

Office of the Director  
802-241-5200

Online  
Vsp.vermont.gov



Support Services Division  
802-241-5350

Criminal Division  
802-241-5360

Field Force Division  
802-241-5350

**DEPARTMENT OF PUBLIC SAFETY  
VERMONT STATE POLICE  
45 State Drive  
Waterbury, VT 05671-1300**

August 18, 2020

Dear Agency Heads:

The purpose of this correspondence is to update all departments and agencies receiving dispatching services through the Vermont State Police Public Safety Answering Points (PSAPs), regarding the fee structure report that all agencies previously received. Earlier this year you received an email inviting interested parties to be part of a small working group to convey concerns and/or ideas about the proposed rollout of the fee structure report. Some expressed concern regarding how the fees were assessed; however, due to many factors outside our control, such as budgetary constraints and staffing levels, the group was unable to meet.

Commissioner Schirling continues his work on the fee structure report to ensure statewide dispatching services are fair and equitable. It is the commissioner's hope that the fee structure report be presented to your local governments so they have time to prepare their fiscal year 2022 budget.

Commissioner Schirling is well aware of the budgetary constraints each municipal government is under during these times and the Vermont State Police has not been immune to these same limitations. In order for municipal budgets to be prepared effectively, it is our goal to provide as much notice to your municipalities as possible. It has been decided, to effectively and fairly roll out the proposed fees, they will be rolled out in a tiered fashion. Each agency will be billed 25% for FY22, 50% FY23, 75% FY24 and 100% in FY25.

We now ask those that have concerns or ideas to look at the attached fee structure report which spells out the call volume for each agency, and report any anomalies that you feel are present for your specific agency. Any ideas on how to better set your agency's fee structure should be forwarded to me at [Lance.Burnham@vermont.gov](mailto:Lance.Burnham@vermont.gov). Your concerns will be reviewed and addressed to the best of our ability. We stand committed to providing a professional working relationship with your agencies, while keeping safety our highest priority.

Sincerely,

Captain Lance Burnham  
Emergency Communications Commander  
Vermont State Police

**"Your Safety Is Our Business"**

**Dispatch Fee Worksheet - Updated 02-20-2020 DRAFT ONLY**

LAW ENFORCEMENT AGENCIES	AGENCY SIZE (VCLTC ESTIMATES)		CALLS -2018	Initial Suggested Charge (2013)
	F/T	P/T		
Wilmington	3	2	1470	15,000
Dover*	7	1	1134	15,000
Chester	6	2	1107	15,000
Weatherfield	5	2	642	15,000
Royalton	2	2	363	15,000
Lyndonville	3	0	765	15,000
Brighton	1	0	107	10,000
Bradford	3	1	639	15,000
Thetford	3	0	709	15,000
Canaan	1	0	70	10,000
Orleans Sheriff *	7	8	1908	7,500
Essex Sheriff	5	8	416	30,000
Brandon	5	1	856	15,000
Fair Haven	7	8	2115	30,000
Castleton	4	5	2950	30,000
Vergennes	6	3	1856	30,000
Bristol	4	1	2874	15,000
Winhall	8	1	1084	15,000
Rutland Town	6	1	1053	15,000
Pitsford	1	6	269	15,000
Middlebury *	16	0	484	20,000
Richmond	4	3	1180	15,000

Ave Cost per Call	Fee based on average cost per call	Year 1	Year 2	Year 3	Year 4
\$ 53.39	\$78,484	0.25	0.5	0.75	1
\$ 53.39	\$60,545	\$19,621	\$39,241.91	\$58,862.86	\$78,483.82
\$ 53.39	\$59,103	\$15,136	\$30,272.33	\$45,408.49	\$60,544.66
\$ 53.39	\$34,277	\$14,776	\$29,551.56	\$44,327.34	\$59,103.12
\$ 53.39	\$19,381	\$8,569	\$17,138.30	\$25,707.45	\$34,276.61
\$ 53.39	\$40,844	\$4,845	\$9,690.35	\$14,535.52	\$19,380.70
\$ 53.39	\$5,713	\$10,211	\$20,421.81	\$30,632.71	\$40,843.62
\$ 53.39	\$34,116	\$1,428	\$2,856.38	\$4,284.58	\$5,712.77
\$ 53.39	\$37,854	\$8,529	\$17,058.22	\$25,587.33	\$34,116.43
\$ 53.39	\$3,737	\$9,463	\$18,926.88	\$28,390.32	\$37,853.76
\$ 53.39	\$101,869	\$934	\$1,868.66	\$2,802.99	\$3,737.32
\$ 53.39	\$22,210	\$25,467	\$50,934.39	\$76,401.59	\$101,868.79
\$ 53.39	\$45,702	\$5,553	\$11,105.19	\$16,657.79	\$22,210.39
\$ 53.39	\$112,921	\$11,426	\$22,851.07	\$34,276.61	\$45,702.14
\$ 53.39	\$157,502	\$28,230	\$56,460.30	\$84,690.44	\$112,920.59
\$ 53.39	\$99,092	\$39,375	\$78,750.77	\$118,126.15	\$157,501.54
\$ 53.39	\$153,444	\$38,361	\$76,721.93	\$115,082.90	\$153,443.87
\$ 53.39	\$57,875	\$14,469	\$28,937.57	\$43,406.36	\$57,875.14
\$ 53.39	\$56,220	\$14,055	\$28,110.02	\$42,165.03	\$56,220.04
\$ 53.39	\$14,362	\$3,591	\$7,181.00	\$10,771.50	\$14,362.00
\$ 53.39	\$25,841	\$6,460	\$12,920.46	\$19,380.70	\$25,840.93
\$ 53.39	\$63,001	\$15,750	\$31,500.31	\$47,250.46	\$63,000.61

Williston*	16	0	4525	20,000	\$ 53.39	\$241,591	\$60,398	\$120,795.67	\$181,193.50	\$241,591.34
Swanton	6	10	2073	30,000	\$ 53.39	\$110,678	\$27,670	\$55,339.10	\$83,008.65	\$110,678.20
Grand Isle Sheriff	3	9	2354	30,000	\$ 53.39	\$125,681	\$31,420	\$62,840.44	\$94,260.66	\$125,680.89
Berlin	8	4	1557	0	\$ 53.39	\$83,129	\$20,782	\$41,564.39	\$62,346.58	\$83,128.78
Northfield*	8	3	2124	30,000	\$ 53.39	\$113,401	\$28,350	\$56,700.55	\$85,050.83	\$113,401.11
Killington	0	3	292	15,000	\$ 53.39	\$15,590	\$3,897	\$7,794.99	\$11,692.49	\$15,589.98
Bennington Sheriff*	16	18	16	40,000	\$ 53.39	\$854	\$214	\$427.12	\$640.68	\$854.25
<b>Total</b>	<b>164</b>	<b>102</b>	<b>36992</b>	<b>542,500</b>		<b>\$1,975,016</b>	<b>\$493,754</b>	<b>\$987,508</b>	<b>\$1,481,262</b>	<b>\$1,975,016</b>

FIRE DEPARTMENTS	CALLS (2018)	Initial Suggested Charge	0.25	0.5	0.75	0.1	
Barnard	73	10,000	\$3,897	\$974.37	\$1,948.75	\$2,923.12	\$3,897
Bethel	87	10,000	\$4,645	\$1,161.24	\$2,322.48	\$3,483.72	\$4,645
Broadbrook	0	0	\$0	\$0.00	\$0.00	\$0.00	\$0
Chelsea	48	10,000	\$2,563	\$640.68	\$1,281.37	\$1,922.05	\$2,563
Hancock	11	5,000	\$587	\$146.82	\$293.65	\$440.47	\$587
Granville	63	10,000	\$3,364	\$840.90	\$1,681.80	\$2,522.69	\$3,364
Rochester	35	10,000	\$1,869	\$467.17	\$934.33	\$1,401.50	\$1,869
Stockbridge	50	10,000	\$2,670	\$667.38	\$1,334.76	\$2,002.14	\$2,670
Tunbridge	34	10,000	\$1,815	\$453.82	\$907.64	\$1,361.45	\$1,815
North Troy	32	10,000	\$1,708	\$427.12	\$854.25	\$1,281.37	\$1,708
Lowell	33	10,000	\$1,762	\$440.47	\$880.94	\$1,321.41	\$1,762
Jay	60	10,000	\$3,203	\$800.86	\$1,601.71	\$2,402.57	\$3,203
Westmore	7	2,500	\$374	\$93.43	\$186.87	\$280.30	\$374
Albany	21	5,000	\$1,121	\$280.30	\$560.60	\$840.90	\$1,121
Derby Line	119	15,000	\$6,353	\$1,588.36	\$3,176.73	\$4,765.09	\$6,353
Newport Center	46	10,000	\$2,456	\$613.99	\$1,227.98	\$1,841.97	\$2,456
Glover	35	10,000	\$1,869	\$467.17	\$934.33	\$1,401.50	\$1,869
Charleston	23	5,000	\$1,228	\$306.99	\$613.99	\$920.98	\$1,228
Craftsbury	67	10,000	\$3,577	\$894.29	\$1,788.58	\$2,682.87	\$3,577
Brighton	40	10,000	\$2,136	\$533.90	\$1,067.81	\$1,601.71	\$2,136
Troy	45	10,000	\$2,403	\$600.64	\$1,201.28	\$1,801.92	\$2,403

Middlebury*	72	5,000	\$ 53.39	\$3,844	\$961.03	\$1,922.05	\$2,883.08	\$3,844
Arlington	146	15,000	\$ 53.39	\$7,795	\$1,948.75	\$3,897.50	\$5,846.24	\$7,795
Shaftsbury	68	10,000	\$ 53.39	\$3,631	\$907.64	\$1,815.27	\$2,722.91	\$3,631
Benson	55	10,000	\$ 53.39	\$2,936	\$734.12	\$1,468.23	\$2,202.35	\$2,936
Brandon	135	15,000	\$ 53.39	\$7,208	\$1,801.92	\$3,603.85	\$5,405.77	\$7,208
Castleton	173	15,000	\$ 53.39	\$9,237	\$2,309.13	\$4,618.27	\$6,927.40	\$9,237
Chittenden	53	10,000	\$ 53.39	\$2,830	\$707.42	\$1,414.84	\$2,122.27	\$2,830
Clarendon	89	10,000	\$ 53.39	\$4,752	\$1,187.94	\$2,375.87	\$3,563.81	\$4,752
Danby / Dorset	61	10,000	\$ 53.39	\$3,257	\$814.20	\$1,628.41	\$2,442.61	\$3,257
Hubbardton	25	5,000	\$ 53.39	\$1,335	\$333.69	\$667.38	\$1,001.07	\$1,335
East Wallingford	5	2,500	\$ 53.39	\$267	\$66.74	\$133.48	\$200.21	\$267
Ira	18	5,000	\$ 53.39	\$961	\$240.26	\$480.51	\$720.77	\$961
Mt. Holly	73	10,000	\$ 53.39	\$3,897	\$974.37	\$1,948.75	\$2,923.12	\$3,897
Pittsford	100	10,000	\$ 53.39	\$5,339	\$1,334.76	\$2,669.52	\$4,004.28	\$5,339
Pittsfield	24	5,000	\$ 53.39	\$1,281	\$320.34	\$640.68	\$961.03	\$1,281
Proctor	47	10,000	\$ 53.39	\$2,509	\$627.34	\$1,254.67	\$1,882.01	\$2,509
Rutland Town	194	15,000	\$ 53.39	\$10,358	\$2,589.43	\$5,178.86	\$7,768.30	\$10,358
Killington	209	15,000	\$ 53.39	\$11,159	\$2,789.65	\$5,579.29	\$8,368.94	\$11,159
Shrewsbury	16	5,000	\$ 53.39	\$854	\$213.56	\$427.12	\$640.68	\$854
Timmouth	17	5,000	\$ 53.39	\$908	\$226.91	\$453.82	\$680.73	\$908
Wallingford	75	10,000	\$ 53.39	\$4,004	\$1,001.07	\$2,002.14	\$3,003.21	\$4,004
West Haven	14	10,000	\$ 53.39	\$747	\$186.87	\$373.73	\$560.60	\$747
West Rutland	95	10,000	\$ 53.39	\$5,072	\$1,268.02	\$2,536.04	\$3,804.06	\$5,072
Warren	92	10,000	\$ 53.39	\$4,912	\$1,227.98	\$2,455.96	\$3,683.93	\$4,912
Underhill /Jericho	136	15,000	\$ 53.39	\$7,261	\$1,815.27	\$3,630.54	\$5,445.82	\$7,261
<b>Total</b>	<b>2904</b>	<b>410,000</b>		<b>\$155,953</b>	<b>\$38,988</b>	<b>\$77,977</b>	<b>\$116,965</b>	<b>\$155,953</b>
<b>RESCUE AGENCIES</b>			<b>CALLS (2018)</b>	<b>Initial Suggested Charge</b>				
Barnard First Response	20	5,000	\$ 53.39	\$1,068	\$266.95	\$533.90	\$800.86	\$1,068
First Branch Ambulance	253	15,000	\$ 53.39	\$13,508	\$3,376.94	\$6,753.88	\$10,130.82	\$13,508
Granville First Response	52	10,000	\$ 53.39	\$2,776	\$694.07	\$1,388.15	\$2,082.22	\$2,776

Stockbridge First Response	17	5,000
White River Valley Ambulance	1071	30,000
Orleans	527	25,000
Glover	73	10,000
Missisquoi	361	20,000
Arlington	604	25,000
Benson	19	5,000
Brandon	728	25,000
Castleton First Response	23	5,000
Chittenden First Response	94	10,000
Mt. Holly Rescue	147	15,000
Pittsfield First Response	10	5,000
Pittsford First Response	252	15,000
Regional Ambulance Service*	248	15,000
Killington First Response	160	15,000
Wallingford Rescue	260	15,000
Fair Haven Rescue	412	20,000
Total	5,331	290,000

\$ 53.39	\$908	\$226.91	\$453.82	\$680.73	\$908
\$ 53.39	\$57,181	\$14,295.27	\$28,590.53	\$42,885.80	\$57,181
\$ 53.39	\$28,137	\$7,034.18	\$14,068.36	\$21,102.54	\$28,137
\$ 53.39	\$3,897	\$974.37	\$1,948.75	\$2,923.12	\$3,897
\$ 53.39	\$19,274	\$4,818.48	\$9,636.96	\$14,455.44	\$19,274
\$ 53.39	\$32,248	\$8,061.94	\$16,123.89	\$24,185.83	\$32,248
\$ 53.39	\$1,014	\$253.60	\$507.21	\$760.81	\$1,014
\$ 53.39	\$38,868	\$9,717.04	\$19,434.09	\$29,151.13	\$38,868
\$ 53.39	\$1,228	\$306.99	\$613.99	\$920.98	\$1,228
\$ 53.39	\$5,019	\$1,254.67	\$2,509.35	\$3,764.02	\$5,019
\$ 53.39	\$7,848	\$1,962.10	\$3,924.19	\$5,886.29	\$7,848
\$ 53.39	\$534	\$133.48	\$266.95	\$400.43	\$534
\$ 53.39	\$13,454	\$3,363.59	\$6,727.18	\$10,090.78	\$13,454
\$ 53.39	\$13,241	\$3,310.20	\$6,620.40	\$9,930.61	\$13,241
\$ 53.39	\$8,542	\$2,135.61	\$4,271.23	\$6,406.84	\$8,542
\$ 53.39	\$13,881	\$3,470.37	\$6,940.75	\$10,411.12	\$13,881
\$ 53.39	\$21,997	\$5,499.21	\$10,998.41	\$16,497.62	\$21,997
\$ 53.39	\$284,624	\$71,156	\$142,312	\$213,468	\$284,624

<u>TOWN CONSTABLES</u>	<u>Access Level</u>	<u>Dispatch Center</u>
Bethel	Full	VSP Westminster
Castleton	Restricted	VSP Westminster
Fair Haven	Restricted	VSP Westminster
Granville	Full	VSP Westminster
Hartland	Restricted	VSP Westminster
Mendon	Restricted	VSP Westminster
Mt Tabor (x2)	Restricted	VSP Westminster
Pawlet (x2)	Restricted	VSP Westminster
Plainfield	Pending	VSP Williston
Poultney	Full	VSP Westminster
Wallingford	Restricted	VSP Westminster

Warren (x2)	Restricted	VSP Williston
Wells	Restricted	VSP Westminster

**2018 ESTIMATED TIME ON CALL - VSP PSAPs**

Municipal Police/Sheriffs	1hr 56mins
Fire	2hr 20mins
EMS	2hr 33mins

Personnel (Supv-Dispatchers)

TOTAL 2018 VSP CALL VOLUME			
WILLISTON		\$30,504.00	\$2,963,246.77
TOTAL 2018 VSP CALL VOLUME			
WESTMINSTER		\$27,893.00	\$3,302,758.97
TOTAL 2018 VSP CALL VOLUME			
ADDTL LE CALL VOLUME		\$58,397.00	\$6,266,005.74
ADDTL FIRE CALL VOLUME		\$36,992.00	
ADDTL EMS CALL VOLUME		\$2,904.00	
TOTAL CALL VOLUME 2018		\$103,624.00	
Average Cost Per call			\$60.47
NON-STATE CALL VOLUME 2018		\$45,227.00	0.43645
Cost of non-state calls		\$2,414,685.41	

**911 CALL DATA**

Westminster (7 stations)	911 Calls	Total Reimbursement
	61435	\$319,383.00
Williston (9 stations)	80303	\$414,101.00
		\$733,484.00

Total Cost of Dispatch-Only Personnel	6,266,005.74
Total 911 Contribution	733,484.00
Adjusted Total Cost	5,532,521.74

Divide by total call volume  
Adjusted cost per call

103,624.00  
53.39

Barre City  
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Central Dispatch (St. Albans City PD)		
Organization/Community	Population	2019
Bakersfield Fire & EMS, 1st Respor	1340	12,868.00
Berkshire Fire & EMS, 1st Respons	1711	16,469
Enosburg Fire & Rescue	2737	27,069
Fairfax Fire & Rescue	4632	41,708
Fairfield Fire & EMS	1917	18,406
Fletcher Fire & EMS	1324	12,430
Franklin Fire/ Rescue	1417	13,676
Georgia Fire & EMS, 1st Response	3635	43,947
Higigate Fire & EMS	1197	34,408
Wilton E-911	3590	22,293
Wilton Police, Fire, EMS	10352	207,174
Montgomery Fire & EMS, 1st Resp	1197	11,690
Richford Fire & Rescue	2299	22,465
Sheldon Fire & EMS, 1st Response	2232	21316
Swanton Village/Town Fire & Resc	6514	12512
St. Albans Town Fire/ EMS	6432	19583
Westford EMS	2029	12837
St. Albans City Water		10000
St. Albans City Sewer		10000

Total	47,746	570,851
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Hartford PD		
Org.	Pop.	
Norwich	3,414	2,018
Windsor	3,553	50,434
Hartland	3,393	170,306
Weathersfield	2,825	14,817
Reading	666	13,901
W. Windsor	1,099	9,877
S. Royakton	2,773	9,877
Sharon	1,790	14,642
Hartford	9,952	9,877
Norwich	3,414	326,375
Chester	3,154	50,434
Cavendish	1,367	17,580
Total	33,986	9,270
		\$646,956

Lamoille Sheriff's		
Org.	Pop.	FY2020
Belvidere	389	9,140
Cambridge	3,945	112,952
Eden	1,482	36,060
Elmore	923	30,187
Hyde Park	3,043	74,306
Johnson	3,429	75,255
Morristown	5,173	140,172
Stowe	4,406	284,230
Waterville	686	16,790
Walcott	1,805	42,753
Hardwick	2,952	64,645

- 23.49614396
- 28.63168568
- 24.33198381
- 32.70530878
- 24.41866579
- 21.94663167
- 27.09684902
- 64.50975942
- 24.47521866
- 23.68587258
- 21.89871274



Greensboro	775	35,708
Barre Town	9,066	238,195
Total	38,074	\$1,160,393

46.07483871  
26.27343922