

Regional Dispatch Technical Advisory Group

05/03/2017 -- Draft meeting notes

Present: Steve Locke, Chair, Burlington; Doug Brent, South Burlington; Trevor Whipple, South Burlington; Al Barber, Hinesburg; Justin Huizenga, Williston; Ken Morton, Williston; Todd Shepard, Williston; Jeffrey Barton, Colchester; also Lee Krohn, CCPRC.

The meeting began at 1300 hours at the South Burlington Police Station.

Space needs were considered and reviewed. Warren County dispatch room was 720 sq ft; they would prefer a larger space, and it was agreed that we would need more space than that.

Warren County dispatch recap: smaller population generally, call volume lower, fewer officers on the street, all in comparison with needs here.

Admin tasks: some handled there, but at Glens Falls PD, admin needs are handled via video feed to a regional dispatcher. An Officer can be dispatched to assist if needed. 4 Dispatchers on duty on a typical day; there are more consoles present, so they can staff up for peak needs (Americade event, storms...).

Locke visited Naperville, IL. 100K calls for service PD, 15K Fire 911/PSAP. Regular staffing is 6 Dispatchers on duty. Call transfer time @90% = 34 seconds.

Beverly MA regional dispatch may offer lessons to learn, but Fire and EMS only, not Police.

Laconia NH going well, but only handles Fire.

Essex County MA: open invitation to visit from Bill Gerke.

Open invitation to visit from Washington County NY (Albany), as well.

Locke summarized discussion from the E-911 Board yesterday... re: potential call volume redistribution... we're at about 54000 911 calls now. Given our current progress, the matter was tabled until we decide a course of action and timeframe.

Burlington Dispatch CAD bids are due in soon. Must feed into Valcour RMS. Any eventual contract will allow for transfer of ownership from the City to a regional dispatch center.

Technical issues remain, but all are believed resolvable. Radio frequency analysis will be underway.

Joint Survey Committee continues to work on key issues of a charter/agreement, current costs, and a cost assessment/allocation model. As always, cost will be a major concern, even as we try to remain focused on improved service delivery. A key question is how to engage with Dispatchers while respecting collective bargaining agreements.

As has occurred elsewhere, a gradual, phased approach to regional dispatch may be a route to success.

Follow up tasks: Barber will check in with Washington County dispatch, Morton will check in with Essex County, MA. The PD/admin task list matter will be revisited, as well. Once updated details are received, then prospective dates for one or more additional site visits will be circulated. Until then, a next meeting date was not set.

The meeting was adjourned at 1440 hours.

Respectfully submitted,

Lee Krohn