

Monthly Report



RUTLAND REGIONAL EMERGENCY COMMUNICATIONS CENTER

January 2025

Presented by Michael Moriarty, Director

02/10/2025

This monthly report is addressed to the RRECC Administration Board, RRECC Operations Board, RRECC employees and other stakeholders. The purpose is to report on RRECC’s performance relative to the existing service level agreements with our public-safety partner agencies as well as provide information on Com Room workload, staffing, and the status of projects and initiatives.

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Recognition

Rutland RECC celebrates our dedicated and talented employees who consistently go above and beyond in taking care of each other and the public they serve. These individuals were recognized at the 2024 Rutland RECC Award Ceremony.

Michael Parker, Supervisor - Communication Specialist of the Year award, a recognition made even more special because it is based on nominations from fire department personnel and police officers. Parker received nominations from EIGHT different individuals across the five towns we proudly serve.

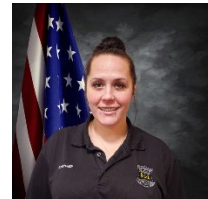
Criteria for this award includes:

- ★ Displays integrity, professionalism, and a positive attitude.
- ★ Excels in critical incidents with foresight and skill.
- ★ Upholds the highest standards of public safety communications.
- ★ Maintains respect and contributes to the department’s mission and values.



Emily DeFosse, Dispatcher - Communications Leader of the Year. This award is special because she was nominated by her fellow dispatchers.

One dispatcher writes: Emily demonstrates exceptional leadership skills in a way that is both positive and encouraging. Her dedication shines through in everything she does, from her daily responsibilities to her efforts to foster unity within our team. Her positive attitude, genuine care for the communities we serve, and commitment to supporting our responders make her an invaluable member of our team.



Another adds: Emily is the type of person where she values everything she does. She can manage stress and high energy situations like a dream. She will give you the best confidence in yourself as a dispatcher because she continues to support her peers everyday and shows her appreciation for co-workers. She is always in a good mood and ready to work which makes the energy of the whole room light up!

Rachel Crompton, CTO/Dispatcher - Outstanding Team Member Award! While this award is typically chosen by management, Rachel’s name was also brought up by her coworkers for another award, making it clear she was the perfect choice for this recognition.

Her coworkers shared: Rachel is the person everyone goes to for help. She is an integral part of our center. She takes on many roles and duties outside of her position as a dispatcher and is always the first person to offer help.



Another adds: Rachel is a competent dispatcher who has a positive attitude, and plays a vital role in the communications center (particularly with union duties and logs compliance). She also encourages team building concepts that promote a motivational work environment, like holiday activities and attending first responder events outside of work.

Phyllis Chartier, Dispatcher - EMD Specialist of the year. This award is presented to the telecommunicator with the highest average Emergency Medical Dispatch (EMD) scores through quality assurance.



This year, the Exceptional Service Award was presented to **Warren Fire Lieutenant Kyle Sledziewski** and **Oakham Police Sergeant Kevin Marderosian**.

Lieutenant Kyle Sledziewski has consistently gone above and beyond to support dispatch operations, particularly during high-pressure situations such as severe storms. In these challenging moments, he has proactively monitored IMC to assist with dispatching the fire department for incidents like downed power lines and trees. His proactive approach has not only improved response times but also alleviated the burden on dispatch staff managing overwhelming call volumes.

Sergeant Kevin Marderosian has shown exceptional and continuous support for our dispatch team. Over the years, he has demonstrated unwavering dedication to the RRECC, ensuring that our team receives the assistance, updates, and resources needed to perform at the highest standard. His consistent collaboration and support exemplify the true spirit of partnership in public safety.

Congratulations and thank you!



Rutland RECC – Telephone Stats call

2025	911	10-D Emer	10-D Non-Emer	TEXT	CR Workload	AVG Daily Workload
January	625	138	2121	1	2885	93
2025 Totals YTD	732	160	2499	1	3392	57.49
2024 Totals YTD	624	183	3979	0	4786	81.12
% Change	17.31%	-12.57%	-37.20%	#DIV/0!	-29.13%	-29.13%

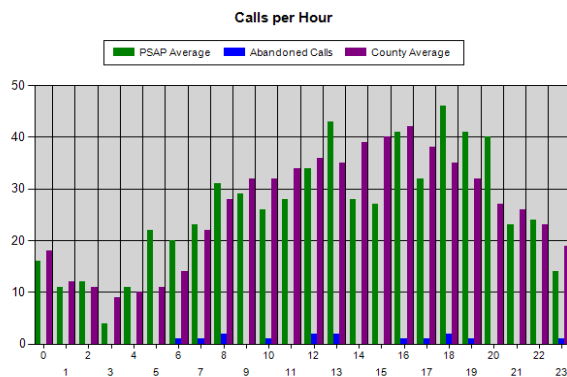
Receiver Workload

Call Receiver workload in January 2025 was slightly higher than December 2024, which was 2,612, and lower than January of 2024.

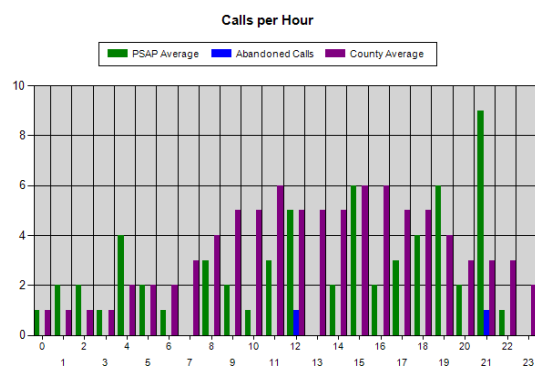
The busiest day for call volume in January was Monday, January 20th with 176 total calls for service. The lowest call volume day in January was Friday, January 24st with 65 total incoming calls.

911 & Non-Emergency Average Call Volume by Hour

January 911 Calls by Hour

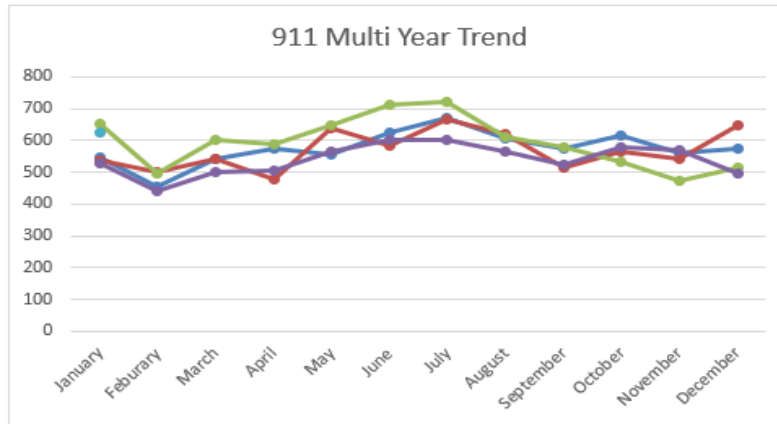


January Non-Emergency by Hour

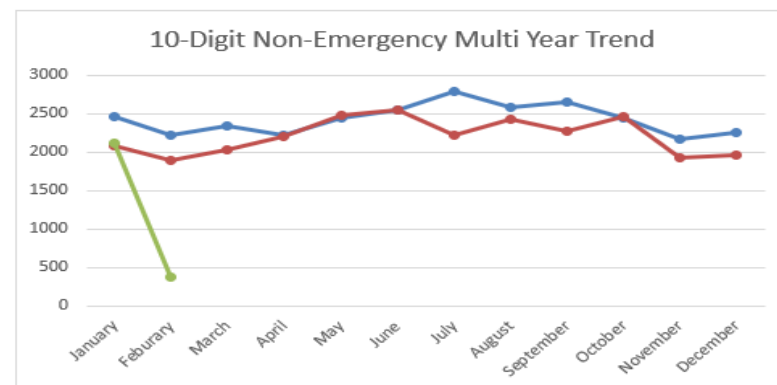
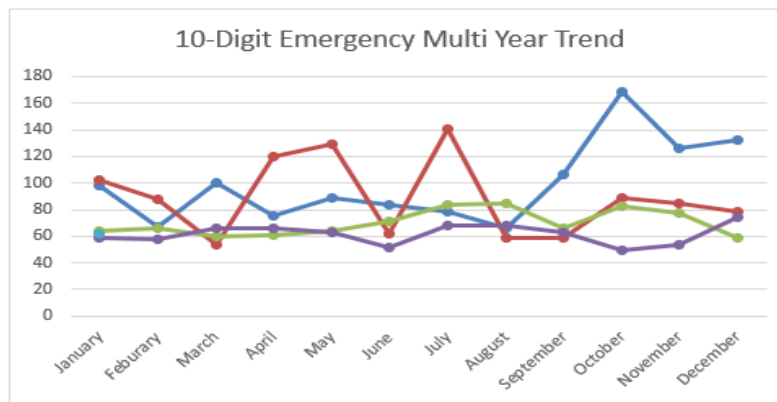


Source: Massachusetts E-911 Office ECaTs

Multi-Year Trends



- 2021
- 2022
- 2023
- 2024
- 2025



- 2023
- 2024
- 2025

Calls by Class of Service

911 Calls Only	Landline	Telematics	VOIP	Wireless	No Class
January	4.5%	0.48%	15%	58%	22%

Wireless calls may not present with a dispatchable address, requiring the call receiver to obtain the location through questioning and/or using mapping and other resources. Call processing times are impacted as getting an accurate location is a critical element which is often impeded by the emotional state of the caller and/or lack of familiarity of the area.

911 Abandoned Calls

Date	TOTAL 911 ABDN	NOT ELIGIBLE FOR CALL BACK		ELIGIBLE FOR CALL BACK	CLEARED ≤ 15 MINS		REQUIRES CALL BACK	CALLED BACK ≤ 15 MINS				NOT CALLED BACK ≤ 15 MINS		
		NSI ABDN	No ANI		Caller Called Back In	By Other PSAP		Released (Answered)	Attempted (No Answer)	Total Called Back	% Called Back	Total	% of Requires Call Back	% of Total 911 ABDN
January 2025	15	0	2	13	2	0	11	8	1	9	81.82%	2	18.18%	13.33%
Total:	15	0	2	13	2	0	11	8	1	9	81.82%	2	18.18%	13.33%

911 Abandoned calls, also known as 911 Hang Ups, are defined as calls to 911 which are disconnected before being answered by the call receiver. The system delivers the abandoned call to the call receiver who must attempt to re-establish contact to determine if an emergency exists. Depending on several factors, a police unit may be dispatched to confirm the situation. As this effort takes the call taker out of the queue to answer incoming calls, this rate is tracked to gauge impact to call answer times.

911 Call Volumes – Compared to County

	January 2025	Total	County Average	
911	Inbound	610	610	602
	Abandoned	15	15	30
	Abandoned %	2.40%	2.40%	4.75%
	Unparsed	0	0	0
	Total	625	625	632
10-Digit Emerg	Inbound	60	60	96
	Abandoned	2	2	2
	Outbound	0	0	0
	Unparsed	0	0	0
	Total	62	62	98
Administrative	Inbound	0	0	0
	Abandoned	0	0	0
	Outbound	76	76	143
	Unparsed	0	0	0
	Total	76	76	143
Avg Call Duration	134.4	134.4	109.0	
Total	763	763	875	

	January 2025	February 2025	Total	County Average	
911	Inbound	610	108	718	712
	Abandoned	15	0	15	36
	Abandoned %	2.40%	0.00%	2.05%	4.81%
	Unparsed	0	0	0	0
	Total	625	108	733	748
10-Digit Emerg	Inbound	60	6	66	116
	Abandoned	2	0	2	2
	Outbound	0	0	0	0
	Unparsed	0	0	0	0
	Total	62	6	68	118
Administrative	Inbound	0	0	0	0
	Abandoned	0	0	0	0
	Outbound	76	17	93	170
	Unparsed	0	0	0	0
	Total	76	17	93	170
Avg Call Duration	134.4	163.8	138.7	109.6	
Total	763	131	894	1,038	

Rutland RECC – Police & Fire/EMS Incidents Processed

Police Incidents Processed by Agency

Januray 2025		
Agency	Total Calls	% of All Calls
Barre	1749	27.34
Hubbardston	992	15.50
Oakham	765	11.96
Rutland	1566	24.48
Warren	1326	20.73
Total	6398	

Fire & EMS Incidents Processed by Agency

Januray 2025		
Agency	Total Calls	% of All Calls
Barre	137	22.35
Hubbardston	64	10.44
Oakham	8	1.31
Rutland	310	50.57
Warren	94	15.33
Total	613	

Source: RRECC CAD data warehouse.

Service Level Metrics

911 Call Answering

NENA-STA-020.1-2020 states:

Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) SHALL be answered within (\leq) fifteen (15) seconds. Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within (\leq) twenty (20) seconds.

The application of the standard SHALL begin at the time of Call Arrival and extend to the time of Call Answer at the point when two-way communication can begin.

The interval between Call Arrival and Call Answer should be evaluated, at a minimum, for each preceding month using a full month of data. Determining if a PSAP has successfully met the call interval metric of 90% in 15 seconds (and 95% in 20 seconds), should be based upon the one-month evaluation. An authority having jurisdiction (AHJ) may measure this metric on a weekly or daily basis for a more detailed analysis.

The call answering standard is a requirement of the RRECC Service Level Agreement. The standard is tracked internally at the daily level.

Call Hour	Answer Times In Seconds							Total	Avg. Duration	% Answered			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			\leq 10 Secs	\leq 15 Secs	\leq 20 Secs	\leq 40 Secs
00:00	16	0	0	0	0	0	0	16	179.0	100.00%	100.00%	100.00%	100.00%
01:00	11	0	0	0	0	0	0	11	249.7	100.00%	100.00%	100.00%	100.00%
02:00	12	0	0	0	0	0	0	12	220.7	100.00%	100.00%	100.00%	100.00%
03:00	4	0	0	0	0	0	0	4	208.5	100.00%	100.00%	100.00%	100.00%
04:00	11	0	0	0	0	0	0	11	198.3	100.00%	100.00%	100.00%	100.00%
05:00	22	0	0	0	0	0	0	22	134.2	100.00%	100.00%	100.00%	100.00%
06:00	20	0	0	0	0	0	0	20	156.6	100.00%	100.00%	100.00%	100.00%
07:00	23	0	0	0	0	0	0	23	163.8	100.00%	100.00%	100.00%	100.00%
08:00	30	1	0	0	0	0	0	31	154.4	96.77%	100.00%	100.00%	100.00%
09:00	29	0	0	0	0	0	0	29	173.2	100.00%	100.00%	100.00%	100.00%
10:00	26	0	0	0	0	0	0	26	169.8	100.00%	100.00%	100.00%	100.00%
11:00	27	0	1	0	0	0	0	28	159.6	96.43%	96.43%	100.00%	100.00%
12:00	34	0	0	0	0	0	0	34	145.9	100.00%	100.00%	100.00%	100.00%
13:00	42	0	0	0	0	0	0	42	125.2	100.00%	100.00%	100.00%	100.00%
14:00	28	0	0	0	0	0	0	28	138.2	100.00%	100.00%	100.00%	100.00%
15:00	27	0	0	0	0	0	0	27	104.5	100.00%	100.00%	100.00%	100.00%
16:00	41	0	0	0	0	0	0	41	131.5	100.00%	100.00%	100.00%	100.00%
17:00	32	0	0	0	0	0	0	32	132.0	100.00%	100.00%	100.00%	100.00%
18:00	46	0	0	0	0	0	0	46	155.5	100.00%	100.00%	100.00%	100.00%
19:00	37	2	2	0	0	0	0	41	137.3	90.24%	95.12%	100.00%	100.00%
20:00	40	0	0	0	0	0	0	40	124.9	100.00%	100.00%	100.00%	100.00%
21:00	23	0	0	0	0	0	0	23	188.1	100.00%	100.00%	100.00%	100.00%
22:00	24	0	0	0	0	0	0	24	174.4	100.00%	100.00%	100.00%	100.00%
23:00	14	0	0	0	0	0	0	14	195.1	100.00%	100.00%	100.00%	100.00%
Total:	619	3	3	0	0	0	0	625	152.6	99.04%	99.52%	100.00%	100.00%
Overall %:	99.04%	0.48%	0.48%	0.00%	0.00%	0.00%	0.00%						

RRECC is meeting the call answering standard both at the SHALL and SHOULD metrics. Factors in 911 call answering times include staffing numbers and call receiver availability due to working on other 911 and non-emergent calls.

Fire/EMS Call Processing Times

Section 3.8.1 of the Fire Agency SLA states:

Total call processing (call answer to dispatch of first unit) for Fire/EMS calls will be 120 seconds or less 90% fractile and for non-critical calls the time will be 180 seconds or less 90% fractile, both measured monthly. The call types have been determined by the Operations Chiefs and RRECC.

Fire/EMS Call Processing					
	Total Calls	Under 60 sec	60-120	120-180	180 or greater
January	145	48	84	9	4
Percentage		33.10%	57.93%	6.21%	2.76%

While we strive to meet the 120 second goal, there are many elements that influence call processing times, most of which the Call Receiver has little, if any, control. These include the emotional state of the caller, the language spoken, the quality of the connection, and availability of a dispatchable address.

Service Level Metric – Quality Assurance

Ideally, 2% of all calls for service are reviewed, and all catastrophic calls as defined by the Agency are reviewed.

EMS Calls for Service

2025	Jan	Feb	Mar	April	May	Jun
Total Calls	217					
2% of Total Calls	4					
QA/QI Performed	30					
% Reached	13.82%					

Police/Fire Calls for Service

2025	Jan	Feb	Mar	April	May	Jun
Total Calls	2876					
2% of Total Calls	57					
QA/QI Performed	24					
% Reached	0.83%					

Projects and Initiatives

Internal to RRECC

Collins Center Study (District Model) - The Collins Center is conducting a comprehensive review of the hosted model dispatch center under Massachusetts General Laws (MGL) Chapter 40, Section 4A, and the potential transition to a Regional Dispatch District under MGL Chapter 6A, Sections 18P to 18V. This assessment aims to determine whether a district governance model would better serve the Rutland Regional Emergency Communication Center (RECC) and its stakeholders by enhancing operational efficiency, financial sustainability, and service delivery. The study will evaluate governance structures, funding mechanisms, and long-term benefits to ensure the most effective and sustainable model for regional emergency communications.

Collins Center Study (Site & Facility Analysis) - The Collins Center is conducting a site and facility analysis for the Rutland Regional Emergency Communication Center (RECC) to identify a suitable location for expansion. As the center looks to accommodate additional communities within the potential district, a new site is necessary to support increased operational capacity and enhanced emergency communication services. This analysis will assess infrastructure needs, geographic suitability, and logistical feasibility to ensure the future facility meets the growing demands of public safety in the region.

Business Line Phone Provider Replacement – The Rutland Regional Emergency Communication Center (RECC) is exploring the option of switching its business line phone provider from Crocker Communications to the AT&T Business Phone system. This transition aims to enhance customer service, improve redundancy features to maintain operations during network interruptions, and provide greater scalability to support future growth. The upgrade would ensure more reliable communication for emergency operations while optimizing efficiency and service quality.

All Services

CAD Replacement– The Rutland RECC CAD conversion to Hexagon and ESO will have an initial strategy meeting on February 12, 2025, with the Program Manager to begin the initial paperwork and setup requirements. This meeting will establish the foundation for a smooth transition, with the project set to go live later in the fall.

Fire/EMS Service

Nothing to report.

Police Service

P25 Transition - As part of our ongoing efforts to improve communication reliability, Rutland RECC is planning to transition from an analog radio frequency to a P25 digital radio frequency. This change will provide several key benefits:

- **Enhanced Audio Quality:** P25 technology reduces background noise and improves clarity, ensuring critical information is transmitted and received accurately.
- **Interoperability:** P25 systems enable seamless communication between different agencies and jurisdictions, fostering better coordination during multi-agency responses.
- **Improved Security:** P25 radios offer encryption capabilities, enhancing communication security and preventing unauthorized access.
- **Scalability:** The system is designed to grow with our needs, providing long-term reliability and

adaptability.

We are targeting July 1, 2025, for the completion of this transition. However, before moving forward, Rutland RECC must conduct an extensive radio equipment survey throughout the district to ensure all equipment currently in use has P25 capabilities or can be upgraded to meet these standards.

Staffing Levels

Com Room Staffing

Our department is currently fully staffed, with one full-time dispatch trainee nearing the completion of training and scheduled for release by April 1, 2025. Additionally, we have three part-time dispatch trainees who are approximately halfway through the training program. Their integration into the schedule will help mitigate overtime expenditures.

Upon completion of training, the department will have a total of 10 full-time dispatchers and 5 part-time dispatchers. The minimum staffing requirement remains at two dispatchers per shift, with the 3:00 PM to 11:00 PM shift increasing to three dispatchers once the full-time trainee is released. However, as call volume continues to rise, current staffing levels indicate that the agency remains understaffed.

Staffing Summary

Coverage Positions

Coverage Positions handle a particular task or "cover" a work station for a specified length of time.

Position	Current Authorized	Estimated FTE	Difference
Dispatcher	9.00	9.49	0.49
Dispatcher	1.00	1.58	0.58
<i>Subtotal</i>	10.00	11.07	

Function Positions

Function Positions are roles that are independent of coverage or call volume.

Position	Current Authorized	Estimated FTE
Director	1.00	1.00
Deputy Director	1.00	1.00
<i>Subtotal</i>	2.00	2.00

	Current Authorized	Estimated FTE
<i>Overall Staffing Total</i>	12.00	13.07

Positions Calculations

Coverage Positions

Full-time employees (FTE) = Hours needing coverage + Employee Availability Turnover Adjustment

Position	Hours Needing Coverage	+	Employee Availability	=	Staff Needed	Turnover Rate (%)	=	FTE
Dispatcher	17519.04	+	1846.00	=	9.49	0.00	=	9.49
Dispatcher	2919.84	+	1846.00	=	1.58	0.00	=	1.58

Staffing Availability

Coverage Positions (independent of volume)

Coverage Positions are based on a particular task or work station that must be staffed or "covered."

Position	Total Contract Hours	Holiday/Vacation Leave Hours	Sick Leave Hours	Personal Leave Hours	Training Leave Hours	Military/FMLA, etc. Hours	Total Meal/Break Hours	Total Other Hours	Total Hours Unavailable	NAWH Per Person
Dispatcher	2080	90	120	24	0	0	0	0	234	1846
Dispatcher	2080	90	120	24	0	0	0	0	234	1846

Guidelines to Defining and Staffing the Dispatch Position

There is no equation or formula to estimate the most appropriate ratio of dispatcher to unit, dispatcher to number of channels or number of units per channel. The RETAINS 2018 study addresses several factors affecting dispatcher ability to serve units assigned to a dispatch position. When trying to discern the differences in workloads by center size, agency type, even time frame of individual dispatch shifts, it is important to closely review the non-radio responsibilities of individual positions.

ECCs offer a range of public services. These include essential emergency services, such as law enforcement, EMS, and fire, as well as a host of supplementary non-emergency services (e.g., animal control, public utilities assistance, and weather notifications). Some ECCs provide both calltaking and dispatch for their services, while others only provide dispatch. PST workload levels result from the combination of how many units, channels, and frequencies are monitored. These, in turn, are highly dependent upon factors such as call, incident volume, dispatcher experience, and total staffing.

Virtually all ECCs provide both calltaking and dispatch services for law enforcement (97%), fire (88.3%) and EMS (81.2%). Most ECCs also provide administrative calltaking and dispatch (92.9%), and many also provide calltaking and dispatch for animal control (75.7%) and after hours calls (62.1%).

Survey findings from the RETAINS 2018 study underscore the differences between dispatcher work requirements in centers of different sizes and settings. Specialization is a very important consideration because PSTs covering a variety of disciplines are likely to experience greater job complexity. In terms of specialization, small ECCs have a rate of specialization of 13.87 percent, medium ECCs specialize at a rate of 10.61 percent, and large ECCs average a rate of 42.96 percent.

One difference that presents itself here is that small ECCs have seemingly increased their rates of specialization since the last report. In 2017, 40.1 percent of ECCs report that their dispatch positions cover only one discipline at a time, such as law enforcement or fire, meaning that close to 60.0 percent of ECCs—a sizeable majority—have their dispatch positions handle multiple disciplines at a time. Here, too, there are significant differences between ECCs of different sizes.

Nearly all large ECCs (91.7%) report that their dispatch positions only focus on one discipline at a time. A majority of medium ECCs report this to be the case (55.5%), although less than a quarter of small ECCs indicate this to be true. Indeed, in small ECCs, fully 76.0 percent of dispatch positions are working with multiple disciplines at one time compared to 44.5 percent of medium ECCs and just 8.3 percent of large ECCs. These findings echo those of the 2009 report, where 71.0 percent of large ECCs, 47.0 percent of medium ECCs, and 17.0 percent of small ECCs had their dispatch positions handle only one discipline at a time.

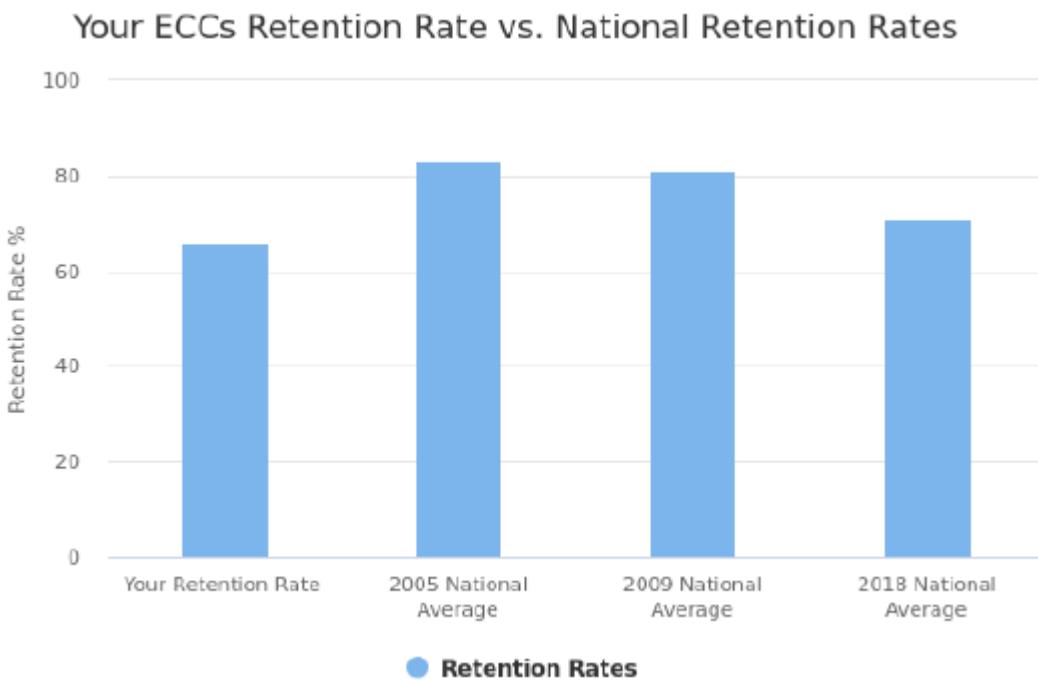
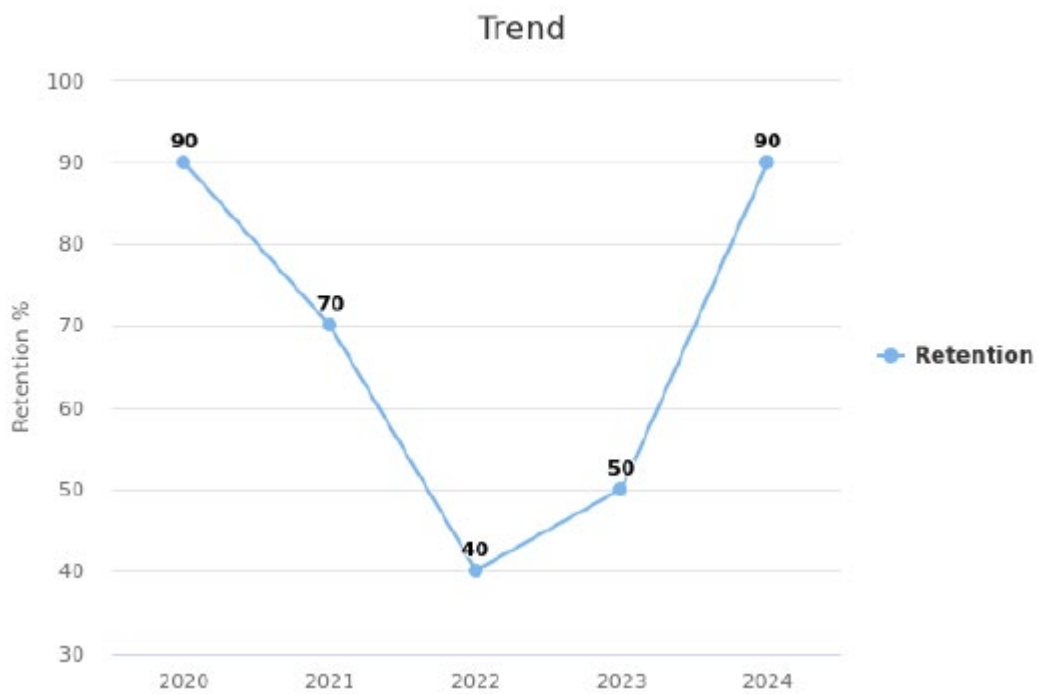
It is clear from the data that there is a strong positive relationship between increasing ECC size and increasing rates of specialization. Given the data on the quantity of disciplines covered by ECCs and the divergent rates of specialization within ECCs of different sizes, it is important to examine the quantity of units that PSTs handle at a given time to determine the average workload for the dispatch position.

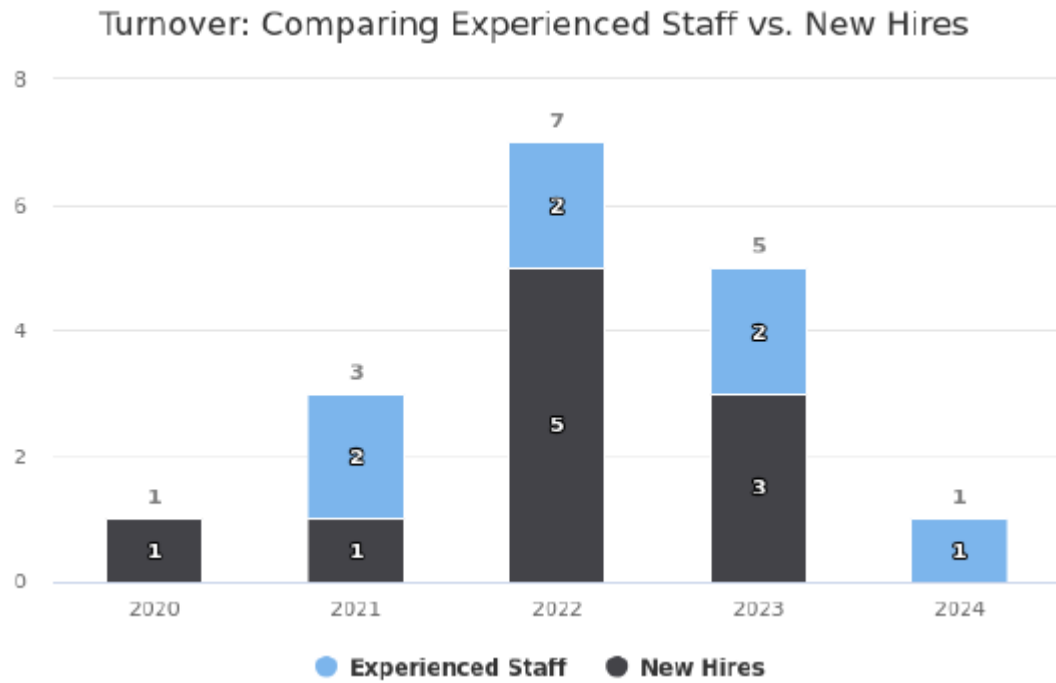
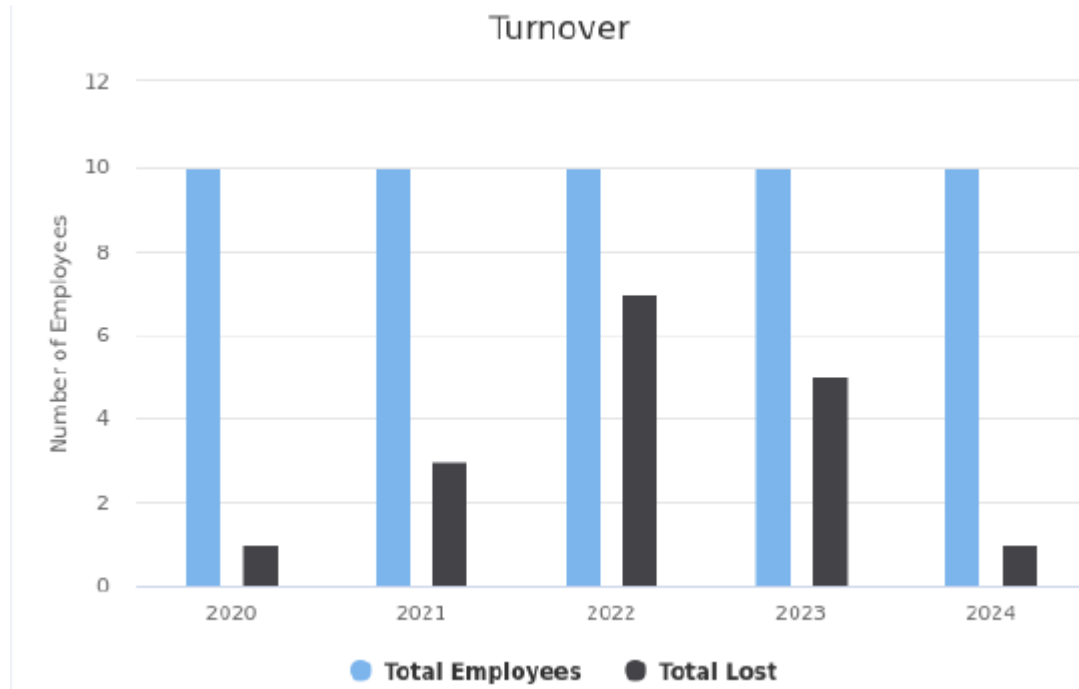
There are statistically significant differences between the average workloads of the dispatch position across ECCs of different sizes. PSTs at large ECCs handle a higher proportion of both law enforcement units and fire units at once, averaging 26 and 14, respectively. PSTs in medium ECCs average 16 law enforcement units and 11 fire units at once, and PSTs in small ECCs average just 8 law enforcement units and 5 fire units at once.

[Staffing Retention & Turnover](#)

Since 2022, the Rutland RECC's retention rate has steadily increased, reflecting improvements in workplace culture, training, and employee support. By 2024, this upward trend has leveled off, indicating a period of stability in staffing while maintaining a strong and committed workforce.

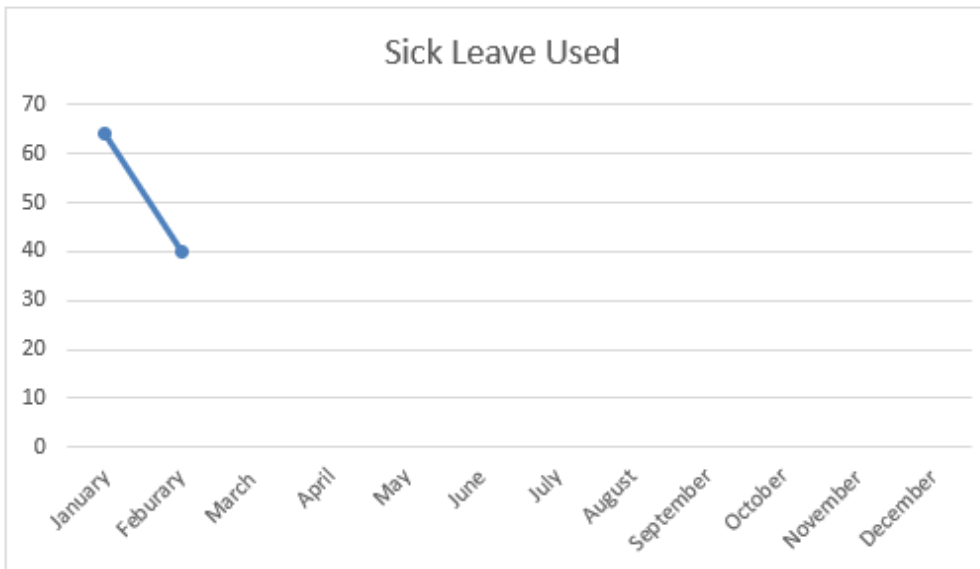
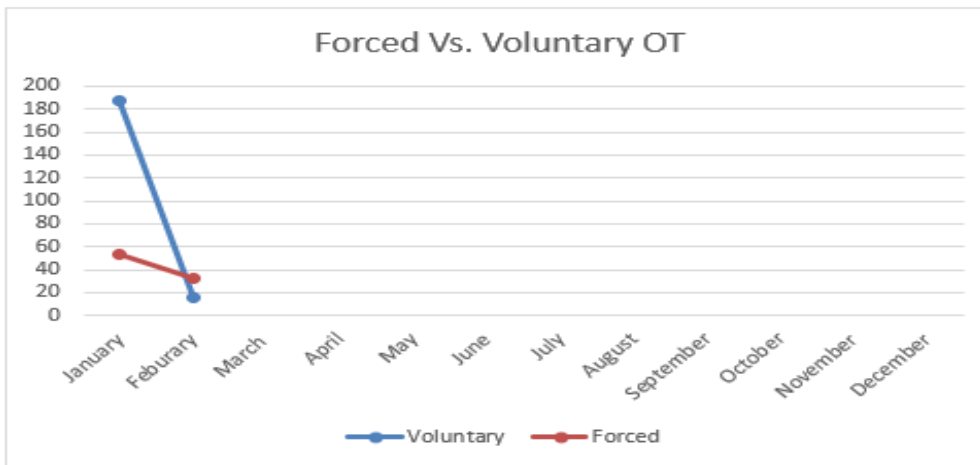
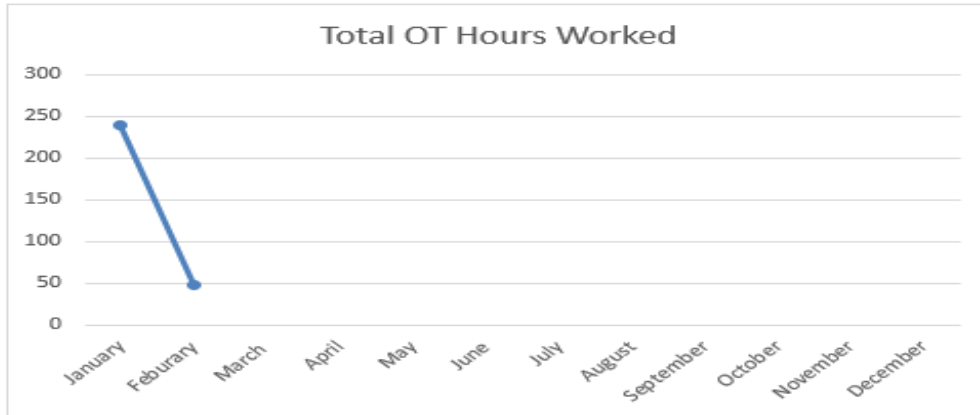
- Our ECC's Retention Rate 66%
- RETAINS 2018 Retention Rate 71%

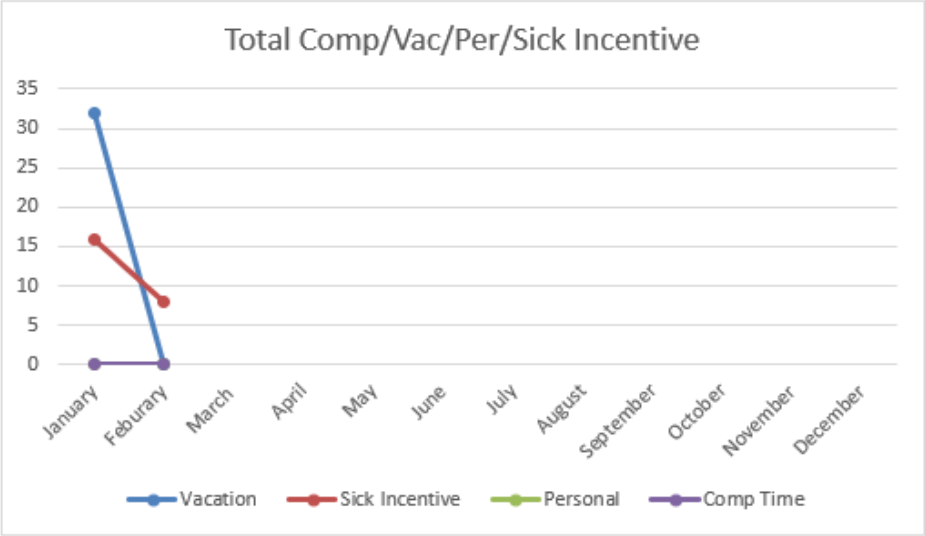




Overtime and Leave Stats

Com Room OT and leave used information below is through February 7th, 2025.





Training Department Report

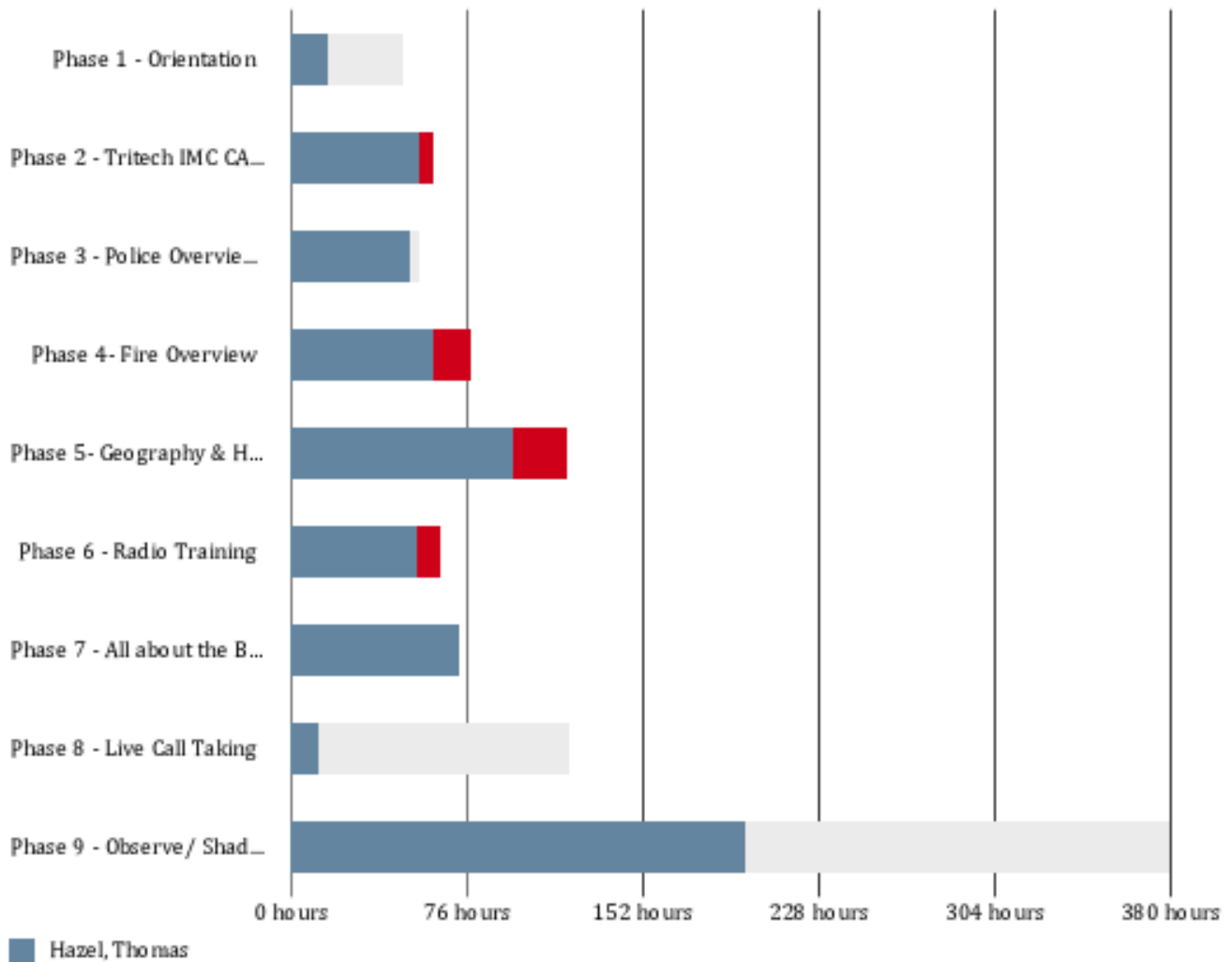
Training up to February 6, 2025 has been a total of 1414.00 hours of training broken down as follows:
 We have a total of 4 new hires of which 1 is a Full-time dispatcher and 3 Part-time dispatchers.

Full-Time Dispatcher Thomas Hazel

Trainee Total Hours

Rutland RECC Training Program 2023

Phase
 All Phases



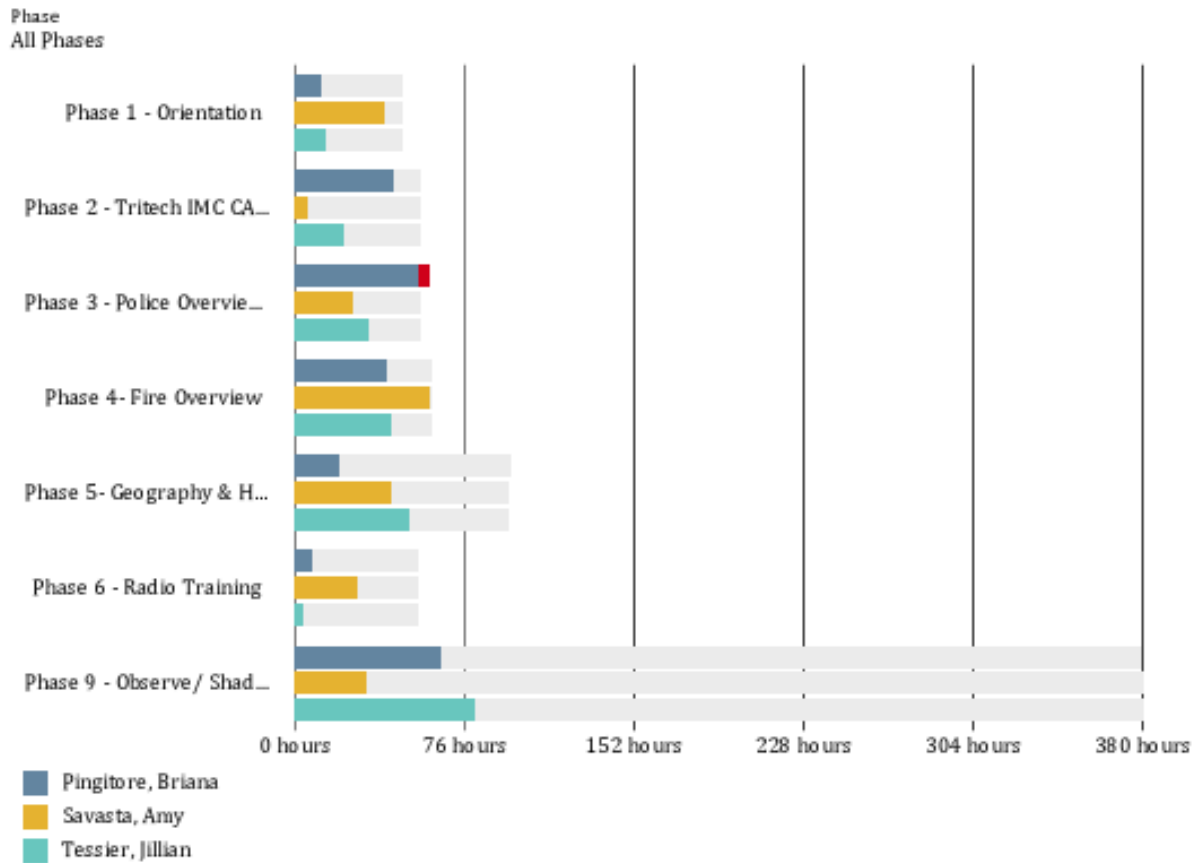
Training Officers:
 Crompton, Rachel (236 hours)
 DeFosse, Elizabeth (205 hours)
 Gustafson, Lydia (197 hours)
 Moriarty, Michael (8 hours)
 Parker, Michael (8 hours)
 Wilder, Christopher (19 hours)

Locations:
 Rutland RECC (673 hours)

Shifts:
 Admin Early (205 hours)
 Afternoon Shift (216 hours)
 Day Shift (244 hours)
 Overnight Shift (8 hours)

Part-Time Dispatchers – Briana Pingitore, Amy Savasta, Jillian Tessier

Trainee Total Hours Rutland RECC Training Program 2023



	Pingitore, Briana	Savasta, Amy	Tessier, Jillian
	Time Spent	Time Spent	Time Spent
Phase 1 - Orientation	12.5 out of 48	40 out of 48	14.5 out of 48
Phase 2 - Trittech IMC CAD & EMD	44.5 out of 56	6 out of 56	22.5 out of 56
Phase 3 - Police Overview	61 out of 56	26 out of 56	33 out of 56
Phase 4 - Fire Overview	42 out of 62	61 out of 62	44 out of 62
Phase 5 - Geography & Highway Depts.	20 out of 96	44 out of 96	52 out of 96
Phase 6 - Radio Training	8 out of 55	28 out of 55	3 out of 55
Phase 9 - Observe / Shadow	66 out of 380	32 out of 380	81 out of 380
	254h Total Time Spent	237h Total Time Spent	250h Total Time Spent

All four trainees are on track and meeting department expectations and standards.

Town of Rutland - Budget to Expense Report

Fiscal Year 2025 Start Date: 7/1/2024 end 02/03/2025

Account Number	Name	Budget	Expenditures	Avail. To Date	% Used
010-299-5110-00-0000	DISPATCH DIRECTOR SALARY	96,000.00	-56,709.80	39,290.20	59.07
010-299-5120-00-0000	DISPTACH WAGES	394,691.00	-123,871.10	270,819.90	31.38
010-299-5200-00-0000	DISPATCH PURCHASED SERVICES	190,678.00	-139,196.89	51,481.11	73.00
010-299-5400-00-0000	DISPATCH SUPPLIES	8,000.00	-4,105.16	3,894.84	51.31
4 Account(s) totaling:		689,369.00	-323,882.95	365,486.05	46.98

RRECC Meeting Calendar

Meetings are held as hybrid in person and via Microsoft Teams. Contact director@rrecc.us for meeting link information.

Upcoming:

RRECC Administration Board – February 11, 2025, at 10:00am.

RRECC Operations Board – February 11, 2025, at 10:00am.

Future:

Quarter 1 - January 1, 2025 – March 31, 2025

RRECC Administration Board – April 15, 2025, at 10:00am.

RRECC Operations Board – April 16, 2025, at 10:00am.

Quarter 2 - April 1, 2025 – June 30, 2025

RRECC Administration Board – July 15, 2025, at 10:00am.

RRECC Operations Board – July 16, 2025, at 10:00am.

Quarter 3 - July 1, 2025 – September 30, 2025

RRECC Administration Board – October 14, 2025, at 10:00am.

RRECC Operations Board – October 15, 2025, at 10:00am.

Quarter 4 - October 1, 2025 – December 31, 2025

RRECC Administration Board – January 13, 2026, at 10:00am.

RRECC Operations Board – January 14, 2026, at 10:00am.