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Sent: Tuesday, February 10, 2015 12:07 PM

To: Theresa Utton

Subject: VIT Testimony

Attachments: 2013 Fee Structure.pdf; Re_ [b2NEWS] Friday Night Double Fatal.pdf; Call Stats 2010 till 2014.xlsx; W~Keith Flynn~PSAPs, E-911~2-3-2015-1.pdf

Appropriations Committee,

I am Scott Bryant resident of the town of Morgan in Orleans county, employed by the State of Vermont Department of Public Safety. I am an Emergency Communications Supervisor of the Derby Public Safety Answering Point (PSAP). I am also a firefighter for the Derby Line Fire department so I know personally the capabilities of the communications systems from both sides of the radio.

Keith Flynn Commissioner of the Department of Public Safety has submitted under the instructions of the Governor to submit a proposal of cutting 1.7 million out the Public Safety budget by closing 2 PSAPs (Derby and Rutland). What puzzles me is why some information is being held from you that would impact public safety. Keith Flynn presentation to the legislature attached.

- Eliminating call centers does mean eliminating jobs. From a budget stand point this may be necessary but from the logistical standpoint this would be costly. You would loose years of experience. Keith Flynn is stating that some of the employees from each of the PSAPs will be able to work in Williston and Rockingham. Additional to the already extreme level of stress that the job creates we are now adding 1.5 to 2 hours of travel in good weather for these employees to work. This is a disaster waiting to happen. Then if short staffed dispatchers could be dispatching for 12 hours or more.
- To hire new dispatchers as Keith Flynn is suggesting will happen do to the transition, it takes three months to hire an individual including complete background and security checks. An additional six months minimum in training for a dispatcher to meet the minimum acceptable performance levels. It takes years to be fluent in the work tasks.
- In the 2013 Fee structuring report, Captain Donald Patch stated on page 17 "Entities with their own dispatching services that rely on partial time dispatching from the State Police will be required to assume full responsibility for their own dispatching. With the current level of dispatching and E-911 call-taking duties, the State Police cannot handle a significant increase in dispatching duties with the current staff, equipment and infrastructure." How is it possible to eliminate dispatch/E911 call taker positions and equipment based on this report. All statistics identify an increase in call volume since this report was completed. 2013 Fee Structuring Report attached. Call volume report attached.
- During large incidents such as bad weather lines currently can be difficult to be answered in a timely manner. How can eliminating positions and equipment not hinder

this process. In addition the same call takers and dispatchers that are answering overflowing calls still have to key information into the dispatch system and dispatch emergency responders at a higher volume than what is currently being dispatched.

- Keith Flynn has stated that with today's technology, having Mobil Data Computers (MDC) in cruisers, information can be sent to responders quicker than radio contact. Under Vermont law a cruiser must be parked in order to view these MDC's. An responder is not legally capable at viewing this information or updates while traveling to an incident. Additionally the two proposed area's footprints have the least amount of MDC wireless coverage in the state. This rendering the MDC useless in most situations. I have attached an email I sent to B-Troop after dealing with a multiple vehicle accident that shows how in larger incidents the theory of using MDC's and cell phones to handle situations is erroneous.
- Have you noticed that no troopers from the Vermont State Police have weighed in on the PSAP closings. Troopers who overwhelmingly object to the closures have been instructed to not involve themselves in this proposal with the assumption that it would effect their careers.
- Keith Flynn has made the statement that anyone can Google Map a location and get instructions that it no longer requires instructions or dispatcher local knowledge. I would challenge you to look up some of these locations on Google Maps: Levens Hill, Derby; Dead Mans Curve, Morgan; Colburn Hill, Newport Center; Buck Flats, Troy; Main Street, Derby Town office); East Burke Road, Lyndon. None of these locations exists on Google Maps. These are locations that are locally known to have major, frequent deadly accidents but are local land marks or names associated with roadways identified by E911 and not recognized by Google Mapping.
- As a responder, any delays in notifications or the proper complete information not being relayed can effect the lives of those in distress and the responders. A simple accident could be a deadly hazardous materials incident that could kill innocent bystanders and responders by not taking the time to collect and relay proper information. Those proposal will directly effect these responses.

Please take the time to consider all the options including finding additional revenue resources to overcome the closing of these critical pieces of our infrastructure. Do not jeopardize public safety for the sake of political agendas.

I plead with you,

Scott Bryant

Vermont Department of Public Safety
State Police Division



Public Safety Answering Points (Dispatching Centers)
2013 Fee Structure Report
(H.240 2013 Executive Fee Bill Summary Sec. 33)

Captain Donald Patch

November 2013

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Current Organization

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

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

The Dispatchers are most often the initial point of contact for victims and complainants involved in or reporting a variety of incidents to include motor vehicle accidents, burglaries, thefts, domestics, assaults, homicides, deaths, sexual assaults, missing persons, fires, medical emergencies and numerous other complaints. The information they receive is most often by way of regular telephone or E-911 transfer. Once information is received the Dispatcher is responsible for contacting the appropriate agency(s) by telephone, radio or other electronic means and relaying the information accurately and timely while properly recording and documenting the information. After the initial dispatching

process they are often required to provide regular information updates while monitoring the situation status and units assigned to the incident.

The four State Police PSAPs are currently staffed with 125 employees. 78 are full time employees and 47 of them are temporary. Administrators and Supervisors account for 16 of the full time positions. The Supervisors are “working supervisors” that are required to cover dispatching shifts in addition to their supervisory duties. Personnel costs for State Fiscal Year 2013 were \$6,212,043.41. This includes \$751,091.76 that was paid for overtime.

PSAP vs Dispatch Center

The titles PSAP and dispatch center are often inappropriately interchanged and confused. A dispatcher works in a dispatch center and their primary responsibility is to receive information and transfer it to the proper authority. They use identified protocols and procedures to obtain information and then transfer it by radio, telephone or other electronic means (email, text and instant messenger to name a few). The person that answers an E-911 call (or text) is referred to as a call-taker. When someone calls for assistance using the E-911 system (calls or texts 911) it is a call-taker that answers the call and then directs the call to the appropriate dispatch center depending on the nature and location of the call. A dispatcher and call-taker are two different functions but in some instances are handled by a single person. In Vermont the title of PSAP is reserved for the dispatching locations that perform E-911 functions.

Vermont PSAPs

The State Police PSAPs are four of the eight in the state responsible for handling all E-911 calls. This requires most of the dispatchers to perform dual duties. They

will often answer the E-911 call as a call-taker and then transition into the responsible dispatcher for the incident. E-911 funds the PSAPs at a rate of \$45,000 per call-taker for 26 call-taker positions. The State PSAPs account for 18 positions and the other PSAPs (Lamoille County Sheriffs, Hartford Police Department, St. Albans Police Department and Shelburne Police Department) account for 8 positions. The State Police PSAPs handled 78% (151,097) of the E-911 calls in 2011, 77% (149,815) of the calls in 2012 and 75% (149,601) of the E-911 calls in 2013 (State Fiscal Year).

Current Fees Charged by State Police for Dispatching Services

The State Police currently charge eight organizations / entities (the Towns of Warren, Lyndonville, Thetford and Vernon, White River Valley Ambulance, Orleans County Sheriffs and the Vermont Fish and Wildlife Department) for dispatching services. The annual charges range from \$1,720 to \$22,400 each for a total of \$62,390. This does not include the Vermont Fish and Wildlife Department who pays the average salary (with benefits) for 1.5 dispatchers each pay period (26 times annually). There is currently no established mechanism for determining an amount to be charged for dispatching services. The current amounts charged were negotiated and agreed upon during the contract for services process.

➤ Current Assessed Fees

<u>Town / Agency</u>	<u>Annual Charge</u>
Warren	3,600
Lyndonville	7,550
Thetford	7,600
Vernon	11,920
White River Valley	
Ambulance	2,000
Orleans Cty Sheriff	1,720
Franklin Cty Sheriff	22,400
Swanton PD	5,600

Current Dispatching Fee Structures Used in Vermont

Various dispatching agencies in Vermont use a variety of formulas and systems to determine the amount they charge for their dispatching services. Some are more cumbersome than others but their current systems meet their individual needs. They are based on populations, property values, call volumes or a combination thereof and related back to their operating costs. Most of them contract with a limited number of communities and agencies. All of them require what would equate to a significant amount of accounting and administrative work if applied to the State Police and the number of agencies / disciplines we dispatch for. Outlined below are five examples of dispatching fee structures currently used in Vermont. These are synopsised to provide the basics of the fee structures.

➤ Shelburne PSAP

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

➤ St. Albans PSAP

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

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

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

➤ Hartford PSAP

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

➤ Lamoille PSAP

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

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

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

➤ Barre City Police Dispatch

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

New State Police Fee Structure

To address the ongoing budget deficit, the Commissioner of Public Safety will notify all entities that receive dispatching services from a Vermont State Police PSAP that effective July 1, 2016, a fee will be assessed for the dispatching services provided to them. The fee structure employed will be pursuant to the authority established in Title 20 VSA 1871(i).

20 V.S.A. § 1871. Department of public safety; commissioner

(i) The commissioner of public safety may enter into contractual arrangements to perform dispatching functions for state, municipal or other emergency services, establishing charges sufficient to recover the costs of dispatching. Dispatch positions which are fully funded under such contracts may be authorized under the provisions of 32 V.S.A. § 5(b).

The goal is to recover dispatching costs provided to those entities with no other options for dispatching. Fees will be comparable with other dispatch providers to help ensure an equitable yet competitive service that will not undermine services currently provided by other dispatching facilities. This service is only available for those currently receiving dispatching services from the State Police. Those receiving services on a part-time basis that have their own dispatching services will be required to cover their own dispatching fulltime.

Meetings will be organized and scheduled in all four public safety districts to discuss the fee structure with all affected agencies and departments. They will be scheduled far enough in advance to allow each to discuss the changes with their communities allowing them to adjust future budgets. The necessary steps will be taken to work with each of them independently to address individual issues. No one will be left without a dispatching service.

A flat rate annual fee structure based on the organization's discipline (fire, police or rescue) and size (full time officers or annual calls for service) will be created. Rates will be set for a contract period and only adjusted when the contract is renewed. The initial fees were determined based on current fees charged by the State Police.

➤ Police

Police departments will be categorized by the number of full time officer positions allotted to their department (1-2, 3-10, 11-15, 16+) and charged a flat rate per year based on the category. It is difficult to charge by call volume alone for some agencies respond to calls without generating an incident number and some are much more active in motor vehicle enforcement than others resulting in limited incident numbers but high demand on dispatching services. The number of incident numbers generated is not necessarily a good indicator of the agencies overall impact on dispatching services. All will be required to work towards acquiring and using mobile data computers.

Police Agency Fee Chart

Number of Officers	Annual Fee
1 to 2	5,000
3 to 10	7,500
11 to 15	15,000
16+	20,000

Current Police Agencies Dispatched by State Police

Agency size is estimated with input from the Vermont Police Academy

<u>DEPARTMENTS</u>	<u>SIZE</u>	<u>Currently Charged</u>	<u>Suggested Charge</u>
Wilmington	6		7500
Dover	8		7500
Vernon	5	11920	7500
Chester	6		7500
Weathersfield	1		5000
Randolph	8		7500
Royalton	1		5000
Newport *	13		15000
Lyndonville	3	7550	7500
Brighton	1		5000
Bradford	2		5000
Thetford	4	7600	7500
Wells River	0		
Canaan	1		5000
Orleans Sheriff *	16	1720	20000
Essex Sheriff	6		7500
Caledonia Sheriff *	8		7500
Brandon	8		7500
Fair Haven	7		7500
Castleton	4		7500
Vergennes	7		7500
Bristol	6		7500
Winhall	8		7500
Rutland Town	2		5000
Pittsford	2		5000

Middlebury *	14		15000
Richmond	6		7500
Williston	14		15000
Swanton	6	5600	7500
Grand Isle Sheriff	5		7500
Waterbury	4		7500
Berlin	9		7500
Northfield	7		7500
Franklin Sheriff	16	22400	20000
Killington	2		5000
Totals.....		<u>56790</u>	<u>282500</u>
DEPARTMENTS	SIZE	<u>Currently Charged</u>	<u>Suggested Charge</u>

* Indicates a department with their own current dispatching capabilities that receive dispatching services from the State Police on part-time basis.

➤ Constabularies

The constables will receive what is referred to as lifeline services. This means they will have the ability to call the PSAP to report incidents they are responding to for officer safety reasons or to request assistance. A majority of the constables that currently receive dispatching services from the State Police work limited hours and primarily provide assistance to a police agency responding to an incident. Those constabularies that engage in regular motor vehicle and criminal enforcement activities will be considered a police department for fee assessment purposes.

Current Constabularies Dispatched by State Police

Town
Londonderry
Rochester
Hancock
Bethel
Benson
Castleton
Chittenden
Clarendon
Dorset
Fair Haven
Goshen
Hubbardton
Mendon
Mt. Holly
Mt. Tabor
Pawlet
Poultney
Tinmouth
Wallingford
Wells
Richford
Warren
Worcester
Cabot

➤ Fire and Rescue

Fire and rescue departments would be categorized by the number of annual calls (1-25, 26-100, 101-200, 201-300, 301-400, 400+) and charged a flat rate per year based on category. Call volumes would be projected based on past call volumes and recalculated with the renewal of the contract. Both fire and rescue appear to accurately track and report the number of calls they are activated for. The greatest demand on dispatching services from fire and rescue is the initial notification to the responding organization and their response. A call later determined to be false requires the same initial work by dispatch as a major incident. All would be required to assume command and communications at the scene level once deployed.

Fire Department Fee Chart

<u>Number of Calls</u>	<u>Annual Fee</u>
Less Than 100	3,500
101 to 300	5,000
Greater Than 300	7,500

Current Fire Agencies Dispatched by State Police

2012 call numbers obtained from VT Fire Marshall's Report

<u>DEPARTMENTS</u>	<u>CALLS (2012)</u>	<u>Currently Charged</u>	<u>Suggested Charge</u>
Barnard	48		3500
Bethel	55		3500
Broadbrook	--		

Chelsea	54		3500
Hancock	--		
Granville	55		3500
Rochester	31		3500
Stockbridge	--		
Tunbridge	32		3500
North Troy	15		3500
Lowell	--		
Barton	116		5000
Jay	43		3500
Orleans	44		3500
Westmore	--		
Albany	1		
Derby Line	68		3500
Newport Center	29		3500
Newport City	178		5000
Glover	12		3500
Charleston	45		3500
Craftsbury	65		3500
Brighton	--		
Irasburg	--		
Troy	31		3500
Middlebury *	108		5000
Arlington	137		5000
Shaftsbury	71		3500
Benson	26		3500
Brandon	133		5000
Castleton	154		5000
Chittenden	--		
Clarendon	82		3500
Danby / Dorset	55		3500
Hubbardton	31		3500
East Wallingford	--		
Ira	19		3500
Mt. Holly	46		3500

Pittsford	22		3500
Pittsfield	32		3500
Proctor	41		3500
Rutland Town	229		5000
Killington	274		5000
Shrewsbury	46		3500
Tinmouth	--		
Wallingford	82		3500
West Haven	2		3500
West Rutland	76		3500
Warren	62	3600	3500
Underhill / Jerico	342		7500
Totals.....		3600	152500
DEPARTMENTS	CALLS (2012)	Currently Charged	Suggested Charge

* Indicates a department with their own current dispatching capabilities that receive dispatching services from the State Police on part-time basis.

Rescue Agency Fee Chart

<u>Number of Calls</u>	<u>Annual Fee</u>
Less Than 100	1,000
101 to 300	2,500
Greater Than 300	5,000

Current Rescue Agencies Dispatched by State Police

2012 Call Numbers Obtained from Dispatching Centers and EMS Agencies

DEPARTMENTS	CALLS (2012)	Currently Charged	Suggested Charge
Barnard First Response	16		1000
First Branch Ambulance	189		2500
Granville First Response	4		1000
Stockbridge First Response	8		1000
Valley Rescue	164		2500
White River Valley Ambulance	809	2000	5000
Newport	1732		5000
Orleans	780		5000
Barton	350		5000
Glover	292		5000
Missisquoi	624		5000
Derby Line	894		5000
Lyndon Rescue North	157		2500
Arlington	438		5000
Benson	73		1000
Brandon	754		5000
Castleton First Response			
Chittenden First Response	50		1000
Mt. Holly Rescue	78		1000
Pittsfield First Response			
Pittsford First Response	262		2500

Regional Ambulance Service *	8496		5000
Killington First Response	160		2500
Wallingford Rescue	143		2500
Fair Haven Rescue	749		5000
Totals.....	17222		76000
DEPARTMENTS	<u>CALLS (2012)</u>	<u>Currently Charged</u>	<u>Suggested Charge</u>

* Indicates a department with their own current dispatching capabilities that receive dispatching services from the State Police on part-time basis.

This fee structure for dispatching services only applies to entities that the State Police currently provides dispatching services to and is not available for those with other current dispatching services. Entities with their own dispatching services that rely on partial time dispatching from the State Police will be required to assume full responsibility for their own dispatching. With the current level of dispatching and E-911 call-taking duties, the State Police cannot handle a significant increase in dispatching duties with the current staff, equipment and infrastructure. The fees assessed would be for dispatching services only and not for administrative work.

Other Dispatch Centers in Vermont

There are at least 21 other dispatch centers in Vermont. A majority of them dispatch for just their own community police, fire, rescue and highway services. There are a couple of them that dispatch for a limited number of other organizations / agencies. None of the dispatch centers listed below performs E-911 functions.

Dispatch Center
Barre City Police
Bennington Police
Brattleboro Police
Burlington City Police
Colchester Police
Essex Police
Ludlow Police
Manchester Police
Middlebury Police
Montpelier Police
Newport Police
Rutland City Police
Rutland County Sheriff
South Burlington Police
Springfield Police
St Johnsbury Police
UVM Police
Williston Police
Windham County Sheriff
Winooski Police
Woodstock Police

State Police Comparisons to Fees Assessed by the Shelburne PSAP

The Shelburne PSAP's applied fee formula has equated to approximately \$30 a call. In the chart below, this figure has been applied as a comparison to the suggested State Police flat rate charge. This was only compared to fire and rescue which are grouped base on the number of calls for service.

➤ Fire Departments

<u>DEPARTMENTS</u>	<u>CALLS (2012)</u>	<u>Suggested Charge</u>	<u>Shelburne Comparison</u>
Barnard	48	3500	1440
Bethel	55	3500	1650
Broadbrook	--		
Chelsea	54	3500	1620
Hancock	--		
Granville	55	3500	1650
Rochester	31	3500	930
Stockbridge	--		
Tunbridge	32	3500	960
North Troy	15	3500	450
Lowell	--		
Barton	116	5000	3480
Jay	43	3500	1290
Orleans	44	3500	1320
Westmore	--		
Albany	1		30
Derby Line	68	3500	2040
Newport Center	29	3500	870
Newport City	178	5000	5340
Glover	12	3500	360
Charleston	45	3500	1350
Craftsbury	65	3500	1950
Brighton	--		
Irasburg	--		
Troy	31	3500	930
Middlebury	108	5000	3240
Arlington	137	5000	4110
Shaftsbury	71	3500	2130
Benson	26	3500	780
Brandon	133	5000	3990

Castleton	154	5000	4620
Chittenden	--		
Clarendon	82	3500	2460
Danby / Dorset	55	3500	1650
Hubbardton	31	3500	930
East Wallingford	--		
Ira	19	3500	570
Mt. Holly	46	3500	1380
Pittsford	22	3500	660
Pittsfield	32	3500	960
Proctor	41	3500	1230
Rutland Town	229	5000	6870
Killington	274	5000	8220
Shrewsbury	46	3500	1380
Tinmouth	--		
Wallingford	82	3500	2460
West Haven	2	3500	60
West Rutland	76	3500	2280
Warren	62	3500	1860
Underhill / Jerico	342	7500	10260

➤ Rescue Agencies

DEPARTMENTS	<u>CALLS</u> <u>(2012)</u>	<u>Suggested</u> <u>Charge</u>	<u>Shelburne</u> <u>Comparison</u>
Barnard First Response	16	1000	480
First Branch Ambulance	189	2500	5670
Granville First Response	4	1000	120
Stockbridge First Response	8	1000	240
Valley Rescue	164	2500	4920
White River Valley Ambulance	809	5000	24270
Newport	1732	5000	51960

Orleans	780	5000	23400
Barton	350	5000	10500
Glover	292	5000	8760
Missisquoi	624	5000	18720
Derby Line	894	5000	26820
Lyndon Rescue North	157	2500	4710
Arlington	438	5000	13140
Benson	73	1000	2190
Brandon	754	5000	22620
Castleton First Response			
Chittenden First Response	50	1000	1500
Mt. Holly Rescue	78	1000	2340
Pittsfield First Response			
Pittsford First Response	262	2500	7860
Regional Ambulance Service	8496	5000	254880
Killington First Response	160	2500	4800
Wallingford Rescue	143	2500	4290
Fair Haven Rescue	749	5000	22470

St. Albans City Police Current Fees

Central Dispatch (St. Albans City PD)		
Organization/Community	Pop.	2,013
Bakersfield Fire & EMS, 1st Response	1,346.00	10,055.97
Berkshire Fire & EMS, 1st Response	1,516.00	11,326.04
Enosburg Fire & Rescue	2,799.00	20,911.33
Fairfax Fire & Rescue	3,929.00	29,353.56
Fairfield Fire & EMS	1,869.00	13,963.30
Fletcher Fire & EMS	1,281.00	9,570.35
Georgia Fire & EMS, 1st Response	4,485.00	33,507.44
Highgate Fire & EMS	3,628.00	27,104.79
Montgomery Fire & EMS, 1st Response	1,050.00	7,844.55
Richford Fire & Rescue	2,339.00	17,474.67
St. Albans Town Fire & EMS	5,821.00	43,488.69
Sheldon Fire & EMS, 1st Response	2,185.00	16,324.14
Swanton Village Fire & Rescue	3,790.00	28,315.09
Swanton Town Fire & Rescue	2,633.00	19,671.14
Franklin Fire & Rescue	1,268.00	9,473.23
Westford EMS 65%	2,086.00	10,129.93
GICMA, Fire, EMS, 1st Response	6,901.00	114,945.37
St. Albans City Water		8,000.00
St. Albans City Sewer		8,000.00

Hartford Police Current Fees

Hartford PD		
Org.	Pop.	2,013
Norwich	3,567.00	42,916.00
Windsor	3,735.00	143,522.00
Hartland	3,155.00	12,487.00
Weathersfield	2,853.00	11,714.00
Reading	721.00	8,323.00
W. Windsor	1,116.00	8,323.00
S. Royalton	2,542.00	12,338.00
Sharon	1,384.00	8,323.00
Hartford	10,822.00	269,176.00

Lamoille Sheriff's Department Current Charges

Lamoille Sheriff's		
Org.	Pop.	FY2014
Belvidere	348	7,468.72
Cambridge	3,659	98,774.77
Eden	1,323	30,023.71
Elmore	855	24,461.07
Hyde Park	2,954	65,008.49
Johnson	3,446	66,155.87
Morristown	5,227	129,946.56
Stowe	4,314	244,479.73
Waterville	673	14,594.11
Wolcott	1,676	36,637.75
Hardwick	3,010	57,942.10
Greensboro	762	31,458.92
Barre Town		211,592.64

Summary

The goal of the outlined fee structure was to create a simplistic method that could be efficiently applied to the many entities that the State Police currently provide dispatching services to. Other fee structures and formulas used in Vermont are complex and require a great amount of work hours to compile the needed information. Formulas that take into consideration population and grand lists are more suited for communities with multiple dispatching needs. It does not take into consideration that a particular police, fire or rescue service may be privately owned or already receive their needed services elsewhere. By breaking it down by discipline, it allows for an application of fees for the specific dispatch uses. The State Police does not have the ability to determine individual agency usage percentages. By grouping we attempt to provide equity based on dispatch usage as determined by call volume or department size.

The intent is to create a fee structure for those that currently receive dispatching services from the State Police. It is not available for those that currently receive their dispatching services from another source. A lower initial fee structure provides a feasible starting point allowing users to build budgets for a line item they have not previously had to budget for. The State Police will work with those with unique circumstances to develop an implementation strategy and timeline to meet their needs.

2/10/2015

Re: [b2NEWS] Friday Night Double Fatal

Re: [b2NEWS] Friday Night Double Fatal

Cote, Gene

Sent: Sunday, January 25, 2015 8:09 AM

To: Bryant, Scott

Nice write up Scott!

Just another example of the fine work you and your coworkers do on a daily basis at a moment's notice when the world goes from all clear to life or death. Seconds always matter, it's just that most of the time we never get to find out because what was needed to get taken care of was already done by PSAP.

As always, thanks, but sometimes it doesn't get said enough.

Gene

Sent from my iPad

On Jan 24, 2015, at 5:51 PM, "Bryant, Scott" <Scott.Bryant@STATE.VT.US> wrote:

I wanted to say thank you to our Derby PSAP Communicators Friday night that were demonstrating professional dispatching at its finest. The dispatchers went from a relatively slow evening to a major disaster in a matter of seconds that lasted numerous hours and effected many lives. Dispatch responded immediately to avoid further loss of life by sending road closure notifications and dispatching all law enforcement immediately to the area.

I was considering after the incident, what exactly did dispatch have to do for our responders:

- Notify Troopers-Radio
- Notify Troopers-Phone
- Notify Lyndonville Police
- Verify Fire/EMS Response
- Notify off-duty AOT Supervisor
- Notify off-duty Sargent
- Notify on-duty Sargent from another area
- Notify Watch Commander
- Notify off-duty Lieutenant
- Notify off-duty Captain
- Notify Traffic Safety officer
- Notify AOT for Salt and Sign Package
- Send Road Closure notification-AOT
- Send Road Closure-Media North
- Notify off-duty DMV team
- Notify off-duty Reconstruction Team
- Notify States Attorney
- Notify Medical Examiner
- Multiple calls from the Media
- Multiple calls from worried family members
- Write a Press Release by dictation from the scene
- Notify multiple wrecker companies
- Notify multiple law enforcement agencies for Death Notifications

Many of these notifications were not done at the request of responders but the experience of the PSAP Communicators. Of course additional to this list were the normal phone calls and complaints that kept coming not to mention at least a dozen E911 calls on this incident which all had to be answered and sorted out. Thank you for being the professionals that you are!

1/23/2015 11:27:00 PM

Multi Vehicle Crash Claims Two Lives on I-91

TODD WELLINGTON
Staff Writer

[<image004.jpg>](#)

[+ click to enlarge](#)

UPDATED 12:13 AM

One of four vi

<https://webmail.state.vt.us/owa/?ae=Item&t=IPM.Note&id=RgAAAACIBQTNqRgO66r9bMUou6qBwBwJzha1b8FTaEgY%2bImSpRP%4VjgAhAABR2W%aAnM...> 1/2

2/10/2015

Re: [b2NEWS] Friday Night Double Fatal

Vermont State police confirmed early Saturday morning that a 2009 Toyota Corolla, driven by Neal Robinson, of Stoddard, N.H., lost control and came to rest sideways in the passing lane of I-91. A Peterbilt tractor trailer, driven by Denis Belanger, Saint-Pie Quebec, collided with Robison's car and also came to rest in the passing lane.

**a crash Friday
North, between
and Lyndon
died. Their identities
withheld pending
notification**

A third vehicle - a Ford Taurus - crashed into the tractor trailer, killing both the driver and passenger. The names of the deceased are being withheld pending notification of next of kin.

Both will be brought to the Chief Medical Examiner for autopsy.

ORIGINAL STORY BELOW

Two people were killed in a multi-vehicle crash involving three cars and a tractor trailer in St. Johnsbury Friday.

Emergency crews were dispatched at 8:58 p.m. to an area near mile-marker 134 in the northbound lanes of Interstate 91. Authorities reported two people dead at the scene. At press-time, the deceased had not been identified. Next of kin notification is pending.

State Police said the initial investigation suggests that a tractor trailer unit stopped after that a second car, traveling at what is believed to be a high rate of speed, came up from behind and struck the truck.

The northbound section of interstate, between Exit 22 in St. Johnsbury Center and Exit 23 in St. Johnsbury, was completely shut-down at 9 p.m. while rescue crews tended to crash victims and police conducted an investigation.

The Jaws-of-Life were summoned to extricate an unknown number of victims. State Police measured multiple skid-marks which began far away from the scene.

Sections of the left lane prior to the crash scene were covered in a thick sheet of ice. There were also several hundred feet long with a broken guardrail on the right side of the highway and a large amount of and rear damage in the median strip off the left side of the northbound lane.

The rest of the vehicles were further down the highway beyond police lines. The highway remained closed well into the evening and backed-up traffic was turned around by troopers so they could travel south in the northbound lane and exit via the northbound on-ramp. *Caledonia Record*

<image003.jpg>Scott Bryant

Emergency Communications Supervisor
Vermont State Police-Derby PSA/P

2010	Williston	Derby	Rutland	Rockingham
VSP	16668	11085	13399	12036
Municipal Full Time	6615	3167	10785	5952
Municipal Part Time	7611	0	599	474
Sheriffs Department	1843	0	0	0
Fire	214	671	1333	214
EMS	0	2550	2754	904
Total	32951	17473	28870	19580

2011	Williston	Derby	Rutland	Rockingham
VSP	16916	10711	13195	13195
Municipal Full Time	6797	3546	10714	6296
Municipal Part Time	7853	0	591	452
Sheriffs Department	1687	0	0	0
Fire	208	873	1422	245
EMS	0	3042	3424	1026
Total	33461	18172	29346	21214

2012	Williston	Derby	Rutland	Rockingham
VSP	17033	11545	15174	13617
Municipal Full Time	5601	3294	11539	7614
Municipal Part Time	8550	0	948	521
Sheriffs Department	1978	0	0	0
Fire	238	829	1494	250
EMS	0	3038	2843	998
Total	33400	18706	31998	23000

2013	Williston	Derby	Rutland	Rockingham
VSP	16818	11633	15724	13520
Municipal Full Time	5524	4334	9505	5923
Municipal Part Time	8987	0	456	1490
Sheriffs Department	2198	0	0	0
Fire	256	712	1371	309
EMS	0	3049	2659	1113
Total	33783	19728	29715	22355

2014	Williston	Derby	Rutland	Rockingham
VSP	17702	11209	15995	12996
Municipal Full Time	5648	4365	8875	5757
Municipal Part Time	9197	0	1335	1775
Sheriffs Department	2534	0	0	0
Fire	238	670	1449	266
EMS	0	3001	2657	1167
Total	35319	19245	30311	21961

2014	Williston	Derby	Rutland	Rockingham
VSP	16818	11633	15724	13520
Municipal Full Time	5524	4334	9505	5923
Municipal Part Time	8987	0	456	1490
Sheriffs Department	2198	0	0	0
Fire	256	712	1371	309
EMS	0	3049	2659	1113
Total	33783	19728	29715	22355

	Williston VSP	Richmond Police Department	Williston Town Police Department*	Underhill Jericho Fire Department
2010	5507	1054	3994	155
2011	5327	1194	4415	138
2012	5189	1206	4680	172
2013	5423	1248	4892	169
2014	6013	1376	5122	146
	27459	6078	23103	780

	St Albans VSP	Grand Isle Sheriff's Department	Swanton Police Department
2010	5858	1843	1439
2011	6126	1687	1373
2012	6199	1978	1671
2013	5837	2198	1907
2014	5856	2534	1803
	29876	10240	8193

	Middlesex VSP	Berlin Police Department	Waterbury Police Department	Northfield Police Department*	Warren Fire Department
2010	5303	3445	2116	2178	59
2011	5463	3881	1772	2065	70
2012	5645	3250	1145	2199	66
2013	5554	3278	998	2188	87
2014	5833	3264	1008	2183	92
	27798	17118	7039	10813	374

	Rutland VSP	Brandon Police Department	Castleton Police Department	Fair Haven Police Department	Rutland Town Police Department	Pittsford Police Department	Killington Police Department	Benson Fire Department	Brandon Fire Department	Castleton Fire Department	Chittenden Fire Department	Danby-Mnt Tabor Fire Department
2010	6446	2657	1371	1786	0	0	0	42	126	162	34	43
2011	6422	2860	1446	1532	0	0	0	24	135	139	29	42
2012	7202	3250	1566	1761	395	0	0	45	148	157	25	40
2013	7337	1862	1517	1548	456		0	43	121	138	37	41
2014	7454	1130	1463	1817	866	262	207	26	140	139	35	54
	34861	11759	7363	8444	1717	262	207	180	670	735	160	220

	East Wallingford Fire Department	Hubbardton Fire Department	Ira Fire Department	Killington Fire Department	Mt Holly Fire Department	Pittsfield Fire Department	Pittsford Fire Department	Proctor Fire Department	Rutland Town Fire Department	Shrewsbury Fire Department	Tinmouth Fire Department	Wallingford Fire Department
2010	12	30	19	148	46	23	76	35	160	26	1	45
2011	14	23	13	196	46	25	73	37	174	26	10	50
2012	9	43	15	149	46	25	75	35	204	31	17	44
2013	14	34	16	144	51	26	94	48	175	22	10	48
2014	16	29	15	209	44	15	80	37	203	22	11	55
	65	159	78	846	233	114	398	192	916	127	49	242

	West Haven Fire Department	West Rutland Fire Department	Brandon Rescue	Mt Holly Rescue	Wallingford Rescue	Fair Haven Rescue	Pittsford First Response	Benson First Response	Chittenden First Response	Pittsfield First Response	<u>Regional Ambulance</u>	<u>Castleton First Response</u>
2010	5	63	721	95	212	579	241	56	46	25	178	17
2011	15	76	677	109	210	566	293	52	52	28	208	32
2012	11	88	686	94	188	658	314	77	64	15	171	25
2013	7	70	681	77	207	533	259	71	40	28	183	28
2014	13	66	660	103	191	508	234	82	74	16	186	22
	51	363	3425	478	1008	2844	1341	338	276	112	926	124

	New Haven VSP	Bristol Police Department	<u>Middlebury Police Department</u>	Vergennes Police Department	<u>Middlebury Fire Department</u>
2010	3747	1516	599	1884	51
2011	3627	1150	591	2080	43
2012	4022	1228	553	1962	68
2013	4450	1121		1858	44
2014	4261	1237		1949	53
	20107	6252	1743	9733	259

	Shaftsbury VSP	Winhall Police Department	Arlington Fire Department	Shaftsbury Fire Department	Arlington Rescue
2010	3206	1571	108	78	461
2011	3146	1646	129	103	447
2012	3950	1772	123	96	394
2013	3937	1599	112	76	413
2014	4280	1279	118	69	438
	18519	7867	590	422	2153

	Rockingham VSP	Chester Police Department	<u>Weathersfield Police Department</u>
2010	3639	1367	474
2011	4011	1455	452
2012	4249	1279	521
2013	4164	1232	722
2014	4073	1402	1129
	20136	6735	3298

	Brattleboro VSP	Dover Police Department	Vernon Police Department	Wilmington Police Department
2010	3427	1080	705	1630
2011	3586	1110	952	1615
2012	3662	1062	1150	1593
2013	3720	1037	952	1430
2014	3745	1172	398	1677
	18140	5461	4157	7945

	Royalton VSP	Randolph Police Department	<u>Royalton Police Department</u>	Barnard Fire Department	Bethel Fire Department	Broadbrook Fire Department	Chelsea Fire Department
2010	4970	1170		22	56		38
2011	5598	1164		45	55		35
2012	5706	1264		32	56		55
2013	5636	1272	768	26	71		48
2014	5178	1108	646	44	41		48
	27088	5978	1414	169	279		224

	Granville Fire Department	Hancock Fire Department	Rochester Fire Department	Stockbridge Fire Department	Tunbridge Fire Department	First Branch Ambulance	White River Valley Ambulance
2010	17	9	29	20	23	195	709
2011	14	11	26	33	26	196	830
2012	10	15	27	24	31	189	809
2013	26	19	42	37	40	199	914
2014	18	12	39	29	35	199	968
	85	66	163	143	155	978	4230

PUBLIC SAFETY ANSWERING POINT CONSOLIDATION PROJECT

2015

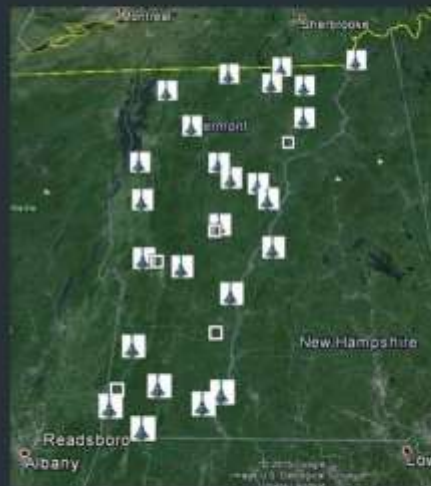
PUBLIC SAFETY
ANSWERING POINT
CONSOLIDATION PROJECT 2015



PREPARED BY:
COMMISSIONER KURT W. PELTON
VERMONT DEPARTMENT OF PUBLIC SAFETY

Two-Way Radio System

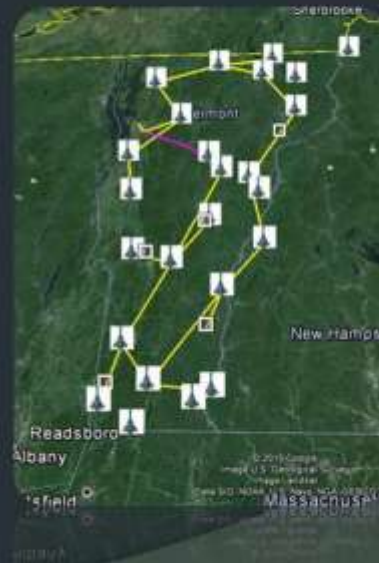
- ⓐ The Vermont Department of Public Safety has developed several two-way radio systems within Vermont for wireless voice communications.
- ⓑ Individual systems have been established for each of the 12 VSP offices
- ⓒ All radio calls processed by these systems are answered by one of four State dispatch facilities.
- ⓓ The radio sites are used by other **State Agencies and Departments** and numerous **municipal POLICE, FIRE and EMS organizations** throughout Vermont.



State Radio Sites

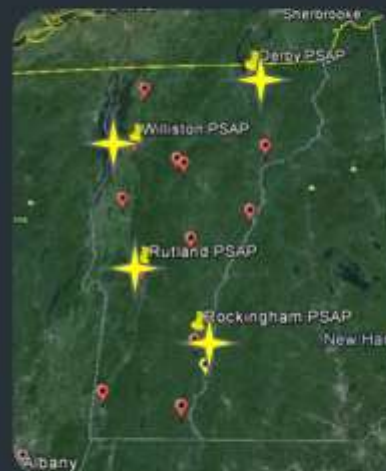
Connectivity

- The radio sites and dispatch centers are inter-connected through digital microwave and fiber optic links.
- The yellow and pink lines in the image below show the connections to/from the radio sites and state dispatch facilities.



PSAP Locations

- **Currently** there are 4 State Police dispatch centers designated for State Police **dispatch operations**: Derby, Williston, Rutland and Rockingham
- These four centers also provide dispatching services to many **municipal Police, Fire and EMS** organizations as part of the dispatch program.
- State dispatchers use municipal radio systems to communicate with the municipal practitioners.
- The interface to these systems is through the state network and Harris radio consoles
- 911 calls received at the centers are typically **transferred** to a dispatch center (dispatcher) where the dispatcher notifies the first responder that they are needed.
- The dispatcher contacts the first responder typically through the two-way radio system.



Current State PSAP locations indicated by yellow pins

PSAP Consolidation - Locations

- ◉ The Department of Public Safety is currently working on a proposal to eliminate dispatching services from the Derby and Rutland PSAPs and consolidate these services into the Williston and Rockingham PSAP locations.



Consolidation points – yellow pins

Enabling Technology

- ◉ **Historically**, consolidation of the dispatch operations would have been problematic due to limitations in our technology.
- ◉ Over the past several years the department has been refreshing their legacy technology and systems. The technological advances made in their ***radio console technology and microwave networks*** collectively allow our engineers to reconfigure our dispatch operations to meet the business needs of the department.
- ◉ Through the use of our technology, first responders--state or municipal--operating in the field will see no difference in their two-way radio coverage. Radio channels in use today at any of the four DPS dispatch centers can be merged into two centers at any node within our network.
- ◉ All of our dispatch centers are dependent on commercial telephone service providers such as FairPoint and VTel. Redirecting "business" calls can be complex and care must be taken in these areas to ensure call management is accurate.

PSAP Organization

- ◉ The Vermont State Police currently operate 4 Public Safety Answering Points (PSAPs) located in Derby, Williston, Rutland and Rockingham.
- ◉ The PSAPs are staffed with 105 employees, 72 of them are full time employees (33 temporary). The full time positions are distributed with 14 in Derby, 16 in Rutland, 14 in Rockingham and 24 in Williston.
 - These positions include dispatchers, working shift supervisors and 4 administrators. The PSAP Administrator reports directly to the area Troop Commander (Captain). Staffing levels vary between PSAPs and between shifts at each PSAP based on total call volume.

E-911 Call Taking

- ◉ The current 911 system in Vermont relies on call taking services to be provided by 8 PSAPs located around the State. In addition to the 4 State PSAPs there are 4 PSAPs operated by local police departments and a sheriff's department. They are located in Lamoille, St. Albans, Hartford and Shelburne. Each PSAP is compensated \$45,000 annually for a specified number of call takers. The 4 local PSAPs receive funding for 8 call takers (2 each). The 4 State PSAPs receive funding for 18 call takers, 4 each at Rockingham, Rutland and Derby and 6 at Williston.
- ◉ The State PSAPs currently answer approximately 75% of the total 911 calls received annually with the local PSAPs answering the remaining 25%.

E-911 Call Taking Function

- ④ The call taking function involves taking the initial 911 call, obtaining the needed information to transfer the call to the appropriate dispatching center and providing the necessary medical and safety information needed while waiting for the responding emergency services to arrive. All 8 PSAPs work together to ensure all 911 calls are answered in a timely manner. If a call cannot be answered by a call taker in the primary area of the call origination it is automatically routed to one of the other call takers in the State. The 911 system provides address information with map location and a listing of the appropriate law, fire and EMS for the call location.

Dispatching Function

- ④ The dispatching function is much more complex. The dispatchers collect the necessary information to activate the appropriate response agencies. The responders are from many disciplines to include law enforcement agencies, fire departments, rescue squads, highway departments, power companies, wrecker services and emergency management organizations just to name a few. The communications take place in a variety of methods including by telephone, two way radio, email and instant messaging. Calls for service are received from 911 call takers, direct telephone calls to the PSAP and from first responders requesting information and services.

State PSAPs

- ◉ The State PSAPs are staffed 24/7, 365 days a year providing emergency and nonemergency support to Vermont's citizens, visitors and first responders. They provide dispatching services for a number of State Agencies and in excess of 100 local law enforcement, fire departments and rescue services. As currently organized, all the employees are trained as both dispatchers and 911 call takers. Some work performing only one of the two tasks (dual phase) and others are combined (single phase). This means that some simply take the 911 call and transfer it to a dispatcher and others take the 911 call and also perform dispatch duties.

Dispatch Computer System

- ◉ The State PSAPs use a computer aided dispatch system (CAD) that is part of a Records Management System (RMS) to record and manage information and data. Dispatchers actively input and retrieve information from these systems. Advancements in technology allow Troopers to perform many of the same actions using a mobile data computer (MDC). This allows some of the duties to be removed from the PSAP and be performed by the Trooper. The Troopers use of the MDC to perform these duties only occurs when safe to do so.

Vermont Department of Public Safety
PSAP Consolidation Savings Calculation

Savings Projection

Salaries & Wages

	SFY 2016
14 Position Reduction (Salaries & Benefits only)	1,048,986.29
14 Position Overtime Savings	114,701.05
Savings Due to increased Scheduling efficiency	256,394.23
Other Operating	281,748.43
Total Estimate	1,701,830.00

Technology Costs

	SFY 2015	SFY 2016
Fairpoint line change (T1 ability in Williston) - annual increa	7,378.08	7,378.08
Carousel Contract (February 1, 2015 - January 31, 2016) - Wil	73,821.33	
CDW-G phone order 1/27/15	1,177.56	
other tech supplies (estimate)	5,000.00	5,000.00
	87,376.97	12,378.08

Vermont Department of Public Safety
PSAP Consolidation Savings Calculation

Current Schedule Deficiency

	Period	Hours	
Williston	week	64	3,328
Rockingham	Month	232	2,784
Derby	week	56	2,912
Rutland	week	52	2,704
			11,728

New Schedule Deficiency

Williston	week	16	832
Rockingham	week	16	832
			1,664

Hours Saved with New Schedule

Current Deficiency	11,728
New Deficiency	1,664
Total Hours Saved	10,064

	Hours	Rate	Cost
Cost savings if overtime hours are reduced	3,421.76	41.24	141,130.24
Cost savings if Temp hours are reduced	6,642.24	17.35	115,263.99
			256,394.23