

University of Vermont

Payment for Services Annual Report

Fiscal Year 2017

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 2017**, 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 \$1,508,706 (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 \$2.9 million to the City for Fiscal Year 2017.**

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 Spring 2017 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 (\$1,077,671), Omnibus (\$226,136) and New World Systems (\$31,401) payments on July 1, 2016, a **total payment of \$1,335,208**.

Fire Services

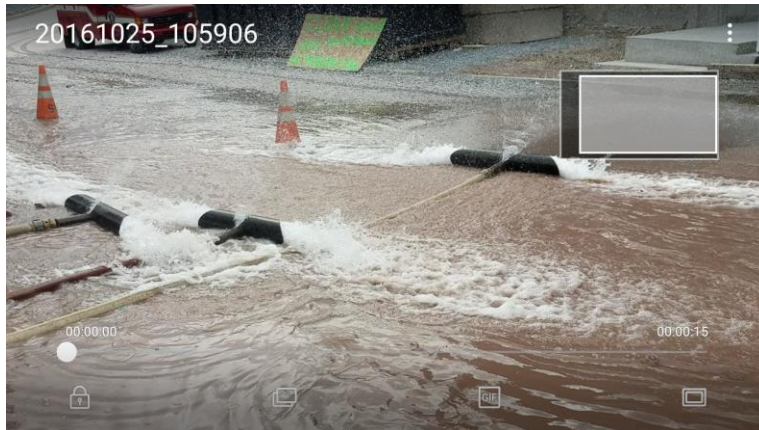
The University paid fire fees as directed by statute or law, including radio call box installation fees, annual radio call box fees, malfunctioning fire alarm fees, and intentional false alarm fees. The amount paid for these fees was **\$60,563**.

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 2017 included a continuation of the major reconstruction of UVM’s central campus. Road closures, construction equipment, emergency vehicle access and the University of Vermont Medical Center’s construction project required timely and accurate communication between the university and the fire department. As always UVM Facilities Design and Construction personnel were extremely helpful in

providing information to and conducting walk-throughs with the fire department. UVM's Department of Risk Management and Safety was instrumental in assisting the Chemistry and Physics Departments in safely cleaning out laboratories and moving research and teaching labs from Cook Building into the new Discovery Building.

UVM continues an aggressive program of inspecting fire protection systems and components using bar code scanning technology to document inspections and identify and repair discrepancies. Several older fire alarm systems were replaced and permits were issued to replace more at the start of FY 2018.



Flow Testing Fire Pump

The UVM Fire Marshal continues to work cooperatively with the Burlington Fire Marshal to inspect new fire protection systems, address fire code violations in UVM buildings, assist construction projects with fire and life safety code compliance and investigate fires on UVM property.

During the Fall 2016 semester Burlington Fire Department personnel reported an increase in students covering smoke detectors in their residence hall rooms. This was discovered during emergency responses to these buildings. UVM launched an education program to combat this potentially dangerous trend which included emails from Residential Life to students and parents and a poster campaign in the halls. The result was a dramatic reduction in reports of these incidents during the Spring 2017 semester.



Smoke Detector Poster

During FY 2017 UVM added a full-time Emergency Planner and Institutional Continuity Coordinator. This position greatly improves UVM's readiness for different types of emergencies and coordination with emergency responders, including training and incident management.



UVM Emergency Management Mobile Command

FY 2018 will bring the completion of a brand-new facility for UVM Rescue and more opportunities to continue joint prevention, training, planning and response activities.

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 \$31,401 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 17 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 13 Payment	FY 14 Payment	FY 15 Payment	FY 16 Payment	FY 17 Payment
Omnibus *	\$202,887	\$207,351	\$212,742	\$219,337	\$226,136
Fire Services *	\$966,875	\$988,146	\$1,013,838	\$1,045,267	\$1,077,671
Fire Department nuisance and false alarms +	\$64,456	\$61,600	\$67,550	\$75,500	\$60,563
New World Systems *	\$28,173	\$28,792	\$29,541	\$30,456	\$31,401
Payment for Services Agreement Total:	\$1,262,391	\$1,285,889	\$1,323,671	\$1,370,560	\$1,395,771

* 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 2017 by the University **totaled \$1,508,706** for the following:

Description of Expense	FY 17 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)	\$64,239*
Real estate taxes paid directly by the University	\$7,901
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	\$1,143,647 (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	\$196,951 (amount reflects permit, recording, DRB, temp and zoning cert. of occupancy fees, and vacant building fees)
Burlington stormwater fee	\$95,968
Additional Payments to City in FY 17	\$1,508,706

*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 2017 payments by the University to the City (including those for the Payment for Services Agreement and additional payments) **totaled \$2,904,477.**

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 City Council

From:

Burlington Police Department
Burlington Code Enforcement
University of Vermont

Re: The University of Vermont/City of Burlington
Quality of Life Working Group

Background

For several years the University of Vermont and City of Burlington have worked collaboratively to promote safety and contribute positively to the quality of life in Area C. Data collected for the past year shows a 42% drop in calls for service related to quality of life issues.

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. During the same time period the working group – the Burlington Police Department (BPD), UVM, and Code Enforcement – began mapping calls for service related to alcohol misuse and noise in these areas, using that information to strategically respond to properties, streets, and neighborhoods with higher numbers of service calls.

This report summarizes this data for Area C grouped by lease year, with 2016-17 lease year data compiled through 2/28/17. Area C houses a large number of college students, and historically has a high number of calls for service to BPD relative to other areas of the city. Incident types tracked within the calls for service are intended to capture events related to high risk drinking behavior in the area and include Noise, Intoxication, and Disorderly Conduct.

Specific Collaborative Interventions

- As mentioned above, BPD, Code Enforcement and UVM collect and analyze data related to the quality of life in Area C, a BPD patrol area which includes the Hill Section and 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.
- The University of Vermont/City of Burlington Working Group meets quarterly to review problem addresses and neighborhoods.
- For properties that have accrued three or more calls for service and received at least one ticket during a lease year the following actions are taken:
 - A written notice from the Code Enforcement Office is sent to property owners.
 - A coordinated visit is made to the property by Code Enforcement and BPD.
 - When a UVM student is involved, UVM staff (Student & Community Relations) visit the property as well. These visits are educational and restorative in nature and are intended to improve relationships within the household as well as between the household and the neighborhood.

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
- Neighbors

University of Vermont:

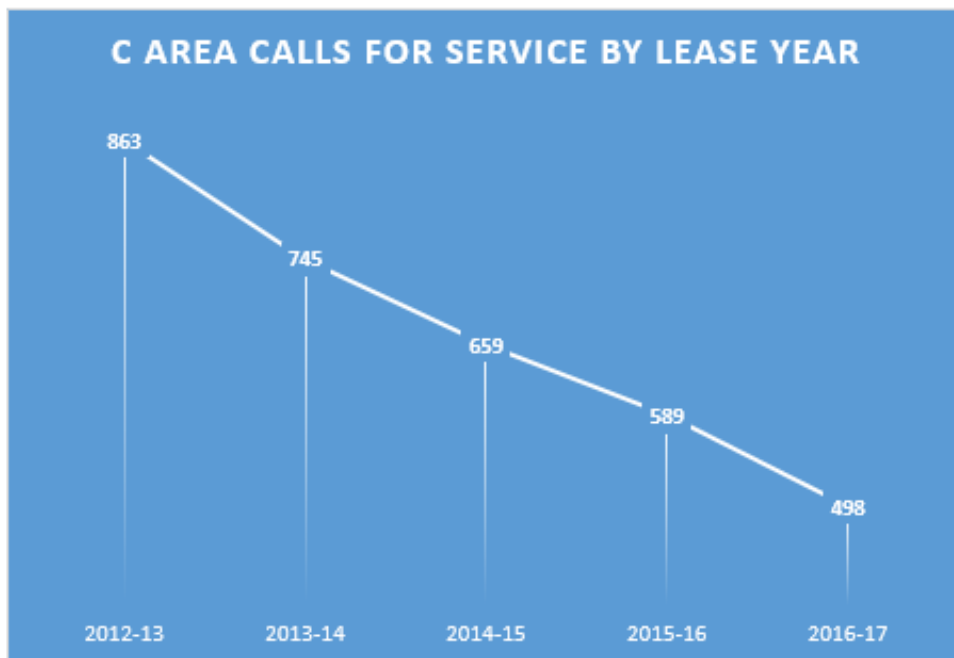
- Student and Community Relations
- Center for Health and Wellbeing
- Student Government Association
- University Relations
- Campus Planning Services
- Community Coalition
- Dean of Students Office

- Landlords are contacted by Burlington Parallel Justice when party social tickets are issued.
- UVM Police Services participates in joint patrols in neighborhoods with BPD.
- Using funding provided by the University of Vermont, BPD continues to provide a visible officer presence during known high traffic weekends to deter noise and other offenses.
 - During times of the year when neighborhood life is more likely to be affected by unwanted behavior and activity, BPD officers patrol earlier in the evening (before 9 pm), reaching out to homes hosting events or to residents outside.
- 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.
 - Continued response to all reports of violations of Burlington laws and ordinances through a tiered system which includes letters, in-person meetings, or a formal conduct hearing, depending on the nature of the violation. Our program is described here in greater detail: <http://go.uvm.edu/offcampusexpectations>.
 - President Sullivan's Committee on Alcohol, Cannabis, and Other Drugs continues to address the impacts of alcohol and substance misuse within our campus community. A number of specific interventions have resulted in a decreased monthly prevalence of high risk drinking in the last thirty days among UVM undergraduates from 59% six years ago to 43% in the 2016-17 academic year.

Outcomes

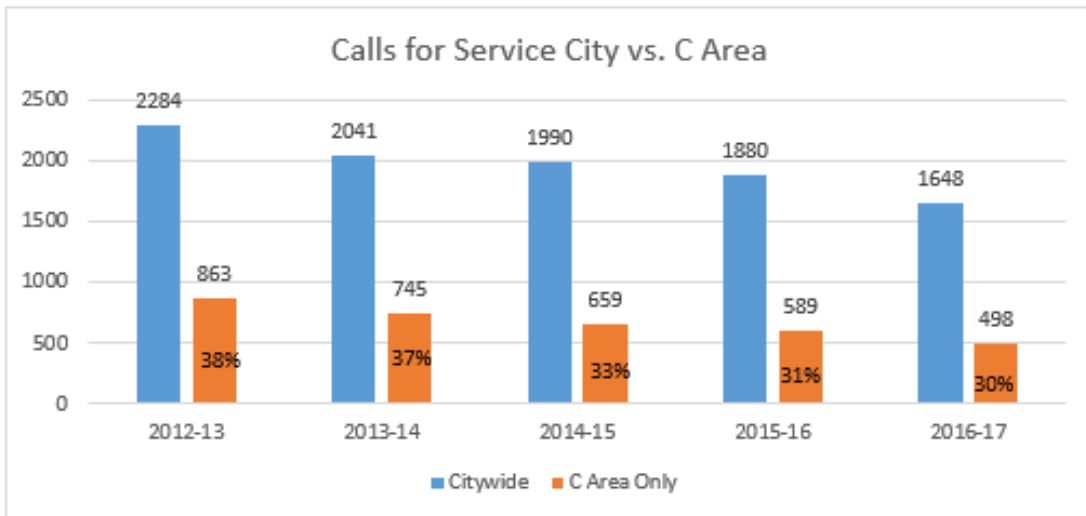
Since the 2012-2013 lease year, the following changes have been documented in Area C. Incident types tracked are Noise, Intoxication, and Disorderly Conduct.

1. C Area calls for service 2012-13 to 2016-17 have decreased.

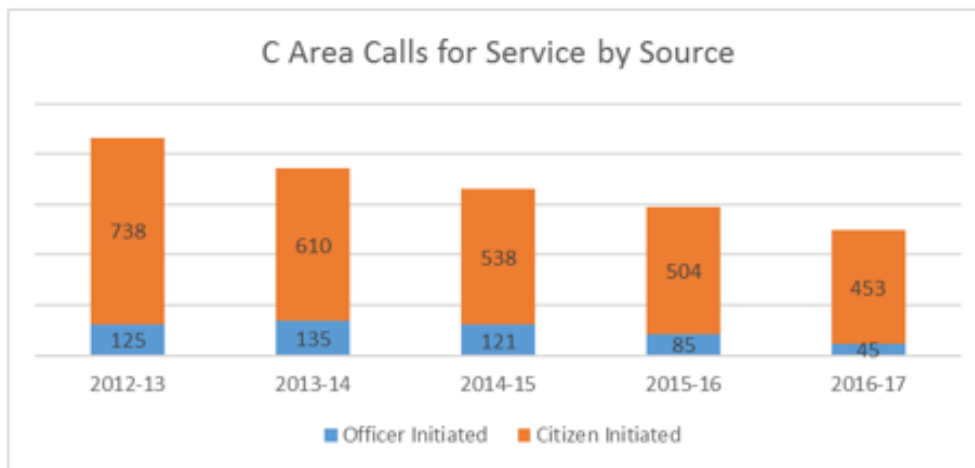


- City-wide calls for service have dropped by 28% since 2012-13.
- C Area calls for service have dropped by 42% during the same period.

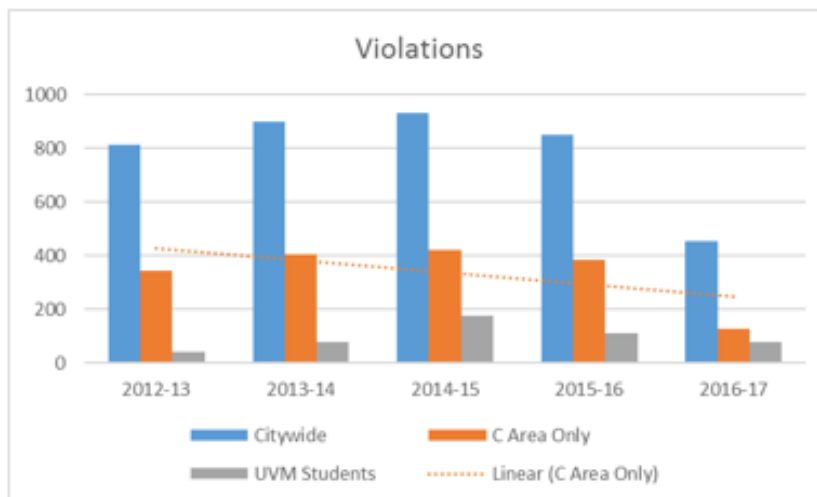
Spring 2017



2. The proportion of calls for service initiated by citizens (as opposed to police officers) has decreased.



3. The number of violations issued for Noise, Alcohol, and Disorderly Conduct has decreased in C Area.



Spring 2017

	2012-13	2013-14	2014-15	2015-16	2016-17
Violations					
Citywide	815	900	933	850	454
C Area Only	342 (42%)	405 (45%)	423 (45%)	385 (45%)	127 (28%)
UVM Students	40	78	176	112	76

(Note: Data from BPD was not complete due to a change in the ticketing process. During 2013-14, the Center for Student Conduct did not receive information regarding alcohol tickets)

4. C Area Alcohol Violations Table

Lease Year	2012-13	2013-14	2014-15	2015-16	2016-17
Tickets					
Minor procuring or in possession of alcohol (16A, 16B, 16C, 21038c)	96	143	154	115	32
Open Containers in Public (21038b)	26	44	85	95	16
Alcohol Related Tickets Total	122	187	239	210	48



Successful efforts to increase community education continue

- The University of Vermont continues to work diligently to address the impact of high risk drinking on campus and in the Burlington community. UVM was one of three institutions of higher education whose work to address high risk drinking and other substance misuse was honored with a Prevention Excellence Award at the ninth annual Campus Prevention Network Summit in Boston in June of this year.
- The working group continues to focus on educating students about the importance and value of creating a healthy neighborhood community as a fundamental part of this work. Optimizing relationships between police officers, student residents, permanent residents, and the involvement of UVM's Office of Student and Community Relations has resulted in student residents who are better educated about the importance of being a good neighbor.
- Pro-active approach: In mid-August, Code Enforcement sent an informal letter to landlords of problem addresses from the end of the previous lease year, to make them aware that their properties continue to be on notice.
- UVM Office of Student and Community Relations (OSCR) coordinates the *Have a Heart Campaign* to educate students about the impact of late night activity on families and permanent residents in the off campus area. This is just one of several OSCR programs designed to help build community and improve quality of life in Burlington. Others include: *Neighborhood Clean-Up*, *Off-Campus Living Workshops*, the *Community Coalition Street Strategy*, and the *Spring Move-Out Project*.
- Quality of Life Patrols: UVM provides funding for additional BPD shifts starting in August when students return, as well as on problem weekends throughout the year when party noise is increased. The purpose is to deter noise and also build positive relationships with residents.

Summary

While challenges around quality of life issues in neighborhoods remain, effective collaboration between the University of Vermont and the City of Burlington has yielded a substantial improvement in a number of measures.

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	FY 17 Payment
Omnibus *	\$180,040	\$185,981	\$191,374	\$195,584	\$198,714	\$202,887	\$207,351	\$212,742	\$219,337	\$226,136
Fire Services *	\$456,006	\$684,008	\$912,011	\$932,075	\$946,988	\$966,875	\$988,146	\$1,013,838	\$1,045,267	\$1,077,671
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	\$60,563
New World Systems *	\$25,000	\$25,825	\$26,574	\$27,159	\$27,593	\$28,173	\$28,792	\$29,541	\$30,456	\$31,401
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	\$1,395,771