



1/22/2019 - 8:00AM
Colchester Town Hall, 781 Blakely Road
Outer Bay Conference Room

Minutes

In Attendance: Board Members: Steve Locke (Burlington), Aaron Frank (Colchester), Jessie Baker (Winooski), Kevin Dorn (South Burlington), Richard McGuire (Williston). Others present: Asst. Secretary, Charlie Baker; Geoffrey Urbanik, Justin Couture, Pam Simays, Judy Dunn, Joe Estey, Caroline Earle, Fraternal Order of Police (Winooski)

- 1. Call to Order/Introductions** | A. Frank called the meeting to order at 8:03am.
- 2. Agenda Approval** | The treasurer's report was moved down the agenda.
- 3. Public Comment** | No members of the public present at the time of this agenda item.
- 4. Approval of Minutes from 12/17/18** | S. Locke made a motion to approve the minutes from December 17, 2018 and J. Baker seconded. All in favor. Motion passed.
- 5. IXP Presentation, Joe Estey** | A. Frank introduced Joe Estey from IXP consultants. He and his team started 3 weeks ago. Joe reviewed the scope of work in 4 categories: **governance** (costs, human resources, training, transition planning); **operations** (workload and target service metrics, policies and procedures, staffing schedule, employee onboarding, technology, quality assurance, transition planning, etc.); **technology** (common technology requirements, reutilization, security systems, call receiving, specifications/procurement, training, re-fresh planning, CAD); and, **facility** (conceptual design, utility requirements, maintenance requirements, designing space, procuring consoles, implementation and cutover planning). There were some items for which the CCPSA will be the lead. Joe reviewed an early draft conceptual design. He then reviewed Transformational Executive Director Responsibilities (implementing the recommendations, hiring staff, technology, training, QA program, determining final costs, operational reviews, etc.). For longer term center management there needs to be a transition in a few years. He reviewed the variety of performance standards: national, state, local – including answering 90% of calls in 10 seconds and 95% in 20 seconds. There was some discussion about schedule, but it is still too early to tell how quickly things will move to avoid it taking too long. He would like to have something up and running by the end of the year. J. Baker asked for a timeline of when key decision points will be reaching the Board. He will provide monthly status reports. A. Frank asked him to provide some examples of places where IXP has done this type of work. J. Estey reviewed a bad example in the Somerville MA area, noting the importance of the governance relationship. Some places where it has worked: Sandy Springs GA. Caroline Earle asked about minimum staffing as part of the current work tasks list A.5. J. Estey responded that there will be quite a bit of analysis done to determine staff needs for each shift and that may include more than the factors listed in A.5. A. Frank noted that the list came from the CCPSA in the RFP and that IXP will develop

additional factors as the process proceeds. J. Estey discussed the workload issues between emergency and non-emergency calls as well as administrative tasks. C. Earle asked about which industry standards will be used. Joe noted several and discussed policy and procedures. Joe noted that some of these will need to be tailored to unique local needs. There could be unique variations on policies or procedures in each municipality.

6. Treasurer's Report on Payments / Monthly Financial Report: Board Acceptance | R. McGuire verbally noted that revenue is \$110,512 with actual revenue of \$60,003. Payment has not yet been received from Burlington. Spent \$5,297 so far on insurance and legal. S. Locke made a motion to accept the report and J. Baker seconded. All in favor. Motion passed.

7. Board Communications and Other Matters | None.

8. Next Meetings:

- Monday February 25th 8:00-9:30AM Colchester Town Offices, Third Floor Outer Bay Room
- Monday March 25th 8:00-9:30AM Colchester Town Offices, Third Floor Outer Bay Room

9. Adjournment | S. Locke made a motion to adjourn, seconded by K. Dorn. All in favor. Motion passed. The meeting adjourned at 9:10am.

Respectfully submitted,
Charlie Baker