STATE OF VERMONT
ENHANCED 9-1-1 BOARD
Special Meeting #3
17 June 2015
Capitol Plaza Hotel
(Rm #338 – Montpelier, VT)

FINAL – approved (as written) at 7/15/15 meeting

1:02 PM – Call to Order
Chair Roger Marcoux brought the meeting to order. The following were in attendance:

Board Members Present
Roger Marcoux, Chair
Jerome Pettinga, Vice-Chair (via conf. bridge)
Heather Dale Porter
Chief Gary Taylor (via conf. bridge)
Captain Don Patch (via conf. bridge)
Kate O'Conner (via conf. bridge)
Chief Bob Schlachter (via conf. bridge)

Public Members Present
Mike Smith
Scott Smith, Hartford PSAP Administrator
James Mack, Shelburne PSAP Administrator (via conf. bridge)
Tricia Vincent (via conf. bridge)
Keith Flynn, Commissioner, Dept. of Public Safety
Paco Aumand, Dep. Comm., Dept. of Public Safety

Staff Members Present
Barbara Neal, Interim Executive Director
Soni Johnson, Board Clerk

New Business
Dispatch Consolidation/E9-1-1 Call-taking Staffing Issues
Chair Marcoux asked Captain Patch to give an overview on how things stand. Captain Patch detailed some of the decisions/issues concerning the upcoming dispatch consolidation/PSAP closure.

- Derby & Rutland must stay open until September 15th as dispatch centers; as of July 29th they will no longer take 9-1-1 calls.
- Positions must continue to be staffed for dispatching at Derby & Rutland, plus extra staffing at Williston & Rockingham as they absorb 9-1-1 call-taking from Derby & Rutland.
- Staffing is expected to be tight; though new staff have been hired and are being trained as 9-1-1 call-takers first (usually dispatch training is first & call-taking second).
- All current staff (not new hires) are dual-trained as 9-1-1 call-takers & dispatchers.

Discussion ensued:

- At cutover, how many positions will be available and how many can be filled?
- How many 9-1-1 positions can DPS fill at their PSAPs, what extra will need to be covered in the locals?
- How many positions are available at the locals that can be filled (some of the locals have "testing" positions available that could be turned on and staffed).
- Possibility that municipalities in the Derby/Rutland area may choose to switch to local dispatch agencies (changing the number of dispatch positions needed at DPS).
- What will staffing needs be during the transition vs. when the dispatch consolidation is completed.
- What are staffing requirements (how many seats per PSAP must be filled)?
- How will costs be covered at locals for staffing extra positions/shifts?
- Can we use historical call volume data (by PSAP & system-wide) to determine staffing level requirements per shift?
- Local PSAPs also dispatch for other emergency service providers. Can their staff handle current dispatch call volume and potential extra 9-1-1 call volume?
- Could extra positions be used for dedicated call-taking only, with others focusing on dispatch and taking 9-1-1 calls as necessary?
- How long does it take to train a call-taker (both classroom & on-the-job)? Can the process be streamlined/intensified/modified?
- Will it be possible to fill some positions w/temps? Is there a temp "pool" available to draw from?
- We need to build in some staffing flexibility to cover any potential incidents (PSAP outage, weather event, etc.).

- Local PSAPs – seats will be filled, but staffing is tight in some areas. Some additional staff have been hired and are currently receiving training.
- Could Derby/Rutland staff travel to other PSAPs to work? How would we handle their training on the new 9-1-1 system equipment?
- Could positions at Board office be used in case of an emergency? Current equipment at the Board office is for the new FairPoint system and it won't be online until cutover on July 29th.
- Board is supposed to cut its budget (possibly reducing the number of call-taking positions) and reduce staff this fiscal year.

Next Meeting & Adjournment

The next meeting is scheduled for July 15, 2015 in Montpelier.

Motion: There being no further business, Dale Porter made a motion to adjourn; 2nd by Chief Schlachter. There was no discussion and no vote. The meeting adjourned at 1:55 PM.

Respectfully submitted:

Soni Johnson, Clerk

6/23/15
Date