

This draft document was prepared for the CVPSA Board consideration as a way of moving forward after the December 2016 meeting with the City Councils. It was never embraced or advanced by the CVPSA Board.

CENTRAL VERMONT PUBLIC SAFETY AUTHORITY

REQUEST TO MEMBERS OF THE AUTHORITY TO CEDE OPERATION OF DISPATCH SERVICES TO THE AUTHORITY

In satisfaction of the Charter of the Authority (901 V.S.A. Appendix, Chapter 901 § 29 and 54(b)) the Central Vermont Public Safety Authority (CVPSA) proposes that the member municipalities of Barre City and the City of Montpelier cede to it the authority to manage and direct dispatching services for each member's fire, police and emergency medical services in accord with the following principles:

1. Agreeably to section 54b of the Charter, the cities of Barre and Montpelier hereby cede to the Authority the communications/dispatch functions currently operated by the Cities under the following conditions for a period of one year beginning on July 1, 2017.
 - a. Employees of each city currently employed as dispatchers will remain employed as of July 1, 2017.
 - b. Effective July 1, 2017 the CVPSA shall begin managing and directing the dispatching services of both Cities.
 - c. An executive committee shall be made up of the Executive Director of the CVPSA, a Board member of CVPSA, Montpelier Police and Fire Chiefs, the Barre City Director of Public Safety, the Deputy Fire Chief for Barre City and or their designees.
 - i. The executive committee shall have the power to implement operational procedural and performance changes regarding dispatch services.
 - ii. The executive committee shall regularly report to the Board of Directors of the CVPSA regarding the progress made on implementing training, standardized policy and procedures, development of performance measures and the development of a long term strategic and operations plan to include a capital equipment replacement plan.
 - d. The Board of Directors of the CVPSA shall report to the City Council's by December 1, 2017, regarding the implementation of tasks mentioned in section 1(c), a budget proposal for FY 19 and with a recommendation for moving forward.

c. The Board of Directors of the CVPSA shall receive regular financial statements from the Cities concerning the expenditure of funds for dispatching for the purposes of analyzing the costs for such services. The Board of Directors shall report back to the City Council's with their analysis.

2. The City Dispatch Centers shall be managed and operated consistently with the protocol attached to this request.

Dated this _____ day of _____ 2016.

CENTRAL VERMONT PUBLIC SAFETY AUTHORITY

BY _____
Thomas Golonka, Chair (Montpelier)

Alexandra Pastor Vice chair (At Large)

Dona Bate (Montpelier)

Michael Smith (Barre)

Martin Prevost (Barre)

Douglas Hoyt (At Large)

Kimberly B. Cheney (At large)

DISPATCH CENTER
STRATEGIC OPERATIONS AND BUDGET PLAN FOR FISCAL YEAR 2018

1. Objective

The objective of the Authority's request to cede control of dispatching services to it, is to combine public safety dispatching currently being performed in Barre City and Montpelier into one communications system operating within both locations. The two centers will operate sharing the telephone, radio dispatching and administrative functions in both communities.

The specific objectives of this plan are:

1. To enhance dispatcher's situational awareness, improve professional development and, improve working conditions to deliver an improved level of service with increased safety to the first responders and the public.
2. To create a communication system that is efficient and will deliver a uniform level of service to all public safety agencies receiving service from the centers.
3. To improve the radio system for both Cities for maximum efficiency.
4. To incorporate technological improvements to improve services effectiveness.
5. To create a service level that is based on national best practices for dispatching services and with input from appropriate public safety entities.
6. To create radio and telephone interoperability between the two centers so that all employees can communicate with all the agencies that are serviced by both centers.
7. To create sufficient redundancy within the dispatch system so that continuity of operations can always be achieved.
8. To combine the human resources of the current Barre City and City of Montpelier dispatch centers into a single bargaining unit which will be recognized by the CVPSA, and to negotiate a single successor collective bargaining agreement ("CBA") to the current CBA's existent between the Barre City and its dispatchers and the City of Montpelier and its dispatchers.

2. Concept of Operation

The current dispatch centers will be combined into a consolidated communications system under the authority of the Central Vermont Public Safety Authority. The new Central Vermont Public Safety Communication System (CV Dispatch Center) will operate between each center by replicating the technology in both locations. The CV Dispatch Center will be managed by a communications manager and supervisors in each location.

The current dispatching centers will initially operate in a similar manner as they do now. The centers will evolve into a combined system as the technology is developed and supervisory staff are identified

The operation of the centers will entail the training of personnel, the identification of supervisory staff, and the implementation of policies and procedures along with the installation of new technology (radio, record keeping, and telephones). The staff will be cross trained to receive and dispatch calls for service between both Cities. Center managers will strive to work cooperatively with partners of the Central Vermont Dispatch Center.

Staffing levels and workloads will be evaluated to determine the number of dispatch positions that are needed to provide the best service.

3. Name

For FY 18, July 1, 2017 – June 30, 2018 the communications/dispatch centers shall operate under the same names as they currently operate under.

4. Input into Operations

An executive committee shall be made up of the Executive Director of the CVPSA, a Board member of CVPSA, Montpelier Police and Fire Chiefs, the Barre City Director of Public Safety, the Deputy Fire Chief for Barre City and or their designees.

- i. The executive committee shall have the power to implement operational procedural and performance changes regarding dispatch services.
- ii. The executive committee shall regularly report to the Board of Directors of the CVPSA regarding the progress made on implementing training, standardized policy and procedures, development of performance measures and the development of a long term strategic and operations plan to include a capital equipment replacement plan.

The Board of Directors of the CVPSA shall report to the City Council's by December 1, 2017, regarding the implementation of tasks mentioned in section 1(c), a budget proposal for FY 19 and with a recommendation for moving forward.

5. Financial Liability

The Cities shall continue to budget and pay for all expenses associated with the operation of dispatching in FY 18

6. Provision of the Central Vermont Public Safety Dispatch Center (CV Dispatch Center)

The Dispatch Centers, operating out of the Barre City Police Department and the Montpelier Police Department, shall provide direct services to Members and partners and shall coordinate the services of first responders providing emergency service on behalf of the Members.

The Dispatch Center personnel shall receive direction from recognized police and fire supervisors as necessary to carry out the service in an emergency. This is in keeping with the current practices.

7. Responsibilities of the CVPSA

The Board of Directors of the CVPSA shall manage and direct the Dispatch Centers as they are currently being except they shall have not supervisory or management responsibilities

over the staff. The Board of Directors shall work with the executive committee on establishing training, establishment of policies and procedures, the development of performance measures and the development of a long term strategic plan, and capital budget. The Board of Directors of CVPSA shall also receive financial statements from the Cities for the costs of dispatching and shall analyze those costs.

8. Budget Appropriation and Assessment

No budget appropriation and assessment for the operation of dispatching services shall be directed to the CVPSA in FY18.

9. Payment of Assessment

No payments for dispatching services shall be assessed in FY 18.

15. Admission of Additional Members

N/A

16. Withdrawal

Both Montpelier and Barre shall cede authority for the CVPSA to manage and direct the dispatching operations for 1 year beginning July 1, 2017 under the provisions of the ceding request. The Cities may withdraw this request whenever there is a joint vote of the City Councils.

17. Insurance

All liability insurance and other insurance regarding the operation of the dispatch centers shall be the responsibility of the Cities.

18. Fiscal Year

The fiscal year of the CV Dispatch Center shall begin on July 1st and end on the following June 30th.

19. General Provisions

The CVPSA charter is the governing document for all issues relating to the transfer, cost assessment, membership, and operations of public safety services.

20. Operating Standards and Training

The Dispatch Center shall work towards delivering a professional dispatching and communication service that meets, to the extent possible, the training and operating standards of the Association of Public Communication Officials (APCO) or equivalent agency.

Policies and procedures shall be created that meet national best practices regarding public safety dispatch standards. The Dispatch Center shall operate, to the extent possible,

delivering a service that meets the service expectations of the contracted partners (customer driven approach to service delivery).

21. Operational Implementation Issues

a. Governance

The City Councils shall retain their governance over dispatching services if an issue arises where arbitration of a matter is necessary. Otherwise the CVPSA Board of Director's shall make policy decisions regarding operations of the dispatch centers. This shall be done in conjunction with the executive committee.

b. Leadership and Supervisory Needs

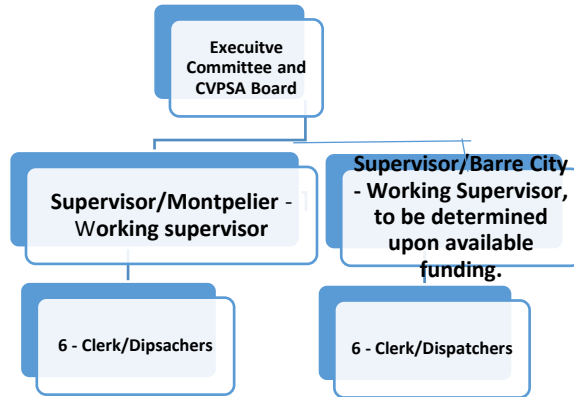
The Central Vermont Public Safety Authority shall work towards establishing a system of supervision as outlined below only after unconditional ceding of authority occurs. In the interim day to day supervision shall be managed in the same way it is done before conditional ceding of authority occurs.

The Dispatch Centers, in time, will be lead on a day to day basis by a Communications Manager. One supervisor shall be appointed to help oversee the operations at the Barre City Communication Center. The Communications Manager shall be an employee of the CVPSA and answer to either the Executive Director of the CVPSA or another yet to be named senior manager. The future will envision a communications manager and two supervisors' one overseeing the Montpelier Communications Center and one overseeing the Barre Communications Center. Staffing shall grow based on the development of the systems concept. In phase 1 the centers shall operate in the same manner as the operate currently.

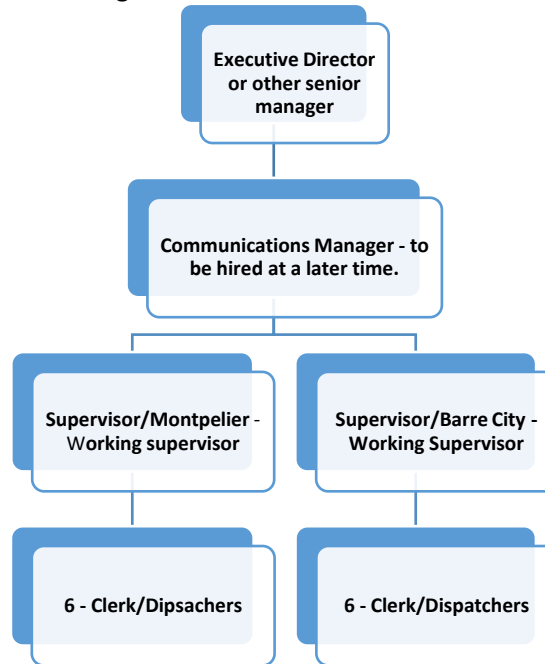
c. Staffing

The following is an organizational chart that conceptualizes the startup staff levels of the new system.

Central Vermont Public Safety Dispatch Center(s)
Proposed Structure for July 1, 2017.



Desired Organizational Chart – Future



d. Labor Issues

All employees shall remain employed by the respective Cities.

e. Facility, Space Needs and Equipment

The current facilities will be used. Montpelier and Barre shall provide the facilities located within their cities necessary to operate the Dispatch Center(s).

f. Administrative Issues

All current administrative issues including jail monitoring and security monitoring will be incorporated into the work functions of the Central Vermont Public Safety Communication Center(s).

22. Phased Operations Approach

Implementation of the Dispatch Centers will occur in phases.

Phase 1 shall begin on or about July 1, 2016. This phase shall include the bringing of the dispatch services under the management and direction of the CVPSA. Dispatching services shall operate individually as they do now.

The benchmarks for this phase shall include the following;

- The appointment of a executive committee to oversee the operations.
- The appointment of a communication supervisor for Barre.
- Completed training of dispatchers.
- Implementation of standardized policy and procedures and performance measures.
- Installation of necessary technology for the centers to work together (technology may include telephones, visual and audio services, mapping)

Phase 1 completion anticipated by July 1, 2018.

Phase 2 shall commence upon a decision that necessary technology, training and standardized operating procedures are in place to begin sharing workload between the two centers.

The benchmarks for this phase shall include the following.

- Cross Training of Personnel with the workings of both dispatch centers.
- Transition of calls between the two centers. The sharing of the workload shall be done slowly and in a systematic manner. It shall begin after an evaluation, to include employee feedback, to ensure that it can be done effectively. Calls shall be handled between the two centers beginning with the least busy hours

Phase 2 completion is anticipated within 18 months of acquiring the technology to properly connect the two centers.

