



Town of Shelburne, Vermont

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House and Senate Committees on Government Operations
Vermont State House
Room 11
Montpelier, VT 05633

March 16, 2015

Re: Town of Shelburne Testimony for the March 17th Public Joint Hearing on the Proposed Consolidation of Public Safety Answering Points (PSAP)

Dear House and Senate Committees on Government Operations:

Thank you for accepting the Town of Shelburne's testimony concerning the State of Vermont's proposed consolidation of its Public Safety Answering Point (PSAP) Centers. Shelburne provides dispatching services to 31 local police, fire, and rescue agencies and we are the primary PSAP center for 19 towns.

The purpose of this testimony is to provide the House and Senate Committees on Government Operations with insight on how the proposed consolidation from four State PSAP centers to two might impact the four local PSAP centers.

We have two main concerns regarding the proposed consolidation.

- 1. Increase in Roll-Over Calls** – When state and local PSAP centers become busy, calls 'roll-over' to other PSAP centers outside of the primary PSAP's geographical region. For example, Shelburne Dispatch will field calls and provide emergency services to Brighton when the State's PSAP center in Derby becomes overburdened with calls. These 'roll-over' calls present a number of challenges. (i) The more 'roll-over' calls we receive from outside our primary PSAP and dispatching area the more strain our local dispatch center is placed under, due to the increased call volume; (ii) 'roll-over' calls are often more complex and time consuming because they require additional transfers and coordination; (iii) since Shelburne dispatchers are less familiar with locations outside of our primary dispatch area, they must rely on the knowledge of local dispatchers in order to dispatch local emergency service departments to the proper location; (iv) while Shelburne dispatchers are taking calls from outside our primary area, calls that would normally come into Shelburne go to another PSAP center, adding the same issues and complications to that location.
- 2. State Payments to Local PSAP Centers** – Shelburne Dispatch receives \$90,000 annually from the State of Vermont for operating a local PSAP. We have received this same annual

stipend from the State since FY2009 and we have been a local PSAP since the E-911 system became operational in 1998. Due to the anticipated increase in 'roll-over' calls from outside our primary dispatching area, we strongly believe the State has an obligation to increase its compensation to us proportionately, if the consolidation is approved. It would not be sensible if Shelburne Dispatch and the local agencies we dispatch for had to bear any costs associated with the State's consolidation of PSAP centers without receiving just reimbursement.

Thank you again for allowing me to provide the House and Senate Government Operations Committees with this testimony.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joe Colangelo', with a long horizontal flourish extending to the right.

Joe Colangelo,
Town Manager

Cc: Shelburne Selectboard
Shelburne Police and Dispatch
Representative Kate Webb
Representative Joan Lenas
Senator Diane Snelling
Karen Horn, Vermont League of Cities and Towns