

A DISPATCHER

Answers transferred 911 calls
Tones and Dispatches out for Ambulances, Firefighters, Police
Talks to Border Patrol
Answers questions for the public
Updates Troopers
Enters cases and updates them
Checks NCIC (National Crime Information Center)
Dispatches for Fish and Wildlife
Checks, Manages and audits Warrants
Checks, Modify, Updates Relief from Abuse Orders
Talks to Agency of Transportation
Coordinates resources from towns/utilities/ when incidents occur
Does 11/20's on responders to make sure they are okay
Adds/Monitors Traffic Stops
Calls Wrecker services
Does pager testing
Glorified Phone Book
Talks to Sheriffs

Answers 7 digit line which can be an emergency
Problem solves
Is Counselor to people
Is a Mediator
Amber Alert
Deals with the courts
Deals w/ Vermont Yankee drills
Calls out special teams and help coordinate
Deals with multiple issues at the same time
24/7 365

911 CALL TAKER

- * Answers Calls from around the entire State of Vermont
- * Verifies information on the screen (if there is information)
 - * “Vermont 911 where is your emergency”
 - * Name, Address, Number, What is going on? Weapons/Alcohol
 - * Medical, Fire, Police
- * Transfers calls to the appropriate EMS/FIRE/LEO and condense what we were told in to a 30 second briefing to get responders rolling
 - * Give Pre Arrival what to do until services arrive

911 Operators stay on the phone as long as the caller needs them to. Sometimes that can be 10 minutes or it can be up to 2 hours. It all depends on what the situation is and how long it takes for responders to get there. The 911 Call Taker deals with 1 emergency at a time.

DUAL DISPATCHER/CALL TAKER

- * Take Everything on the last two slides and combine them together! Biggest thing to remember is we are dispatching out services to the person who is on 911 and still trying to keep them under control and update the responders at the same time. Multi tasking.

PSAP

- * Public Safety Answering Point.
- * A PSAP deals with EMS, FIRE, encompasses all Law Enforcement and answers 911 calls as well.
- * It is a multi-tasking center.
- * It answers direct calls from the public.
- * It handles 911 calls given to them and taken by them.
- * It is a point of contact for the public when ever they need assistance.
- * Open 24/7, 365 days a year.
- * There are non-emergency lines and the 911 lines that are being answered simultaneously. The PSAP does it all.

CALL CENTER

- * A call center answers 911 calls only.
- * That is their only duty.
- * They do not answer regular calls from the public at all regarding anything other than dialing 911.
- * They do not dispatch out the calls, they do not follow up on the calls, they are not a resource.
- * They take one call at a time, one issue at a time.
- * Only the 911 call is their priority.
- * They send the call to the appropriate service and then are done. On to the next 911 call.