritize 911 call taking and reallocate resources to address staffing shortages.

In 2022, the Williston Police Department and Underhill/Jericho Fire Department transitioned from VSP to other dispatch services. The only Chittenden County agency currently being dispatched by VSP is the Richmond Police Department.

There are inherent challenges in identifying workload burdens on dispatch services. Some work is not captured in a records management system, while other work is conflated if one only considers the number of incidents created. The following paragraphs, by discipline, describe these challenges and provide context for dispatch resources.

Law Enforcement: Most Vermont law enforcement agencies, including VSP, are now using the Valcour records management system for incident assignment and reporting. All incidents in Valcour are classified by “Call Type” for tracking purposes and federally mandated reporting. The working group explored law enforcement call types to determine which incident types involve dispatching resources. Vermont law enforcement agencies have approximately 1,250 call types in Valcour. Many of these call types are agency specific and have little to no impact on dispatching services. For example, many agencies track issuance of fire permits, but fire permits have no impact on dispatch services and should not be considered for purposes of determining dispatch workload. Call types determined to not utilize dispatch resources were removed from the overall list, paring the list down to 239 call types that require dispatch resources. This list is similar to federally mandated requirements for auditing purposes. These call types are listed in **Appendix B**. It should be noted that agencies may use a variety of designations to capture the same type of incident. For example, VSP identifies motor vehicle crashes under three common incident types; Crash, Crash Fatal, and Crash Unreported; where other agencies may use the designation Accident, Major Accident, and Fatal Accident.



Fire Services: Obtaining data on the number of calls handled by Vermont fire departments is complicated. In instances where fire departments are dispatched by an agency, the records for that department may be easier to locate and have more details available. Dispatch records where fire departments are dispatched by VSP are the closest to capturing timely and accurate call data. Smaller local or regional dispatch centers may have some data. Larger fire departments handling part or the entirety of an incident may have call information and data. Where Vermont fire departments are dispatched by a large center (which may be out of state), call volume and call types may be recorded using criteria defined by those dispatch agencies, not standardized data. Data held by out of state and private ECCs may not be available due to varying public record laws.

The National Fire Incident Reporting System is the most utilized fire incident reporting system in Vermont. This program is managed by the Vermont Division of Fire Safety. Data is provided in a summary format in the annual report of the State Fire Marshal. Unfortunately, of the 231 active fire departments in Vermont, only 73.5% submitted reports in 2021. Data is sporadic and often lacking information on automatic aid, mutual aid, and multi-agency emergency operations. Dispatch resources required by the fire service vary by incident type. For example, incidents such as urban search and rescue events require significant dispatch resources, and back country search and rescue events (such as a lost or injured hiker) usually involve significant communications. Hazardous materials incident responses are of similar nature; there is a significant need for interaction between dispatch and Incident Command. Also, dispatch provides incoming responders with updated incident status and may communicate with outside state and federal agencies on behalf of Incident Command.

Emergency Medical Services: Vermont EMS is made up of 76 ground ambulance service providers, two air ambulance providers and 89 first response services. EMS services in Vermont are delivered in many different configurations including non-profit, non-profit regional, municipal stand alone, municipal fire based, municipal law enforcement based, as well as hospital-based services. Each year ground ambulance providers in Vermont respond to approximately 100,000 calls for service. There is no single source for data on EMS activities in Vermont, which include many activities that are not 911 calls for service. Data on Vermont EMS activity is partially available through a statewide EMS reporting system known as the Statewide Incident Reporting Network (SIREN), which is maintained by the Vermont Department of Health. Ambulance services are mandated to report calls however this system does not accurately capture the activities of first response services and fire departments that do first response. In some cases, calls for service are not captured at all and in other cases the same calls may be logged several times based on the number of agencies that are involved. The system does not track calls that are being covered by out-of-state mutual-aid services. In some areas EMS activities such as fire scene stand-by, incident medical rehab, search and rescue, and public assists may not generate a report in the state system at all. Many EMS agencies are involved in EMS related activities that are not “911” calls, including hospital to hospital transfers, transportation between long-term care facilities and physician offices for medical appointments, stand-by event coverage,

public education, public health, as well as mobile integrated health care; data on many of these activities are not available.

A fully operational model would transition municipal agencies to regional dispatch centers thus decreasing workloads at the VSP dispatch centers significantly. DPS reported that such a transition would decrease the Westminster workload by approximately 40% and the Williston workload by approximately 20%. The reduction of workload percentages is based on the average number of municipal agency incidents created annually between 2018-2021.

DPS has stated that the benefits of streamlining VSP dispatching services are vast and provided the following examples of these benefits. VSP resources would be refocused on 911 calls received at the PSAPs. Currently, the Williston PSAP fields approximately 90% of the 911 calls that originate from within its catchment area. In contrast, the Westminster PSAP handles approximately 80% of the calls that originate from within its catchment area. The 911 calls that the DPS PSAPs are unable to answer are automatically rerouted to an available call-taker at one of the remaining PSAPs, often a local/regional PSAP. The redistribution of 911 calls increases the workload at the local/regional PSAPs and may increase the overall time to dispatch services. Additionally, a reduction of agencies dispatched by VSP would provide staff with better work/life balance and reduce overtime costs for the State. This would reduce the time needed to train new dispatch applicants, create an environment with less stress, and improve the overall wellbeing of valued staff. The reduction of dispatching responsibilities would allow for adjustments in the current communication staff supervision model allowing focus on employee retention, support, growth, and advancement opportunities that are not possible with the current workload.

**(c) Powers and Duties. The working group shall:**

**(1) Consider and document how current dispatch services are provided statewide and the various methods of funding that exist to cover the cost of dispatch services. This shall include detail by town and/or by emergency service provider. This analysis shall identify any funding inequities that exist in the current system between those entities paying for services using local funds and those entities receiving dispatch services provide by the State without cost. The analysis of current costs and payments flows for dispatch services shall be compared to the projected costs and payment flows under the new regional dispatch model. This analysis shall also estimate how first responder entities dispatched though the new regional system may be financially impacted in the transition to the new regional system.**

- **Dispatch Organizations and Emergency Service Providers – Appendix C** provides a listing of dispatch organizations and the emergency response agencies for which they provide dispatching service. This list was compiled from data held by the 911 Board and includes only those agencies to which a 911 call would be transferred. This list does not include every emergency responder agency in the state and is subject to change.
- **Dispatch Agency by Town – Appendix D** provides a list of Vermont towns and the dispatch agencies that provide service to emergency responder agencies in those towns. To contact every town to identify their dispatching costs would require significant time and

resources and would not necessarily result in relevant or consistent data. For example, in Grand Isle County, law enforcement is dispatched by VSP while fire and EMS responders are dispatched by the Shelburne Police Department. Examples of current dispatch fee structures are included in Appendix A.

- **VSP Dispatching Agencies – VSP PSAP Agency List (Appendix E)** - Throughout the years, DPS has entered into agreements, memoranda of understanding (MOUs), and contracts with various agencies to provide dispatching services. Currently, the Vermont Department of Fish and Wildlife contributes funding to DPS for dispatch services equivalent to the salary of 1.5 dispatchers annually. Fish and Wildlife is the only agency under agreement, MOU or contract that pays VSP for dispatching services. In 2013 the State of Vermont entered into a 20-year MOU with the Town of Berlin for dispatch services at no cost; this MOU was negotiated with the Commissioner of the Department of Mental Health (DMH) as part of an agreement to construct the State’s new psychiatric care facility in the Town of Berlin. The agreement remains in effect for 20 years or until the facility is no longer utilized by DMH. VSP has a long-standing agreement with the Essex County Sheriff’s Department for dispatch services at no cost in exchange for response to police calls for service in the Towns of Brighton and Canaan during business hours. This agreement is mutually beneficial as VSP response to these areas can be lengthy due to proximity to VSP resources. These contracts, MOUs and agreements will not be nullified by the creation of new regional dispatch centers, and they contribute to an inequity in the cost of dispatch services.

## **(2) Identify a transitional timeline and the tasks to be completed within that timeline for transitioning to the new regional dispatch model.**

To identify a timeline for transitioning dispatch responsibilities from DPS to various local and/or regional dispatch centers, it is necessary to understand what the final product should be. The timeline for simply transferring the existing level of service from two State-operated dispatch centers to an undetermined number of local/regional dispatch centers is very different than the timeline for building a robust, modern network of centers that includes plans for resiliency and interoperability. The various applicants for funding from DPS have given timelines that range anywhere from three months to three years; tasks to be completed, as expressed in the RFP, will vary by regional dispatch applicant. Until either a state-wide funding source is identified, or a decision is made to place sustaining operational costs on the regional centers, it is not known who all of the potential regional dispatch centers may be. To date, the only potential regional dispatch centers that have been identified are those that responded to the initial RFP for grant funds. Some members of the working group and several stakeholders have expressed concern that the RFP was pushed out too soon and the “new regional dispatch model” has not been properly defined. The working group was told by more than one stakeholder that “The cart was put before the horse.” If a long-term funding source is identified, then additional dispatch service providers may come forward and they may have very different timelines for project completion.

**(3) Identify any State resources that may become available once the new dispatch system is fully operational and recommend if and how such resources should be distributed to equitably reduce local costs.**

- Reduction in workload is noted on pages 14-17.

**(4) Identify any other ongoing sources of statewide revenue to be dedicated to statewide emergency response communications to equitably reduce local costs.**

- Funding options are noted on pages 8-12.

## **Recommendations for Future Work: Build a Better System Statewide**

It should be noted that this working group is far from being the first to delve into these complicated issues.

In 1973 Governor Thomas Salmon created the “Governor’s Commission on the Administration of Justice” which was charged with undertaking a long-range planning effort for the state-wide criminal justice system, see *Delivery of Police Services in Vermont*, December 1974. Regarding communications, this Commission’s report stated “Police communications as presently structured in Vermont demonstrate more than any other component of law enforcement the dearth of planning and coordination that exists throughout the system. Duplication fostered by this absence of planning is proving costly in terms of efficiency as well as money.”

In 1976 Governor Salmon appointed a “Task Force for the Management Study of the Department of Public Safety”. Regarding the State Police communication network, this task force’s report stated “Essentially, the system has been allowed to develop and grow without any effective long-range planning. Currently, the State of Vermont has too many dispatch centers which utilize the system. This, in turn, generates increased demands upon the system’s capabilities.” (Task Force for the Management Study of the Department of Public Safety, January 1977, Section 2, Page 64). Today, 45 years later, we are discussing proposals to expand the number of dispatch centers without conducting the necessary long-range planning.

In 1994 a Legislative Study of VSP was prepared at the request of the Chairs of the House and Senate Appropriations Committees. Regarding telecommunications, this report stated, “In the course of the report an identified area of concern which could not be addressed in the time available were problems of radio dead spots in the State Police communication system.” This working group was told by the DPS Director of Radio Technology Services that these “dead spots” in the system still account for approximately 25% of the state’s geography.

In 2004 DPS produced “A Report on the Dispatching of Emergency Service Providers: An examination of the depth of the problem” which was prepared for the House and Senate Government Operations Committees. This report stated “Public Safety services in Vermont have grown with little concern for organization, priorities, efficiency, cost effectiveness, or possible

duplication of services to citizens and taxpayers. The same can be said for dispatching services over the years. This is especially true for law enforcement dispatch services.”

These examples are just a few of the many studies and reports that have been conducted on this subject over the course of a half-century. As Vermont considers a transition to a new regional dispatch model, a top priority should be to ensure Vermont’s citizens, visitors and first responders receive the highest level of service – delivered in a consistent manner – no matter where a call for service is received and processed. A standards-based approach is recommended for all aspects of the emergency communications system; from the implementation of effective technology to support interoperability, resiliency, and security, to sound operational management of the system including standards-based call handling and dispatch protocols, training and certification programs, and quality control measures.

The working group identified the following recommendations that should be considered moving forward:

- The planning for a transition to regional dispatch centers must include a focus on building an effective 21<sup>st</sup> century communications platform. **Appendix F** provides a comprehensive vision of that platform from the EMS perspective. The law enforcement and fire service communities likely contain some overlapping needs, and it is expected that each service will also have its own unique requirements. Further exploration of this topic is needed.
- Concerns were voiced about the potential for creating fractured systems operating in individual silos. Communication centers should serve entities within their geographic areas and/or jurisdictions. The dispatch centers should also ensure the reliability of their systems are maintained by incorporating resiliency standards into the communication platforms.
- Future work should be guided by a representative entity that has the authorization and funding to hire a paid facilitator or project manager, subject matter experts, and/or consultants. This working group faced challenges with participation given the scope of the task and the amount of time available in which to meet the report deadlines.
- Some existing regional dispatch centers are already operating effectively and using funding mechanisms that work for them and the constituents they serve. The State should not mandate changes where none are required.
- Mechanisms should be in place to encourage regional dispatch centers to ensure:
  - The quality of service provided by regional dispatch centers is consistent across the state.
  - Dispatching services are delivered equitably for all municipalities.
  - Dispatching services are best delivered close to home, not from a dispatch center located far away.
  - Standards-based training and ongoing continuing education opportunities are provided for all emergency communications professionals. Efforts should be made to reduce the time and costs associated with the delivery of training to regionalized centers. Remote training, train the trainer opportunities and other solutions should be considered.

- Uniform dispatching protocols based on industry standards and best practices should be implemented to improve effectiveness, help support consistent delivery of service to callers and responders, reduce liability, and improve employee morale.
- Each dispatch center should have at least one designated failover site to take over its responsibilities in the event of a catastrophic failure.
- Regional centers should all use interoperable hardware and technology with the goal of supporting continuity of service.
- Funding generated within the State of Vermont should, when geographically and technologically advantageous, fund Vermont jobs.
- It is best to maximize, to the extent possible, single-stage 911 call-taking and dispatching functions.
- There is a need for an overarching governance structure that will contemplate equipment, capital investments, and ensure continuity of service.

## Conclusion

While the intent of the Legislature was laudable, to include affected stakeholders in the process of identifying alternative methods of providing these critical public safety services, the working group very quickly found that it lacked the necessary expertise to carry out the charge and mandates levied upon it by the Legislature. Working group members were individuals who served either in a volunteer capacity or as an extra duty above and beyond the scope of their respective job responsibilities. As a result, meeting attendance by working group members suffered; in fact, the working group struggled to achieve a quorum of its members at several meetings. Further, while the legislation required DPS to provide administrative, technical, and legal assistance to the working group, DPS was not provided with additional funding, staff positions, or authorization to engage the services of consultants to assist the working group with this monumental task.

Further, a strict reading of the legislation seems to propose to simply move the existing function of public safety dispatching from a State-delivered service to a local or regionally delivered service. The working group submits that if the State is going to undertake this long overdue restructuring of public safety dispatching, that this is also the time to assess the needs and shortcomings of the existing technology and infrastructure. Simply moving the existing dispatch functions from two State-run facilities to an undetermined number of locally managed regional facilities, absent a coordinated plan for interoperability and modernization, may further fracture the delivery of these critical public safety services, may inadvertently encourage the new regional dispatch centers to operate in silos, and could place first responders and the general public at greater risk.

The working group submits that the Legislature should debate whether a public safety communications system should be left to local entities to fund, govern, manage, and control, or whether the State should assume this function. Some members of the working group expressed the opinion that emergency services are a function of state government and leaving the responsibility for dispatching services with the State Police is an option that should be given serious



consideration; perhaps a hybrid model could be explored. The establishment of a communications division strategically placed within state government, utilizing the current state-owned infrastructure, overseen by a representative governing board and funded at the state level, is another option to be considered.

The working group acknowledges that with this report it may not have fully satisfied the intent of the legislation and that there is much work still to be done before solid recommendations can be made. The working group submits that future tasks, whether assigned to this working group or to some successor group, should include a comprehensive study of existing assets, a determination of where the weak points (likely points of failure) are, and an assessment of how new technologies such as wireless broadband can be leveraged to harden Vermont's public safety communications network. These tasks will require the assistance of subject matter experts and are beyond the capabilities of the current working group.

The working group notes that on 07/09/2019, by Executive Order No. 05-19<sup>ix</sup>, Governor Scott reconstituted the former "Vermont Public Safety Broadband Network Commission" and renamed it the "Emergency Communications Advisory Council". Contained within that executive order were statements acknowledging that the deployment of broadband technology interfaces with other types of emergency communications, such as Next Generation 911, land mobile radio (LMR), microwave and fiber-based systems, and that it is in the best interest of the Vermont public safety community to plan for the use of this evolving technology. The charge given to the Emergency Communications Advisory Council (ECAC) included: to advise the Governor on issues related to emergency communications generally; to advise on the needs of Vermont's public safety community as it relates to the need for an interoperable, robust, reliable and affordable cellular broadband network; to advise on protocols and policies related to emergency communications; and to advise on planning activities needed to prepare Vermont's public safety community for emergency communications technology transitions. The Regional Dispatch Working Group submits that the charge given to this working group would appropriately fall into the bailiwick of the ECAC; however, it is the understanding of the working group that the ECAC has never been convened. This is just one example of an entity within state government that could be tasked with continuing this work. Whatever group is ultimately tasked with continuing the work that has been started by this working group, it is the recommendation of the working group that that entity be provided adequate resources as described above.

End of Report



## **Appendix A - Funding methods and formulae that are currently utilized by existing local/regional dispatch centers**

### Hanover, NH:

- Fee 1: base fee \$7300 each town
- Fee 2: population: \$3.50 per capita Fire/EMS dispatching OR \$9.00 per capita Police/Fire/EMS
- Fee 3: \$X / percentage of call volume

\$960k budget = (base fee \$7300 \* x agencies) + (y population \* per capita rate) + (call volume percentage)

### Shelburne Police Department:

- A per call rate is calculated each year based on their operating budget. The call volume is estimated for the next year by dividing each agency's total calls into the operating budget.

### St. Albans Police Department:

- 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 remainder 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 Police Department:

- 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 County Sheriff's Department:

- 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 Department:

- 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 are charged on a per call basis. Call volumes are estimated and projected for three years with a set contract amount for that time period.

Agency	Calls	Fee
Barre City PD	11764	Based on Annual Proposed Budget
Barre City FD / EMS	2595	Based on Annual Proposed Budget
Washington County SD	2585	\$9467
Williamstown FD	150	\$6768
Williamstown Ambulance	408	\$9467
Washington FD/Fast Squad	110	\$6768

- These fees were primarily established several years ago by the City of Barre. In 2006 the originating fees were call volume based with the fees established below. Each year the fees have increased at the rate of 2.75% to 3.5%.

Bracket		Fee
0	10	\$3500
101	200	\$4700
201	300	\$5900
301	400	\$7700
401	500	\$8700

Newport City Police Department:

- The fee structure is based on the dispatch budget and dispersing the cost to the agencies they serve. The fees are based on a four-year average of calls. 0-199 calls, has an administrative charge of \$2000.00, 200 or more calls has an administrative charge of \$3000.00. Newport then takes the remaining budget and charges based on the percentage of incident call volume and the four-year average. Newport City dispatches for their full-time police, fire, and rescue agencies in their city along with 18 other volunteer local first responder agencies. (Mostly Fire)

St. Johnsbury Police Department:

- The fee structure is based on dispatch budget and dispersing the costs to those agencies that the police department dispatches. The fees are based on a three-year average of calls. 0-199 calls have an administrative charge of \$2000.00, 200 calls or more has an administrative charge of \$3000.00. St Johnsbury takes their operating budget and charges agencies based on their three-year average of overall call volume. St Johnsbury dispatches for their full-time police, fire, and rescue agencies to include 11 other volunteer first responder agencies.

**Appendix B - Law enforcement incident types which require dispatch resources**

Law Enforcement Call Type Requiring Dispatch Resources <sup>1</sup>		
911 Hang Up	Disposed Needle	Noise is the Nighttime
Abandoned Vehicle	DLS - Referral	Notice for Trespass Request
Accident - No Inv./Ins only	Dog - Lost/Found	Obstruction of Justice
Accident - Damage	Domestic Disturbance	Operating without Owner Consent
Accident - Fatality	Drone Deployment	Ordinance Violation
Accident - Injury	Drug Diversion	Paperwork Service
Accident - LSA	Drugs - Information	Parade /Special Event
Aggravated Assault	Drugs - Intel	Parking
Aircraft Problem	Drugs - Needle Retrieval	Phone Problem
Airport Complaints	Drugs - Paraphernalia	Pornography
Alarm	Drugs - Possession	Possession of Stolen Property
Alcohol Compliance	Drugs - Sale	Prisoner
Alcohol Offense	Drugs - Suspicious	Probation/Parole Violation
Ambulance Call	DUI	Prohibited Acts
Animal Complaint	Embezzlement	Property Damage
Animal Noise	Employment Background Investigation	Radar Trailer
APO Violation	Encampment on Private Land	Reckless Endangerment
Area Check	Encampment on Public Land	Resisting/Interfering /Officer
Arrest Warrant	Escape from Custody	Roadway Hazard
Arson	Escort	Robbery
Assault	Event	Runaway Juvenile
Assault - Domestic	Excessive Speed	Safety Escort
Assist - Agency	Explosives Problem	Safety Hazard
Assist - DRE	Extortion	Safety Planning
Assist - Car Seat Inspection	Fake ID	Sale/Furnishing Alcohol to Minor
Assist - Citizen	False Information to Police	SAR Operation
Assist - Court	False Pretense	Scams- Phone/Email
Assist - CVO/Permits	False Public Alarms	Search Warrant
Assist - Data Warehouse	Fight	Security Detail
Assist - DCF	Fingerprints	See Something Say Something
Assist - DRE	Fire	Service of Paperwork
Assist - EMS/FD	Fireworks	Sex Crime
Assist - HCRS	First Amendment Event	Sex Offender - Compliance Checks
Assist - K9	Fish & Game Complaint	Sex Offender Registry Violation
Assist - Motorist	Foot Patrol	Sex Offense
Assist - Other	Forgery	Sex Trafficking
ATM Fill Standby	Found / Lost Property	Sexual Assault
Attempted Suicide	Fraud	Simple Assault
Attempting to Elude	Fugitive From Justice	Snowmobile Complaint

<sup>1</sup> This list of call types is fluid and subject to change.

Law Enforcement Call Type Requiring Dispatch Resources		
ATV - Incident	Fugitive From Justice	Solicitation
ATV Accident	Hate Oriented Incident	Speed Enforcement
Bicycle Registration	Homicide	Stalking
Boat Safety Inspection	Ice/Water Rescue	Subpoena Service
Boater Assist	Identity Theft	Suicidal Person
Boating Accident/Incident	Illegal Dumping	Suspicious Person/Circumstances
Boating Incident	Information	Syringes
Boating Stop	Intoxicated Person	Theft of Rental Property
Bomb Threat	K9 Agency Assist	Theft of Service
Building Checks	K9 Assist	Theft-Motorcycle
Building/Room Lockout	K9 Detail	Threatening
Burglary	K9 Incident - Narcotics	Tobacco Problem
Business Checks	K9 Incident - Patrol	Town Ordinance Violation
Cancelled Call	K9 Training	Traffic Accident w/ Damage
Car seat inspection	Kidnapping	Traffic Hazard
Checkpoint	Landlord/Tenant Problem	Traffic Light Out
Child Abuse or Neglect	Larceny - Automobile	Traffic Stop
Child Safety Seat Check	Larceny - From a Motor Vehicle	Traffic/Criminal Court (Deputy Testify)
CHINS	Larceny - From a Person	Transport - Prisoner
Citizen Complaint	Larceny - From Person	Trespass
Citizens Dispute	Larceny - Other	TRO/FRO Entry/Removal
Civil Issue	Larceny - Shoplifting	TRO/RFA Service
Community Engagement	Lewd and Lascivious	Truancy
Compliance Check	Litter/Pollution/Public Health	Unknown Emergency
Computer Crime	Lockdown Drill	Unsecure Premise
Conditions of Release Violation	Lockout	UVM Special Event
Controlled Substance Problem	Loitering	Vagrancy
Counterfeiting	Medical	Vandalism
Court Audit - Warrant/RFA	Mental Health Incident	Vandalism - Property
Crash - CMV/SCHOOL BUS/GOVT	Mental Health Transport	Vandalism - Vehicle
Criminal NL	Minor in Possession of Alcohol	Vehicle Fire
Cruelty to a family member	Miscellaneous Call	Vendor Checks
Custodial Dispute	Missing Person	VIN Inspection
Custodial Interference	Missing Person - Adult	Voyeurism
Dead Body	Missing Person - Juvenile	Wanted - State Warrant
Death Investigation	Motor Vehicle Complaint	Wanted Person
Death Message	Motor Vehicle Offense	Warrant Entry / Removal
DHART Landing	Motorist Assist	Watch Order
Directed Patrol - Special Assignment	Municipal Ordinance Violation	Weapon Offense
Disorderly Conduct	Negligent Operation	Welfare Check
DC by Electronic Comms	Neighbor Dispute	

**Appendix C - List of existing dispatch centers and the emergency responder agencies that they currently serve**

<b>Dispatch Organization</b>	<b>Emergency Service Provider (ESP)</b>	<b>ESP TYPE</b>
<b>Barre City PD</b>	Barre City Amb	EMS
	Barre City FD	FIRE
	Barre City PD	LAW
	Washington FD	FIRE
	Williamstown Amb	EMS
	Williamstown FD	FIRE
<b>Base Defense OPS Center (VT ANG)</b>	VT ANG SECURITY FORCE	LAW
<b>Bennington PD</b>	Bennington FD	FIRE
	Bennington PD	LAW
	Bennington Rescue	EMS
	Bennington Rural FD	FIRE
	North Bennington FD	FIRE
	Pownal FD	FIRE
	Pownal Rescue Squad	EMS
<b>Brattleboro PD</b>	Brattleboro FD	FIRE
	Brattleboro FD-EMS	EMS
	Brattleboro PD	LAW
<b>Burlington City PD</b>	<b>Burlington Amb</b>	<b>EMS</b>
	Burlington FD	FIRE
	Burlington PD	LAW
<b>Colchester PD</b>	Colchester FD	FIRE
	Colchester PD	LAW
	Colchester Rescue	EMS
<b>Colebrook Dispatch (NH)</b>	45th Parallel EMS	EMS
	Beecher Falls FD	FIRE
	Colebrook FD	FIRE
<b>Dover PD/Westminster VSP</b>	Dover PD	LAW
<b>Essex PD</b>	Essex FD	FIRE
	Essex Junction FD	FIRE
	Essex PD	LAW
	Essex Rescue	EMS
	Westford FD	FIRE
<b>Grafton Co SO (NH)</b>	Barnet FD	FIRE
	Groton FD	FIRE
	Groton-Ryegate Fast Squad	EMS
	Groveton Amb	EMS
	Groveton-NH-FD	FIRE
	Lancaster FD	FIRE
	Lunenburg FD	FIRE

	Newbury FD	FIRE
	Ryegate FD	FIRE
	Stratford Hollow-NH-FD	FIRE
	Weeks Memorial Hospital	EMS
	Wells River FD	FIRE
	West Newbury FD	FIRE
	Woodsville Amb	EMS
<b>Hanover Dispatch (NH)</b>	Bradford Fast Squad	EMS
	Bradford VFD	FIRE
	Corinth-Topsham Fast Squad	EMS
	East Corinth VFD	FIRE
	Fairlee FD	FIRE
	Hanover FD	EMS
	Norwich FD	FIRE
	Strafford Fast Squad	EMS
	Strafford FD	FIRE
	Thetford FD	FIRE
	Tri-Village FD	FIRE
	Upper Valley Amb	EMS
	Vershire Fire-Rescue-EMS	EMS
	Vershire Fire-Rescue-FIRE	FIRE
	West Fairlee Vol FD	FIRE
<b>Hartford PD</b>	Ascutney FD	FIRE
	Cavendish FD	FIRE
	Chester Amb	EMS
	Chester FD	FIRE
	Golden Cross Amb-W Weathersfield	EMS
	Golden Cross Amb-Weathersfield	EMS
	Hartford FD EMS-Hartford	EMS
	Hartford FD EMS-Hartland	EMS
	Hartford FD EMS-Pomfret	EMS
	Hartford FD EMS-Sharon	EMS
	Hartford FD-Hartford	FIRE
	Hartford FD-Hartland	FIRE
	Hartford FD-Pomfret	FIRE
	Hartford FD-Sharon	FIRE
	Hartford PD	LAW
	Hartland FD	FIRE
	Hartland First Response	EMS
	Norwich PD	LAW
	Proctorsville FD	FIRE

	Reading FD	FIRE
	Sharon FD	FIRE
	South Royalton FD	FIRE
	South Royalton Rescue-Royalton	EMS
	South Royalton Rescue-Sharon	EMS
	South Royalton Rescue-Tunbridge	EMS
	West Weathersfield FD	FIRE
	West Windsor FD	FIRE
	Windsor Amb-Hartland	EMS
	Windsor Amb-Reading	EMS
	Windsor Amb-W Windsor	EMS
	Windsor Amb-Weathersfield	EMS
	Windsor Amb-Windsor	EMS
	Windsor FD	FIRE
	Windsor PD	LAW
<b>IBM Security Control Center (now Global Foundries)</b>	IBM Emergency Services-EMS	EMS
	IBM Emergency Services-FIRE	FIRE
<b>Keene: SW NH Fire Mutual Aide</b>	Bellows Falls FD	FIRE
	Deerfield Valley Rescue	EMS
	East Dover FD	FIRE
	Golden Cross Amb-Athens	EMS
	Golden Cross Amb-Bellows Falls	EMS
	Golden Cross Amb-Rockingham	EMS
	Golden Cross Amb-Westminster	EMS
	Grafton FD	FIRE
	Grafton Rescue	EMS
	Guilford FD	FIRE
	Halifax Fire Co	FIRE
	Halifax Rescue	EMS
	Jamaica Vol Fire-Rescue-EMS	EMS
	Jamaica Vol Fire-Rescue-FIRE	FIRE
	Londonderry FD	FIRE
	Londonderry Vol Rescue Squad	EMS
	Marlboro Fire Co	FIRE
	Marlboro Rescue	EMS
	Newbrook FD	FIRE
	Newbrook FD-EMS	EMS



	North Adams Amb Svc-Readsboro	EMS
	Peru FD	FIRE
	Putney FD	FIRE
	Putney FD	EMS
	Readsboro FD	FIRE
	Rescue Inc	EMS
	Rockingham FD	FIRE
	Sax River Fast-Golden Cross Amb	EMS
	Saxtons River FD	FIRE
	South Londonderry FD	FIRE
	South Newfane-Williamsville FD	FIRE
	Stratton Mountain Fire Co	FIRE
	Townshend FD	FIRE
	Vernon FD	FIRE
	Wardsboro FD	FIRE
	Wardsboro Rescue Inc	EMS
	West Dover FD	FIRE
	West Dummerston FD	FIRE
	West Dummerston FD-EMS	EMS
	Westminster Fire-Rescue-EMS	EMS
	Westminster Fire-Rescue-FIRE	FIRE
	Weston FD	FIRE
	Whitingham FD	FIRE
	Wilmington FD	FIRE
	Windham Fire-Rescue	FIRE
	Winhall FD	FIRE
	Winhall Rescue	EMS
<b>Lamoille Co SO</b>	Barre Town EMS	EMS
	Barre Town FD	FIRE
	Barre Town PD	LAW
	Cambridge FD	FIRE
	Cambridge Rescue	EMS
	Elmore FD	FIRE
	Greensboro FD	FIRE
	Hardwick FD	FIRE
	Hardwick PD	LAW
	Hardwick Rescue	EMS
	Hyde Park FD	FIRE
	Johnson FD	FIRE
	Lamoille County SO	LAW

	Morristown FD	FIRE
	Morristown PD	LAW
	Morristown Resque Squad	EMS
	NEMS	EMS
	North Hyde Park-Eden FD	FIRE
	Stowe FD	FIRE
	Stowe PD	LAW
	Stowe Rescue	EMS
	Wolcott FD	FIRE
<b>Ludlow PD</b>	Ludlow Amb	EMS
	Ludlow FD	FIRE
	Ludlow PD	LAW
	Plymouth FD	FIRE
	Woodstock Amb-Plymouth	EMS
<b>Manchester PD</b>	Manchester FD	FIRE
	Manchester PD	LAW
	Northshire EMS	EMS
<b>Middlebury Central Communications</b>	Cornwall VFD-First Response-EMS	EMS
	Cornwall VFD-First Response-FIRE	FIRE
	Middlebury Regional EMS	EMS
	Missisquoi Valley Rescue	EMS
	Orwell FD	FIRE
	Orwell First Response	EMS
	Salisbury FD	FIRE
	Weybridge East	FIRE
	Weybridge North	FIRE
	Weybridge South	FIRE
<b>Middlebury PD/Westminster VSP</b>	Middlebury FD	FIRE
	Middlebury PD	LAW
<b>Montpelier PD</b>	Berlin FD	FIRE
	Cabot Amb	EMS
	Cabot FD	FIRE
	East Montpelier FD	FIRE
	East Montpelier FD-EMS	EMS
	Marshfield FD	FIRE
	Middlesex FD	FIRE
	Montpelier Amb	EMS
	Montpelier FD	FIRE
	Montpelier PD	LAW
	Moretown FD	FIRE

	Northfield Amb	EMS
	Northfield FD	FIRE
	Plainfield FD	FIRE
	Roxbury VFD	FIRE
	Waitsfield-Fayston FD	FIRE
	Walden FD	FIRE
	Waterbury Amb Service	EMS
	Waterbury FD	FIRE
	Woodbury FD	FIRE
	Woodbury-East Montpelier FD	FIRE
	Worcester Fire-Rescue	FIRE
<b>N. Adams Dispatch (MA)</b>	<b>North Adams Amb Svc-Stamford</b>	<b>EMS</b>
	Stamford FD	FIRE
<b>Newport PD</b>	Albany FD	FIRE
	Brighton FD	FIRE
	Charleston FD	FIRE
	Craftsbury FD	FIRE
	Derby Line FD	FIRE
	Irasburg FD	FIRE
	Jay FD	FIRE
	Lowell FD	FIRE
	Missisquoi Amb	EMS
	Morgan Rescue	EMS
	Newport Amb	EMS
	Newport Center FD	FIRE
	Newport City FD	FIRE
	Newport PD	LAW
	North Troy FD	FIRE
	Orleans Amb	EMS
	Orleans FD	FIRE
	Troy FD	FIRE
	Westmore Fire-Rescue	FIRE
<b>Orange County SD</b>	Brookfield FD	FIRE
	East Randolph FD	FIRE
	Orange County SD	LAW
	Randolph Center FD	FIRE
	Randolph Village FD	FIRE
<b>Orleans County SD/Newport PD</b>	Orleans County SD	LAW
<b>Red Phones</b>	Mad River Valley Amb	EMS
<b>Regional/Westminster VSP</b>	Castleton First Response	EMS
	Regional Amb	EMS
<b>Rutland City PD</b>	Rutland City FD	FIRE
	Rutland City PD	LAW

<b>Shelburne PD</b>	<b>Addison FD</b>	<b>FIRE</b>
	Alburgh FD	FIRE
	Alburgh FD Rescue	EMS
	Bolton FD	FIRE
	Bridport FD	FIRE
	Bristol FD	FIRE
	Bristol Rescue	EMS
	Charlotte FD	FIRE
	Charlotte Rescue	EMS
	Ferrisburgh FD	FIRE
	Grand Isle FD	FIRE
	Grand Isle Rescue	EMS
	Hinesburg FD	FIRE
	Hinesburg First Response	EMS
	Hinesburg PD	LAW
	Huntington FD	FIRE
	Huntington First Response	EMS2
	Isle LaMotte FD	FIRE
	Lincoln FD	FIRE
	Lincoln FD-EMS	EMS
	Monkton FD	FIRE
	New Haven VFD	FIRE
	North Hero VFD	FIRE
	Richmond FD	FIRE
	Richmond Rescue	EMS
	Ripton FD	FIRE
	Ripton First Response	EMS
	Shelburne FD	FIRE
	Shelburne PD	LAW
	Shelburne Rescue	EMS
	Shoreham First Response	EMS
	Shoreham VFD	FIRE
	South Hero FD	FIRE
	South Hero Rescue	EMS
	Starksboro FD	FIRE
	Town Line First Response	EMS
	Underhill-Jericho FD	FIRE
	Underhill-Jericho First Response	EMS
	Vergennes Area Rescue	EMS
	Vergennes FD	FIRE
	Whiting First Response	EMS
	Whiting Volunteer FD	FIRE
	Williston FD	FIRE

	Williston FD-EMS	EMS
<b>South Burlington PD</b>	South Burlington FD AMB	EMS
	South Burlington FD	FIRE
	South Burlington FD-UVM	FIRE
	South Burlington PD	LAW
<b>Springfield FD</b>	Springfield Amb	EMS
	Springfield FD	FIRE
<b>Springfield PD</b>	Springfield PD	LAW
<b>St Albans PD</b>	Amcare	EMS
	Bakersfield FD	FIRE
	Berkshire FD	FIRE
	Enosburgh Amb	EMS
	Enosburgh Falls FD	FIRE
	Fairfax FD	FIRE
	Fairfax Rescue	EMS
	Fairfield FD	FIRE
	Franklin FD	FIRE
	Franklin CO SO	LAW
	Georgia FD	FIRE
	Highgate FD	FIRE
	Milton Fire-Rescue-EMS	EMS
	Milton Fire-Rescue-FIRE	FIRE
	Milton PD	LAW
	Montgomery FD	FIRE
	Montgomery Rescue	EMS
	Richford Amb	EMS
	Richford FD	FIRE
	Saint Albans City FD	FIRE
	Saint Albans PD	LAW
	Saint Albans Town FD	FIRE
	Sheldon FD	FIRE
	Swanton FD	FIRE
<b>St Johnsbury PD</b>	Calex Amb	EMS
	Calex West	EMS
	Concord FD	FIRE
	Concord Rescue	EMS
	Danville FD	FIRE
	East Burke Fire Brigade	FIRE
	East Burke-Lyndonville FD	FIRE
	Lyndon Rescue	EMS
	Lyndonville FD	FIRE
	Newark FD	FIRE
	Peacham FD	FIRE

	Peacham FD-EMS	EMS
	Saint Johnsbury FD	FIRE
	Saint Johnsbury PD	LAW
	Saint Johnsbury-Lyndonville FD	FIRE
	Sheffield-Wheelock FD	FIRE
	Sutton FD	FIRE
	Waterford FD	FIRE
	Waterford FD-EMS	EMS
	West Burke FD	FIRE
<b>St Michael's Rescue</b>	Saint Michaels Rescue	EMS
<b>Swanton PD/Williston VSP - PSAP</b>	<b>Swanton PD</b>	<b>LAW</b>
<b>UVM PD</b>	Burlington FD-UVM	FIRE
	UVM Police Services	LAW
	UVM Rescue	EMS
<b>Vt ANG Fire Dept (same as Base OPS Center)</b>	VT ANG FIRE DEPT	FIRE
	VT ANG FIRE DEPT-EMS	EMS
<b>Washington County NY</b>	Cambridge-NY-EMS	EMS
	Cambridge-NY-FD	FIRE
	Dorset FD	FIRE
	East Dorset FD	FIRE
	Fair Haven FD	FIRE
	Granville-NY-Rescue	EMS
	Middletown Springs FD	FIRE
	NY Sheriff/State Police	LAW
	Pawlet FD	FIRE
	Poultney Hose Co 1	FIRE
	Poultney Rescue Squad	EMS
	Rupert FD	FIRE
	Salem Rescue	EMS
	Shushan-NY-FD	FIRE
	Wells FD	FIRE
	West Pawlet FD	FIRE
<b>Westminster VSP</b>	Arlington FD	FIRE
	Arlington Rescue	EMS
	Barnard FD	FIRE
	Benson Town FD	FIRE
	Bethel FD	FIRE
	Brandon Area Rescue	EMS
	Brandon FD	FIRE
	Brandon PD	LAW
	Bristol PD	LAW

	Broadbrook FD & Barnard FD	FIRE
	Castleton FD	FIRE
	Castleton PD	LAW
	Chelsea FD	FIRE
	Chester PD	LAW
	Chittenden FD	FIRE
	Chittenden First Response	EMS
	Clarendon FD	FIRE
	Danby-Mount Tabor FD	FIRE
	East Wallingford FD	FIRE
	Fair Haven PD	LAW
	Fair Haven Rescue	EMS
	First Branch Amb	EMS
	Granville FD	FIRE
	Hancock FD	FIRE
	Hubbardton FD	FIRE
	Ira EMS	EMS
	Ira FD	FIRE
	Killington FD	FIRE
	Killington First Response	EMS
	Mount Holly FD	FIRE
	Mount Holly Rescue Squad	EMS
	New Haven VSP	LAW
	Pittsfield FD	FIRE
	Pittsford FD	FIRE
	Pittsford First Response	EMS
	Proctor FD	FIRE
	Rochester FD	FIRE
	Royalton VSP	LAW
	Rutland Town FD	FIRE
	Rutland VSP	LAW
	Shaftsbury FD	FIRE
	Shaftsbury VSP	LAW
	Shrewsbury FD	FIRE
	Stockbridge FD	FIRE
	Tinmouth FD	FIRE
	Tunbridge FD	FIRE
	Vergennes PD	LAW
	Wallingford FD	FIRE
	Wallingford Rescue	EMS
	West Haven FD	FIRE
	West Rutland FD	FIRE
	Westminster VSP	LAW



	White River Valley Amb	EMS
<b>Williston PD/Williston VSP - PSAP</b>	Williston PD	LAW
<b>Williston VSP - PSAP</b>	Berlin PD	LAW
	Berlin VSP	LAW
	Bradford Vill PD	LAW
	Derby VSP	LAW
	Essex County SO	LAW
	Glover Amb	EMS
	Glover FD	FIRE
	Northfield PD	LAW
	Richmond PD	LAW
	Saint Albans VSP	LAW
	Saint Johnsbury VSP	LAW
	Thetford PD	LAW
	Warren FD	FIRE
	Williston VSP	LAW
<b>Wilmington PD/Westminster VSP - PSAP</b>	Wilmington PD	LAW
<b>Windham Co SO</b>	Bellows Falls PD	LAW
	Windham County SO	LAW
<b>Winhall PD/Westminster VSP - PSAP</b>	Winhall PD	LAW
<b>Winooski PD</b>	Winooski FD	FIRE
	Winooski PD	LAW
<b>Woodstock PD</b>	Bridgewater Fast Squad	EMS
	Bridgewater FD	FIRE
	Pomfret Emergency Svc-EMS	EMS
	Pomfret Emergency Svc-FIRE	FIRE
	Woodstock Amb-Hartland	EMS
	Woodstock Amb-Reading	EMS
	Woodstock Amb-Woodstock	EMS
	Woodstock FD	FIRE
	Woodstock PD	LAW

**Appendix D - List of Vermont communities and the existing dispatch agencies that currently provide dispatching services for the law enforcement, fire, and emergency medical service agencies serving each community**

<b>Town</b>	<b>Dispatch Agency</b>
Addison	Shelburne PD
	Westminster VSP
Albany	Newport PD
	Williston VSP
Alburgh	Shelburne PD
	Williston VSP
Andover	Hartford PD
	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Arlington	Washington County NY
	Westminster VSP
Athens	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Averill	Colebrook Dispatch (NH)
	Williston VSP
Averys Gore	Colebrook Dispatch (NH)
	Williston VSP
Bakersfield	St Albans PD
	Williston VSP
Baltimore	Springfield FD
	Westminster VSP
Barnard	Westminster VSP
Barnet	Grafton Co SO (NH)
	St Johnsbury PD
	Williston VSP
Barre City	Barre City PD
Barre Town	Lamoille Co SO
Barton	Newport PD
	Williston VSP
Bellows Falls	Keene: SW NH Fire Mutual Aide
	Windham Co SO
Belvidere	Lamoille Co SO
	Williston VSP
Bennington	Bennington PD
Benson	Westminster VSP
Berkshire	St Albans PD
	Williston VSP
Berlin	Lamoille Co SO

	Montpelier PD
	Williston VSP
Bethel	Orange County SD
	Westminster VSP
Bloomfield	Colebrook Dispatch (NH)
	Weeks Memorial Hospital
	Williston VSP
Bolton	Shelburne PD
	Williston VSP
Bradford	Hanover Dispatch (NH)
	Williston VSP
Braintree	Orange County SD
	Westminster VSP
Brandon	Westminster VSP
Brattleboro	Brattleboro PD
	Westminster VSP
Bridgewater	Westminster VSP
	Woodstock PD
Bridport	Shelburne PD
	Westminster VSP
Brighton	Newport PD
	Williston VSP
Bristol	Shelburne PD
	Westminster VSP
Brookfield	Barre City PD
	Lamoille Co SO
	Orange County SD
	Westminster VSP
	Williston VSP
Brookline	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Brownington	Newport PD
	Williston VSP
Brunswick	Lancaster/NH Dept Transportation
	Newport PD
	Weeks Memorial Hospital
	Williston VSP
Buels Gore	Montpelier PD
	Red Phones
	Shelburne PD
	Williston VSP
Burke	St Johnsbury PD
	Williston VSP

Burlington	Burlington City PD
Cabot	Montpelier PD
	Williston VSP
Calais	Montpelier PD
	Williston VSP
Cambridge	Lamoille Co SO
	Williston VSP
Canaan	Colebrook Dispatch (NH)
	Williston VSP
Castleton	Regional/Westminster VSP
	Westminster VSP
Cavendish	Hartford PD
	Ludlow PD
	Westminster VSP
Charleston	Newport PD
	Williston VSP
Charlotte	Shelburne PD
	Williston VSP
Chelsea	Westminster VSP
Chester	Hartford PD
	Springfield FD
	Westminster VSP
Chittenden	Westminster VSP
Clarendon	Regional/Westminster VSP
	Westminster VSP
Colchester	Colchester PD
	St Albans PD
	St Michael's Rescue
	Williston VSP
Concord	St Johnsbury PD
	Williston VSP
Corinth	Hanover Dispatch (NH)
	Williston VSP
Cornwall	Middlebury Central Communications
	Westminster VSP
Coventry	Newport PD
	Williston VSP
Craftsbury	Lamoille Co SO
	Newport PD
	Williston VSP
Danby	Manchester PD
	Washington County NY
	Westminster VSP

Danville	St Johnsbury PD
	Williston VSP
Derby	Newport PD
	Williston VSP
Dorset	Manchester PD
	Washington County NY
	Westminster VSP
Dover	Dover PD/Westminster VSP
	Keene: SW NH Fire Mutual Aide
Dummerston	Brattleboro PD
	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Duxbury	Montpelier PD
	Williston VSP
East Haven	St Johnsbury PD
	Williston VSP
East Montpelier	Montpelier PD
	Williston VSP
Eden	Lamoille Co SO
	Williston VSP
Elmore	Lamoille Co SO
	Williston VSP
Enosburgh	St Albans PD
	Williston VSP
Essex Junction City	Essex PD
	IBM Security Control Center
Essex Town	Essex PD
Fair Haven	Washington County NY
	Westminster VSP
Fairfax	St Albans PD
	Williston VSP
Fairfield	St Albans PD
	Williston VSP
Fairlee	Hanover Dispatch (NH)
	Williston VSP
Fayston	Montpelier PD
	Red Phones
	Williston VSP
Ferdinand	Colebrook Dispatch (NH)
	Newport PD
	Williston VSP
Ferrisburgh	Shelburne PD
	Westminster VSP

Fletcher	Lamoille Co SO
	St Albans PD
	Williston VSP
Franklin	St Albans PD
	Williston VSP
Georgia	St Albans PD
	Williston VSP
Glastenbury	Westminster VSP
Glover	St Johnsbury PD
	Williston VSP
Goshen	Westminster VSP
Grafton	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Granby	St Johnsbury PD
	Weeks Memorial Hospital
	Williston VSP
Grand Isle	Shelburne PD
	Williston VSP
Granville	Orange County SD
	Westminster VSP
Greensboro	Lamoille Co SO
	Newport PD
	Orleans County SD/Newport PD
Groton	Grafton Co SO (NH)
	Williston VSP
Guildhall	Lancaster/NH Dept Transportation
	Weeks Memorial Hospital
	Williston VSP
Guilford	Brattleboro PD
	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Halifax	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Hancock	Middlebury Central Communications
	Westminster VSP
Hardwick	Lamoille Co SO
Hartford	Hartford PD
	Westminster VSP
Hartland	Hartford PD
	Westminster VSP
	Woodstock PD
Highgate	Middlebury Central Communications

	St Albans PD
	Williston VSP
Hinesburg	Shelburne PD
Holland	Newport PD
	Williston VSP
Hubbardton	Westminster VSP
Huntington	Shelburne PD
	Williston VSP
Hyde Park	Lamoille Co SO
Ira	Regional/Westminster VSP
	Westminster VSP
Irasburg	Newport PD
	Williston VSP
Isle La Motte	Shelburne PD
	Williston VSP
Jamaica	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Jay	Newport PD
	St Albans PD
	Williston VSP
Jericho	Essex PD
	Shelburne PD
	Williston VSP
Johnson	Lamoille Co SO
Killington	Westminster VSP
	Woodstock PD
Kirby	St Johnsbury PD
	Williston VSP
Landgrove	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Leicester	Westminster VSP
Lemington	Colebrook Dispatch (NH)
	Williston VSP
Lewis	Colebrook Dispatch (NH)
	Newport PD
	Williston VSP
Lincoln	Shelburne PD
	Westminster VSP
Londonderry	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Lowell	Newport PD
	Williston VSP
Ludlow	Ludlow PD



Lunenburg	Lancaster/NH Dept Transportation
	Weeks Memorial Hospital
	Williston VSP
Lyndon	St Johnsbury PD
	Williston VSP
Maidstone	Lancaster/NH Dept Transportation
	Weeks Memorial Hospital
	Williston VSP
Manchester	Manchester PD
	Westminster VSP
Marlboro	Brattleboro PD
	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Marshfield	Montpelier PD
	Williston VSP
Mendon	Regional/Westminster VSP
	Rutland City PD
	Westminster VSP
Middlebury	Middlebury Central Communications
	Middlebury PD/Westminster VSP
Middlesex	Montpelier PD
	Williston VSP
Middletown Springs	Washington County NY
	Westminster VSP
Milton	St Albans PD
	Williston VSP
Monkton	Shelburne PD
	Westminster VSP
Montgomery	St Albans PD
	Williston VSP
Montpelier	Lamoille Co SO
	Montpelier PD
	Williston VSP
Moretown	Montpelier PD
	Red Phones
	Williston VSP
Morgan	Newport PD
	Williston VSP
Morristown	Lamoille Co SO
Mount Holly	Westminster VSP
Mount Tabor	Manchester PD
	Westminster VSP
New Haven	Middlebury Central Communications

	Shelburne PD
	Westminster VSP
Newark	St Johnsbury PD
	Williston VSP
Newbury	Grafton Co SO (NH)
	Hanover Dispatch (NH)
	Williston VSP
Newfane	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Newport City	Newport PD
Newport Town	Newport PD
	Williston VSP
North Bennington	Bennington PD
North Hero	Shelburne PD
	Williston VSP
Northfield	Barre City PD
	Montpelier PD
	Williston VSP
Norton	Colebrook Dispatch (NH)
	Williston VSP
Norwich	Hanover Dispatch (NH)
	Hartford PD
	Westminster VSP
Orange	Barre City PD
	Hanover Dispatch (NH)
	Lamoille Co SO
	Williston VSP
Orleans	Newport PD
	Williston VSP
Orwell	Middlebury Central Communications
	Westminster VSP
Panton	Shelburne PD
	Westminster VSP
Pawlet	Washington County NY
	Westminster VSP
Peacham	Montpelier PD
	St Johnsbury PD
	Williston VSP
Peru	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Pittsfield	Westminster VSP
Pittsford	Westminster VSP
Plainfield	Montpelier PD

	Williston VSP	
Plymouth	Ludlow PD	
	Westminster VSP	
	Woodstock PD	
Pomfret	Hartford PD	
	Westminster VSP	
	Woodstock PD	
Poultney	Washington County NY	
	Westminster VSP	
Pownal	Bennington PD	
	Westminster VSP	
Proctor	Regional/Westminster VSP	
	Westminster VSP	
Putney	Keene: SW NH Fire Mutual Aide	
	Westminster VSP	
Randolph	Orange County SD	
	Westminster VSP	
Reading	Hartford PD	
	Westminster VSP	
	Woodstock PD	
Readsboro	Keene: SW NH Fire Mutual Aide	
	Westminster VSP	
Richford	St Albans PD	
	Williston VSP	
Richmond	Shelburne PD	
	Williston PD/Williston VSP	
	Williston VSP	
Ripton	Middlebury Central Communications	
	Shelburne PD	
	Westminster VSP	
Rochester	Orange County SD	
	Westminster VSP	
Rockingham	Keene: SW NH Fire Mutual Aide	
	Westminster VSP	
Roxbury	Montpelier PD	
	Williston VSP	
Royalton	Hartford PD	
	Westminster VSP	
Rupert	Washington County NY	
	Westminster VSP	
Rutland City	Regional/Westminster VSP	
	Rutland City PD	

Rutland Town	Regional/Westminster VSP
	Westminster VSP
Ryegate	Grafton Co SO (NH)
	Williston VSP
Saint Albans City	St Albans PD
Saint Albans Town	St Albans PD
	Williston VSP
Saint George	Shelburne PD
	Williston VSP
Saint Johnsbury	St Johnsbury PD
	Williston VSP
Salisbury	Middlebury Central Communications
	Westminster VSP
Sandgate	Westminster VSP
Saxtons River	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Searsburg	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Shaftsbury	Bennington PD
	Westminster VSP
Sharon	Hartford PD
	Westminster VSP
Sheffield	St Johnsbury PD
	Williston VSP
Shelburne	Shelburne PD
Sheldon	St Albans PD
	Williston VSP
Shoreham	Shelburne PD
	Westminster VSP
Shrewsbury	Regional/Westminster VSP
	Westminster VSP
Somerset	Keene: SW NH Fire Mutual Aide
	Westminster VSP
South Burlington	Base Defense OPS Center
	South Burlington PD
	UVM PD
	Vt ANG Fire Dept
	Williston VSP
South Hero	Shelburne PD
	Williston VSP
Springfield	Springfield FD
	Springfield PD
	Westminster VSP

Stamford	N. Adams Dispatch (MA)
	Westminster VSP
Stannard	Lamoille Co SO
	Williston VSP
Starksboro	Shelburne PD
	Westminster VSP
Stockbridge	Westminster VSP
Stowe	Essex PD
	Lamoille Co SO
	Shelburne PD
Strafford	Hanover Dispatch (NH)
	Westminster VSP
Stratton	Keene: SW NH Fire Mutual Aide
	Westminster VSP
	Winhall PD/Westminster VSP
Sudbury	Shelburne PD
	Westminster VSP
Sunderland	Westminster VSP
Sutton	St Johnsbury PD
	Williston VSP
Swanton	Middlebury Central Communications
	St Albans PD
	Swanton PD/Williston VSP
	Williston VSP
Thetford	Hanover Dispatch (NH)
	Williston VSP
Tinmouth	Manchester PD
	Washington County NY
	Westminster VSP
Topsham	Grafton Co SO (NH)
	Hanover Dispatch (NH)
	Williston VSP
Townshend	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Troy	Newport PD
	Williston VSP
Tunbridge	Hartford PD
	Orange County SD
	Westminster VSP
Underhill	Essex PD
	Lamoille Co SO
	Shelburne PD
	Williston VSP

UVM-Burlington	UVM PD
UVM-So.Burlington	South Burlington PD
	UVM PD
Vergennes	Shelburne PD
	Westminster VSP
Vernon	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Vershire	Hanover Dispatch (NH)
	Williston VSP
Victory	St Johnsbury PD
	Williston VSP
Waitsfield	Montpelier PD
	Red Phones
	Williston VSP
Walden	Lamoille Co SO
	Montpelier PD
	St Johnsbury PD
	Williston VSP
Wallingford	Westminster VSP
Waltham	Shelburne PD
	Westminster VSP
Wardsboro	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Warners Grant	Colebrook Dispatch (NH)
	Williston VSP
Warren	Red Phones
	Williston VSP
Warrens Gore	Colebrook Dispatch (NH)
	Williston VSP
Washington	Barre City PD
	Lamoille Co SO
	Westminster VSP
	Williston VSP
Waterbury	Lamoille Co SO
	Montpelier PD
	Williston VSP
Waterford	St Johnsbury PD
	Williston VSP
Waterville	Lamoille Co SO
	Williston VSP
Weathersfield	Hartford PD
	Westminster VSP
Wells	Washington County NY

	Westminster VSP
West Fairlee	Hanover Dispatch (NH)
	Williston VSP
West Haven	Westminster VSP
West Pawlet	Washington County NY
	Westminster VSP
West Rutland	Regional/Westminster VSP
	Westminster VSP
West Windsor	Hartford PD
Westfield	Newport PD
	St Albans PD
	Williston VSP
Westford	Essex PD
	Shelburne PD
	St Albans PD
	Williston VSP
Westminster	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Westmore	Newport PD
	St Johnsbury PD
	Williston VSP
Weston	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Weybridge	Middlebury Central Communications
	Westminster VSP
Wheelock	Lamoille Co SO
	St Johnsbury PD
	Williston VSP
Whiting	Shelburne PD
	Westminster VSP
Whitingham	Keene: SW NH Fire Mutual Aide
	Westminster VSP
Williamstown	Barre City PD
	Orange County SD
	Williston VSP
Williston	IBM Security Control Center
	Shelburne PD
	Williston PD/Williston VSP
	Williston VSP
Wilmington	Keene: SW NH Fire Mutual Aide
	Wilmington PD/Westminster VSP
Windham	Keene: SW NH Fire Mutual Aide
	Westminster VSP

Windsor	Hartford PD
	Westminster VSP
Winhall	Keene: SW NH Fire Mutual Aide
	Winhall PD/Westminster VSP
Winooski	St Michael's Rescue
	Williston VSP
	Winooski PD
Wolcott	Lamoille Co SO
Woodbury	Montpelier PD
	Williston VSP
Woodford	Bennington PD
	Westminster VSP
Woodstock	Woodstock PD
Worcester	Montpelier PD
	Williston VSP



**Appendix E - List of emergency responder agencies, by county, currently dispatched by Vermont State Police**

## VSP-Westminster

### Addison County

New Haven VSP  
VSP Royalton  
Vergennes PD  
Bristol PD  
Middlebury PD  
Middlebury FD  
Granville 1st response  
Granville FD  
Hancock FD  
5412 Total Incidents

### Bennington County

Shaftsbury VSP  
Westminster VSP  
Winhall PD  
Arlington Rescue  
Arlington FD  
Shaftsbury FD  
1902 Total Incidents

### Orange County

Royalton VSP  
White River Valley Ambulance  
Chelsea FD  
First Branch Ambulance  
Tunbridge FD  
VTC 1<sup>st</sup> Response  
1406 Total Incidents

### Rutland County

Rutland VSP  
VSP New Haven  
Brandon PD  
Brandon Rescue  
Brandon FD  
Benson FD  
Benson 1st Response  
Castleton PD  
Castleton 1st response  
Castleton FD  
Chittenden 1st Response  
Chittenden FD  
Clarendon FD  
Danby FD  
E. Wallingford FD  
Fair Haven PD  
Fair Haven Rescue  
Hubbardton FD  
Ira 1st Response  
Ira FD  
Killington PD  
Killington 1st Response  
Killington FD  
Mount Holly Rescue  
Mount Holly FD

### Windham County

VSP Westminster  
VSP Shaftsbury  
Dover PD  
Wilmington PD

### Windsor County

VSP Westminster  
VSP Royalton  
Chester PD  
Royalton PD  
Weathersfield PD  
Barnard FD  
Barnard 1st Response  
Bethel FD  
Broadbrook FD  
White River Ambulance  
Rochester FD  
Stockbridge 1st response

Pittsfield 1st Response  
Pittsfield FD  
Pittsford PD  
Pittsford 1st Response  
Pittsford FD  
Proctor FD  
Regional Ambulance  
Rutland Town PD  
Rutland Town FD  
Shrewsbury FD  
Tinnmouth FD  
Wallingford FD  
Wallingford Rescue  
West Haven FD  
West Rutland FD  
11545 Total Incidents

2604 Total Incidents

3465 Total Incidents

## VSP-Williston

### **Caledonia County**

Lyndonville PD  
Essex County SD  
VSP St Johnsbury

1181 Total Incidents

### **Chittenden County**

Richmond PD  
VSP Williston

5841 Total Incidents

### **Essex County**

Brighton PD  
Canaan PD  
Brighton FD  
VSP Derby

217 Total Incidents

### **Franklin County**

Swanton PD  
VSP St Albans

2073 Total Incidents

### **Grand Isle County**

Grand Isle County SD  
VSP St Albans

2354 Total Incidents

### **Orange County**

Bradford PD  
Thetford PD  
VSP Middlesex

1348 Total Incidents

### **Orleans County**

Glover EMS  
VSP Derby

523 Total Incidents

### **Washington County**

VSP Middlesex  
Northfield PD  
Berlin PD

3773 Total Incidents

## Appendix F -

- EMS Considerations for a 21<sup>st</sup> Century Emergency Communications Platform
  - Provides the public rapid access to the emergency response system by utilizing technology to receive, process, decide and dispatch first responders to ensure the public receives time sensitive and lifesaving interventions before arriving at a hospital facility
    - Efficient call answering and transfer of essential information to dispatchers to facilitate timely dispatch
    - The computer aided dispatch system evaluates the resources in close proximity to the call location and automatically presents the dispatcher with several appropriate units to choose from
    - Priority dispatching improves public and EMS practitioner safety by balancing the use of lights with the need to deliver time-sensitive pre-hospital medical care
  - Centralized coordination and monitoring of EMS resources across the system; efficient deployment & management of limited resources to meet 911 and interfacility transfer requests with the goal of maximizing efficiency and improve health outcomes
    - Efficiently utilizes limited resources such as critical care transport units to facilitate the movement of patients between healthcare facilities and timely access to hospital treatment
      - During peak loading times when most units are deployed, an up-to-the moment view of all resources and their status provides dispatchers the information they need to effectively handle the call volume
  - Vital information is electronically transmitted between dispatch and first responders, improving real-time situational awareness, and improving dispatcher and EMS practitioner workflow
    - Mobile data terminals (MDT) provide a real-time data link between the dispatch center and EMS unit, providing EMS practitioners with up-to-the moment information
    - The ability to share patient specific information in a secure way.
    - Timely and accurate information transfer improves situational awareness, reduces errors and unnecessary radio traffic
  - Employs technology to improve interoperability between dispatch and EMS electronic data systems to support emergency and non-emergency operations
    - Integrated systems identify the emergency and EMS unit location to determine the optimal travel route to the scene and transport to the hospital
    - Seamless and automated data transfer between systems improves data entry efficiency, accuracy, and completeness

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- <sup>i</sup> <https://dps.vermont.gov/committees-boards/dispatch/meetings>
- <sup>ii</sup> Vermont Telecommunications Relay Service: <http://www.vermontrelay.com/>
- <sup>iii</sup> Vermont Equipment Distribution Program: <http://www.vcil.org/services/vermont-equipment-distribution-program>
- <sup>iv</sup> The Vermont Lifeline program: <https://publicservice.vermont.gov/publications-resources/consumers/lifeline>
- <sup>v</sup> Enhanced-911: <http://e911.vermont.gov/>
- <sup>vi</sup> Prohibition on fees for internet service: <https://crsreports.congress.gov/product/pdf/R/R43772/13>
- <sup>vii</sup> <https://legislature.vermont.gov/statutes/section/24/005/00133>
- <sup>viii</sup> Dispatch Fee spreadsheet: [https://dps.vermont.gov/sites/psd/files/documents/Dispatch Fee Worksheet 02-06-2020 DRAFT.pdf](https://dps.vermont.gov/sites/psd/files/documents/Dispatch_Fee_Worksheet_02-06-2020_DRAFT.pdf)
- <sup>ix</sup> <https://governor.vermont.gov/content/emergency-communications-advisory-council-executive-order-05-19>