



Dispatch/PSAP  
Service Development,  
Support and  
Operations  
Management for  
Chittenden County,  
VT

January 22, 2019



# Integrated Approach



# 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

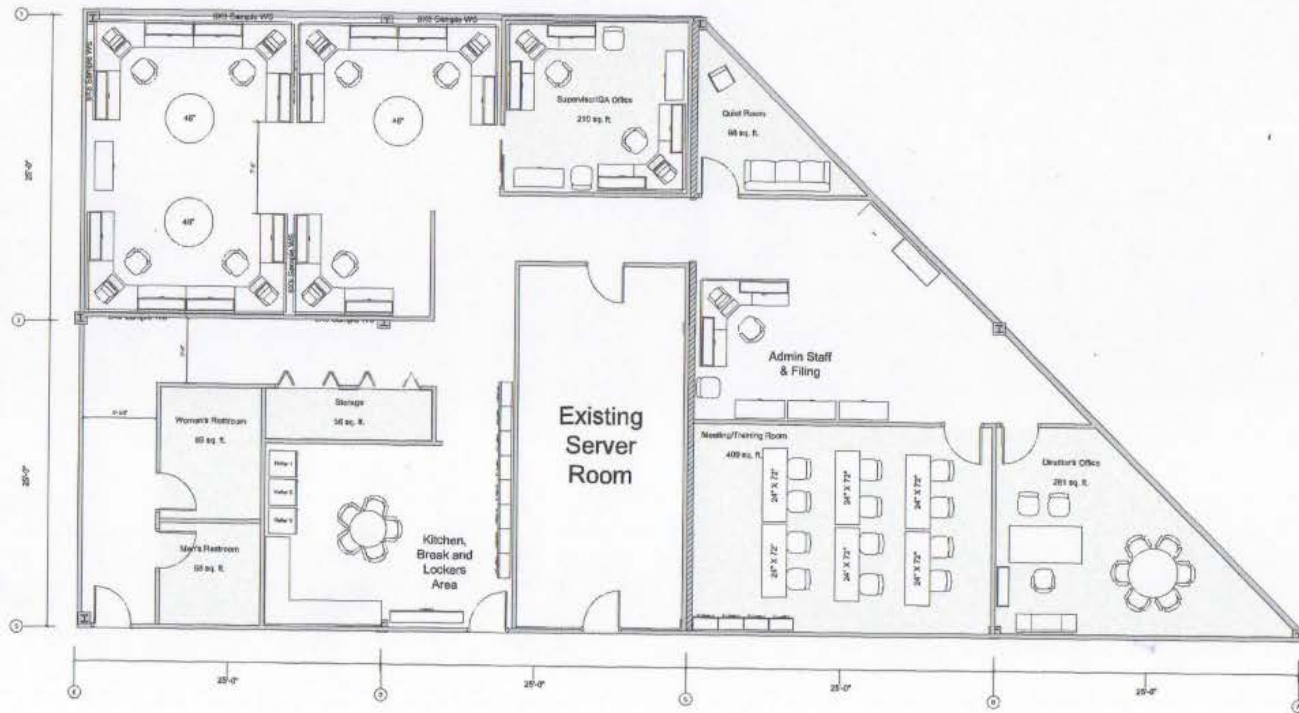
- Facility Conceptual Design
- Architectural, Mechanical and Engineering Support
- Design and Technical Architectural Plan for facility
- **Define Utility Requirements and Elimination of Single Points of Failure**
- **Maintenance and Cleaning Requirements**
- Design of Communication Center Space, (consoles, 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 Full Dispatch Positions
- Keep plumbing towards core of building, with common wall between Restrooms and Kitchen
- Use Line C wall to delineate between Ops area and Admin area with a 4' opening
- 2 Doors to improve emergency exit opportunities
- Tech Equipment can be co-located in Existing Server Room
- 32 half-height lockers
- 'Hall Closet' style supplies/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