

Public Safety Answering Point Discussion

Barbara Neal, Executive Director

Gary Taylor, Chairman

Roger Marcoux, Vice-Chairman

4/7/2016

● 9-1-1 Board Operations Overview

- The Enhanced 9-1-1 Board is responsible for the design, implementation and oversight of the statewide 9-1-1 system.
 - A state-of-the-art Next Generation (NG) 9-1-1 network facilitates the delivery of 9-1-1 calls, and associated location data, to certified call-takers at the six Public Safety Answering Points.
 - 9-1-1 calls are answered on specialized call handling equipment. The call-taker connects the caller to the appropriate response agency.
 - The 9-1-1 system does not include radio equipment
 - The 9-1-1 Board does not have purview over any dispatch or responder operations.
- The Board partners with existing law enforcement agencies for call handling services and currently reimburses those agencies at a set fee of 45K per 9-1-1 workstation per year.
 - 45K per year per workstation covers only a small percentage of the actual cost of “manning” the workstation.
 - This approach works because the partner agencies must fill the dispatch seats in their facility on a 24/7/365 basis regardless of whether they are equipped to answering 9-1-1 calls.

● Current PSAP Configuration Overview

- Six Public Safety Answering Points (PSAPs)
 - Two PSAPs operated by the Department of Public Safety – currently located in Williston and Rockingham answer approximately 72% of the total 9-1-1 call volume (16 workstations)
 - Four regional PSAPs operated by Hartford, Shelburne, St Albans Police Departments and the Lamoille County Sheriff’s Department. Answer 28% of total 9-1-1 call volume

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● **Re-configuration Possibilities and Considerations**

- Consider reorganization of call distribution so no one agency has a disproportionate amount of call volume
- Expand the role of the existing Regional PSAPs by increasing the number of workstations in each facility and increasing the catchment area for each regional
 - Costs include approximately 5K per workstation if moved from one facility to another
- Develop new partnerships with communications centers that do not currently answer 9-1-1 calls (i.e., other local or county dispatch agencies)
 - Costs include infrastructure preparations for connection the 9-1-1 network. These costs may vary widely depending on location and existing infrastructure, etc.

VERMONT ENHANCED 9-1-1 BOARD

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