



Town of Shelburne, Vermont

CHARTERED 1763

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Town Manager
(802) 985-5111

Zoning & Planning
(802) 985-5118

Assessor
(802) 985-5115

Recreation
(802) 985-5110

FAX Number
(802) 985-9550

November 1, 2012

Dear Dispatch Customer,

As Shelburne is nearing the end of what has been a very trying time for our dispatch center and for many of you, we want to thank you for your patience and assure you that the worst is behind us and the needed tweaks to the system (yours and ours) should be complete soon.

For Shelburne, this was a \$468,525 project that involved all new dispatch consoles and radio equipment, a new tower and equipment building and new equipment spread across the many sites and jurisdictions that Shelburne dispatches. As many of you may be aware, Shelburne was but one of many dispatch centers that went through this upgrade. As a result of the enormity of this Statewide project, the resources of the supplier, Harris, and those that did most of the installation were stretched very thin. In addition to the installation, both Harris and the installation companies were continually called on to deal with bugs in the system and to resolve issues that arose in many jurisdictions. In this case, misery does not like company but similar issues are occurring around the State.

At this point we are aware that the gain for the console microphones continues to be a problem that Harris is being asked to fix. In the short term the volume of the dispatch has been temporarily resolved (it occasionally still bites us) but still needs some work by Harris. Another quirk in the system that interrupts sending tones and locks up the console is being resolved by dispatch process but again needs a permanent software rewrite by Harris. We are also aware that radio interference from a Massachusetts source is being resolved and reprogramming of various portables is nearing completion.

It will be helpful if you would email Jim Warden, Jim Mack and me with any lingering equipment or technical issues so that we are aware of them and can see that they are addressed. In some cases it may be difficult to know for sure whether it is a dispatch or an equipment problem; please let us know in any case.

We also ask that you please address any quality of service issues you may encounter with Shelburne personnel to Jim Warden, Trish Vincent and me. We admit that in some instances the learning curve with the new consoles and its quirks has taken some time for the dispatchers to come up to speed. That has resulted in some annoyances and delays

that although short, are not acceptable. We expect to resolve all of those issues but if some frustrations have resulted in less than professional dispatch services, we want to know that as soon as it may occur with a specific date and time so that we can review the call and make the necessary corrections. In spite of frustrations, we expect professional dispatch services at all times.

With your support and patience, this rough patch will be behind us soon. The staff in Shelburne looks forward to providing you the best dispatch service possible and will settle for nothing less.

Sincerely,



Paul W. Bohne III
Town Manager

pbohne@shelburnevt.org

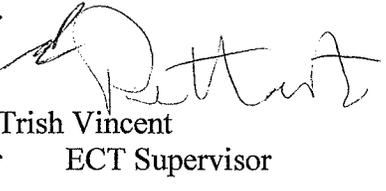
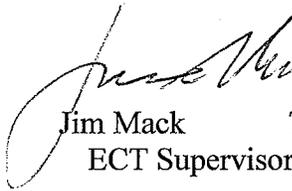
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Jim Warden
Police Chief



Jim Mack
ECT Supervisor

Trish Vincent
ECT Supervisor