

Technical Group 2/2/17, 9:00 A.M.

Steve Locke, Doug Brent, Jan Wright, Brad LaRose, Jeffrey Barton, Steve Bourgeois, Tricia Vincent, Al Barber, Trevor Whipple, Lee Krohn.

Brainstorm issues/questions. Be open. Nothing is off the table. Need to review the "47 items" from the final consultant report.

It would be instructive to visit other regional centers handling the full array of services we may seek.

Questions/concerns about # of dispatchers to handle volume. Concern about level of service for PD dropping, even if fire service improves.

What would be PD have to give up...or pay to keep? Currently, dispatchers do much data query during traffic stops, etc; could that continue? Now, when a call is completed, the report is already done.

SB 43 FTE PD, Colchester 28, but similar pop/size/call volume. Very high expectations for service in SB.

PD concern that this model takes away from 21st century policing. APCO models older, looking back; we need to look forward.

Are cost figures realistic?

Internal concerns...dispatchers... may need to help address concerns sooner than later. Many questions can't be answered yet... will they have jobs? Will they want jobs? Retirement/pay? What if don't pass 911 training? Lots of fear. Need to at least have conversations sooner than later, listen, understand.

Strategies may need to be different in each community. Five different bargaining units to blend.

Need analyze current operations to inform possible new model. State example: two positions answer 69% of all 911 calls – only call taking and transfer.

Brainstorm:

Alarm monitoring and follow up with all parties

Fire station alerting

Radio frequencies, incl VHF, UHF, digital encryption...

Telephones

CAD

FD paging

RMS – PD and FD

NLETS/DMV queries

RFA/Warrant holding station – who does? Local staff add on, is this record person a regional duty? Takes away from 911/dispatch, but info still needed by those on the street. Hot Files – need 24/7 access.

Space/location/size

Security, including NCIC/CJIS requirements

Need determine all tasks/duties that are now done by dispatchers... what are the real staffing needs in a new model?

Very different FD and PD – FD generally only stands to gain, but great concerns about all the essential or ancillary PD functions – data, parking and code enforcement, animal control, CSA...

Video monitoring for PD

Internet

Redundancy

Staffing requirements

Emergency subpoena

PSAP requirements – significant additional training required.

Since Dec 8 sorted by PSAP, state now has transfer delay data... 1:40 @ 90th percentile. Might be longer if include time to pickup. 16,000 calls in 45 days. May involve multiple call transfers – PD/Fire/EMS

Standardize/common operation protocols

#1: appropriate/necessary roles of dispatchers...leads to staffing needs. Ask dispatchers for complete task list. Chiefs to follow up.

Mission of new dispatch center/dispatcher tasks... all these other tasks either still need to be filled, or dropped. Cover all dispatchers all shifts. Need sooner than later.

Current: after 4:00, also involve public works calls... if sewer after hours, doing confined entry checks. Who does these in the new model?

Implementation timeline unrealistic?

Inventory existing equipment – what's there, how old, capabilities. Can existing equipment actually be redeployed? Can't have different consoles, all need to be the same.

Next meeting: Monday, Feb. 13th, 1400 hours.

Think about possible locations: space, location, backup power, fiber, etc... dispatchers will not want to be in downtown BTV.

Already contracted agencies out of the county.