

University of Vermont

Payment for Services Annual Report

Fiscal Year 2016

OVERVIEW

The University of Vermont and the City of Burlington have long enjoyed a relationship that is mutually beneficial. The University prospers because the attractiveness of the City assists in the recruitment of students, faculty, and staff; it provides a valuable setting for volunteer activities and for community-based research; and it enhances the quality of life for the UVM community. The University contributes to the vitality and sustainability of the City Burlington by contributing in material and other ways to its success as a thriving, sustainable, livable city; by providing talented and engaged faculty, staff, and students; by bringing cultural and intellectual opportunities to the community; by educating successful graduates for the workforce; by sharing the beauty of its historic campus; and by contributing significantly to regional economic development.

Although the University had been making a voluntary payment for services to the City for over 20 years, a discussion was initiated in 2006 with City administrators about how to establish a voluntary payment for services plan that would alleviate the impact of UVM's real property tax exemptions on the City. The goal was to provide meaningful support to the City in its efforts to become financially sustainable and to ensure that the University would receive the level of services required by a major employer and research institution. In September of 2007 President Daniel Mark Fogel and Mayor Bob Kiss signed an agreement that has resulted in the University making an annual payment to the City that has escalated to nearly \$1.4 million for Fiscal Year 2016, more than four times what UVM had previously paid the City (see Attachment 1 for the historical synopsis of the Payment for Services Agreement).

This year the University made additional payments to the City of \$1,381,746 (including real estate taxes, PILOT, storm water fees, and permit fees, indirect payments made through lease arrangements, and funding for additional Burlington Police Department patrols). All told, **the University paid more than \$2.7 million to the City for Fiscal Year 2016.**

To assess a fair and fact-based level of financial support to the City, an assessment of impacts was undertaken, resulting in agreement that the University primarily impacts the City in two areas: fire services and other impacts such as those related to public works. Therefore, the 2007 agreement focuses on these themes, as well as cooperative ventures such as the provision of police services. In recent years, UVM Police Services and Burlington Police Department (BPD) have enhanced an already positive relationship by working collaboratively on quality of life issues in the city. The payment for services agreement solidifies this team approach through mutual assistance agreements in such areas as non-emergency assistance and joint patrols of city neighborhoods adjacent to UVM.

The Payment for Services agreement between the City and the University is fair and forward-looking and allows for growth and inflationary adjustment (using a municipal index created by the US Department of Commerce). The agreement is based on an objective framework that provides a foundation for future discussions of the relationship that exists between the City and the University. The result of the agreement is that the University provides essential financial support to the City as well as economic sustainability for the community as a whole.

Additional Resources

To address quality of life issues in a practical way, the University has made additional resources available this year (these resources supplement those provided for in the Payment for Services Agreement).

- **Additional BPD patrols when and where they are needed.** The University made up to \$100,000 available for additional patrols of Burlington Police officers (above and beyond already-scheduled officers) to be present in neighborhoods, and at times, where students are most likely to be. These new patrols augment joint patrols conducted by University Police officers and BPD officers in the Fall and Spring semesters. All of the patrols enable officers to educate students about municipal regulations and potential fines and to enforce regulations when appropriate.
- **Addressing “problem properties.”** UVM and the City have been collaborating on taking action around “problem properties” – defined as rental properties with persistent quality of life issues (measured by multiple calls for service from the Burlington Police Department or by multiple code-related infractions) have occurred. This UVM/BPD/Code Enforcement collaboration will provide an expedited response to problems in neighborhoods (see Attachment One, a memo from May 2016 updating progress on quality of life issues).

REPORT

The University complied with all requirements of the Payment for Services Agreement, as described below.

Omnibus and Fire Services Payments

The University calculated and made the annual payment for Fire Services (\$1,045,267), Omnibus (\$219,337) and New World Systems (\$30,456) payments on July 1, 2015, a **total payment of \$1,295,060**.

Fire Services

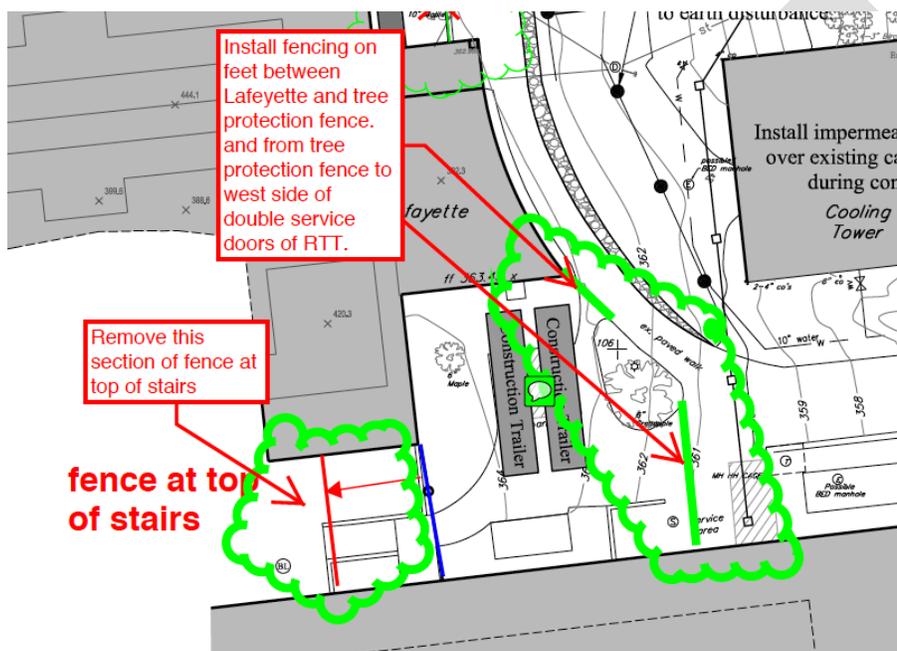
The University paid fire fees as directed by statute or law, including radio call box installation fees, annual radio call box fees, malfunctioning fire alarm fees, and intentional false alarm fees. The amount paid for these fees was **\$75,500**.

The Burlington Fire Department and University of Vermont continue to, “consult actively regarding the implementation and effectiveness” of fire safety programs and response protocols at UVM, as required by the agreement between the parties. The response protocols are now well established and the focus of our active consultation continues to be on fire prevention and safety, training and emergency planning.

FY 2016 was a year of major physical changes and challenges on the UVM central campus. The construction of the STEM building Phase 1, First Year Residence Hall and Dining Facility and the Central Heating Plant expansion have required closures of main roadways, pedestrian walkways, emergency vehicle access and temporary changes in building exits and entrances. Fire protection system

connections and key boxes were relocated to provide continuous access by the fire department. Water and power shutdowns were scheduled and managed with notification to and approval from the fire department. Additionally, there have been impacts from adjacent construction at the UVM Medical Center which have affected UVM's campus.

The management of these changes was successful during FY16. Site maps for different phases of the projects were distributed to the Burlington Fire Department. Timely notifications were made when access routes needed to be temporarily closed for large steel deliveries or excavation. The fire department frequently toured the main campus to verify the current status of access and construction progress. UVM Facilities Design and Construction Project Managers as well as the contractors have been valuable in maintaining open dialogue and troubleshooting any small issues.



Another change during FY16 was the retirement of Burlington Fire Chief Seth Lasker. Chief Lasker was an outstanding partner in the growth of UVM's Office of Emergency Management. UVM welcomed new Fire Chief Steven Locke to Burlington and provided a tour of campus and meetings with key stakeholders including Environmental Safety, Emergency Management, Police Services, Physical Plant and Capital Planning and Management.

An area of greatly improved cooperation during FY16 has been the relationship between the Burlington Fire Department and UVM Rescue. UVM Rescue is a state certified Advanced Life Support (ALS) ambulance. It is staffed and operated by University of Vermont students 24 hours a day, 365 days a year. During the 45-year history of UVM Rescue there has not always been a collaborative relationship with the Burlington Fire Department. The fire department is now including UVM Rescue in training exercises including joint tours of the construction sites, and tours and training were conducted at the Geology laboratories using chemicals in the Delehanty building and the Animal Care facilities in Given and Health Science Research Facility during FY16. The City of Burlington has increasingly relied on UVM Rescue to respond within the City as emergency medical call volumes have continued to rise.



The Burlington Fire Department continues to work cooperatively with the UVM Fire Marshal in the areas of planning, preparation and response, including:

- Joint fire prevention inspections in campus buildings
- Joint public education programs including target populations such as fraternity and sorority housing
- Joint response with UVM Rescue to emergencies on campus
- Joint planning for significant events including UVM Commencement and concerts
- Joint fire/evacuation drills for all residence halls and selected other buildings



UVM continues to reduce the risk and potential severity of fire and minimize impact on the Burlington Fire Department by:

- Continuing inspection, testing, and maintenance of fire protection and life safety systems by UVM staff and independent contractors, using state of the art technology to track these systems and initiate necessary corrections
- Continuing education of faculty, staff, and students in fire prevention and the use of portable fire extinguishers, including hands-on training
- Growth of the CATWatch program to facilitate building evacuations in the event of emergencies and enhance communication between building occupants and the fire department
- Continuing to upgrade fire detection and suppression systems in buildings
- Conducting workshops for students moving off campus to help them identify fire safety risks and modify their behavior to maximize their safety and minimize their impact on the larger Burlington community
- Providing fire safety information in “Welcome Bags” delivered to students living off-campus
- Providing buildings and grounds for the Burlington Fire Department to conduct training when possible

Police Services

The University's Police Services and the Burlington Police Department signed a memorandum of understanding regarding the operation and funding of the New World Systems computer-aided dispatch and records management system as of 10/8/07. The shared New Word System has since been replaced with the Valcour System (where both UVM and BPD own their own version of the software) but UVM has continued to make the \$30,456 annual payment to the City. The University's Police Services and the Burlington Police Department continue to participate in a mutual assistance agreement.

As mentioned above, in addition to the Payment for Services funding, the University made up to \$100,000 available for additional patrols of Burlington Police officers to be present in neighborhoods where students are most likely to be and on nights when quality of life issues are likely to occur. The purpose of these new patrols is to enable officers to educate students about municipal regulations and potential fines and to enforce those regulations when warranted by the situation.

**TOTAL FY 16 PAYMENTS BY THE UNIVERSITY TO THE CITY – INCLUDES 5 YEAR HISTORY OF
PAYMENT FOR SERVICES AGREEMENT & OTHER PAYMENTS**

The amount paid by the University to the City of Burlington for Fiscal Year 2016 under the Payment for Services Agreement totaled **\$1,370,560** as follows:

	FY 12 Payment	FY 13 Payment	FY 14 Payment	FY 15 Payment	FY 16 Payment
Omnibus *	\$198,714	\$202,887	\$207,351	\$212,742	\$219,337
Fire Services *	\$946,988	\$966,875	\$988,146	\$1,013,838	\$1,045,267
Fire Department nuisance and false alarms +	\$64,013	\$64,456	\$61,600	\$67,550	\$75,500
New World Systems *	\$27,593	\$28,173	\$28,792	\$29,541	\$30,456
Payment for Services Agreement Total:	\$1,237,308	\$1,262,391	\$1,285,889	\$1,323,671	\$1,370,560

* Increased by terms of the agreement and the US, State and Local Government NIPA Chain Weighted Deflator Index for the relevant year.

+ Figure includes fees paid by Residential Life, Physical Plant, Davis Center, and Campus Planning Services, and includes the new rate structure of \$500/call for malfunction false alarms as of 7/1/11 and annual Radio Call Box fees.

Additional payments to the City during Fiscal Year 2016 by the University **totaled \$1,381,746** for the following:

Description of Expense	FY 16 Payment
Payment for additional patrols by Burlington Police officers in neighborhoods most affected by University students (up to \$100,000 was made available by the University this year)	\$83,055*
Real estate taxes paid directly by the University	\$7,816
Real estate taxes paid indirectly – indirect payments reflect those locations where the University pays all or a portion of the tax liability through an existing lease arrangement	\$1,162,953 (includes Redstone Lofts, Redstone Apartments, Centennial Court Faculty/Staff Apartments, 128 Lakeside Ave., 1 So. Prospect St., 46 Church St., and 52 So. Williams St.)
Code enforcement, permitting, recording, and vacant building fees paid by the University	\$53,865 (amount reflects permit, recording, DRB, temp and zoning cert. of occupancy fees, and vacant building fees)
Burlington stormwater fee	\$74,057
Additional Payments to City in FY 16	\$1,381,746

*UVM made \$100,000 available to the City for this use. BPD utilized the funding based on officers' availability and interest in working these extra patrols.

Total Fiscal Year 2016 payments by the University to the City (including those for the Payment for Services Agreement and additional payments) **totaled \$2,752,307.**

ONLINE INFORMATION – PAYMENT FOR SERVICES AGREEMENT

The agreement is available on the University Relations website at: www.uvm.edu/universityrelations in the Local Relations section.

ONLINE INFORMATION - UNIVERSITY RELATIONS

Visit the University Relations website at www.uvm.edu/universityrelations for more information about partnerships between the University and the City and resources available to the community and state.

ATTACHMENT ONE - Memo describing partnership to address quality of life issues

To: Burlington Community

From:

Burlington Police Department
Burlington Code Enforcement
University of Vermont

Re: Creating an effective partnership to address quality of life in Burlington's Area C.

Background

For several years the University of Vermont and City of Burlington have worked together to promote safety and quality of life in neighborhoods. Since 2012, the University has contributed financially to a program which increases the presence of officers in student neighborhoods at times when infractions related to alcohol use and noise are highest. In 2012 the Burlington Police Department (BPD), UVM, and Code Enforcement began mapping calls for service related to alcohol misuse and noise in these areas and subsequently worked together to respond to units, streets, and neighborhoods with higher numbers of calls for service.

For the purposes of this report we have focused on Area C and looked at data based on the lease year (starting in June) through February when we pulled this data. Area C houses the largest number of college students and is an area with a high number of calls for services to BPD. Area D includes the downtown area and incidents that occur there.

This report summarizes the efforts of City and University partners, resources committed, and progress made. We appreciate the support and collaboration from these partners, including the City Council, on these efforts.

Specific Interventions

- We continue to focus on educating students about the importance and value of creating a healthy neighborhood community as a fundamental part of this work.
 - UVM's Office of Student and Community Relations is heavily engaged in educational and community building initiatives with students and neighbors.
 - During high traffic time periods BPD officers are out earlier in the evening (before 9pm) outreaching to homes hosting events or to residents outside. These relationships have resulted in more educated residents and strong relationships with BPD.
- BPD and The University of Vermont have collaborated on the collection and analysis of data related to the quality of life in Area C, a BPD patrol area which includes the

Partnership members

This diverse partnership fosters a multi-pronged approach to challenges that are often complex.

City of Burlington

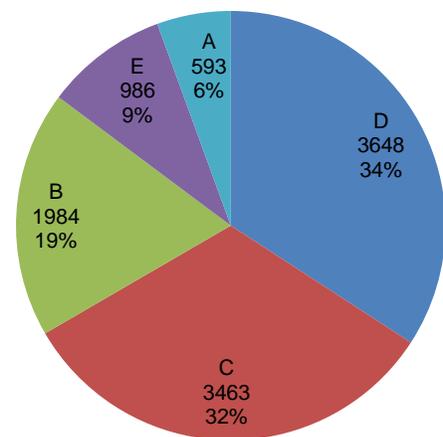
- Mayor's Office,
- Code Enforcement,
- Burlington Police Department,
- City Council, and
- Neighbors.

Champlain College

University of Vermont

- Division of Student Affairs,
- Student Government, Association,
- University Relations,
- Campus Planning Services, and Community Coalition.

Calls for Service for Noise by BPD Patrol Area June–Feb 2012–2016



Hill Section and consists of all or a portion of Wards 1, 2, 3, 6, and 8. Calls for service are analyzed by unit, neighborhood, and student affiliation on a real time basis.

- Residents of units requiring three calls for service are visited by a representative of the University (if a student is a resident) and the city – either BPD or the Office of Code Enforcement.
- Landlords are engaged by Code Enforcement and contacted by Burlington Parallel Justice when tickets are issued.
- Using funding provided by the University of Vermont, BPD has worked to provide a more visible officer presence during known high traffic weekends to deter noise and other offenses.
- Understanding that students on campus have a role in the quality of life off campus, the University of Vermont has focused on this population in the following ways:
 - Increased communication to students and parents throughout the academic year.
 - Increased efforts to obtain timely and accurate track local addresses for UVM students. A summary of this data is provided to the city in June each year.
 - Continued response to all reports of violations of Burlington laws and ordinances through a tiered system response which includes letters of warning, in-person meetings, or a formal conduct hearing depending on the nature of the violation. Students may also be suspended or expelled if conduct warrants that response. Our program is described in greater detail here: <http://go.uvm.edu/offcampusexpectations>
 - President Sullivan has established a committee of administrators, faculty, staff, students, and community members to address issues related to alcohol and other drugs in our campus community. Since the establishment of this committee we have observed a decrease in students' self-reported engagement with alcohol, a change to our academic calendar to support student success, and increased engagement and communication with the Board of Trustees, faculty, staff, and parents.

Outcomes

Since the 2012-2013 lease year, the following changes have been documented in Area C, which houses a high density of college students.

1. Increased proportion of officer-initiated calls for service as a result of increased officer presence and stronger relationships with residents.
2. Decreased calls to problem units – defined as such from calls for service/violation records – as a result of outreach to landlords/property owners and residents.
3. Steady amount of alcohol violations issued in Area C that is resulting from strategic enforcement.

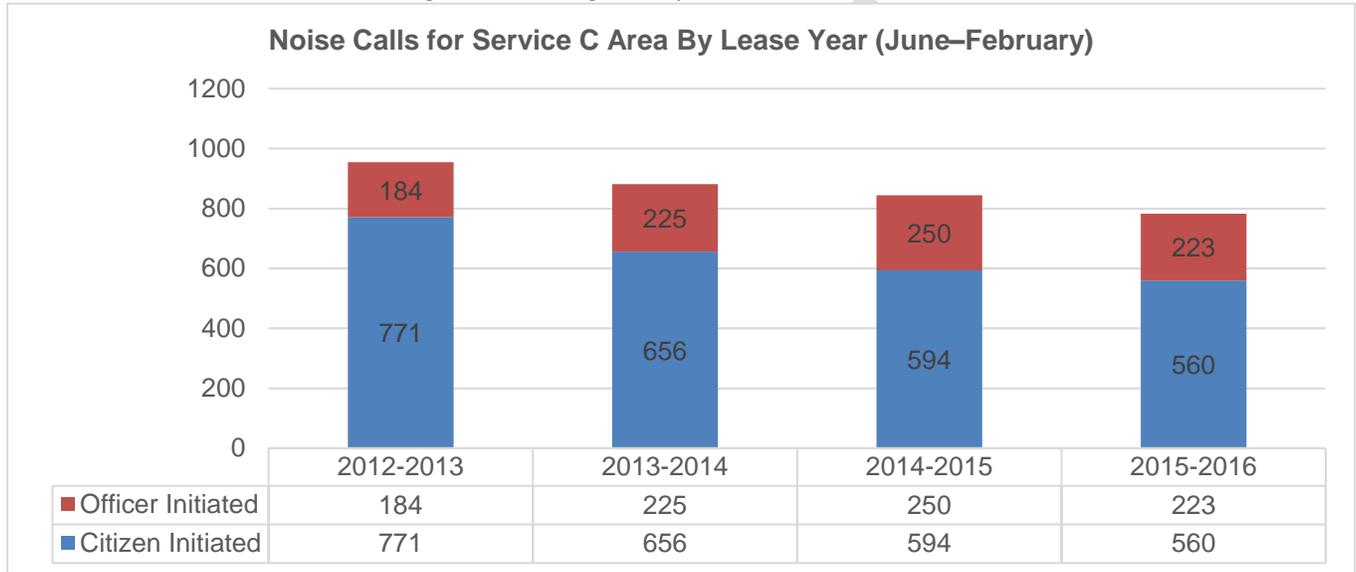
The following is a data summary which walks through these outcomes in more detail.

Data

The partnership has defined four major indicators to measure the success of our initiatives. (Reported Lease years are considered to be June 1 – May 31 to reflect the lease terms most common for students.) The numbers below are not specific to UVM or Champlain College students (unless noted). They are calls for service, violations, and citations in C Area.

1. Calls for service –These calls are requests for BPD intervention in the C Area neighborhood. The partnership has tracked the following incidents related to quality of life in the neighborhoods: alcohol offenses, disorderly conduct, intoxication, minor in possession, and noise.

Calls for service in the C-Area during the following lease years:



- Increase of police presence in the neighborhood has resulted in an increase in the proportion of officer-initiated calls for service.
- Overall, trend toward decreased calls for service in Area C.

2. Noise violations issued by BPD in C Area

Noise Statistics By Lease Year June–February

Category	2012–2013	2013–2014	2014–2015	2015–2016
Tickets				
C Area	197 (71%)	193 (64%)	170 (66%)	163 (74%)
Citywide	277	301	255	218
UVM Students	25	100	83	93
Calls for Service				
C Area	955 (34%)	881 (34%)	844 (32%)	783 (29%)
Citywide	2824	2589	2632	2672

- Many efforts have been made to increase community education.
 - UVM has conducted the “Have a Heart” campaign to educate students about the impact of late night activity on families and permanent residents living in the off campus area.
- BPD has focused on having a more visible officer presence during known high traffic weekends to deter noise and other offenses and to build relationships with residents.

- These trends in tickets and and calls for services are reflective of dedicated offers patrolling C Area, BPD officer outreach earlier in the evening, and ticketing all residents when an infraction occurs during a party or social event.
- Increase of number of events UVM campus during high traffic weekends designed to keep students on campus and reduce engagement in activities involving alcohol or other drugs.
- The Mayor, City Council members, Code Enforcement Office staff and others make calls to landlords of problem houses to inform them of incidents that have occurred and encourage them to follow up with their tenants.

3. Alcohol violations issued by BPD in C Area

C Area Alcohol Related Tickets				
	2012-2013	2013-2014	2014-2015	2015-2016
Minor procuring or in possession of alcohol (16A, 16B, 16C, 21038c)	99	146	158	111
Open Containers In Public (21038b)	34	45	80	103
Selling Or Furnishing Malt Beverage To Minor (FM1)	1	0	0	0
Grand Total	134	191	238	214

*In 2013-2014 there was a change in the way alcohol citations are issued through the state of Vermont. As a result, there is an increase in diversion programs available and all alcohol violations issued may not be represented in the number above.

- The increased number of violations numbers in C Area may be attributed to the increased officer presence in the off campus neighborhood during targeted high traffic weekends. These additional hours are covered by officers volunteering for overtime shifts and these shifts are paid for through funds provided by the University of Vermont.

4. Problem properties – The partnership has defined problem properties as locations where there have been three or more calls for service during a given lease year. Problem properties are visited by BPD, Code Enforcement, and UVM staff (if the residents are enrolled at the university).

- Landlords with three or more calls for service receive a letter from Code Enforcement. Prior to these initiatives landlords would only receive notification if a party/social event ticket was issued (Parallel Justice sends the letters to landlords). Code Enforcement is able to engage with residents and landlords to discuss the impact in the community. When tenants are identified as UVM students Code Enforcement has often involved the university in discussions.
- City Council members also have follow-up communication with landlords following quality of life incidents.

Summary

Alcohol misuse in our neighborhoods has a direct and negative impact on the residents of our community. While challenges remain, effective collaboration between the University of Vermont, and the City of Burlington has yielded a substantial improvement in a number of measures, and provides an exciting opportunity to make additional progress in optimizing the quality of life for everyone.

ATTACHMENT TWO - Payments by the University to the City since FY 08 for the Payment for Services agreement

	FY 08 Payment	FY 09 Payment	FY 10 Payment	FY 11 Payment	FY 12 Payment	FY 13 Payment	FY 14 Payment	FY 15 Payment	FY 16 Payment
Omnibus *	\$180,040	\$185,981	\$191,374	\$195,584	\$198,714	\$202,887	\$207,351	\$212,742	\$219,337
Fire Services *	\$456,006	\$684,008	\$912,011	\$932,075	\$946,988	\$966,875	\$988,146	\$1,013,838	\$1,045,267
Fire Department nuisance and false alarms +	\$125,010	\$30,795	\$54,329	\$43,859	\$64,013 (see Note 1)	\$64,456	\$61,600	\$67,550	\$75,500
New World Systems *	\$25,000	\$25,825	\$26,574	\$27,159	\$27,593	\$28,173	\$28,792	\$29,541	\$30,456
Payment for Services Agreement Total:	\$786,056	\$926,609	\$1,184,288	\$1,198,677	\$1,237,308	\$1,262,391	\$1,285,889	\$1,323,671	\$1,370,560