

**9-1-1 CALL-TAKING/DISPATCH
SERVICES WORKING GROUP
General Meeting #1**

28 June 2016

Cap. Plaza Hotel, 100 State St., Montpelier, VT – Room #338

10:02 AM – Call to Order

Acting Chair Gary Taylor brought the meeting to order. The following were in attendance:

Working Group Members Present

VT Enhanced 9-1-1 Board Representative: Chief Gary Taylor, Acting Chair
VT State Employees Assoc. (VSEA) Representative: Tom Abdelnour (appearing on behalf of Sarah Copen)
VT Ambulance Assoc. Representative: Jim Finger, President
VT League of Cities & Towns (VLCT) Representative: Gwynn Zakov
VT Firefighters Assoc. Representative: Kevin Goodhue
VT Police Assoc. Representative: Chief George Merkel (arrived after roll call)
VT Assoc. of Chiefs of Police Representative: Chief Leonard Stell
VT Sheriff's Assoc. Representative: Sheriff Roger Marcoux
Office of EMS/Injury Prevention Representative: Chris Bell, Director
Dept. of Public Safety Representative: Captain Tom Hango

Enhanced 9-1-1 Staff Members Present

Barbara Neal, Executive Director
Soni Johnson, E9-1-1 Board Clerk

Others Present

Major William Sheets, VT State Police
Chief Seth DiSanto, Newport Police Department
Kyle Midora, WCAX (arrived after roll call)
Robynn Beams, WCAX (arrived after roll call)
Stephen Whitaker, Member of the Public
Hailey Gilmore, VLCT intern

New Business

1. Election of Working Group Chair & Vice-Chair
 - a. *Sheriff Marcoux moved to nominate Chief Gary Taylor as Working Group Chair; 2nd by Gwynn Zakov. There was no discussion and the motion passed unanimously by voice vote.*
 - b. *Chief Merkel moved to nominate Sheriff Marcoux as Vice-Chair; 2nd by Chris Bell. Sheriff Marcoux declined the nomination.*
 - c. *Sheriff Marcoux moved to nominate Chris Bell as Vice-Chair; 2nd by Chief Taylor. There was no discussion and the motion passed unanimously by voice vote.*
2. Operational Overview of Vermont's 9-1-1 System: Chair Taylor asked Barb Neal to provide an overview of VT's 9-1-1 system. A pdf of the presentation is available from the Enhanced 9-1-1 Board on request.
3. Discussion of Current State of Dispatch Services Throughout Vermont:
 - a. This working group is not just about 9-1-1 funding, but also dispatch services funding/fees (or the lack thereof) throughout the state.
 - b. 9-1-1 call-taking and dispatching are two different things. They require different training, different equipment, etc.
 - c. PSAP funding (from the beginning of the E9-1-1 system to present day)
 - d. Dispatching services fees/funding
 - Some providers/towns pay for the dispatching services they receive and some don't;

- is it possible to come up with a fair & equitable set of guidelines to base future fees on?
- e. 9-1-1 PSAP/Call-taking Issues
- Minimum staffing levels
 - Difference in cost between only doing dispatch or also answering 9-1-1 calls for the dispatch coverage area
 - Ongoing investigation into changing the current reimbursement model for all E9-1-1 PSAPs
 - Number of PSAPs (currently have six, should there be more or less)
 - Cost of setting up and/or relocating PSAPs/call-taking positions (one-time fees & recurring costs)
 - Volume of 9-1-1 calls answered at each PSAP (Dept. of Public Safety PSAPs answer the majority of incoming calls)
- f. Dispatch Agency Issues
- Local area coverage means dispatchers know the locations, can get help there more quickly
 - Staffing levels
 - Cost to taxpayers
 - Difference in cost between only doing dispatch or also answering 9-1-1 calls for the dispatch coverage area
4. Going Forward...
- a. Working group members will read two studies previously commissioned by the Enhanced 9-1-1 Board on 9-1-1 system configuration & funding mechanisms. Both of these reports are available from the Enhanced 9-1-1 Board on request.
- L.R. Kimball – Alternative Structure for Taking Emergency 9-1-1 Calls in VT (November 2013)
 - Mike Smith’s Presentation to the E9-1-1 Board – Findings & Recommendations Regarding Operations and Management (September 2015)
- b. Multiple past studies have been completed on the issue of dispatch services funding/fees. Sheriff Marcoux and Major Sheets will pull the most relevant of the studies from their files and make them available to other group members before the next meeting.

Public Comments/Questions

Stephen Whitaker provided the working group members with a brief overview of his involvement in the research leading up to the design & creation of VT’s Enhanced 9-1-1 system. He also spoke about the current 9-1-1 system provider, the way contracts for the 9-1-1 system have been awarded, the number of PSAPs, ongoing issues with 9-1-1 system funding, recent discussions of a possible merge between E9-1-1 and the Dept. of Public Safety, and the privacy/security of the E9-1-1 database. Mr. Whitaker invited working group members to contact him if they have any questions.

Next Meeting Date & Adjournment

It was determined that the next Working Group meeting would be held on Tuesday, 12 July 2016. The meeting will take place at the Cap. Plaza Hotel, room #338.

Motion: There being no further business, Chair Taylor entertained a motion to adjourn; move by Jim Finger, 2nd by Chief Stell. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:16 AM.

Respectfully submitted:

Soni Johnson
Soni Johnson, Clerk

6/28/16
Date