



CHITTENDEN COUNTY PUBLIC SAFETY AUTHORITY
Board of Directors Meeting
March 25, 2019, 8:00-10:00am
Colchester Town Hall, 781 Blakely Road
Outer Bay Conference Room

AGENDA

1. **Call to Order**
2. **Agenda Approval**
3. **Public Comment**
4. **Approval of Minutes from 2/26/19**
5. **Treasurer's Report on Payments / Monthly Financial Report: Board Acceptance**
6. **Draft Results from IXP Consultants**
 - Section A, #4 – Review of Current CAD/RMS Systems
 - Section A, #8 – Recommendations on Existing Technologies
 - Section A, #9 – Evaluate Designated Space
 - Section A, #10 – Recommendation on Radio Systems
7. **Update on Calls for Service** (information item)
8. **Board Communications and Other Matters**
9. **Next Meetings:**
 - Monday April 29th 8:00-9:30AM Colchester Town Offices, Third Floor Outer Bay Room
 - **This meeting shall serve as our annual organizational meeting**
 - Monday May 20th 00-9:30AM Colchester Town Offices, Third Floor Outer Bay Room
10. **Executive Session: (if needed)**
11. **Adjournment**



CHITTENDEN COUNTY PUBLIC SAFETY AUTHORITY
Board of Directors Meeting
February 26, 2019, 8:00am
Colchester Town Hall, 781 Blakely Road
Outer Bay Conference Room

**DRAFT
MINUTES**

In Attendance: Board Members: Jessie Baker (Winooski), Kevin Dorn (South Burlington), Richard McGuire (Williston); and Darren Adams (Milton). Others present: Charlie Baker, Justin Couture, Kathryn Clark, Jan Wright, Geoffrey Urbanik, Deborah Chamberlain, Cole Hayes, Kyle Blake, and Caroline Earle, Fraternal Order of Police (Winooski)

- 1. Call to Order** | K. Dorn called the meeting to order at 8:03am. The Board members introduced themselves to the audience.
- 2. Agenda Approval** | Adams made a motion to approve the agenda and Baker seconded. All in favor. Motion passed.
- 3. Public Comment** | Kathryn Clark had a question about the merger between South Burlington and Colchester. Dorn responded on behalf of South Burlington that they are hoping to get the full consolidated dispatch off the ground by this time next year. Didn't want to distract from that effort. She asked if Milton will still have voting rights on the CCPSA even though they will be getting dispatch services in FY20 from St. Albans. There is no timeline for when Milton will work out their investment. Clark asked about the timeline for start-up. Dorn noted that he is pushing for the end of the year, but it will likely take longer.
- 4. Approval of Minutes from February 12, 2019** | J. Baker moved, Adam seconded. McGuire noted a minor change on page two. All in favor with those changes. Motion passed.
- 5. Treasurer's Report on Payments / Monthly Financial Report: Board Acceptance** | There has been no significant change. Payment from Burlington is still outstanding.

Dorn had the CCPSA go into recess awaiting the arrival of the consultant.

- 6. Introduction and discussion with IXP Consultants** | The consultants arrived at 8:45. Kevin Kearns and Michelle Kessler from IXP introduced themselves and provided an introduction. Their work focuses on consolidation. Kearns's background is in fire service, emergency management, and communications center. Kessler's background is in communications centers. They have worked on a lot of these projects noting that about 80% of issues are similar and 20% are unique. They have scheduled meetings at each communications center this week. They are also meeting or have met with police, rescue, and fire chiefs.

Kessler explained that she worked for Phoenix and was a 911 center supervisor including working with the regional communities on services. She was a dispatcher and 911 operator.

Dorn introduced the CCPSA board and asked if there were questions from the board. McGuire asked about the timeline noting the anxiety of current dispatchers. Kearns observed that they bring their

experience from other situations. Consolidations can be scary and can get into analysis paralysis. Can't wade into cold water, need to dive in. These efforts can die if they take too long. However, you need to work within your situation. The sooner you can get going the better. He noted an example that was just focused on money and forgot that they were working on improving service. Keep the focus on why we're doing this and move as expeditiously as possible. The governing body needs all of the information possible to make a decision. There will be time between making decisions and executing decisions. There will be things that change between those points. Once you decide to move ahead the full schedule of actions will be known. This planning phase has a lot of unknowns.

J. Baker noted the importance of the connection between municipal managers, public safety staff, and the public. She asked, what other issues should we be keeping in mind during this process? Kearns replied that they will provide a concept of operation for moving forward. He noted a big challenge in having to do some things different in a regional center versus how things are done in each local center. The concept of operations needs to work for the police, fire, and rescue agencies. Those agencies need to feel comfortable. A challenge now is that you don't have a regional radio system. Need to be careful that this phase doesn't take too long.

Dorn highlighted the preceding discussions to form a public sector dispatch center. At the last meeting, the CCPSA committed to continued employment of dispatchers. Kearns noted that this is a major issue in every project. Dorn expressed the expectation that the consultant team listen to the dispatchers this week. Kearns noted that he's been involved since the beginning. He was previously here looking at current operations. He is anxious to get into the communications centers to see how things really work.

Dorn opened it up for questions from the audience. Clark asked how much time Kessler spent as a dispatcher. She was a dispatcher for 10 years then supervision after. Kearns had three years as a dispatcher. Clark asked if 3-4 hours will be enough time. Kessler replied, yes, as long as everyone is open in sharing with the consultant. Kearns noted that it probably isn't a good use of time to have to meet with every dispatcher. Clark wondered if you get a comprehensive view from 3-4 hours especially from day to night shifts. Kearns noted they have seen those differences and believes their methodology is sound. Clark asked about IXP managed service delivery. Kearns noted that the consulting side is separated from the operations. He noted that they don't produce canned reports. They will dig in to understand local needs and circumstances. He knows their recommendations work in real life because they have seen them implemented. Recommendations are based on what works for the local operations. Clark asked if they'd seen a situation where dispatchers leave and the staffing levels reduce. Kearns noted this is always issue. It is sad when they do. The CCPSA has tried to alleviate that fear. Clark asked if IXP then proposes to provide managed services. Kevin noted that IXP is here as a consultant not to operate. The CCPSA asked IXP about the possibility of an interim executive director. Kearns noted that that is not a recommendation from IXP. Baker clarified that the managers are used to a model with a board, with a manager. The board will be a publicly run entity by the CCPSA. All dispatchers will be offered employment. IXP will provide recommendations. CCPSA will only ask for an IXP interim director if CCPSA decides that is the best course. It was clarified that CCPSA will retain hiring authority. Clark asked about the lack of clarity about the application process. Will there be a review process? Baker said that of course there will be review because this is a public entity, however, we aren't there yet.

Clark asked about what the training processes are for switch over. Kearns responded that the approach they see most often is that there is training in existing centers and that combining happens in a sequential process. This places a burden on the system because it will take more time during the transition phase. This is a tough time because there are more hours required for the training. This is part of the reason you need to move expeditiously. If it takes too long, you lose the effect of the training, you need to diversify the staffing on start-up. Shift adjustments will happen to balance the experience. Training will happen both before and after the transition. There will be a second transition

to become a 911 center.

Clark asked if they will be meeting with the chiefs this week. Kearns noted that this has already happened.

Clark asked about sharing channels. Kevin noted that there is no typical. This is one of the bigger challenges here.

Earle provided the following observations: You are here in a consulting capacity to provide recommendations on consolidating. They are not evaluating the centers. They are formulating a plan for consolidation. She noted that it would be appropriate to figure out your communication with the board, noting that you were late today.

Earle noted that being defensive won't go over well here. There is no need to debate with a dispatcher asking questions. People should expect to get direct answers and respect. Make sure to have empathy for those people who are in the jobs now and are going through this for the first time.

How many times have they been governed by collective bargaining? Kevin responded, most of the time.

K. Blake asked about the Colchester and South Burlington possible merger. Dorn noted that over the last 18 months there have been discussions about this idea. Colchester has a recent situation with Milton leaving their center which causes a financial issue for Colchester. Dorn noted that it was decided to focus on this regional consolidation rather than a Colchester/South Burlington merger soon. This will be dependent upon the recommendations of the consultant. Kyle wanted to make sure that service to firefighters doesn't suffer during this effort. Kearns noted that the transitions, if sequential, may happen over weeks or months.

7. Next Meetings:

- Monday March 25th 8:00-9:30AM Colchester Town Offices, Third Floor Outer Bay Room
- Monday April 29th 8:00-9:30AM Colchester Town Offices, Third Floor Outer Bay Room

8. Executive Session: (if needed) |

9. Adjournment | Dorn adjourned the meeting at 9:40.

Respectfully submitted,
Charlie Baker
Assistant Secretary

REVENUE	Budget FY2019	Actual Through March 13, 2019	Budget Balance
Burlington	40,447		(40,447)
Colchester	16,477	16,477	-
Milton	10,062		(10,062)
Winooski	6,926	6,926	-
South Burlington	17,556	17,556	-
Williston	8,532	8,532	-
Interest Income	-	18	18
Prior Year Reserves	10,512	10,512	(0)
Total Revenue	110,512	60,021	(50,491)
EXPENSES			
Consultant	100,000		100,000
Insurance/VLCT	1,854	2,004	(150)
Misc	1,658		1,658
Legal	5,000	3,816	1,184
Equipment Ops/Repairs	2,000		2,000
Total Expenses	110,512	5,820	104,692
NET REVENUE-EXPENSES			
	-	54,201	



CONTACT:
 Aaron Frank, CCPSA Chair
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MEMO

To: CCPSA Board

From: Aaron Frank, CCPSA Chair

Date: March 15, 2019

Re: Emergency Service Call Metrics for Chittenden and portions of Addison and Franklin Counties:
Three Year Summary

Below are comparative tables of Calls for Service for Police and Fire/Rescue by community and rescue service for the fiscal years ending June 30, 2016, 2017 and 2018. This memo is a supplement to memos specific to each fiscal year which are attached. This information is intended to be used for call estimation in developing regional dispatch level of effort, costs, and later for cost allocation.

The contracted dispatch relationships are, in most cases, with public safety agencies vs. rural Towns. As CCPSA ultimately moves on to provide contracted services, it will make sense to maintain these relationships as we will want to feedback early and often in order to maintain high levels of customer satisfaction.

FY 16, 17 & 18 Calls for Service – Dispatched from Chittenden Cty.

Municipality	FY 16 Calls for Service	FY 17 Calls for Service	FY 18 Calls for Service	Average Annual CFS	% Avg. Annual of Calls for Service
Burlington	44,550	42,020	38,564	40,559	28%
Colchester	16,373	15,367	17,289	16,984	12%
Essex *	20,535	11,799	10,589	13,904	10%
Milton	10,055	10,083	10,686	10,476	7%
Shelburne	10,911	7,397	6,285	7,827	5%
South Burlington	18,687	18,117	17,626	17,980	12%
Williston	12,239	8,272	10,887	11,338	8%
Winooski	10,302	9,615	9,319	9,647	7%
St. Mikes Rescue **	0	0	0	-	0%
Chittenden Sheriff	3,900	3,756	3,386	3,557	2%
Rural Towns	12,515	9,546	9,990	10,832	7%
Northern Addison	2,535	2,781	2,850	2,745	2%
Total	162,602	138,753	137,471	145,848	100%

* Essex does not use the regional dispatch counting method *SMC Rescue is included with Town Figures

FY 16, 17 & 18 Calls for Service – CCPSA Only

Municipality	FY 16 Calls for Service	FY 17 Calls for Service	FY 18 Calls for Service	Average Annual CFS	% Avg. Annual of Calls for Service
Burlington	44,550	42,020	38,564	40,559	36%
Colchester	16,373	16,373	16,373	16,373	15%
Milton	10,055	10,055	10,055	10,055	9%
South Burlington	18,687	18,687	18,687	18,687	17%
Williston	12,239	12,239	12,239	12,239	11%
Winooski	10,302	10,302	10,302	10,302	9%
Chittenden Sheriff	3,900	3,900	3,900	3,900	3%
Total	116,106	113,576	110,120	112,115	100%

FY 16, 17 & 18 Calls for Service – CCPSA Only without Chittenden Sheriff (CCPSA agreed to dispatch for the Sheriff without charging so this is the basis for our allocations)

Municipality	FY 16 Calls for Service	FY 17 Calls for Service	FY 18 Calls for Service	Average Annual CFS	% Avg. Annual of Calls for Service
Burlington	44,550	42,020	38,564	40,559	37%
Colchester	16,373	16,373	16,373	16,373	15%
Milton	10,055	10,055	10,055	10,055	9%
South Burlington	18,687	18,687	18,687	18,687	17%
Williston	12,239	12,239	12,239	12,239	11%
Winooski	10,302	10,302	10,302	10,302	10%
Total	112,206	109,676	106,220	108,215	100%

FY 16, 17 & 18 Calls for Service – CCPSA Only without Milton

Municipality	FY 16 Calls for Service	FY 17 Calls for Service	FY 18 Calls for Service	Average Annual CFS	% Avg. Annual of Calls for Service
Burlington	44,550	42,020	38,564	40,559	41%
Colchester	16,373	16,373	16,373	16,373	17%
South Burlington	18,687	18,687	18,687	18,687	19%
Williston	12,239	12,239	12,239	12,239	12%
Winooski	10,302	10,302	10,302	10,302	10%
Total	102,151	99,621	96,165	98,160	100%



MEMO From the Office of the Town Manager

To: Joint Survey Committee on Regional Dispatch
From: Aaron Frank, Colchester Deputy Town Manager and CFO
Date: May 10, 2017
Re: Emergency Service Call Metrics for Chittenden County and portions of Addison County FY 16

Below are tables of Calls for Service for Police, Fire/Rescue by community and rescue service; and 911 calls by community.

This information was intended to be used for call estimation in developing regional dispatch level of effort, costs, and later for possible cost allocation.

I have engaged the police and fire chiefs in developing these numbers and have backup by community. Please let me know if you would like to see the backup. The calls by community include calls responded to by Richmond, Essex, and Saint Michaels Rescue. Locally reported calls are increased by these rescue calls.

Following this exercise I have identified 21,927 (16%) more calls than DeltaWRX. This will be important in level of effort and revenue estimation.

The Police Chiefs are working with Steve Locke on refining a definition of calls for service. As you know, this is not as straightforward in police where officers self-initiate a significant portion of their calls. The definition I have used here is phone calls from people (requesting police/fire/rescue services be dispatched), plus self-initiated police calls (mostly traffic stops including tickets and warnings) plus delivery of warrants/service.

Calls for service are about 2.8 times the numbers of 911 calls. This is due to self-initiated police calls for service and people calling dispatch centers directly instead of going through 911. Some citizens are aware of the added time that our current two stage 911/dispatch system takes and avoid it by calling old police numbers or non-emergency numbers.

The contracted dispatch relationships are, in most cases, with public safety agencies vs. rural Towns. It makes sense to maintain these relationships as we will want to feedback early and often in order to maintain high levels of customer satisfaction.

DeltaWRX Consulting

Municipality	CFS (Law)	CFS (Fire/EMS)	Total
Burlington	36,000	7,500	43,500
Colchester	13,307	2,391	15,698
Essex	12,200	3,600	15,800
Milton	8,943	1,058	10,001
Shelburne	4,667	4,085	8,752
South Burlington	18,000	3,000	21,000
Williston	5,100	1,396	6,496
Winooski	9,901	1,227	11,128
St. Mikes Rescue	N/A	2,285	2,285
Chittenden Sheriff	0	N/A	0
Chitt. Rural Towns	1,400	715	2,115
Northern Addison	0	0	0
Total	109,518	27,257	136,775

Update 5/10/17

Municipality	CFS (Law)	CFS (Fire/EMS)	Total CFS	911 Calls
Burlington	37,083	7,467	44,550	15,140
Colchester	13,295	3,078	16,373	7,196
Essex	17,500	3,035	20,535	4,006
Milton	8,988	1,067	10,055	3,533
Shelburne	9,660	1,251	10,911	1,812
South Burlington	15,383	3,304	18,687	7,504
Williston	10,356	1,883	12,239	3,847
Winooski	8,957	1,346	10,302	2,657
St. Mikes Rescue *				
Chittenden Sheriff **	3,900	N/A	3,900	
Chittenden Rural Towns	5,648	2,967	8,615	5,537
Addison Towns	0	2,535	2,535	4,388
Total	130,770	27,932	158,702	55,620

Difference CFS	% Difference
1,050	2%
675	4%
4,735	30%
54	1%
2,159	25%
-2,313	-11%
5,743	88%
-824	-7%
-2,285	-100%
3,900	#DIV/0!
6,500	307%
2,535	#DIV/0!
21,927	16%

*Service assigned to Cities/Towns

**Estimate

SMC Rescue

Burlington	2
Charlotte	1
Colchester	845
Essex	153
Hinesburg	220
Huntington	1
Jericho	11
Milton	6
St. George	38
Shelburne	0
South Burlington	17
Williston	33
Winooski	958
Total	2,285

2015 calls & self-dispatched

Richmond Rescue

Bolton	85
Richmond	276
Huntington	89
Jericho	39
Mutual Aid	41
Total	530

Essex Rescue

Bolton	1
BRISTOL	2
CHARLOTTE	1
Colchester	22
Essex (Town of)	758
Essex Junction	793
FERRISBURGH	1
Grand Isle	1
Hinesburg	4
Huntington	1
Jericho	240
MILTON	4
Richmond	10
SHELBURNE	4
South Burlington	4
UNDERHILL	1
Underhill (Town of)	148
Underhill Center	14
Westford	32
Williston	7
Winooski	1
Unknown	21
Total	2,070

Rural Town Volume-in County

	Police CFS	Fire/EMS CFS	Total CFS
Richmond (SD)**	4,093	450	4,543
Underhill/Jericho (VSP)		773	773
Charlotte (SD)		567	567
Hinesburg (SD) *	1,555	651	2,206
Huntington (SD)		191	191
Westford (St. A)		119	1
Bolton (SD)		178	178
St. George *		38	38
Buell's Gore		none	
Total	5,648	2,967	8,615

(VSP = VT State Police for free; SD = Shelburne Dispatch)

* Hinesburg Fire includes St. George Fire calls

**VSP for PD; SD for Fire/Rescue



CONTACT:
Aaron Frank, CCPSA Chair
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MEMO

To: CCPSA Board

From: Aaron Frank, CCPSA Chair

Date: March 15, 2019

Re: Emergency Service Call Metrics for Chittenden and portions of Addison and Franklin Counties: **FY 17**

Below are tables of Calls for Service for Police, Fire/Rescue by community and rescue service, and 911 calls by community for the time period FY 17 (7/1/2016-6/30/2017).

This information was intended to be used for call estimation in developing regional dispatch level of effort, costs, and later for cost allocation.

I have engaged the police and fire chiefs in developing these numbers and have backup by community. Please let me know if you would like to see the backup. The calls by community include calls responded to by Richmond, Essex, and Saint Michaels Rescue. Locally reported calls are increased by these rescue calls.

As you know, we defined calls for service in our CCPSA agreement. This is not as straightforward in police where officers self-initiate a significant portion of their calls. The definition we used is phone calls from people (requesting police/fire/rescue services be dispatched), plus self-initiated police calls (mostly traffic stops including tickets and warnings) plus delivery of warrants/service and non-law enforcement actions such as visits to schools.

Calls for service are about 2.5 times the numbers of 911 calls. This is due to self-initiated police calls for service and people calling dispatch centers directly instead of going through 911. Some citizens are aware of the added time that our current two stage 911/dispatch system takes and avoid it by calling old police numbers or non-emergency numbers.

The contracted dispatch relationships are, in most cases, with public safety agencies vs. rural Towns. As CCPSA ultimately moves on to provide contracted services, it will make sense to maintain these relationships as we will want to feedback early and often in order to maintain high levels of customer satisfaction.

FY 17 Calls for Service

Municipality	CFS (Law)	CFS (Fire/EMS)	Total CFS	% of Calls for Service	911 Calls
Burlington	34,404	7,616	42,020	30%	15,986
Colchester	11,761	3,606	15,367	11%	7,579
Essex *	7,227	4,572	11,799	9%	3,982
Milton	8,939	1,144	10,083	7%	3,590
Shelburne	6,098	1,299	7,397	5%	1,869
South Burlington	14,583	3,534	18,117	13%	8,031
Williston	6,356	1,916	8,272	6%	3,841
Winooski	8,324	1,291	9,615	7%	2,523
St. Mikes Rescue **				0%	
Chittenden Sheriff	3,756		3,756	3%	
Rural Towns	7,074	2,472	9,546	7%	5,313
Northern Addison	0	2,781	2,781	2%	2,531
Total	108,522	30,231	138,753	100%	55,245

*Essex utilizes different call for service calculation for PD than the regional dispatch charter

**Service assigned to Cities/Towns

FY17 Rural Town & EMS Data

Rural Town Volume-out of County (Shelburne Dispatch)					
			Police CFS	Fire/EMS CFS	Total CFS
Addison Towns				2,781	2,781
Franklin/Grand Isle Towns				1,407	1,407
Total			-	4,188	4,188

Rural Town Volume-in County			
	Police CFS	Fire/EMS CFS	Total CFS
Richmond (SD)	1,338	769	2,107
Underhill/Jericho (VSP)		370	370
Charlotte (SD)		621	621
Hinesburg (SD)	1,980	456	2,436
Huntington (SD)		74	74
Westford (St. A)		78	78
Bolton (SD)		68	68
St George		36	36
Buels Gore		none	
Total	3,318	2,472	5,790
(VT State Police--for Free and Shelburne)			

SMC Rescue	
Burlington	12
Charlotte	0
Colchester	889
Essex	248
Hinesburg	232
Other	14
Jericho	0
Milton	0
St. George	36
Shelburne	0
South Burlington	29
Williston	60
Winooski	1,017
Total	2,537

Richmond Rescue	
Bolton	93
Richmond	301
Huntington	86
Jericho	62
Mutual Aid	58
Total	600

Essex Rescue	
Bolton	1
BRISTOL	0
Burlington	4
CHARLOTTE	1
Colchester	47
Essex (both)	1,721
Waterbury	1
Cambridge	1
Grand Isle	0
Hinesburg	0
Huntington	0
Jericho	237
MILTON	4
Richmond	3
SHELBURNE	0
South Burlington	4
UNDERHILL	133
Underhill (Town of)	0
Underhill Center	0
Westford	15
Williston	17
Winooski	5
Unknown	23
Total	2,217



CONTACT:
Aaron Frank, CCPSA Chair
afrank@colchestervt.gov | (802) 264-5509

MEMO

To: CCPSA Board

From: Aaron Frank, CCPSA Chair

Date: March 15, 2019

Re: Emergency Service Call Metrics for Chittenden and portions of Addison and Franklin Counties: **FY 18**

Below are tables of Calls for Service for Police, Fire/Rescue by community and rescue service, and 911 calls by community for the time period FY 18 (7/1/2017-6/30/2018).

This information was intended to be used for call estimation in developing regional dispatch level of effort, costs, and later for cost allocation.

I have engaged the police and fire chiefs in developing these numbers and have backup by community. Please let me know if you would like to see the backup. The calls by community include calls responded to by Richmond, Essex, and Saint Michaels Rescue. Locally reported calls are increased by these rescue calls.

As you know, we defined calls for service in our CCPSA agreement. This is not as straightforward in police where officers self-initiate a significant portion of their calls. The definition we used is phone calls from people (requesting police/fire/rescue services be dispatched), plus self-initiated police calls (mostly traffic stops including tickets and warnings) plus delivery of warrants/service and non-law enforcement actions such as visits to schools.

Calls for service are about 2.5 times the numbers of 911 calls. This is due to self-initiated police calls for service and people calling dispatch centers directly instead of going through 911. Some citizens are aware of the added time that our current two stage 911/dispatch system takes and avoid it by calling old police numbers or non-emergency numbers.

The contracted dispatch relationships are, in most cases, with public safety agencies vs. rural Towns. As CCPSA ultimately moves on to provide contracted services, it will make sense to maintain these relationships as we will want to feedback early and often in order to maintain high levels of customer satisfaction.

FY 18 Calls for Service

Municipality	CFS (Law)	CFS (Fire/EMS)	Total CFS	% of Calls for Service	911 Calls
Burlington	30,647	7,917	38,564	28%	15844
Colchester	13,518	3,771	17,289	13%	7290
Essex *	7,610	2,979	10,589	8%	4191
Milton	9,538	1,148	10,686	8%	3540
Shelburne	4,829	1,456	6,285	5%	1865
South Burlington	13,917	3,709	17,626	13%	8708
Williston	8,894	1,993	10,887	8%	3991
Winooski	7,973	1,346	9,319	7%	2387
St. Mikes Rescue **				0%	
Chittenden Sheriff	3,386		3,386	2%	
Rural Towns	7,519	2,471	9,990	7%	5521
Northern Addison	0	2,850	2,850	2%	2740
Total	107,831	29,640	137,471	100%	56,077

*Essex utilizes different call for service calculation for PD than the regional dispatch charter

**Service assigned to Cities/Towns

FY18 Rural Town & EMS Data

Rural Town Volume-out of County (Shelburne Dispatch)					
			Police CFS	Fire/EMS CFS	Total CFS
Addison Towns				2,850	2,850
Franklin/Grand Isle Towns				1,478	1,478
Total			-	4,328	4,328

Rural Town Volume-in County			
	Police CFS	Fire/EMS CFS	Total CFS
Richmond (SD)	1,340	812	2,152
Underhill/Jericho (VSP)		364	364
Charlotte (SD)		573	573
Hinesburg (SD)	2,793	534	3,327
Huntington (SD)		34	34
Westford (St. A)		42	42
Bolton (SD)		84	84
St George		28	28
Buels Gore		none	
Total	4,133	2,471	6,604
(VT State Police--for Free and Shelburne)			

SMC Rescue	
Burlington	7
Charlotte	
Colchester	867
Essex	197
Hinesburg	243
Other	10
Jericho	
Milton	
St. George	28
Shelburne	
South Burlington	20
Williston	35
Winooski	936
Total	2,343

Richmond Rescue	
Bolton	116
Richmond	354
Huntington	62
Jericho	50
Mutual Aid	74
Total	656

Essex Rescue	
Bolton	2
Burlington	7
Cambridge	1
Colchester	30
Essex (Both)	1,798
Jeffersonville	1
Charlotte	3
St. George	9
Hinesburg	2
Huntington	0
Jericho	235
MILTON	7
Richmond	2
SHELBURNE	2
South Burlington	7
UNDERHILL	129
Underhill (Town of)	
Underhill Center	
Westford	42
Williston	13
Winooski	12
Unknown	11
Total	2,313



PROJECT CHANGE REQUEST

Customer Name: CCPSA	Request Number: PCR-002
Project Name: CCPSA Consulting Phase	Project Director: K. Kearns
Project Code: 00167.P00	Issue Date: 03/14/2019
Request Name: Schedule Realignment	Prepared By: K. Kearns

Reason for Change:

Subsequent to requests by CCPSA to realign the IXP project team, IXP submitted PCR-001 which modified the team and proposed an adjusted schedule to accommodate this change. CCPSA approved PCR-001 with regards to the project team, but declined to approve the schedule change. Specifically, via email exchanges and a conference call on February 14, 2019, CCPSA an interest in seeing the overall project delivery approach modified so that analysis and recommendations arising from the project could be delivered by IXP to CCPSA in smaller tranches of information compared to the current approach that would bundle all of this information in a single Final Draft Report and delivery presentation. This PCR-002 responds to this request and outlines a modified project approach and schedule for the completion of the project.

Contract Reference:

Agreement Between the CCPSA Board and IXP Corporation Dated October 22, 2018

Description of Change:

IXP has reviewed the specific items in the Statement of Work (Contract Schedule A) and with this PCR propose to deliver the 12 items in Section A – Prepare operational outline across a series of 3 in-person or teleconference briefings with CCPSA. Specifically:

- 03/25/2019 – IXP will deliver the draft results of our analysis and recommendations in a briefing that will focus on technology and facility topics, covering the following SOW items:
 - Section A, #4 – Review of Current CAD/RMS Systems
 - Section A, #8 – Recommendations on Existing Technologies
 - Section A, #9 – Evaluate Designated Space
 - Section A, #10 – Recommendation on Radio Systems
- 04/29/2019 – IXP will deliver the draft results of our analysis and recommendations in a briefing that will focus on operational topics, covering the following SOW items:
 - Section A, #11 – Recommend Options for Backup Center
 - Section A, #1 – Transition Plan for Dispatch Centers
 - Section A, #2 – Handling of Phone Calls from Jurisdictions
 - Section A, #3 – Recommendations on Development of SOPs
- 05/20/2019 – IXP will deliver the draft results of our analysis in a briefing that will focus on cost estimates, covering the following SOW items:
 - Section A, #5 – Staffing Levels and Shift Configurations
 - Section A, #6 – Strategy for Transition of Existing Workforce
 - Section A, #7 – Best Call Taking Strategy for Combined PSAP/Dispatch
 - Section A, #12 – Review of Alarm Ordinances

Following each tranche of draft results, CCPSA will have four weeks to review the information with its twelve public safety chiefs and staff. CCPSA shall provide feedback back to IXP on each item in a single document from a single source free of conflicting or divergent advice. IXP will have two weeks to review, consider and adjust the drafts and send back to CCPSA with a document explaining how changes were addressed and if not, why they were not. The final report need not be in person to the CCPSA Board, although a teleconference may be requested at CCPSA's request.



PROJECT CHANGE REQUEST

Customer Name: CCPSA	Request Number: PCR-002
Project Name: CCPSA Consulting Phase	Project Director: K. Kearns
Project Code: 00167.P00	Issue Date: 03/14/2019
Request Name: Schedule Realignment	Prepared By: K. Kearns

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Price/Payment Terms:

The Payment Terms contained in Schedule B are revised as follows:
 Consulting Services for services described in Schedule a, Section A (RFP Section IV.A): \$79,400 shall be invoiced as follows:

- 50% will be invoiced upon execution of this PCR-002,
- 25% will be invoiced upon completion of the delivery of draft information on 05/20/2019, and
- 25% will be invoiced upon delivery of the Final Report

Ramifications:

Following execution of this PCR-002, the remainder of the agreement will continue in full force and effect with the changes set forth herein.

<p>For: CCPSA</p> <p>Name: Aaron Frank</p> <p>Title: Board Chair</p> <p>Signature: <i>Aaron Frank</i></p> <p>Date: 3/15/19</p>	<p>For: IXP Corporation</p> <p>Name: Lawrence D. Consalvos</p> <p>Title: President & COO</p> <p>Signature: <i>Lawrence D. Consalvos</i></p> <p>Date: 3/14/19</p>
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