

Regular Workshop – April 15, 2013  
Agenda Item 7

**Agenda Item:** Discussion Regarding Sarasota County Proposal to Provide Consolidated Dispatch Services for Police and Fire Services

**Presenter:** Town Manager

**Summary:** Sarasota County Administrator Reid has proposed providing consolidated Fire/EMS and Police dispatch services to all municipalities within the County. Meetings with Venice, and North Port, City Managers, and Police Chiefs, as well as with the Sheriff and County administration have been held to explore issues and opportunities related to the offer.

The Town Manager has also met with Police Chief Cumming, Fire Chief Dezzi and the Town's Police Dispatch staff to keep them updated and seek input regarding evaluation of the County's proposal.

This item is placed on the April 15, 2013 Regular Workshop Meeting for Commission consideration and direction.

**Attachments:** 4-10-13 Memo, Manager to Commission;  
PowerPoint Presentation;  
2-20-13 Letter, Sarasota County Administrator Reid to Manager;  
4-5-13 E-mail, Manager to Commission;  
4-2-13 Draft, Major Issues for Interlocal Agreement on  
Emergency Dispatch;  
Graphic of Proposed Public Safety Communications System.

**Recommended Action:** Pending discussion, provide direction to Manager.

## M E M O R A N D U M

Date: April 10, 2013

**TO:** Town Commission

**FROM:** Dave Bullock, Town Manager

**SUBJECT:** Discussion Regarding Sarasota County Proposal to Provide Consolidated Dispatch Services for Police and Fire Services

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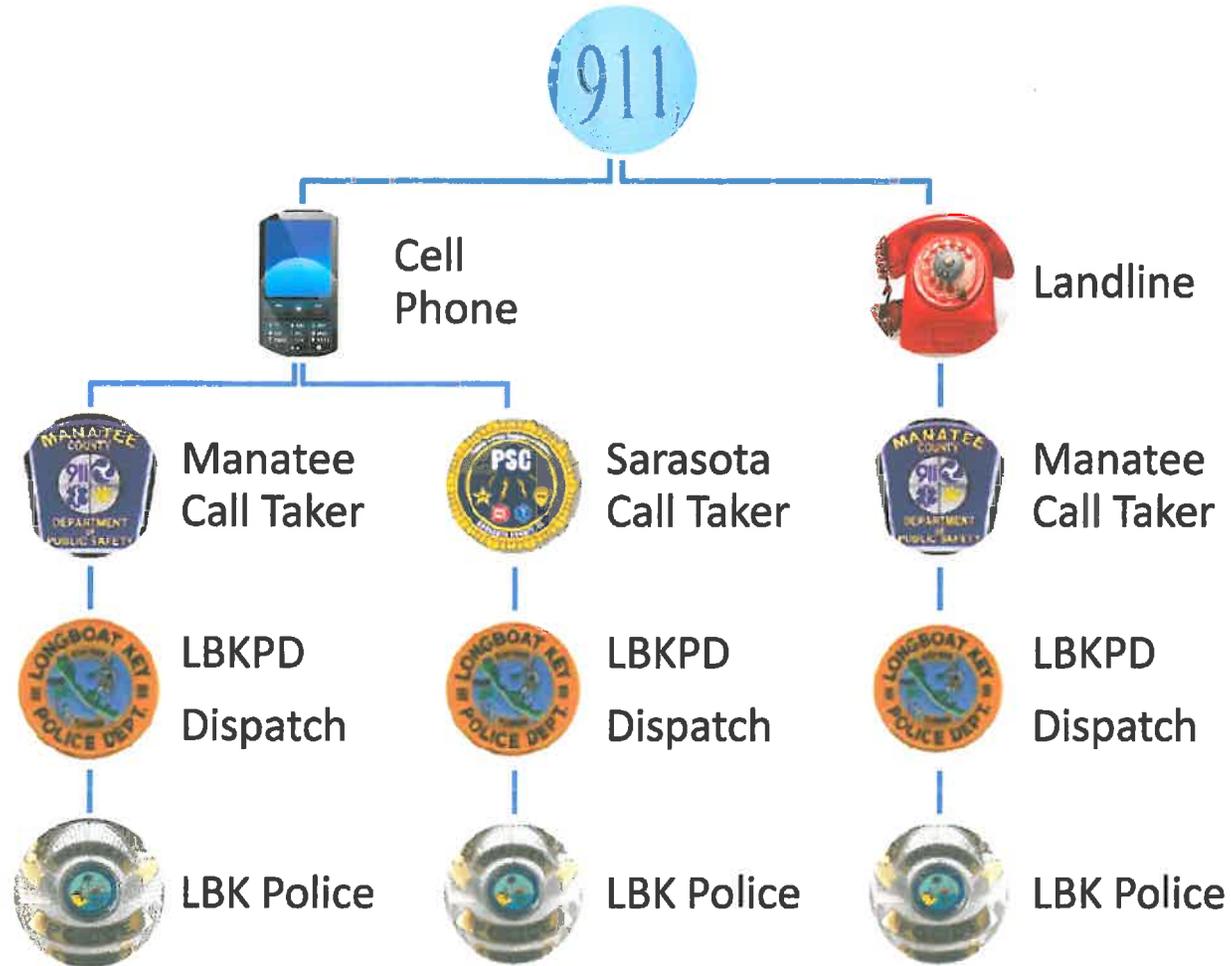
Following the February 20, 2013 letter from Sarasota County Administrator Randall Reid the Town Manager and key staff met with the County and the cities of Venice and North Port. The attached report dated April 2, 2013 delineates the parameters of the County offer. In addition also attached is a diagram titled "Sarasota County Proposed Public Safety Communications System". Both these documents set forth the proposal and define in a general manner the nature of the proposal.

For the Town of Longboat Key the offer covers both fire and police dispatch and emergency communications. The County has requested the Town to express its intent to undertake a due diligence analysis of the cost, and benefits of a consolidated dispatch service. In addition the Town will look at all consequences of such a consolidation including: service levels, impacts to existing employees and potential to join the County workforce, transition steps, and technology concerns.

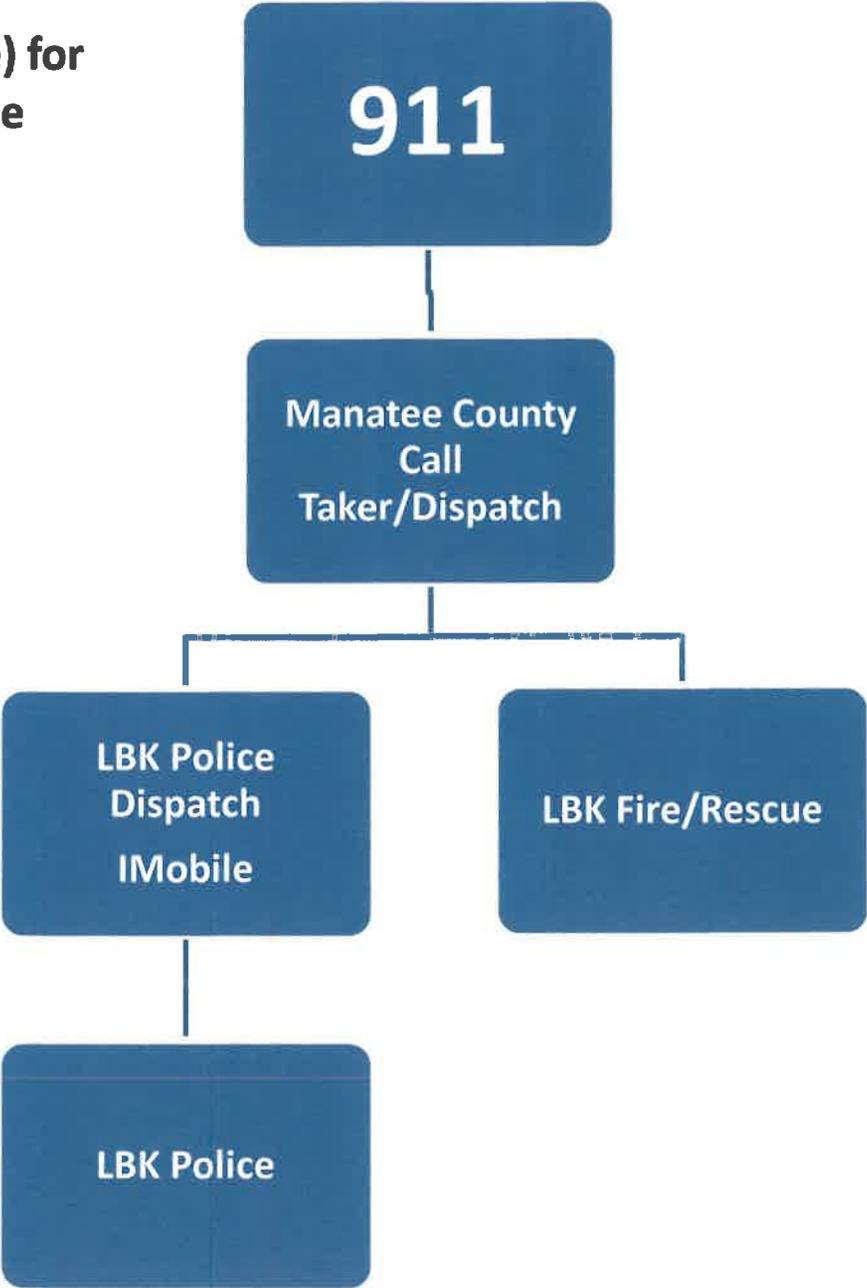
The attached PowerPoint further explains the current 911 Dispatch for Longboat Key Police and Fire-Rescue.

If there is a consensus of the Commission to move ahead with the due diligence period I will inform the County and begin the due diligence work. Periodic updates will be provided to the Town Commission.

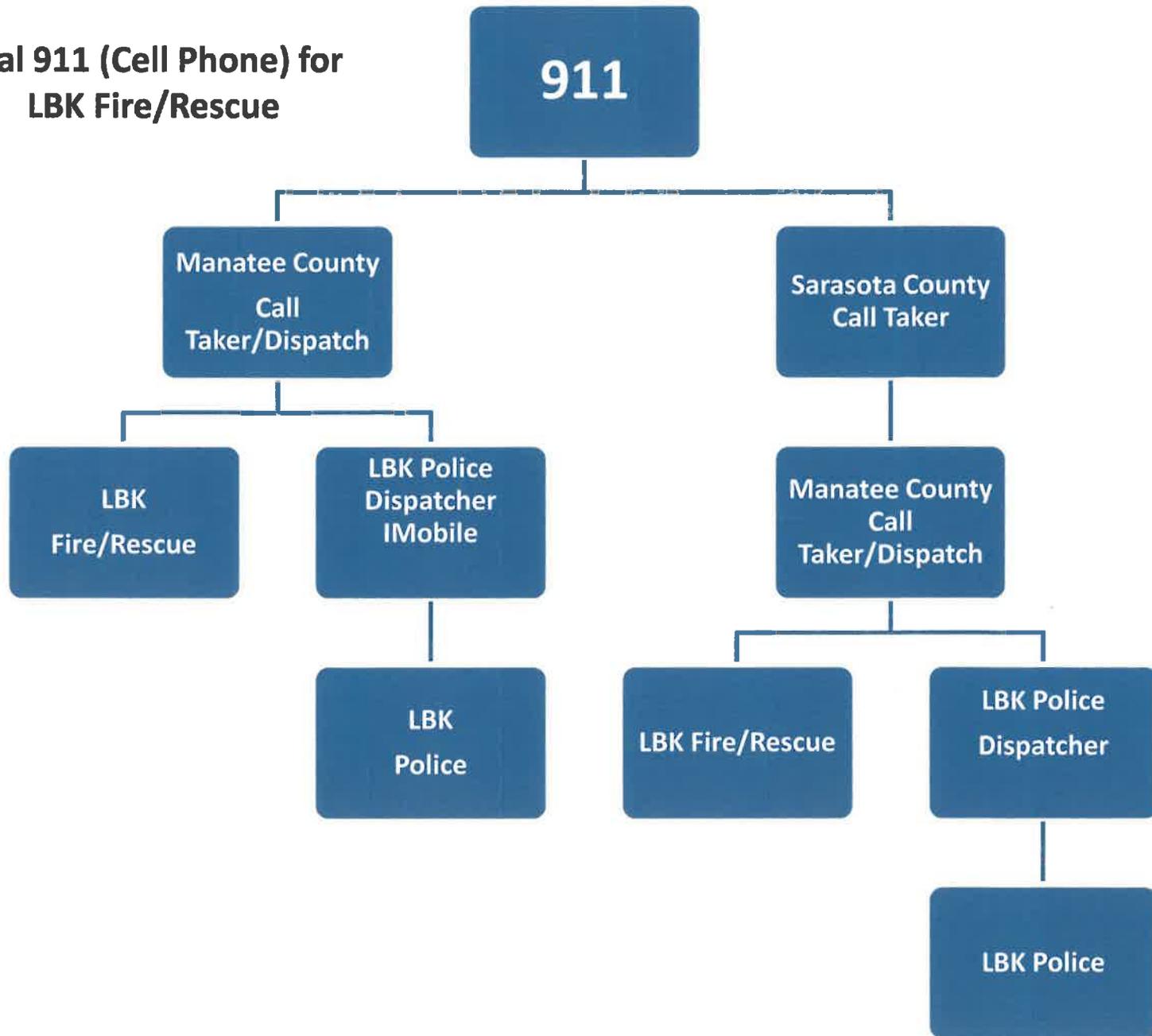
# Dial 911 for Police Assistance - Chart



**Dial 911 (Landline) for  
LBK Fire/Rescue**



**Dial 911 (Cell Phone) for  
LBK Fire/Rescue**





## SARASOTA COUNTY

*"Dedicated to Quality Service"*

February 20, 2013

David R. Bullock  
Town Manager  
Town of Longboat Key  
501 Bay Isles Road  
Longboat Key, FL 34228

RE: Proposal to Provide County-wide Law Enforcement and Fire/EMS Dispatch Services

Dear Mr. Bullock:

As you are aware, the county is currently finalizing the design for the new EOC/911 Center. On February 8, 2013, I presented a proposal to the Sarasota County Commission to provide county-wide law enforcement and Fire/EMS emergency dispatch services to the cities of Venice and North Port, and the Town of Longboat Key at no cost. This presents a united opportunity for us to have the facility and technology to accommodate your dispatch operations. The County Commission approved my proposal with a unanimous vote and authorized me to extend this one-time offer to each city while we are in the active planning phase of this facility. In order for us to remain on schedule, I will need your decision within ninety (90) days of the date of this letter.

The Public Safety Communications Center is currently operated and staffed by members of the Sarasota County Sheriff's Office. We are working closely with the Sheriff's Office on this offer and, based on this proposal, your dispatch employees would be eligible for employment upon completion of a satisfactory background check which is the responsibility of the Sheriff's Office.

I understand that you may have questions regarding the county's offer. To facilitate any follow-up that may be necessary, I would ask that the town designate a single point of contact for the exchange of information. For the county, I have designated Assistant County Administrator Tom Harmer.

If your town decides to accept the county's offer, we look forward to working closely with you to make sure there is a smooth transition that would be transparent to the public.

I believe that this opportunity will best serve all citizens of Sarasota County with the most efficient and effective delivery of emergency dispatch services to all of our first responders.

Sincerely,

Randall H. Reid  
County Administrator

MJT/der

c: The Honorable Thomas M. Knight, Sheriff  
Thomas A. Harmer, Assistant County Administrator

OFFICE OF THE COUNTY ADMINISTRATOR ♦ 1660 Ringling Boulevard, 2<sup>nd</sup> Floor ♦ Sarasota, FL 34236  
Telephone: 941.861.5111 ♦ Fax: 941.861.5987

## Susan Phillips

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**From:** Dave Bullock  
**Sent:** Friday, April 05, 2013 1:39 PM  
**To:** \_Commission  
**Cc:** \_Department Heads  
**Subject:** FW: Update-Dispatch offer to cities  
**Attachments:** dispatch 4-2-13 notes.pdf

Commissioners: below is an email from the Sarasota County Administrator related to the County offer to provide emergency dispatch services. I will include a discussion item on this topic on the April 15, 2013 Workshop agenda. Also attached is a summary document from a recent meeting with County representatives.

I have met with our dispatchers and have another meeting scheduled in the immediate future to keep them up dated and to get their input. All dispatchers have been provided their thoughts directly to me in face to face meetings which will continue throughout this evaluation period.

If you have any questions please contact me.

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**From:** Randall Reid [mailto:Rreid@scgov.net]  
**Sent:** Friday, April 05, 2013 9:31 AM  
**To:** Dave Bullock; 'Jonathan Lewis'; Edward Lavallee  
**Cc:** BCC; Sheriff Knight  
**Subject:** Update-Dispatch offer to cities

Colleagues,

This attachment reflects the minutes and intent as to how we would address transition issues related to Sarasota County' offer to become the county wide provider of consolidated dispatch services. Per my prior email we suggested you share these details with your staff's and elected officials as a basis of discussing these issues. This is released now due to media coverage in your individual communities.

A systems graphic will also be forwarded when prepared to expand both understanding and aide explanations to employees, public and elected bodies.

In Public Service,  
Randall Reid  
County Administrator

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**From:** Tom Harmer  
**Sent:** Friday, April 05, 2013 8:00 AM  
**To:** Randall Reid  
**Subject:** Update-Dispatch offer to cities

Mr. Reid,

As you are aware, as a follow-up to the County's offer to the cities on countywide dispatching services, we have been in communication with the cities to set up meetings to discuss questions and details associated with the offer.

After they received the letter I understand that the City Managers initiated discussions with their Police Chiefs to develop a list of questions to be review with the County. We were then notified that the cities wanted to meet as a as a group first prior to meeting with the County to develop a common set of issues to facilitate their conversations.

The cities did meet and we then received their joint document on March 27, 2013. That document was provided to both the Sheriff's staff and County Emergency Services staff to review in prep for the joint meeting. The first joint meeting was held on April 2, 2013 here in the County Administration Building- in addition to county staff, the cities of Venice, North Port, and Long Boat Key were represented by both their City Manager and their Police Chief. Long Boat Key also brought their Fire Chief as they are considering the option of including Fire Dispatch (currently being provided by Manatee County) in the discussion.

The discussion was very comprehensive over the various issues associated with this type of transition and it was a very positive and productive meeting. I have attached the draft notes from that meeting that include the 8 issues that the cities have identified as discussion points and the notes on each of those items as discussed during the meeting.

At the meeting we discussed the public safety benefit of this opportunity and defined the offer to include the dispatch operations, the radio backbone infrastructure, and access to the County's computer aided dispatch information for their individual record management systems. The cities would continue to be responsible for the interface with the computer aided dispatch system, their radios, and mobile data terminals, and their own record management system. This is consistent with the current arrangement with the City of Sarasota for their police dispatch and the existing agreements with the city fire departments.

We also discussed the expectation during the 90 day offer period. That is was intended to give the cities time to meet with the county to clarify the offer, have a discussion with their elected officials about the offer, and to communicate their interest in advancing the discussions towards an agreement. This timing allows some consideration of potential impacts during the current budget process and factors in the longer range goal of completing the transition in conjunction with the new EOC/911 Center. This would also give the individual cities an opportunity to indicate that they are or are not interested so we don't expend a lot of time and resources on the details of the agreement if the concept is something their elected officials do not support.

In the attachment the next steps are listed. A follow-up joint meeting with the cities is being scheduled for the first part of May. Individual discussions and meetings specific to an individual city will occur between now and then.

Sincerely,

Tom

***Thomas A. Harmer, ICMA-CM***

Assistant County Administrator

Sarasota County

1660 Ringling Blvd. 2nd Floor

Sarasota, FL 34236

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 *Please consider the environment before printing this e-mail.*

# DRAFT

Sarasota County  
4/2/13 Meeting Notes

## Major Issues for Interlocal Agreement on Emergency Dispatch (8 Issues Provided by Cities 3/27/13)

### In attendance

Sarasota County	Randall Reid, Tom Harmer, Mike Tobias, and Bob Stuckey
Sheriff's Office	Tom Knight, Bill Spitler
LBK	Dave Bullock, Paul Dezzi, Ann Ross and Pete Cumming
North Port	Jon Lewis, Danny Schultz, and Kevin Vespia
Venice	Ed Lavalee and Tom McNulty

### Issues:

- 1. Technical compatibility with existing municipal systems:** The system will include all hardware and software necessary to provide complete dispatch services to each municipality. Compatibility with existing municipal mobile radios, MDTs, reporting systems, and data management systems is necessary. County will provide staffing with qualified emergency dispatch communications personnel. The system will provide adequate signal strength to assure coverage in all areas of each municipality.

#### 4/2/13 Discussion:

- *County will provide and maintain nationally recognized computer aided dispatch, voice-data recorder, 911 call-taking and radio console systems.*
  - *County will provide technical assistance in installing and maintaining agency provided software interfaces from county CAD to agency's mobile data terminals, reporting systems and data-management systems at the expense of the individual agency.*
  - *County provides and will maintain state of Florida and APCO certified dispatches and 911 call-takers for emergency medical dispatchers, trainers and supervisors.*
  - *County will estimate adequate staffing through the use of APCO's Project Retains (Responsive Efforts to Assure Integral Needs in Staffing)*
  - *County will provide and maintain existing radio coverages and signal strengths.*
- 2. Performance standards for dispatch operations will include standards for all critical activity, report preparation, report accuracy, and timely delivery. Information maintained and provided by the dispatch service will as a minimum include incident and unit activity reports/information depicting time documentation, incident location, personnel and equipment dispatched for each call. Such information/data will be retained in the permanent files in accordance with applicable record retention requirements. County will supply and maintain state-of-the-art emergency dispatch communication equipment. Dispatch information must be compatible with electronic incident reporting systems and other municipal systems that rely on dispatch information. Examples of such reports include: chronological time line, accurate complainant information, essential medical/fire information, disposition of call, etc.**

#### 4/2/13 Discussion

- *County will collaborate with participating agencies in a review of existing performance standards to determine if they meet the agencies' requirements and modify if deemed necessary.*
- *County will provide a list of standardized CAD reports.*
- *County will collaborate with participating agencies to design and implement non-standardized, operational reports within reasonable expenditure of time and costs*
- *County will provide and maintain operational data in accordance to the State of Florida's Chapter 257.36 records retention schedule and Chapter 119.07 for public records.*
- *County will provide an up-to-date computer aided dispatch system within two major software versions, a voice-data recorder with a minimum hardware refresh schedule of four (4) years, and a 911 call taking system with a minimum refresh schedule of four (4) years.*
- *County will provide technical assistance in installing and maintaining agency provided software interface(s) between the county's CAD system and agency's mobile data. terminals, reporting systems and data management systems at the expense of the individual agency.*

- 3. Operational issues: Throughout the term of the agreement the County shall pay for all costs associated with the operations and maintenance of the dispatch service and facility. County will assure the existence and operations of a quality assurance and operational committee with municipal representatives, adequate resources to handle call volume, access to playback information and other call inquiry information. Timely provision of call information for administrative review, judicial action or investigative purposes, etc. System will accommodate use of tactical channel for special events with adequate capacity for each municipality. Systems shall be capable of handling the varying volume of calls from each user (County, municipal, etc.).**

#### 4/2/13 Discussion

- *County will pay all costs associated with the personnel, operations, and capital expenditures within the confines of the public safety communications center necessary to meet agreed-upon levels of service.*
- *County will provide two levels of management oversight:*
  - *Policy Committee consisting of chief officers;*
  - *Users Committee consisting of managers, supervisors, and technical specialists.*
- *County will provide a level of service (LOS) consistent with that provided currently to the Sarasota County Sheriff's Office and the City of Sarasota Police Department.*
  - *Services would consist of:*
  - *Receipt of all 911 emergency calls*
  - *Police and fire pre-arrival instructions*
  - *Police and fire dispatch*
  - *Teletype*
  - *Vehicle mobile data terminals may be interfaced (at the individual agency's cost to install) with the County's computer aided dispatch system for emergency dispatching, administrative messaging, and records management.*
  - *County will estimate adequate staffing through the use of APCO's Project Retains (Responsive Efforts to Assure Integral Needs in Staffing)*

- *County will provide requested information within an agreed-upon timeframe following a written request by participating agencies.*
  - *County will provide participating agency radio fleet maps that meet their operational requirements.*
  - *Participating agencies will pay all costs associated with programming subscriber units to meet their individual fleet map operational requirements.*
  - *County will provide adequate system resources to manage call volume in accordance to agreed-upon performance measures.*
- 4. Dispatch protocols for emergency and non-emergency calls will be developed in coordination with the municipalities and will include as a minimum: call triage based on urgency, customized response protocols for each municipality, and mapping protocol to accommodate municipality street and area nomenclature.**

**4/2/13 Discussion:**

- *County will collaborate with participating agencies to review exiting dispatch protocols and modify same to meet requirement to manage call triaging and specialized responses.*
- *County will maintain and update on a quarterly basis a spatial, electronic map of Sarasota County that meets the response needs of the collective agencies.*

- 5. County shall hire all qualified municipal dispatchers subject to background checks. Those who do not currently meet all required qualifications will be given a reasonable period time to achieve the necessary qualifications.**

**4/2/13 Discussion:**

- *Currently North Port Police has fifteen (15) dispatchers; Venice Police has nine (9) dispatchers; and Longboat Key has five (5) dispatchers for twenty-nine (29) municipal dispatchers. I was understood that not all city employees may be interested in employment with the SO.*
- *All municipal dispatchers that are interested will be given the opportunity to apply with the Sheriff's Office and upon successful completion of the Sheriff's Office hiring process will then enter the PSC training program which he/she will be required to pass. Any non-certified dispatcher/ call taker will then be required to pass the state certification test.*
- *Sheriff Knight – the 911 center currently has eight (8) vacancies prior to the transition*
- *Additional FTE's are anticipated as a result of the transition*
- *Transition will be staggered (one city at a time) and there will be natural turnover within dispatch that will create additional openings*
- *For those municipal dispatchers that apply and meet requirements, SO will hire.*
- *County will offer a non-certifiable municipal dispatcher an opportunity to apply for other county open positions. This also applies to future opportunities for dispatches that are hired.*

- 6. Timeline: County shall provide a time line acceptable to the municipalities for transition of dispatch and other services included in the interlocal agreement, hiring and training of dispatchers, establishment of the quality assurance and operational committee, and other activities included in the interlocal.**

**4/2/13 Discussion:**

- *County will establish a project team with representation from participating agencies to identify milestones, deliverables, tasks and associated timelines to complete the transition.*
- *Group discussion of the intent of the County's 90-day opt in or out offer*
  - *An agency opting in would indicate to the County that desire to enter in to a due diligence phase of information gathering, technology issues, personnel issues, defining one time and recurring cost responsibilities and incremental timelines.*
- *Group discussion of incremental deployment over a two year period.*
- *Group discussion of implementing a twenty-year term for city-county interlocal agreements.*

- 7. Non emergency calls: County will clearly identify what criteria are used to determine emergency vs. non emergency call. Clear protocol will be established cooperatively with the municipalities to address handling of non emergency calls.**

**4/2/13 Discussion:**

- *County will collaborate with participating agencies to review and update call handling protocols to differentiate emergency versus non-emergency calls.*

- 8. County shall maintain the highest level of accreditation available for emergency dispatch services available from state and/or federal accrediting agencies.**

- *County shall provide and maintain accreditation with:*
  - *Commission on Accreditation for Law Enforcement Association (CALEA) – Public Safety Communications Centers.*
  - *Priority Dispatch accreditation in emergency medical, Fire and Police. (Police accreditation is in-progress)*

**Next Steps**

County to set up follow-up meeting in early May 2013

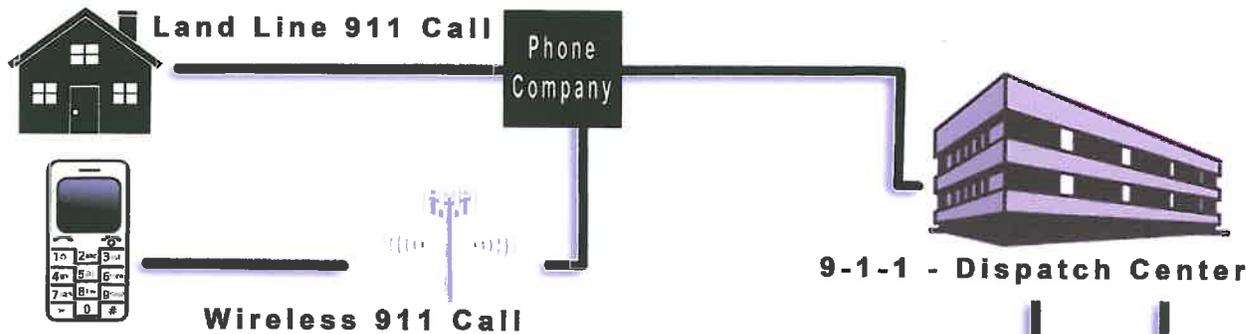
Cities to have their technical support staff follow-up with County to discuss hardware software connectively and compatibility issues/questions

LBK to set up a meeting with Sarasota and Manatee Counties to discuss their unique situation with fire dispatch.

Deliverables to City Managers prior to next meeting.

1. System diagram of 911 & dispatch process that shows county & city responsibilities
2. Copy of current 911 Center performance score card
3. Copy of current quality assurance quarterly report
4. Estimated next steps timeline of the project
5. Create an email group for future distribution of project documents

# Sarasota County "Proposed" Public Safety Communications System

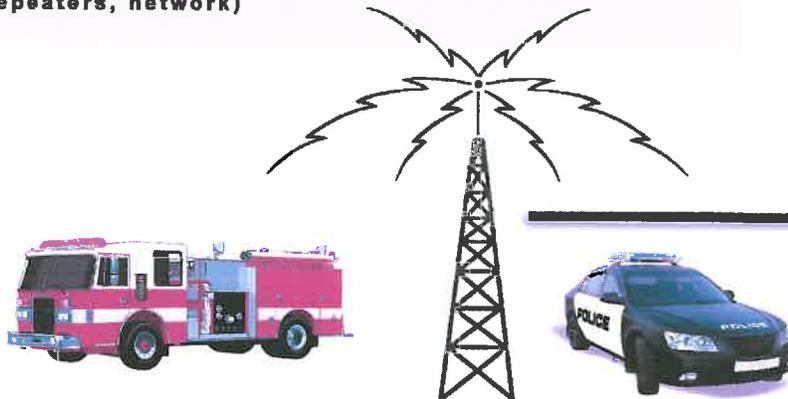


## Sarasota County Responsibility:

- \* 9-1-1 Dispatch primary and backup facility
- \* Certified 9-1-1 call-takers and fire-rescue & law dispatchers
- \* 9-1-1 Call taking hardware and software
- \* Emergency priority dispatch pre-arrival programs
- \* Non-emergency administrative telephone hardware & software
- \* Countywide geographical information mapping
- \* Computer aided dispatch (CAD) hardware & software
- \* Agency specific incident data available for retrieval
- \* Digital voice-data recordings
- \* Countywide, interoperable 800 MHz trunked radio infrastructure (towers, repeaters, network)

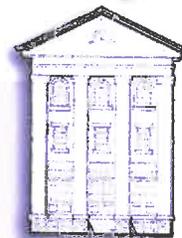
Units dispatched using  
SCG radio/data Systems

Incident Data Retrieval



## Municipality Responsibility

- \* Vehicle & station radios (portables, mobiles, repeaters, mobile data terminals)
- \* Fire station alerting equipment & data circuits
- \* Fire station Print-and-Go equipment & data circuits  
Records Management System and data retrieval interfaces
- \* Telephone data circuits to 9-1-1 dispatch center for data retrievals
- \* Automatic vehicle location technology
- \* Mobile GIS map is not supplied by Sarasota County





**End of Agenda Item**