

This document was produced after the Fall of 2017 meetings with the City Council's and vetted through the CVPSA Board in January of 2018. It was produced as a way of moving forward just with the City of Montpelier's dispatching services. It was an attempt to work together collaboratively while still providing a governance role for the CVPSA Board of Director's. The concept was to leave the dispatching operation and budget with the City of Montpelier.

The management of the City was to report to the CVPSA Board of Directors, who would serve as in a policy governance capacity. The dispatch operations would be influenced by an advisory policy board.

This plan, even though the executive director is mentioned in the document, would have allowed for this position to be phased out. It would have allowed for a significantly reduced or eliminated CVPSA budget. It would have allowed for the development of a partnership between the two municipalities (Montpelier and CVPSA) that could have been tested over time.

This concept was rejected by the staff of Montpelier.

CENTRAL VERMONT PUBLIC SAFETY AUTHORITY

REQUEST BY MEMBERS OF THE AUTHORITY TO MANAGE AND DIRECT MONTPELIER DISPATCH SERVICES

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 municipality of the City of Montpelier provide authority to CVPSA to manage and direct dispatching services for Montpelier's fire, police and emergency medical services and other contracted services in accord with the following principles:

1. Agreeably to section 54b of the Charter, the City of Montpelier hereby cedes to the Authority the communications/dispatch functions currently operated by the City under the following conditions for a period of one year beginning on _____.
 - a. Employees currently employed as dispatchers will remain employed as of _____, with their respective employer. Dispatching budgets will remain managed by the City of Montpelier.
 - b. The management structure currently in place to supervise and manage the dispatch function shall remain in place. The City Manager and/or the Chief of Police shall report to the CVPSA Board on the progress that is being made to implement the tasks and responsibilities contained in section c and d.
 - i. The Chief of Police shall continue to be an employee of the City of Montpelier and report to the City Manager.
 - ii. The City Manager or his designee shall chair the dispatch advisory policy board.
 - iii. The City Manager or his designee shall report to the CVPSA on the status of implementing the tasks and responsibilities contained in c and d.
 - c. Effective _____ the CVPSA shall begin a policy governance role managing and directing the dispatching services of Montpelier under the following conditions;
 - i. A dispatch advisory policy board (Dispatch – APB) shall be formed by the CVPSA Board of Directors and shall be made up of the Executive Director of the CVPSA, a Board member of CVPSA, Montpelier Police and Fire Chiefs, and the Barre City Director of Public Safety, or their designees, a representative of the Capital West Communication Committee. At least

two dispatchers shall serve on the committee at the direction of their respective employers.

1. The Dispatch - APB shall operate in an advisory policy capacity developing *operational procedural and performance changes* for dispatch services and make appropriate recommendations to the CVPS Board.
 - a. The City Manager or designee shall implement the operational procedures and performance changes recommended by the dispatch executive committee and authorized by the CVPSA Board of Directors.
 2. The Dispatch – APB shall have the power to implement *training for dispatchers* as needed and in accordance with the operational needs of the City of Montpelier.
 3. The Dispatch - APB shall develop *performance measures and develop a long term strategic and operations plan* which shall include an equipment replacement plan, purchase of needed technology and baseline indicators for performance. This information shall be forwarded to the CVPSA Board of Directors.
 4. The Dispatch - APB shall *regularly report* to the Board of Directors of the CVPSA regarding the progress made on implementing the approved tasks.
 5. The Dispatch - APB shall provide to the Board of Directors recommendations concerning *combining the dispatch* function of Barre and Montpelier together. They shall review the two-center system approach, the combining of one center into the other center and moving to a new standalone facility. This recommendation shall be received by the CVPSA Board by October 1, 2018.
 6. The Dispatch - APB shall form any working subcommittees as needed to carry out its work.
- d. The Board of Directors of the CVPSA shall receive *regular financial statements* from Montpelier 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.
 - e. The Board of Directors of the CVPSA shall report to the City Council by December 11, 2018, regarding the implementation of tasks mentioned in section 1(c), a budget proposal for FY 20 and with a recommendation for moving forward.

2. The Montpelier Dispatch Center shall be managed and operated consistent with the strategic operations plan attached to this request.

Dated this _____ day of _____ 201__.

CENTRAL VERMONT PUBLIC SAFETY AUTHORITY

BY _____
Thomas Golonka, Chair (Montpelier)

Sam Dworkin (At Large)

Dona Bate (Montpelier)

Michael Smith Vice Chair (Barre)

Martin Prevost (Barre)

Douglas Hoyt (At Large)

Kimberly B. Cheney (At large)

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DISPATCH CENTER
STRATEGIC OPERATIONS PLAN FOR FISCAL YEAR 2019

1. Objective

The objective of the Central Vermont Public Safety Authority's (CVPSA) request to manage and direct dispatching services, is to improve the efficiency of dispatching services, encourage other members to join the CVPSA and provide a service that is expandable.

The specific objectives of this plan are:

1. To implement operational procedures, consistent with national best practices, leading to changes within dispatching that will help employees provide a better service.
2. To provide training to dispatchers that will help them with their jobs.
3. To develop performance measures and strategic plans which shall include an equipment replacement plan, purchase of needed technology and baseline indicators for dispatching performance.
4. To incorporate technological improvements into the dispatching function.
5. To evaluate how to combine the dispatching function of Barre City into or part of an overall Central Vermont communication system.
6. To evaluate the true costs of providing dispatch services under the CVPSA.

2. Definitions

Advisory Policy Board – A committee or board develops policy, procedure and direction of dispatching services and other tasks and recommends their approval to the CVPSA Board of Directors.

Policy Governance – For the purposes of this document policy governance shall mean the establishment of a relationship between the employees of the City of Montpelier and the CVPSA Board of Directors identifying who does what. Specifically, the Board shall be responsible for the strategic policy direction of dispatching leaving the procedural implementation of the policy to the employees of the City of Montpelier so that relevant results can be achieved.

Technology Improvements – This term shall mean the necessary information technology and radio improvements needed to increase the efficiency of the dispatching function, making dispatchers jobs easier. Thus far, the need to acquire a simulcast radio system for Central Vermont has been identified as a needed enhancement. A computer aided dispatch system (CAD) has also been identified as a needed enhancement.

3. Concept of Operation

Beginning _____, the dispatch center shall be managed through a policy governance concept by the Central Vermont Public Safety Authority (CVPSA) under the procedural guidance of a dispatch executive committee and the specific direction of the Montpelier Chief of Police. The employees shall remain employees of the City of Montpelier and be responsible to the chain of command that exists prior to any "ceding of authority".

3. Name

The name of the dispatch center shall remain the same.

4. Input into Operations

A dispatch executive committee shall be charged by the CVPSA Board of Directors to provide policy advisory guidance concerning the dispatching in accordance with the section c of the ceding request.

The Board of Directors of the CVPSA shall report to the City Council's by December 11, 2018, regarding the implementation of tasks mentioned in section 1(c), a budget proposal for FY 20 and with a recommendation for moving forward.

5. Financial Liability

The City of Montpelier shall continue to budget and pay for all expenses associated with the operation of dispatching in FY 19.

6. Provision of the Montpelier Dispatch Center

The Dispatch Center, operating out of 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. The management and supervisory structure of the City of Montpelier shall continue to provide the necessary oversight of the dispatch function. Dispatch services are not to be reduced or hindered because of this effort. Enhancements of the service is the expected outcome.

7. Responsibilities of the CVPSA

The Board of Directors of the CVPSA shall provide strategic policy guidance to the employees of the City of Montpelier as it relates to dispatching. Dispatch Centers as they are currently being managed except. The Board of Directors shall work with the dispatch 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 CVPSA Board will receive policy recommendations from the dispatch executive committee.

The Board of Directors of CVPSA shall also receive financial statements from the Cities for the costs of dispatching and shall analyze those costs.

The CVPSA Board of Directors shall not have supervisory or management responsibilities over the staff or the spending of the Cities dispatch budget

8. Budget Appropriation and Assessment

No budget appropriation and assessment for the operation of dispatching services shall be directed to the CVPSA in FY19.

9. Payment of Assessment

No payments for dispatching services shall be assessed in FY 19.

10. Admission of Additional Members

The CVPSA Board of Directors shall continue to work with other municipalities to grow the CVPSA and/or grow dispatching services.

11. Withdrawal

Montpelier shall provide the authority for the CVPSA to manage and direct the dispatching operations from a policy governance perspective for 1-year beginning _____ under the provisions of this request. The City may withdraw this request whenever there is a vote of the City Council.

12. Insurance

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

13. Fiscal Year

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

14. General Provisions

The CVPSA charter is the governing document for all issues not addressed in this document.

15. 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. A consensus of the dispatch executive committee shall guide which best practices are capable of being implemented based on available funding and which are fiscally responsible to the communities.

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).

16. Dispute Resolution

Any dispute that arises concerning the implementation of this agreement shall be resolved at the lowest level of management as possible. If the dispute involves a disagreement between employees of the City of Montpelier and the CVPSA Board and cannot be resolved, then it shall be referred to the Montpelier City Council for resolution.