



CHITTENDEN COUNTY PUBLIC SAFETY AUTHORITY
Board of Directors Meeting
May 20, 2019, 8:00am
Colchester Town Hall, 781 Blakely Road
Outer Bay Conference Room

FINAL MINUTES

Attendees: Members: Aaron Frank (Chair – Colchester), Kevin Dorn (Vice Chair – South Burlington), Jessie Baker (Winooski), Rick McGuire (Treasurer – Williston), Steve Locke (Secretary – Burlington), and Darren Adams (Milton). **Others present:** Charlie Baker (Assistant Secretary – CCRPC), Kevin Kearns (IXP), Geoffrey Urbanik (Colchester), Erik Wells (Williston), Caroline Earle (FOP Winooski), Kathryn Clark (BPD) Jeff Barton (CPD), Larry Barbeau (BPD), Judy Dunn (BPD), Christy Lorrain (BPD), Pam Simays (BPD), Justin Couture (BPD), and Leo Wermer (SBFD).

1. **Call to Order** - Frank called the meeting to order at 8:00.
2. **Agenda Approval** – Locke moved to approve the agenda and Adams seconded. All in favor. Motion carried.
3. **Public Comment** – none
4. **Approval of Minutes from 4/29/19** – Baker moved to approve the minutes and Locke seconded. All in favor. Motion carried.
5. **Treasurer’s Report on Payments / Monthly Financial Report: Board Acceptance** – McGuire reported that there are only minor changes from last month. Revenue have exceeded expenses by \$54,564 to date. Locke moved approval of the Treasurer’s Report and Adams seconded. All in favor. Motion carried.
6. **Financial Services Agreement** – McGuire noted that there have been minor technical corrections to the draft agreement. Locke moved approval of the agreement and Baker seconded. All in favor. Motion carried.
7. **Voluntary Assessment to Fund Lease Option Agreement** – Locke asked if invoices could go out before end of June? Answer was yes. Dorn moved approval of the voluntary assessment and Locke seconded. Adams abstained. All in favor. Motion carried.
8. **Lease Option Approval** - Locke moved approval of the lease option and Dorn seconded. All in favor. Motion carried.
9. **CPSA/Milton MOU** – Frank noted that attorney McLean reviewed. Some minor discussion ensued. Locke moved approval of the MOU and Dorn seconded. All in favor. Motion carried.
10. **Draft Results from IXP Consultants** – Kevin Kearns from IXP presented IXP’s recommendations to date (see attached presentation and the separate draft report).

He first reviewed Scope of Work Items previously reported: Item #4 - Review of Current CAD/RMS Systems; Item #8 – Recommendations on Existing Technologies; Item #9 – Evaluate Designated Space; Item #10 – Recommendations on Radio Systems; Item #11 – Recommend Options for Backup Center; Item #1 – Transition Plan for Dispatch Centers; Item #2 – Handling of Telephone Calls; and, Item #3 – Development of Policies, Procedures & Practices.

He then reviewed new sections of the draft report:

Item #5 – Staffing Levels and Shift Configurations – Kearns started with a review of potential 9-1-1 call demand. The Center will also need to handle some portion of the 10-digit line calls estimated to be 1.5 times the 9-1-1 calls. The estimated total is 110,512 calls per year and an average of 329 calls per day. Frank noted that our 3-year average has been about 99,000 calls for service, so this seems like a reasonable estimate. Kearns noted a typical hourly distribution of calls during a typical day. Consistent with the State, looking to meet NENA standard of answering 90% of calls within 10 seconds during the busy hour of the day. He reviewed different scenarios for call taking needs. Discussed differences of the call taking work versus the dispatch work. Recommends a fully cross-trained staff for call takers and dispatchers. Initial recommendation is for 5 call takers/dispatchers for 24 hours per day/7 days per week. One additional person for 8 during busiest days of the week. And, a shift manager most of the time which would provide for up to seven people taking 911 calls and dispatching. Total estimated staffing need is estimated to be 31 people.

There was a discussion about whether dispatchers would be personally assigned to specific police departments. It was explained that they may be primarily assigned to a department or a group of departments for a specific shift but would be cross trained to handle all departments and that this format works well in dispatch centers of our proposed size and quite a bit larger.

Locke asked about where the break point is for needing more staff. Kearns noted that it would be if the center got up to about 150,000 calls or having the 10-digit calls be up to two times the 9-1-1 calls. Frank noted that this area needs some refinement based upon some more analysis, and a specific recommendation about what existing 10-digit calls will come to regional to be fair from a funding perspective and so the cities and towns can budget for and address procedure for any incoming police calls that do not go to regional. Kearns noted that he's seen 8, 10, and 12-hour shifts work and that he would add some information about current shifts lengths in the report.

Item #6 – Strategy for Transition of Existing Workforce – Would start with development of policies/procedures and training of personnel. CCPSA's board has committed to hiring full time dispatchers in good standing which eliminates a lot of concerns. CCPSA would conduct training prior to startup, but employees would remain employed by their current employers who would schedule training around current work. The Executive director and four managers would begin work prior to the start up date. The dispatchers would begin work on the first day of service, when service is cut-over from local to regional dispatch. It is envisioned that no decisions on labor organizations would be made prior to that time.

Item #7 – Best Call Taking Strategy for Combined PSAP/Dispatch – IXP recommends fully cross-trained staff of dispatchers and call takers. In this model, dispatchers would be dispatching of information the call takers input in the dispatch software vs. talking to the 911 center or callers directly as is presently the case. A cross trained staff allows a sharing of the workload of 911 calls, ten-digit calls, and work among public safety agencies and services.

Item #12 – Review of Alarm Ordinances – IXP advised that regional would be best off functioning with existing alarm ordinances and consider changes and creation of a single regional ordinance after regional dispatch is running.

Earle suggested that the CCPSA negotiate with new employees. Frank responded that this was premature, and further it was difficult to say who might be employees until after municipalities decide whether to ratify the Funding MOU.

11. Board Communications and Other Matters – None.

12. Next Meetings –

Monday, June 24th 8:00-9:30

Monday, July 22nd 8:00-9:30

It was noted that any comments on the draft report should be sent to Aaron Frank by Friday May 24th.

Comments will be consolidated by Colchester Deputy Chief Barton and reviewed with the other Chiefs before being provided to IXP for edits.

13. **Executive session** - Dorn moved to find that premature general public knowledge of the CCPSA's labor relations would clearly place CCPSA at a substantial disadvantage, because the CCPSA risks disclosing its negotiation strategy if it discusses the proposed terms in public and McGuire seconded. All in favor. Motion carried.

Dorn moved that we enter into executive session to discuss confidential communications regarding labor relations under the provisions of Title 1, Section 313(a)(1)(A), Executive Sessions, of the Vermont Statutes and McGuire seconded. All in favor. Motion carried.

Dorn moved to exit executive session and Adams seconded. All in favor. Motion carried.

14. Adjournment - Dorn moved to adjourn at 10:19am and Adams seconded. All in favor. Motion carried

Respectfully submitted,
Charlie Baker

Assistant Secretary