Dispatch/PSAP Service Development, Support and Operations Management for Chittenden County, VT
January 22, 2019
Governance

• Identifying Costs, Capital and Operating Budget Funding Mechanisms and Sustainable Financial Participation from Member Communities
• Coordinating Administrative, Human Resource, Procurement, Financial Operations, and Legal Support
• Identifying Experienced and Knowledgeable Employees
• Recruiting, Hiring and Training Plans
• Transition Planning
Operations

• Developing Participating Municipalities Workload and Target Service metrics and create operational outline. Includes staffing and work schedule.

• Developing Policies and Procedures

• Developing Participating Municipalities Performance and Workload Reporting

• Plan of Employee Onboarding

• Planning and Implementation of 9-1-1 Call Taking with VT 911 Board and non-emergency calls at the center or remaining with cities/towns.

• Training Personnel on Regionalized Procedures and Technology

• Developing a Dispatch Quality Assurance and Improvement Process

• Transition Planning for Participant Municipalities

• Prepare cost estimates for annual operating costs and capital costs
Technology

• Identifying Common Technology Requirements for Regional Operations
• Evaluating Existing or Projected Technology for Possible Reutilization, (ownership, life cycle, support and maintenance)
• Network and Security systems design and implementation
• Coordinating installation of 9-1-1 Call Receiving Equipment
• Technology Specifications, Procurement process, Vendor selection, Contract award
• Technology planning for Installation, Configuration, Testing and End user and System Administration training
• Transition Planning
• Technical Re-fresh Planning
• Recommendation of and Optimization of Multi-Jurisdictional CAD System along with potential multiple RMS Interfaces
Facility

- Facility Conceptual Design
- Architectural, Mechanical and Engineering Support
- Design and Technical Architectural Plan for facility
- **Define Utility Requirements and Elimination of Single Points of Failure**
- Maintenance and Cleaning Requirements
- Design of Communication Center Space, (consoles, technology space, offices, break and training areas
- **Procuring and Installing Consoles**
- Implementation and Cutover Planning for Dispatching and 9-1-1 Call Receiving
Preliminary Draft Layout Idea #3A

Assumptions:
- 7 ft tall ceiling everywhere
- Two plumbing trenches core of building, with centrally well between Restrooms and Kitchen
- Use Line 1-2 will be utilized between Data area and Admin area with x r opening
- 2 Doors to improve emergency and separations
- Tech Equipment can be considered in Existing Server Room
- 9 ft height usable
- "Hot Desks" side supply/storage
Transformational Executive Director Responsibilities

- Reviewing the results of studies performed in consulting Phases A and B of the project, and implementing the recommendations of the reports and approved decisions of the Board.
- Building and fitting out the communications center space.
- Interview, vet, hire and train staff who will be joining the regional center staff.
- Transitioning technology and operations from the five current centers to the regional center based on the implementation schedule approved by the Board.
- Scheduling the implementation of 9-1-1 call taking at the regional center;
- Scheduling and overseeing of 9-1-1 training of dispatch staff;
- Planning and implementing a backup site;
- Creating and implementing a Quality Assurance program to evaluate and improve performance;
- Assisting the Authority in determining final costs and seeking approval and buy-in from client jurisdictions; and
- Establishing regular operational reviews with agencies, management reports to track performance, and a feedback process from agencies.
CCPSA’s Transformational Executive Director

IXP Proposes Joe Estey as CCPSA’s Transformational Executive Director

Prior to assuming the duties of Transformational Executive Director, Joe will oversee the completion of Sections A and B, providing continuity and expert knowledge of all findings, recommendations and decisions of the Board.
Long-Term Center Management

• Following full implementation and go live, CCPSA needs an Executive Director/Center Manager to manage the Communications Center.

• At the appropriate time, a long term qualified Center Manager will be assigned to CCPSA.

• Duties of day-to-day operations will be transitioned to the Center Manager.

• The Center Manager will assume full responsibility for day-to-day operations at the beginning of Year 3.

• Joe Estey will retain oversight responsibility for the duration of the contract.
IXP Performance Standards

• **National Standards** - IXP tracks staff performance for call taking and dispatching using the *nationally accepted standard* provided by the National Emergency Number Association (NENA) and APCO.

• **State Standards** - IXP meets all applicable State of Vermont 911 Board, VCIC

• **Local Standards** - IXP will follow all relevant general orders and protocols established by the client jurisdictions.

• **Performance Standard** - 90% of calls answered within 10 seconds, and 95% of all calls answered within 20 seconds.

• **Quality Standard** - IXP will assist in adopting a formal *Quality Assurance Program* (QA) and provide quarterly reports to the client jurisdictions.

• **Workload Standards** - IXP will coordinate staffing the CCPSA on a *24x7x365* basis and create an effective and efficient shift schedule that tracks to the specific workload.
End

IXP Corporation: Tackling the Toughest Challenges in Public Safety