



City Council - Public Safety Committee

Wednesday, February 21, 2024, 5:30 PM, Remote via Zoom

When: Feb 21, 2024 05:30 PM Eastern Time (US and Canada)

Topic: Public Safety Committee Meeting

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1. Adopt the Agenda

Subject

1.1. Motion to amend/adopt agenda

Meeting

February 21, 2024 - Public Safety Committee Meeting Agenda - Wednesday, February 21, 2024, 5:30 PM, Remote via Zoom

Category 1. Adopt the Agenda

Department

Type

Recommended Action

2. Adopt Minutes

Subject 2.1. Adopt minutes from January 24, 2024

Meeting February 21, 2024 - Public Safety Committee Meeting Agenda - Wednesday, February 21, 2024, 5:30 PM, Remote via Zoom

Category 2. Adopt Minutes

Department City Attorney

Type

3. Public Forum

Subject 3.1. Verbal Comments

Meeting February 21, 2024 - Public Safety Committee Meeting Agenda - Wednesday, February 21, 2024, 5:30 PM, Remote via Zoom

Category 3. Public Forum

Department

Type

4. Deliberative Agenda

Subject 4.1. Chief's Report: Fire February 2024

Meeting February 21, 2024 - Public Safety Committee Meeting Agenda - Wednesday, February 21, 2024, 5:30 PM, Remote via Zoom

Category 4. Deliberative Agenda

Department Fire Department

Type

5. Future Business

Subject 5.1. Other Committee Business

Meeting February 21, 2024 - Public Safety Committee Meeting Agenda - Wednesday, February 21, 2024, 5:30 PM, Remote via Zoom

Category 5. Future Business

Department Council and Board

Type

6. Adjournment

Subject 6.1. Motion to adjourn

Meeting	February 21, 2024 - Public Safety Committee Meeting Agenda - Wednesday, February 21, 2024, 5:30 PM, Remote via Zoom
Category	6. Adjournment
Department	Council and Board
Type	
Recommended Action	

7. Informational and Non-Discrimination Statements

Subject	7.1. This agenda is available in alternative formats upon request. For more information on access, call Lori Olberg, Licensing, Voting and Records Coordinator (802-865-7136)(TTY 802-865-7142). Persons with disabilities who require assistance or special arrangements to participate are encouraged to contact 802-865-7000 (voice) or 802-865-7142 (TTY) at least 72 hours in advance so that proper arrangements can be made. The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status, crime victim status or genetic information.
Meeting	February 21, 2024 - Public Safety Committee Meeting Agenda - Wednesday, February 21, 2024, 5:30 PM, Remote via Zoom
Category	7. Informational and Non-Discrimination Statements
Department	Council and Board
Type	

**Public Safety Committee
Wednesday, January 24, 2024
Remote via Zoom
Burlington, Vermont
DRAFT MINUTES**

Members Present: Karen Paul (Chair), Melo Grant, Tim Doherty

Staff Present: Jared Pellerin (Acting City Attorney), Michael LaChance (Fire Chief), Jon Murad (Police Chief)

Public Present: Jean Markey-Duncan

Meeting called to order at 5:36 PM by President Paul.

**1. Adopt the Agenda
1.01 Adopt the Agenda**

Motion to Adopt Agenda as written.

Motion by Councilor Grant, Seconded by Councilor Doherty

Final Resolution: Motion Passes

Yes: Unanimous

**2. Adopt Minutes
2.01 Motion to Adopt Minutes from December 21, 2023**

Motion to Adopt Minutes from December 21, 2023 as presented.

Motion by Councilor Grant, Seconded by Councilor Doherty

Final Resolution: Motion Passes

Yes: Unanimous

**3. Public Forum
3.01 Verbal Comments**

Jean Markey-Duncan shared with the Committee their personal experience with a family member struggling with homelessness and substance use disorder, advocating for more accessible in-patient care in the state of Vermont, emphasizing how public health is integral to achieving public safety and that harm reduction needs to be part of the public safety plan. Councilor Grant recommended Markey-Duncan to also reach out to state legislators on this issue.

Public Forum closed at 5:47 PM.

**4. Deliberative
4.01 Chief's Report: Fire December 2023**

Chief LaChance confirmed for the Committee that reports come out every other month for Fire Commission meetings, meaning the next updated report will come out in February. Chief LaChance offered to develop a simplified report that could be presented to the Committee monthly with the latest data sets from BFD as he reviews the data weekly.

Chief LaChance briefed the Committee on the December Fire Commission report:

- End of Year totals for BFD responses by December 2023 were 10,974, an 11% increase from 2022. 470 of tracked responses were for overdoses.
- The Community Response Team (CRT) is expected to present their End-of-Year data at the next CommStat meeting on January 25.
 - The CRT is providing medical intervention, Narcan leave-behind kits with fentanyl and xylazine test strips, bandaging supplies, and outreach. Since the implementation of the CRT, BFD is seeing an increased availability of emergency units to respond to more calls.
 - CRT has a 2-staff minimum, staffed by advanced EMS personnel in voluntary, overtime 10-12 hour shifts, 7 days a week and using an existing department vehicle for response. CRT is dispatched for incidents of overdose and unresponsive patients outdoors.
 - CRT is staffed an average of 56.2 hours per week, which costs \$4,481.23 in personnel costs per week.
 - CRT has made 952 outreach contacts but only 21 referrals to service partners. Outreach partners report that much of the target populations knows services are available but either choose not to engage or do not find services helpful.
 - 1,670 wound care kits have been given out, costing \$449.68 in total. 127 Narcan leave-behind kits have been distributed. Overdoses appear to be decreasing since deployment, which may be due to a number of factors such as efforts from the BPD but Chief LaChance is hopeful the program is part of that impact.
- In 2023, BFD responses for the homeless/transient population significantly increased, especially over the summer. Chief LaChance shared information from a recent study published by the Massachusetts Department of Public Health indicating homelessness is a significant risk factor for overdose death, as the research findings showed that for the general population, 16 out of 100,000 people are at risk for overdose death, whereas within the homeless population, 300 out of 100,000 people are at risk for overdose death.
- Chief LaChance emphasized continuing partnerships and coordination with BPD's CAIP and other law enforcement partners, increasing support for the homeless population and increased access to in-patient treatment facilities are critical to success.

The Committee asked follow-up questions to the report:

- President Paul inquired if BFD's increased cost projections for FY25 of \$800,000 was related to funding CRT staffing requirements. Chief LaChance stated the cost increase is attributable to a change in the attrition rate for BFD, computer equipment, hardware for trucks, onboarding physicals, the maintenance budget for the fire stations, a training budget for the EMS Chief, medical fees and supplies for CRT and the department in general, which all add up to about \$300,000. The remaining funds being requested are to order another ambulance, following receipt of a new ambulance in the spring that was supposed to arrive 18 months ago. Chief LaChance added that given the average overtime staffing for CRT, they may be able to extend the program to the end of the current fiscal year, as it was budgeted assuming fully staffed, 12 hour shifts every day. Chief LaChance also shared that a bill, written by Representative Carolyn Branagan, has been submitted on behalf of the BFD seeking monies to continue funding CRT throughout Fiscal Year 2025, using the justification that the State can use the CRT's data to create a program enabling other municipalities to initiate something similar, but the outcome of this is unknown for the time being.
- Councilor Grant asked if the bandaging supplies were being distributed for tending xylazine wounds. Chief LaChance confirmed BFD is seeing a lot of wounds related to the use of xylazine and medical supplies are being distributed to care for these wounds and other conditions, but that the BFD was never intended to operate as primary care physicians for folks.
- In regards to the maintenance budget, Councilor Grant inquired on the progress of fixing the concrete over the staircase in one of the stations, to which Chief LaChance responded that rugged netting was added to the entire floor in December and is strong enough to catch anything that may fall. Work is projected to begin in the next week on Station 1, which has some significant flooring issues, and BFD is trying to work out with the vendor options for maintaining sufficient access to Station entrances and lots.
- Councilor Grant asked Chief LaChance about BFD's long-term fleet goals. Chief LaChance shared that the City has a separate fleet budget which the Fire Department typically pulls from to pay for ambulances and firetrucks as needed. Costs of ambulances have increased significantly since the last time the City bought an ambulance, and so to save money, once the latest ambulance ordered is received, Chief LaChance wants to look into remounting existing ambulances, which would be a savings of about \$100,000. BFD is also putting gas engines in new ambulances instead of diesel to save on fuel costs. For firetrucks, Chief LaChance expressed wanting to eventually move away from bonding for firetrucks, as the City currently bonds for firetrucks and buys 3 at a time for about \$3 million. If firetrucks were part of the budget, the City would not need to buy for them and BFD could replace its firetrucks more reliably.
- Councilor Grant let Chief LaChance know she would follow up with an email for public engagement ideas for BFD.

- Councilor Doherty asked if the rise in BFD responses translated to a cost increase for the City. Chief LaChance replied that BFD is already paid to respond, whether there are incidents to respond to or not, but where BFD is seeing some loss is in EMS billing revenue because some individuals are being responded to multiple times in a day. Many of these individuals' services are paid by Medicaid, and Medicaid resists paying transports for patients that get transported more than once per day. Chief LaChance said the EMS billing revenue stream helps reduce the Department's general fund liability. Other costs would be increased wear and tear on vehicles from responding more often, use of more medical supplies, personnel exhaustion, mental and physical health leave costs, and opportunity costs for public engagement and other functions the Fire Department could be performing, such as regular building inspections, more personnel training, and smoke detector installation programs.
- Councilor Doherty asked if BFD had information on how many times they have responded to each individuals in a given period of time, as it may be helpful to quantify the amount spent on multiple responses per person. Chief LaChance responded that for the bill Representative Carolyn Branagan wrote, he had looked into that data but did not find it compelling enough to include, as Burlington taxpayers are paying for BFD to respond to Burlington residents' calls for service and found that the majority of individuals are residents of Burlington but advised that the Police Department may be a better resource for tracking what percentage of individuals are Burlington residents versus from somewhere else. Councilor Grant added this data may be valuable for CommStat, as in response to Chief Murad's feedback from the last Public Safety Meeting that Councilor Grant shared with Scott Pavek, Pavek has since mentioned trying to approach a hybrid system where CommStat accommodates confidential collaboration on specific cases while still providing public meetings on tools and tracking data.
- Returning to the discussion on EMS billing, Councilor Grant asked what percentage of billing has not been received by the Department. Chief LaChance stated the Department is typically around 8%, but that the rate is currently around 10.5%, though this is still significantly better compared to other fire departments which experience rates as high as 20-30%.
- In follow up to Councilor Doherty's question regarding repeat response rates, President Paul added that Chief LaChance had shared some of that data over email last fall, specifically for overdose responses, and would forward that along.

4.02 Chief's Report: Police December 2023

Chief Murad briefed the Committee on the December 2023 Chief's Report, which covered all of November and December:

- November 12 saw multiple gunfire incidents, a double murder, and arson at BPD headquarters. BPD also participated in the National Alliance on Mental Illness NAMI Vermont conference, with their table run by Community Service Liaison (CSL), Anna

Wageling. A lot of officers worked overtime for the Church Street Holiday Tree lighting ceremony and joined forces with BFD and Department of Public Works to ensure the security of the event. The shooting of the three young men of Palestinian descent also took place in November, and BPD was able to identify and apprehend the perpetrator in 24 hours.

- Six new BPD officers graduated from the police academy in December, and Chief Murad expects they will be ready to be solo officers in spring 2024. Corporal Carolynne Erwin also participated in the Special Olympics swim meet, joining officers from other agencies to celebrate these athletes and hand out medals and ribbons.
- Most of the data contained in the December report was also captured in the year-end report, except for data on aggregated larceny, which in the December report shows how trends have deviated for aggregated larceny over the past three years, and 2023 shows more than twice the number of retail thefts were reported compared to 2022, an increase that is only second to the increase in overdoses.

4.03 Chief's Report: Police January 2024

Chief Murad advised the Committee that the January report is a year-end report, which at this stage is mostly complete, though a few categories will change as numbers are being updated but expects the data will not change drastically. Additionally, another annual report is expected to be available in the first half of the year, looking at the data from a statistical perspective. Until that report is available, the January year-end report is the most complete report the BPD has, which was released via press release and also posted on Front Porch Forum.

Chief Murad briefed the Committee on the year-end report presented to the Police Commission on January 23:

- Gunfire incidents were down in 2023 with a total of 16 incidents compared to 26 in 2022. Chief Murad attributed the decrease to some key arrests.
- At this point, all murder cases have been solved except for one of the two murders on November 12, 2023, which is an ongoing investigation.
- There was a decrease in online drug tip reporting from 2022 to 2023. Councilor Grant requested that data be added to the monthly reports going forward and added it seems odd there would be a decrease when there was more activity in 2023 and wondered if it is potentially an underused tool. Regarding online incident reporting, as Chief Murad explained how the tool was never intended to be a way to report certain incidents like retail theft and how this has affected reporting numbers and overall workflow for BPD, Councilor Grant cautioned against inadvertently blaming people for doing what they had been advised to do at the time, but understands and appreciates BPD has since corrected the misunderstanding.

- BPD is starting the year with 69 officers and is gaining 1 sworn officer but losing another so for February, the number is still 69. While Chief Murad had projected 4-6 officers from this class, an inadvertent benefit to one officer is that field training officers will have a break because field training is a difficult task, and they have been doing it since June.
- Since the end of December, the two designated Marketplace officers have been rolled back into regular patrol, so the number of patrolling officers is up by two from 21 as it shows in the report. Patrol officers are still focused on the downtown core and are doing foot patrols of the Marketplace as they are able.
- President Paul and Chief Murad discussed the possibility of launching a nonresidential police academy in Chittenden County and whether that would make an appreciable difference in BPD recruiting efforts. Chief Murad pointed out other barriers that a nonresidential police academy could not address, such as lack of housing. Advantages to having a nonresidential police academy based in Chittenden County would be the ability to control the curriculum and make it specific to Chittenden County law enforcement and opening up the recruiting pool to candidates for whom spending several weeks in Pittsford, away from home or family is not attractive. Chief Murad shared that at one time, a program like this was being explored with Champlain College and there were many logistical and practical obstacles to overcome, one being the cost of commercial space and building it out, which Chief Murad estimates at \$75 million for a top-notch facility. Williston would probably be the most advantageous spot as it centrally located to the interstate system and could attract candidates from Franklin or Addison County. Chief Murad said that teaming up with a college or university is something he would be interested in exploring more in-depth with any of the Committee members or Councilors one-on-one as he has put a lot of time and thought into researching the possibilities already, and while it would be a tremendous lift, believes the end result would have a justifiable pay-off.
- BPD hired another CSL, so there are now six Community Service Officers (CSOs) and six CSLs. The Community Support Supervisor was promoted to Assistant Director of CAIP, so BPD will be hiring for this now vacant position. Another CSO is also expected to be onboarded soon. Chief Murad highlighted how the organizational chart for the Police Department and CAIP's structure is completely unique compared to the rest of the state. As CAIP continues to grow, the composition of the force is changing so that 60% of the force are sworn officers and 40% are professional employees. In 2019, 75% of the force were sworn officers and 25% were professional employees. Chief Murad hopes to see capacity grow both for sworn officers and professional employees.
- Total incidents for 2023 was 30,760, a 22% increase from 2022. Chief Murad emphasized not all incidents are crimes, and that these numbers just reflect all calls for service and may also be subject to change once they have caught up with online reporting data. However, what total incidents does show is that BPD is facing more calls in 2018 with half the number of patrol officers in 2018. BPD stacked 14% of the incidents and

13% were sourced from online reports, which will shift going forward from the change made to the online reporting system.

- Chief Murad created a visualization of the Priority Response Plan, illustrating how the Priority Response Plan comes into effect when there are two or fewer officers available, ensuring there are always two officers available on any given shift to respond to a life-threatening emergency. At this point, BPD stops responding to calls in order, but by priority, where the two officers will not respond to anything less than a Priority 1. Anything less than a Priority 1 is stacked until other officers become available again.
- Breaking down total incidents by incident type, Chief Murad saw an overall improvement from 2022 to 2023, as 2022 was a particularly challenging year. However, 2023 did see unique challenges with overdose and public drug use, where overdose was up 71% from 2022, which has contributed to rising incidents of larceny and retail thefts. Chief Murad voiced that BPD is expecting 2024 to be challenging for the homeless population, because while being homeless is not a crime, this population is more vulnerable to situations that can become crimes like general public disorder, retail theft, and public use of drugs. Incident trends were also tracked from 2018 to 2022, as year to year is not always reliable.
- Councilor Doherty wondered if for years 2020 and 2021, incident totals might have been affected because people were at home and stores were closed, causing the incident data to look better than it might have otherwise. Chief Murad agreed and added that the covid years affected some categories positively but others negatively, such as larceny, in part due to court closures, causing a delay in response and ultimately, a delay or lack of consequence for commitment of the crime. Councilor Grant added that drug use along with the court closures seemed to be a definite driver. Councilor Grant thought it would be helpful to the public if BPD could educate residents on strategies for keeping their property safe, such as not leaving the keys in the ignition to warm up one's car.
- President Paul highlighted that gunfire incidents going down is very encouraging and that it is wonderful to think that in the future, Burlington may be a city that only sees three in a year again.
- Regarding Chief Murad's comment about homelessness leading to an increase in disorderly conduct, President Paul asked why disorderly conduct did not go up in 2023 if that is the case. Chief Murad clarified he was referring to an increase in public disorder, not disorderly conduct, as disorderly conduct is a specific set of behaviors defined by law. Chief Murad added a subclause of disorderly conduct is fighting, so what the data could be showing is that incidents of fighting have grown more violent, so more cases were escalated to simple assault, and could account for the decrease in disorderly conduct but the increase in simple assaults.
- Chief Murad updated the Committee on rebuilding progress, where BPD hired 15 officers, more than they have hired in a year for two decades. With some departures, the net gain is eight officers. The recruitment team's efforts are paying off, and BPD

recruiting will be concentrating on graduating students and have also been targeting officers in New York City, as that agency is experiencing a lot of attrition and have large classes of new officers who need to find a placement. Overall, Chief Murad feels that since 2010, recruitment and retention is trending in the right direction and thinks BPD can achieve over 80 officers by Fiscal Year 2026, though it will still be a challenge. Chief Murad affirmed BPD is committed to retaining personnel through competitive benefits, supporting personnel in their work and providing opportunities that keep them interested, offering new recruits strong hiring incentives, and strengthening CAIP and Burlington CARES.

- Relating to Burlington CARES, Chief Murad confirmed there is a CARES clinician supervisor in the background check process and will be ready to onboard soon. The City is still waiting to hear back from UVM's legal counsel at this time, and if there is still no agreement once the CARES clinician supervisor is onboarded, Chief Murad plans to coordinate with BFD to deploy her with CRT so that she is in the field, getting experience and can also work on hiring two clinicians. Chief Murad advised that the City is keeping the state grant given for CARES but that some of the money will need to go back to the state once it is running. Chief Murad plans for the new Assistant Director of CAIP to dedicate more time to this since managing day-to-day operations of the CSLs are not part of that role.
- President Paul mentioned that there is a line item in the Public Safety Tax increase for BPD recruitment of \$125,000, based on 77 officers, so the Department has that money to spend toward those efforts.
- Chief Murad and Councilor Grant discussed the hiring incentive discrepancies, as Chief Murad updated the Committee that Human Resources Director Kerin Durfee was working on this based on feedback from Councilor Grant from a previous Public Safety Committee meeting. Councilor Grant stated Director Durfee had been in touch about the issue. Councilor Grant brainstormed strategies with Chief Murad about search engine optimization and online job boards to try and improve visibility of BPD's job postings as opposed to just relying on the BPD Careers page and the City's career website. Chief Murad replied Executive Manager Shannon Trammell has worked on SEO for advertising in the past but could not speak to what has been done for job posting and would bring it up with the recruitment team. Councilor Doherty suggested Chief Murad look into hiring a Burlington-based digital marketing firm to help with SEO, if it proved to be a valuable investment. Councilor Doherty also wondered about the potential for rehiring retired police officers to address the labor shortage. Chief Murad stated BPD has brought back some officers this way but that most officers who have retired are happy where they are, either fully retired or having moved on to work for state agencies for their healthcare benefits that BPD is not in a position to match.
- President Paul and Chief Murad spoke to the challenges businesses are having in trying to implement their own security measures, as those who are committing retail theft still find ways around these barriers. Chief Murad said some businesses are reluctant to report due to the perception that BPD will not respond, and while Chief Murad acknowledges that

BPD is not in a position to respond to every retail theft as reliably as they should, they will come when they can, and ultimately, BPD needs the report, even if they cannot respond right away.

- Councilor Doherty inquired if the loss of the street crimes unit has contributed to the rise in retail theft, as the street crimes unit would have been dedicated to these kinds of cases and have knowledge of repeat offenders and their patterns. Chief Murad said the knowledge is not so much lost, as there are still officers who know the recurring suspects and can identify them when reports come through, but officers do not have the ability to focus on it as they once did. The narcotics team is also familiar with this community, and the CSLs and street outreach are also valuable resources officers can refer to for intelligence. One issue in not having a dedicated street crime team is that BPD is not able to focus on a pattern of a crime at a specific location. Chief Murad also described how it used to be that someone who was arrested for something like retail theft could have their charges lessened by providing intelligence to the police, but there has since been a stated policy change due to the complication of substance use disorder creating a sense that unfair leverage is being used against the individual to coerce them into cooperating with the police. However, even if this was a tactic available to the BPD, Chief Murad does not believe they currently have the capacity to carry it out.
- Councilor Doherty asked about the possibility of pooling resources with other municipalities, such as South Burlington, and creating a county-wide task force for combatting retail theft. Chief Murad responded this concept was discussed a few weeks ago, and some of the challenges identified were command and control issues and staffing. Chief Murad stated that if it was staffed through overtime, it is something they may be able to consider, as it would be important to be able to reciprocate any help received from neighboring municipalities like Williston and South Burlington if they decided to band together on this issue.
- President Paul stated hearing that downtown merchants' perception is that it is typically the same 20 to 25 individuals doing a large amount of the retail theft and has heard stories of people coming to Burlington from out of state just to steal an incredibly expensive item and that it seems relatively organized. President Paul wondered what mechanisms would be available to retailers to put pressure on them, especially if they are able to recognize individuals and asked Chief Murad to follow up on this at a later time. Councilor Grant did not agree with the perspective that retail thefts are organized but agreed with further exploring tools retailers can use, such as trespasses and expressed wanting to share this meeting with the rest of the council body and constituents.

5. Third Community Forum

5.01 Third Community Forum Discussion

The Committee discussed the possibility of hosting a third community forum to complement the two community forums on public safety in December 2023. Councilor Grant expressed wanting the forum to focus on harm reduction and include a presentation from the Fire Department, as

they were not speakers at the last forums. Councilor Grant suggested involving Scott Pavek with CommStat, Ed Baker, an advocate for harm reduction and overdose prevention centers, and communicated she was looking into locations and targeting a weekend day but was also open to suggestions.

President Paul noted Contois Auditorium use is typically scheduled so that City staff do not need to set up the room more than once a day, as it can take a lot of time and effort. Contois availability would be dependent on this as well as regularly scheduled events. President Paul also added a bigger challenge may be coordinating the event with City employees' availability. Councilor Grant spoke to how this event would be an important opportunity to educate the public on harm reduction strategies and data supporting the efficacy of overdose prevention centers.

6. Other Committee Business

6.01 Other Committee Business

The Committee set the next meeting date for February 21st, pending confirmation with Chief LaChance.

7. Adjournment

7.01 Motion to Adjourn

President Paul adjourned the meeting with no objection at 8:25 PM.



Burlington Fire Department

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February 06, 2024

Chief's Report to the Burlington Fire Commission

Personnel: We currently hold four vacancies. The probationary firefighter job opening is posted on the city's website. The Deputy Chief of Administration has updated our process to offer an online written exam for a broader testing opportunity availability. There is a small cost associated with taking the online exam. A grant program to allow for the coverage of the fee has been offered, so this fee isn't a roadblock to the application. The department web page has been updated to show changes. The application period closes on 02/29/2024. The Deputy Chief of Administration is working to revamp the hiring process to increase efficiency while offering a robust process to our applicants. DC Petit also created a lateral hiring process to increase the candidate pool. This process will allow us to hire experienced firefighters/EMTs at a competitive pay rate and credit toward previous career service. A shorter recruit school will get them on the floor and count toward minimum staffing levels faster, reducing the overtime burden on our employees. The lateral process has been vetted through the BFFA and is in the city review process. We are working on a policy to provide effective counseling to employees. Training will be conducted on each shift, and a policy will be issued shortly.

Responses: For the year ended December 31, 2023, the fire department responded to 10,974 calls for service. This number removes test incidents and unused incident numbers. As of the week ending January 28, 2024, the department has responded to 700 calls for service. We have begun tracking multiple responses to specific addresses and high users of services for all incident types. This data can lead to helping move toward solutions and a more efficient service model. Below are interesting charts showing responses by call type, hour, day of the week, and total incidents by unit for 2023.

100: Fires

200: Overpressure, rupture, explosion, overheating

400: Hazardous condition, no fire

600: Canceled, good intent

800: Severe weather, Natural disaster

111: Structural fires

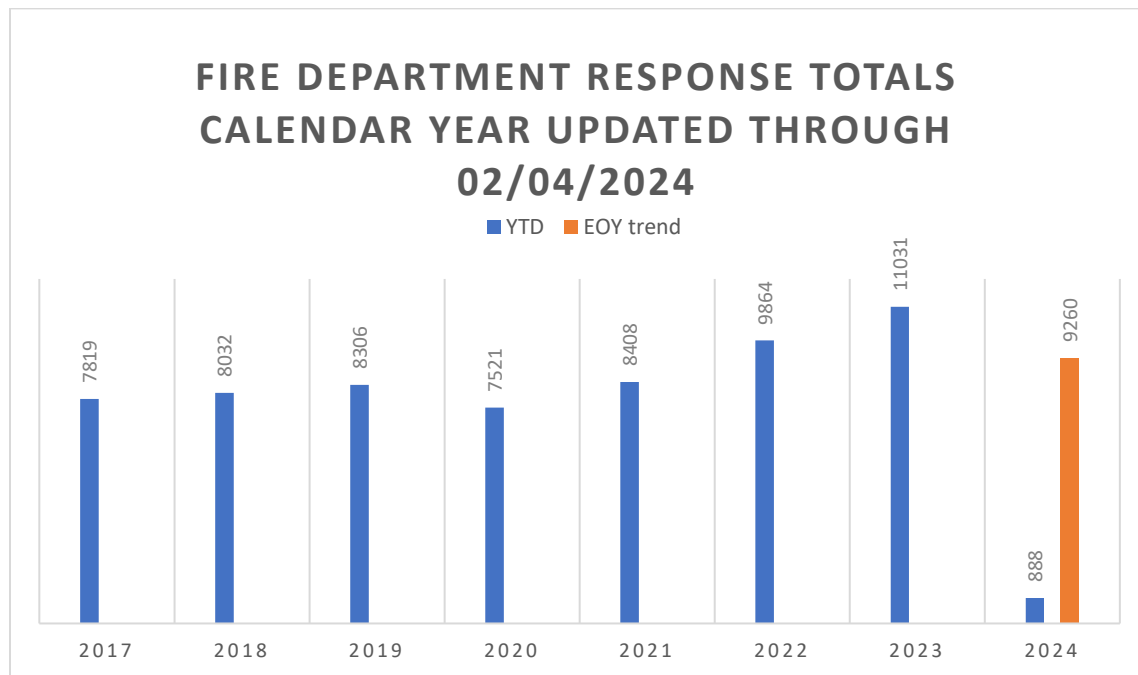
300: Rescue, EMS

500: Service calls

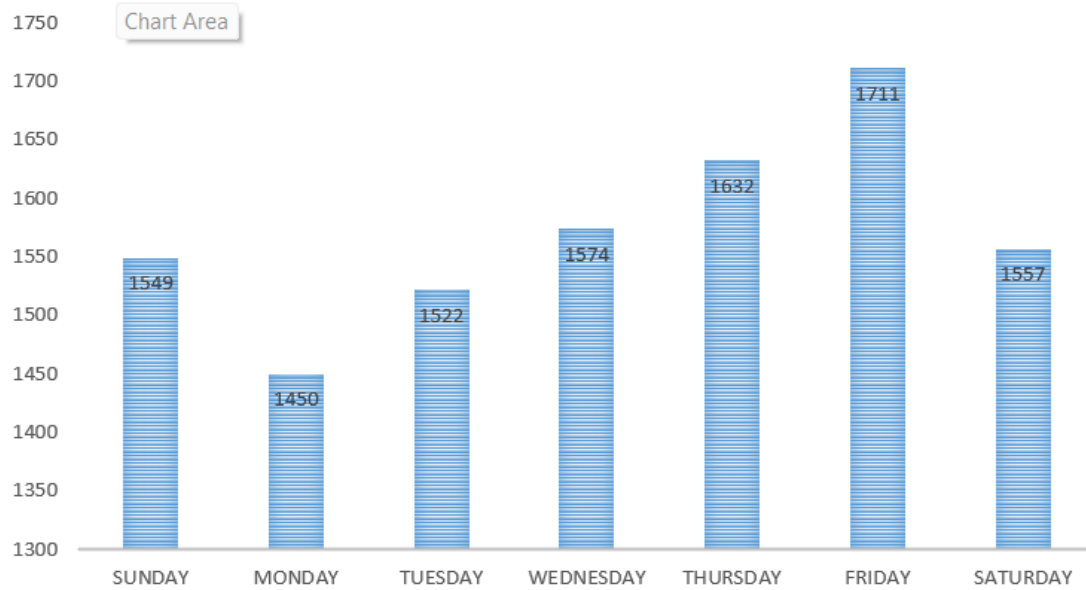
700: False alarm, false call

900: Special incident type

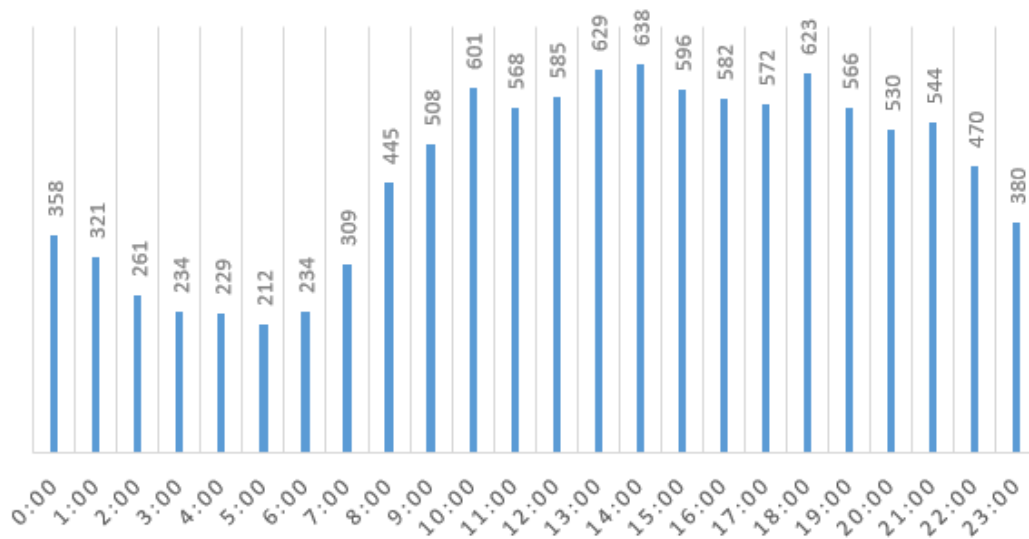
Incident type	2016	2017	2018	2019	2020	2021	2022	2023	2022 - 2023 % change
100 (not 111)	120	91	110	72	96	94	85	90	6%
111	34	36	35	33	20	24	31	23	-26%
200	9	4	9	10	13	8	7	7	0%
300*	4520	4741	5488	5806	4909	5794	6815	7454	9%
400	149	164	153	155	137	116	151	231	53%
500	679	695	639	620	806	669	793	929	17%
600	836	924	406	363	360	321	648	933	44%
700	1174	1148	1174	1239	1169	1253	1332	1298	-3%
800	4	3	6	6	4	0	0	4	400%
900**	11	13	16	17	35	10	19	36	89%
	7536	7819	8036	8321	7549	8289	9881	11005	11%



2023 CALLS BY DAY OF THE WEEK



2023 CALLS BY HOUR OF DAY



Apparatus Name	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total 2023
Ambulance 1	214	211	252	320	332	336	366	390	369	313	249	252	3604
Ambulance 2	216	189	221	288	270	277	296	311	316	255	259	242	3140
Ambulance 4	142	150	131	169	154	172	195	174	179	185	175	176	2002
Ambulance 5	0	3	2	9	5	2	12	3	4	0	0	0	40
Battalion 1	53	57	35	45	58	43	69	47	81	71	65	45	669
CRT	0	0	0	0	0	0	0	0	0	59	35	33	127
Engine 1	226	221	243	316	344	351	393	405	421	363	267	256	3806
Engine 3	186	185	165	196	200	163	201	215	239	274	237	198	2459
Engine 5	76	84	94	112	93	89	112	132	118	107	85	67	1169
Engine 6	114	9	11	80	28	37	2	50	32	8	80	9	460
Ladder 2	92	160	140	154	215	213	222	179	248	205	185	200	2213
Ladder 4	118	138	132	111	104	95	162	153	127	151	99	168	1558
Rescue 1	1	39	1	0	0	9	0	85	69	16	0	2	222
Tower 1	169	102	134	179	201	185	252	132	173	224	183	134	2068
Total Unique Incidents	762	724	749	924	917	937	1057	1066	1102	1054	879	834	11005

Eclipse: On April 8, the city will experience a once-in-a-lifetime event, a total solar eclipse. There is detailed planning occurring at both the city and state level. There is the possibility of 150,000 people in the greater Burlington area for the event. DC Libby is working with other city departments to ensure the event goes as smoothly as possible. We plan to hire and up-staff apparatus, add ambulance capacity and minimize unit movements out of assigned districts.

Overtime: November 30, 2023 – January 30, 202

- Minimum Staffing Overtime: 1247.25 hrs
- Mandatory Minimum Staffing Overtime: 194 hrs

1-year Comparison September 30, 2022 – November 30, 2022

- Minimum Staffing Overtime: 1762.25 hrs
- Mandatory Minimum Staffing Overtime: 66.5 hrs

The above data shows a 41.3% decrease in Minimum Staffing Overtime and a 191% increase in Mandatory Minimum Staffing Overtime during the same period last year. Overall, the minimum staffing overtime burden on the employees and city budget has decreased by 26.8%.

Note: The above overtime burden on the staff accounts for Minimum Staffing Overtime, giving us the 22 people required to meet minimum staffing levels. This does not account for extra duty jobs, dispatch extra duty or CRT overtime. In the same period, our staff committed to the following extra duty, dispatch extra duty, and CRT overtime:

- Extra Duty: 45 hrs
- Dispatch Extra Duty: 183.6 hrs
- CRT Overtime: 944 hrs

Fleet: Funding for fleet replacement continues to be a priority for the city's fleet committee. Ensuring fleet repair requests are addressed promptly and coordinated with the shift commanders to reduce response disruptions is a primary concern for the DC of Operations. We expect delivery of three fire apparatus and one ambulance for the Fire Department in 2024. The new Ladder 4 is in its final build stage. With two members, DC Libby will head to Florida at the end of February for a final inspection. Ambulance 4 is being built now, and we expect delivery in the spring. With the three-year build schedule for new ambulances, a priority should be placed on ordering our next ambulance immediately. This priority has been shared with the CAO, and she is working to fund this replacement in our FY25 budget. Future administration should prioritize finding precise funding mechanisms for the entire city fleet.

Buildings: Work to cover deferred maintenance is progressing. Netting has been installed on the ceiling in the basement of Station 2 to catch any falling concrete. This is a stopgap until the floor replacement is complete. The shoring recommended for the Station 1 bay under Tower One is scheduled to be completed by the end of February. The Station 2 bedroom project is underway and should be completed by the end of March. The Station 3 bedroom/bathroom project is still in the planning phase.

The City's Great Streets project will significantly impact Station 1. The basement access and parking areas will be disrupted for project completion. DC Petit is coordinating station disruptions; DC Libby is coordinating changes in response patterns during the construction.

Radio System Upgrade: The radio system upgrade managed by DC Libby is on schedule. The dispatch center upgrade is underway. In December, we had a minor setback with our current radio system, with the failure of an out-of-date component. This cemented the need for this upgrade. We want to thank Cole Hayes and the city IT team for getting the radio system back up and running. Final tests of the new system will be

conducted in June. The station alerting project managed by DC Petit is underway. Hardware is being installed, and mobile applications are being rolled out to the staff. The mobile application will be used to recall off-duty personnel. The app will also support live streaming of our primary radio channels once the station alerting installation is complete.

Staffing Study: Consultants from MissionCIT have completed the staffing study. We have received feedback from the city leadership and the BFFA and are reviewing this data with MissionCIT. A simple document will be created to show the recommendations for the next step.

Community Response Team Pilot: Between October 16 and January 28, the team has been staffed by 1691.5 hours of voluntary overtime by our line personnel. This is an average of 112.8 hours of overtime per week, giving us an average weekly in-service time for the unit of 56.4 hours. We have received widespread support and appreciation from the community. A profound Thank You goes out to our committed responders doing this difficult work. October, November, and December are the only months in 2023 that show reduced overdose responses from the prior year.

	2022	2023	% change 22/23	2024	% change 23-24
January	19	40	111%	25	-38%
February	20	29	45%		
March	20	28	40%		
April	26	43	65%		
May	26	38	46%		
June	38	56	47%		
July	38	39	3%		
August	39	57	46%		
September	24	67	179%		
October	33	25	-24%		
November	31	24	-23%		
December	44	24	-45%		
		Implementation of CRT			

BC McCombie is tracking data coming out of the CRT deployment. Below are some metrics showing the impact of the program. This data shows how many people the team has touched, the quantity of wound care supplies handed out, Narcan leave-behind kits distributed, the number of referrals, direct phone requests, and incidents where the team

went above and beyond in their duties. (I'm sure this number is under-reported by our crews)

We currently have a bill in the Vermont Legislature, H.747, allowing \$200,000.00 to be appropriated to the Burlington Fire Department to help cover the cost of fighting the opioid crisis. We thank Representative Branagan for writing the bill and supporting this initiative.

Total:	988	1690	129	\$484.36	21	12	2
	# of Attendees	# of Wound Care Items Distributed	# of NLB Kits Distributed	Total CRT Cost (Excuding Roll Out Cost)	Total # Referrals/ Bridge to Service Providers	Total Request For CRT Members Via Phone	Total Above & Beyond Incidents

Fire Marshal's Office: The Fire Marshal's office has conducted investigations on multiple fire events and is working with the BPD and VSP to conclude these investigations. The office also conducts routine safety and construction project inspections. FM Stone is actively working to update fire ordinances. He is also researching software to allow for more complete investigation documentation and a cleaner workflow with partnering agencies.

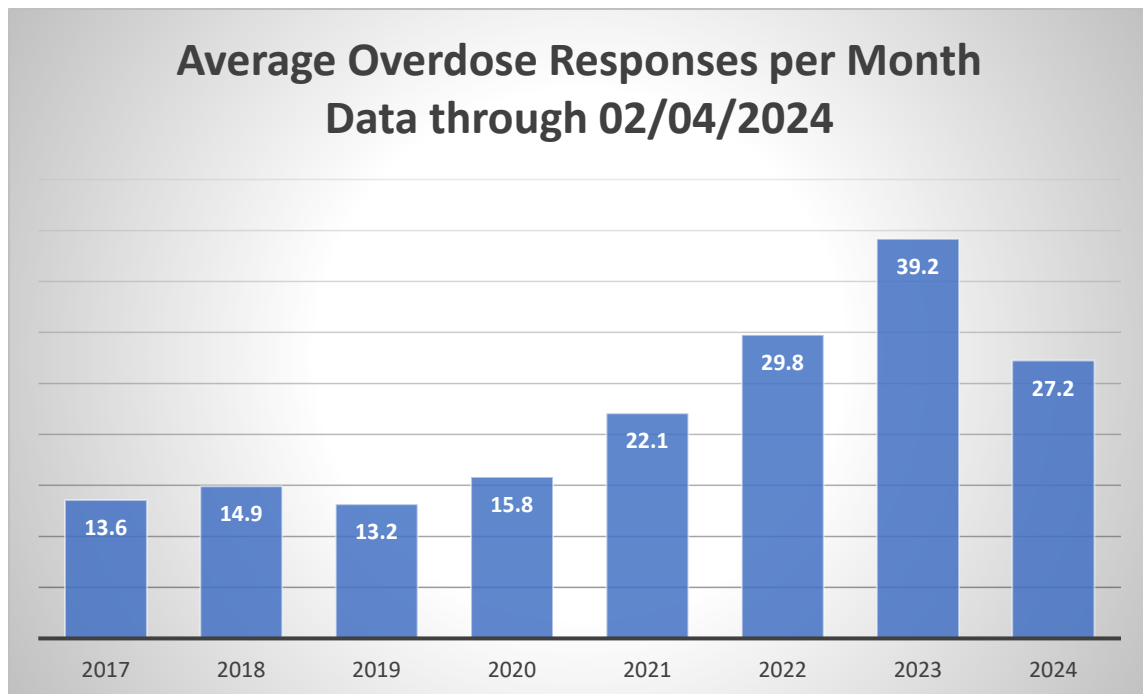
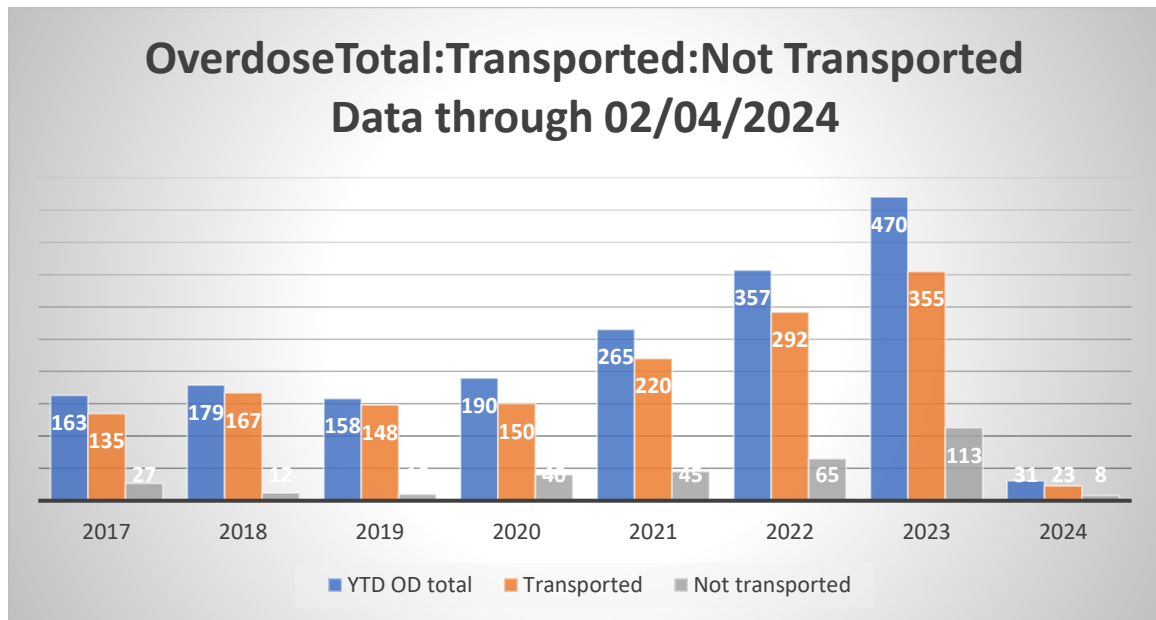
Training Division: Current priorities for the training division include:

- Development of the 2024 training schedule
- Develop/coordinate for our Recruit Class 24-01
- Creation of our potential first Lateral Transfer training academy
- Writing/developing a training grant for the AFG
- Creating/developing our Officer Development bi-weekly training
- Supporting our Lessons Learned Seminar for June 1
- Overseeing the progress of Probationary Firefighters from class 23-01

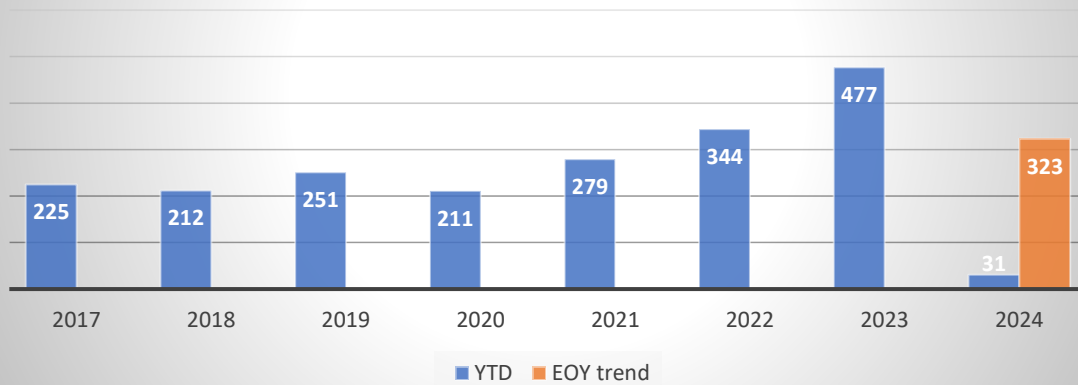
EMS Division: BC McCombie is creating and will coordinate the delivery of an EMT/AEMT refresher in February. This will be conducted on duty for our three shifts and consist of fifteen full-day training sessions. She is planning both classroom and hands-on opportunities. The EMS division regularly updates CRT data, which is used to

inform the staff, city leadership, and the community of CRT's impact. The division also conducts regular QA/QI of incident reports and provides follow-up to providers.

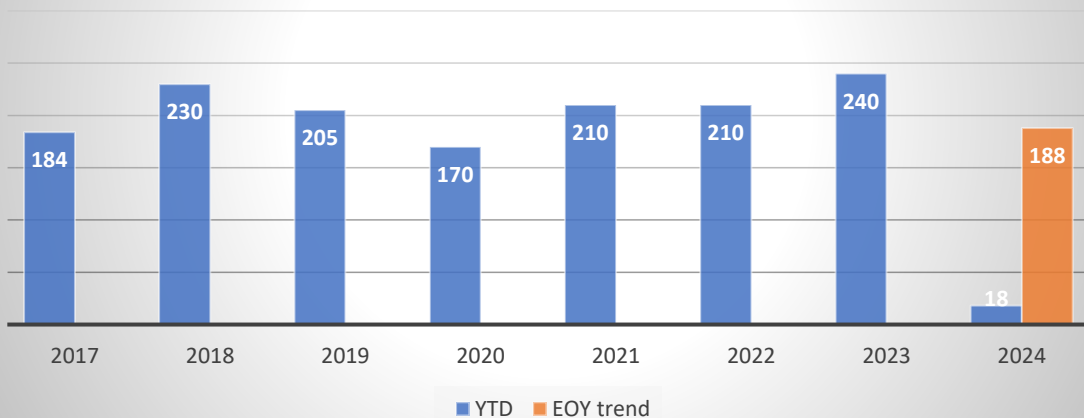
Latest EMS Response Data:



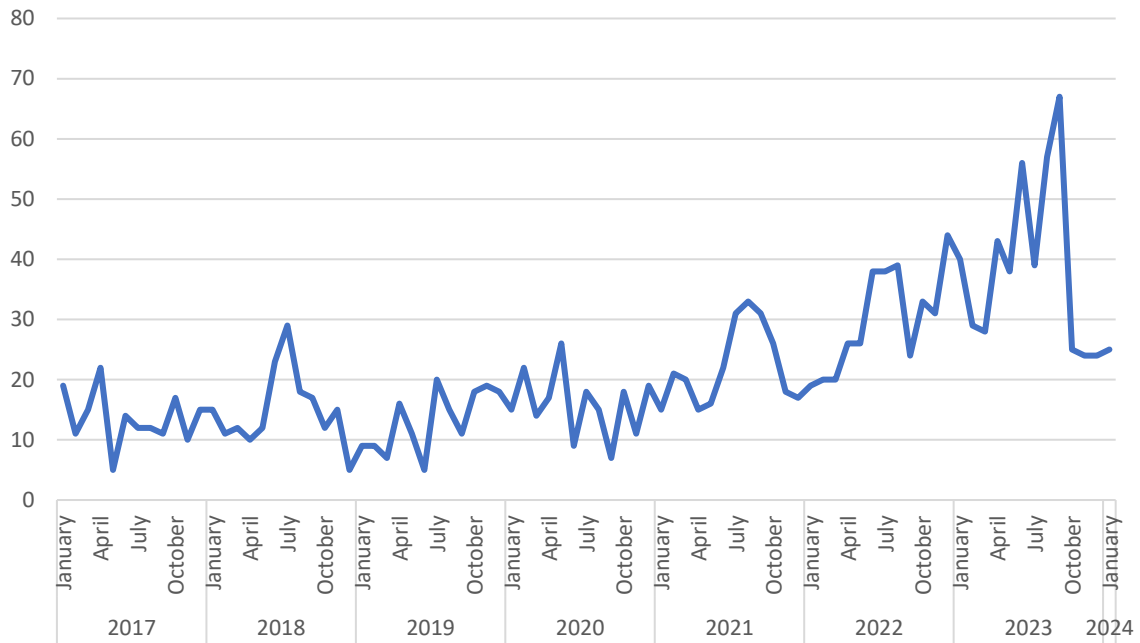
Dispatch Unknown Problem/Person Down Updated through 02/04/2024



Dispatch Alcohol Intoxication Updated through 02/04/2024



Monthly Fire Department Overdoses
Updated through 01/31/2024



Monthly Fire Department EMS Responses to
Homeless/Houseless/Transient/No Address Population
Data Through 01/31/2024

