

Regional 911 Dispatch Feasibility Study

April 2011 Update

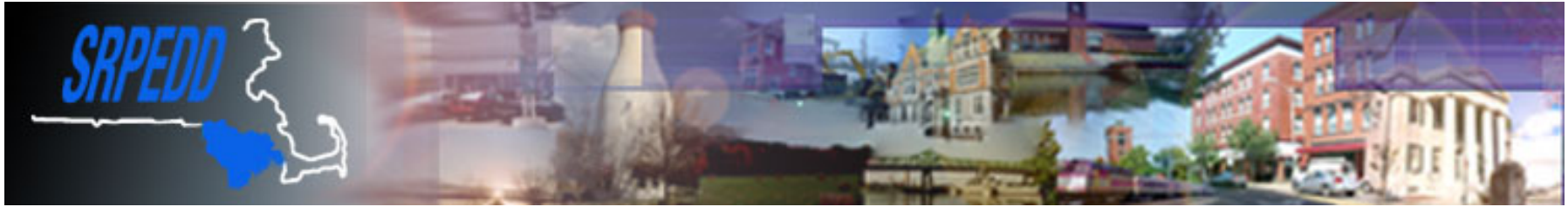
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Goals of 911 Feasibility Study

- Analyze current dispatch operations
 - Provide benchmark comparison
- Provide recommendations for:
 - Enhancements to Public Safety
 - Improve operational efficiencies
- Reduce overall support costs for the State

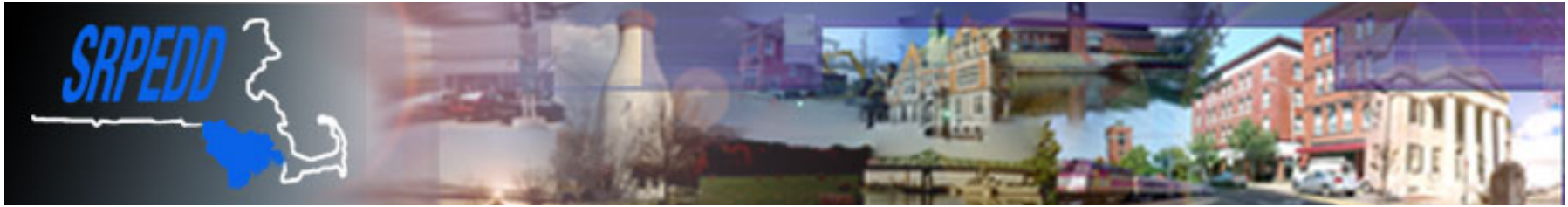


Possible Recommendations

- One “Super-region” communications center
- Multiple “Sub-region” communications centers
 - 2-4, 3-6 towns grouped together
- Virtual Consolidation
 - Common SOPs, CAD, Radios, Governance
 - Continue with current dispatch physical locations
- No change

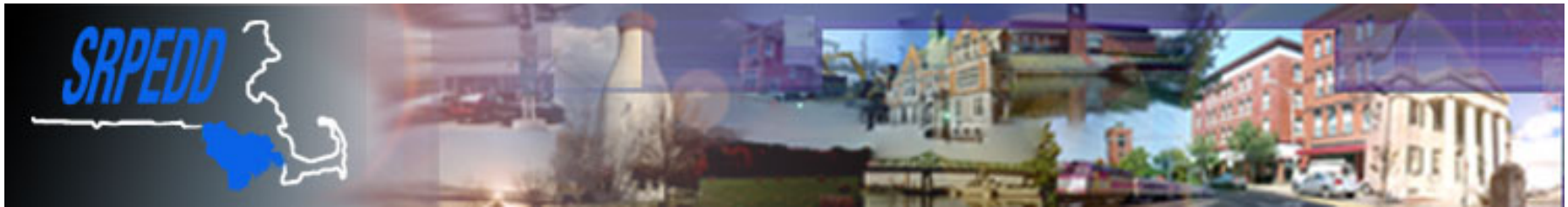
No pre-conceived solution.

This is an objective study



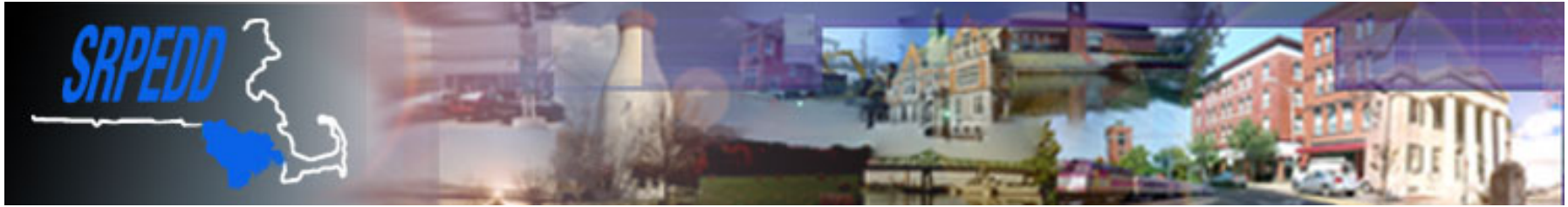
List of Participants

- Dartmouth
- Marion
- New Bedford
- Lakeville
- UMass – Dartmouth
- Mansfield
- Freetown
- Berkley
- Fall River
- Acushnet
- Dighton
- Raynham
- Fairhaven
- Swansea
- Easton
- Norton
- Taunton
- Middleborough
- Wareham



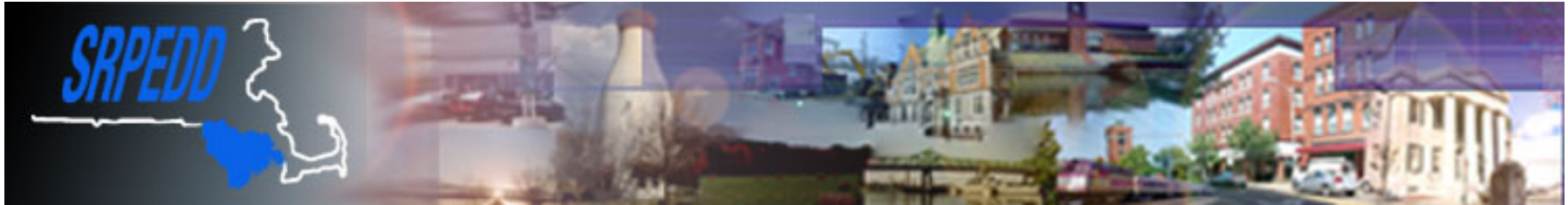
Progress to Date

- Sept. 2010 Grant for \$300,000 awarded
- Oct. 2010 Competitive RFP issued for consultants
- Dec. 2010 GeoComm selected and contract signed
- Jan. 2011 Project Kick off meeting



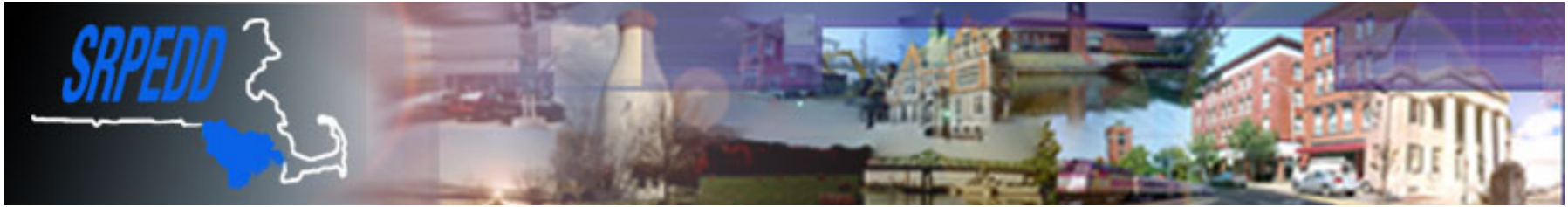
Progress to Date

- **Jan. – Feb. 2010 Dispatch Data collection**
 - Call statistics, non-emergency functions, budgets, union contracts, SOPs
 - On-site interviews
 - Meetings with State 911 Dept. and Mass GIS
 - Conduct 3 training work shops
 - Check for MSAG, ALI and GIS fall out data for accuracy and future compliance with NG-911
- **Mar. 2011 Presented draft Existing Conditions Technical Report**
 - Provides benchmark of current operations, and highlights areas for improvement to meet State and best practices standards
 - Responded to member feedback and re-sampled specific data covering non-911 calls



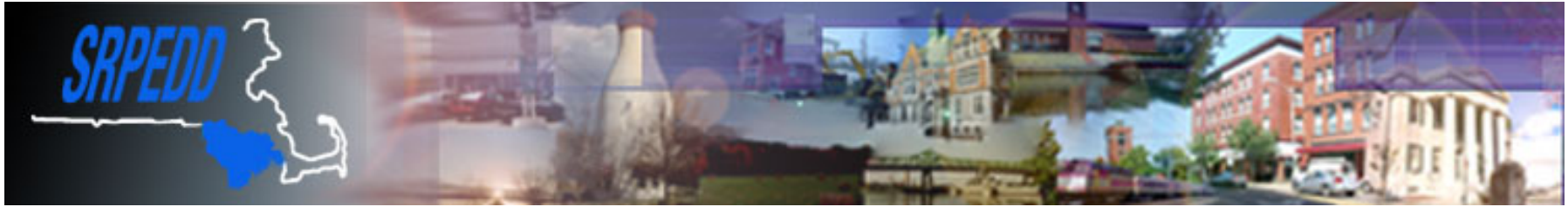
Project Schedule – Next Steps

- April 2011
 - Issue final Existing Conditions Technical Report
- May 2011
 - Provide information for public and key official education
 - Financial analysis report
 - Technical memorandum on Feasibility Assessment



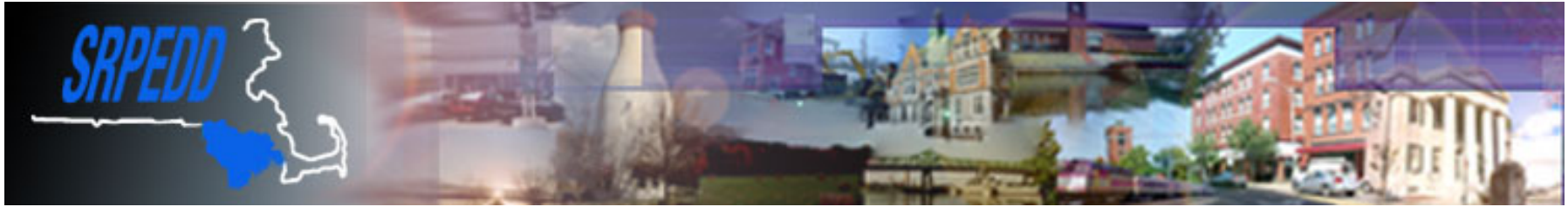
The Police Chief interviews led to the following consistent themes and critical success factors:

- Any change must produce a documented improvement in public safety
- Any change must address local officer safety
- Any change must provide for the value of “critical local knowledge”
- Any change must address the local command and control concerns
- Any change must be evaluated in light of the fiscal impact on local agencies, which have already had budget cuts
- Any change must seek to effectively address the concerns of existing staff
- Any change must include the availability of immediate assistance 24/7 at current facilities
- Any change may best be accomplished utilizing small groups of agencies rather than one large entity
- Any change must include appropriate access control and security of current facilities
- Any changes must identify how collateral duties now performed primarily by “dispatchers” will be accomplished
- Any change should address the probable costs to the community for providing such services in the absence of the “dispatch function” locally



The Fire Chief Interviews led to the following consistent themes and critical success factors:

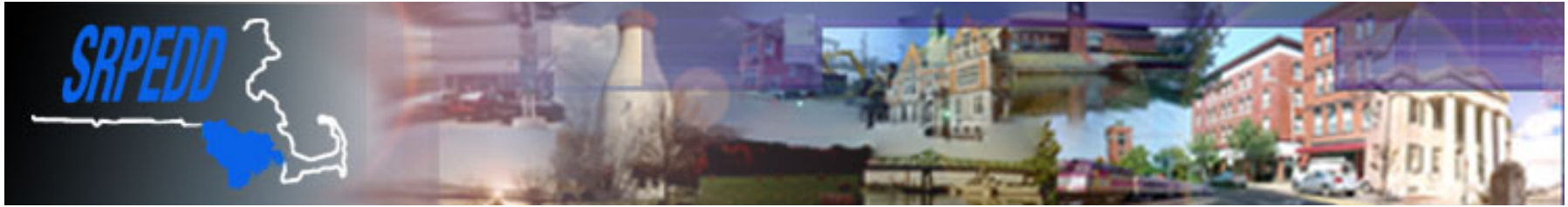
- Any change should include uniformed firefighters as Fire dispatchers
- Any change in Fire dispatch must adhere to national standards
- Any change cannot affect existing staffing levels
- Any change should provide Fire dispatch operations access to state 9-1-1 funding
- Any change must provide for the value of “critical local knowledge”
- Any change must provide for quicker dispatch information to the Fire Dept.
- Any change must support an improvement in service
- Any change will have to overcome significant local political issues and existing labor agreements



Project Schedule – Next Steps

- June 2011
 - Draft Feasibility and Implementation Report
 - Conduct 3 public hearings
 - Monday 6/13, 6:30 PM, Dartmouth Town Hall
 - Tuesday 6/14, 9:00 AM, Norton Library
 - Tuesday 6/14, 2:00 PM, Raynham Town Hall
- July – Aug. 2011
 - Final Feasibility and Implementation Report
 - Meetings as appropriate
 - Presentation and meeting with Commission if desired
- Sept. 2011
 - Optional Final Implementation plan

Fun Begins



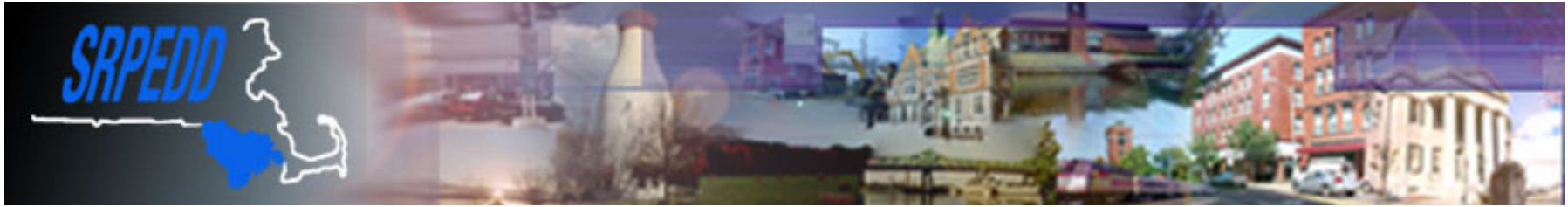
Your Involvement

- Encourage report review and attendance at public hearings
 - Especially people with concerns about “regionalization”
- Help drive evaluation of report and determine whether or not your community will proceed with detailed implementation plan.



Commercial Message

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DLTA Funded Services available for your community

- Cooperative Purchasing
 - Capital Goods
 - DPW Supplies
 - Water and wastewater treatment chemicals
- E-Gov
 - Opportunity to explore the possibilities
 - Assist with acquisition of individual or group solution
- Municipal Partnerships
 - ACO, VA, Inspections, IT Services