

Regular Workshop – November 12, 2014
Agenda Item 7

Agenda Item: Status Report on Emergency Dispatch Service Options

Presenter: Town Manager and Staff

Summary: Town staff will present information to the Town Commission regarding the status of the due diligence being conducted for Emergency Dispatch Service options for the Town of Longboat Key. This issue is still in the investigative and options analysis phase. Staff is not seeking Commission direction at this time.

Attachments: 11-7-14 Memo, Assistant Town Manager to Commission;
PowerPoint Presentation.

Recommended
Action: None, informational only.

M E M O R A N D U M

Date: November 7, 2014

TO: Town Commission
THROUGH: Dave Bullock, Town Manager
FROM: Anne Ross, Assistant Town Manager
SUBJECT: Status Report on Emergency Dispatch Service Options

On February 20, 2013, Sarasota County and the Sarasota County Sherriff proposed to provide dispatch services to the municipalities of Sarasota County. At the Regular Workshop on April 15, 2013, the Town Commission directed staff to begin a due diligence period. Since that time, Manatee County has been reviewing their emergency dispatch framework and discussing possible changes. Town staff have been investigating what each Counties plans could mean for Longboat Key. Information gathering has centered on the following categories:

- Level of Service
- Technology
- Cost
- Personnel

Staff will present the attached PowerPoint to provide an update on emergency dispatch. Many of the items are still developing; therefore no decision is required from the Commission. This presentation is informational only, no action required. Please contact me if you have any questions.



EMERGENCY DISPATCH SERVICE STATUS

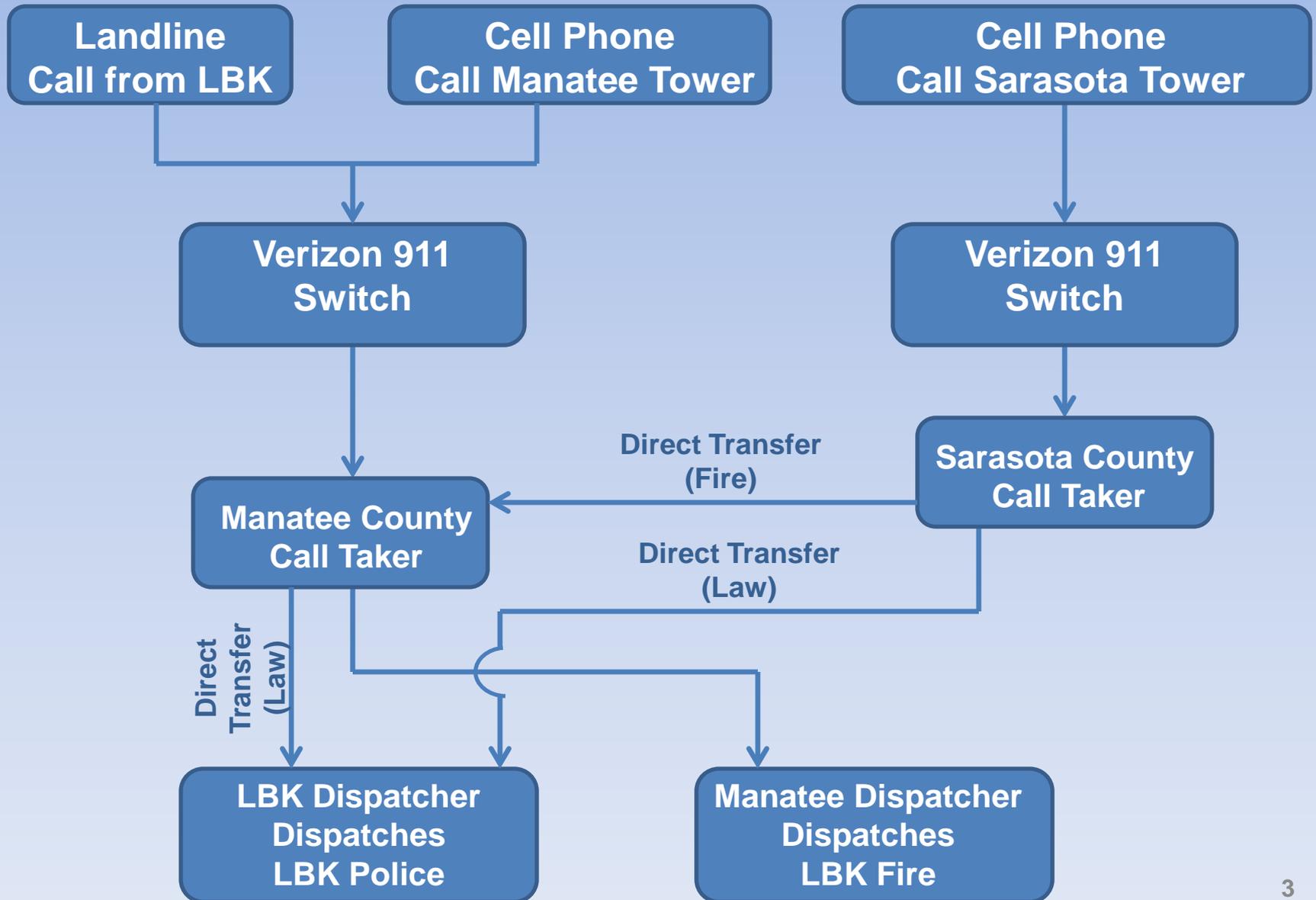
**TOWN COMMISSION REGULAR WORKSHOP
NOVEMBER 12, 2014**



EMERGENCY DISPATCH SERVICE

This is presented as an update only. No decision is necessary from the Commission at this time.

CURRENT FRAMEWORK





CHANGES AFFECTING LBK DISPATCH

- **Sarasota County Building New Emergency Operations Center (EOC), Planned for 2015**
- **Sarasota County Offering Dispatch Consolidation to Municipalities**
- **Sarasota and Manatee County are Working Together to Purchase a Radio System, Proposal Review Process**
- **Manatee County is Working Towards Updating their Technology (Hardware and Communication Network)**
- **Future of Manatee County Dispatch Framework is Under Discussion – Ad-Hoc Committee Formed October 2014**



DISPATCH POLICY OPTIONS

- **Consolidate with Sarasota County (Offered February 2013)**
 - Close LBK Police Dispatch Function
- **Continue Dispatching Police from LBK Dispatch ?**
 - Pending Clarity of Manatee County Framework
- **Co-Locate or Consolidate with Manatee County ?**
 - Pending Clarity of Manatee County Framework



KEY CONSIDERATIONS

- **Level of Service**
- **Technology**
- **Cost**
- **Personnel**



- **Level of Service**
- **Technology**
- **Cost**
- **Personnel**

§ **Public Service Calls**

§ **License Plate Recognition Dispatch Services**

§ **Police Station Manning**

§ **Currently 24 Hours**

§ **Safe Place Shelter**



LEVEL OF SERVICE

Longboat Key	Sarasota County	Manatee County
Professional Certified Law Enforcement Dispatch	Professional Certified Law Enforcement, Fire & EMS, Dispatch System	Professional Certified Law Enforcement, Fire & EMS, Dispatch System
Monitors License Plate Recognition System	Will Monitor License Plate Recognition System	Unclear How/If License Plate Recognition System Monitoring Would Occur
Provides 24 Hour Police Station Manning – Safe Place Shelter	To Be Determined	To Be Determined
Public Service Calls – Dispatchers & Officers	Public Service Calls – Officers	Public Service Calls – Officers



● Level of Service ● Technology

● Cost ● Personnel

§ Radio Communication

§ Upgrade to P25 Compliant Equipment (Radios, Consoles, Etc.)
Regardless of Consolidation

§ Computer Aided Dispatch (CAD)

§ Transfer from Radio/Verbal Dispatch
§ Requires Software & Hardware Investment

§ Records Management

§ Requires Programming Investment
§ Possible Software Investment

§ Police Station Manning

§ Currently 24 Hours



TECHNOLOGY

Longboat Key	Sarasota County	Manatee County
Radio Equipment Upgrades Necessary	Radio Equipment Upgrades Necessary	Radio Equipment Upgrades Necessary
No CAD– Software and Hardware Requirements Pending Manatee Framework Changes	CAD– Software and Hardware Requirements for In Vehicle	CAD–Software and Hardware Requirements for In Vehicle Unclear
Records Management In-House Program, Unclear Requirements Pending Manatee Framework Changes	Records Management – Software Requirements	Records Management – Unclear Requirements



● **Level of Service** ● **Technology**
● **Cost** ● **Personnel**

§ **Radio Communications**

§ **Upgrade to P25 Compliant Equipment (Radios, Consoles, Etc.)
Regardless of Consolidation**

§ **Computer Aided Dispatch (CAD)**

§ **Transfer from Radio/Verbal Dispatch**

§ **Requires Software & Hardware Investment**

§ **Records Management**

§ **Requires Programming Investment**

§ **Possible Software Investment**

§ **Personnel Cost Savings**



COST

Longboat Key	Sarasota County	Manatee County
Radio Equipment Upgrades Necessary – Appx. \$104,000 Budgeted FY 14	Radio Equipment Upgrades Necessary – Appx. \$104,000 Budgeted FY 14	Radio Equipment Upgrades Necessary – Appx. \$104,000 Budgeted FY 14
CAD Software and Hardware Requirements , Unclear Pending Manatee Framework Changes?	CAD Software and Hardware - In Vehicle Appx. \$45,000 with Maintenance Cost of \$6,000 per year	Unknown CAD Software and Hardware Requirements ?
Records Management In-House Program, Unclear Requirements Pending Manatee Framework Changes?	Records Management – Software Requirements Still Researching Costs	Records Management - Unclear Requirements ?
Dispatch Console Replacement – Appx. \$150,000 FY 16	No Dispatch Console Needed	Unclear Whether Dispatch Console Needed?
Personnel Costs– Appx. \$242,000 per year	No Personnel Costs	Unclear Whether Personnel Costs Needed?

Note: Costs are approximate and not all encompassing. Staff are still verifying.



- **Level of Service**
- **Technology**
- **Cost**
- **Personnel**

§ **Dispatchers**

§ **Five Dispatchers – Average 10 Years of Service**

§ **SC Sheriff Offer to Hire Pending Hiring Process**



ANTICIPATED SCHEDULE SHOULD SARASOTA COUNTY CONSOLIDATION OCCUR

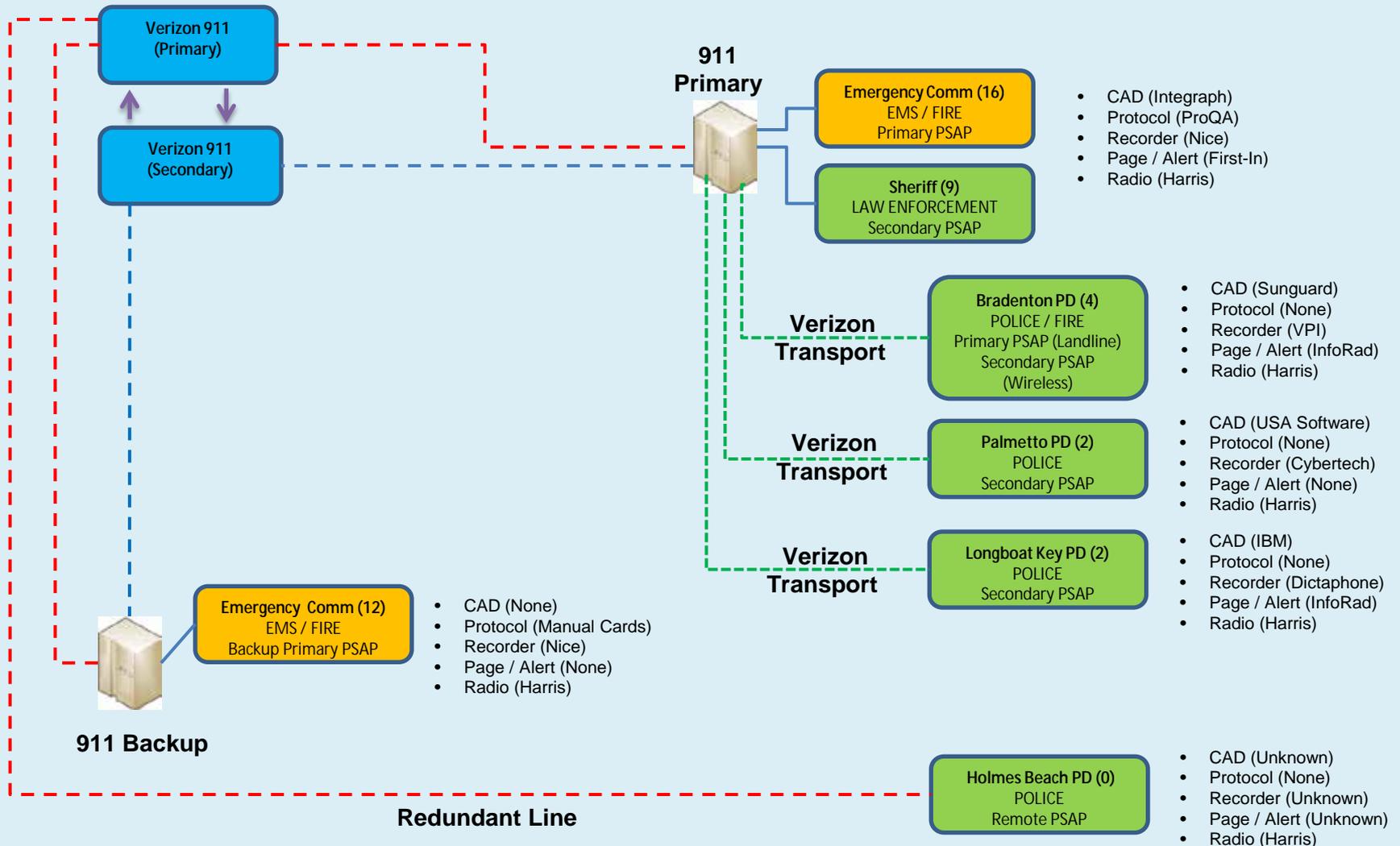
- **New EOC Construction Complete Spring 2015**
- **Old Radio Transferred to EOC Summer 2015**
- **New Radio Conversion Complete Fall 2016**
- **County/Sheriff Request LBK Commitment
in 2014**
- **If Approved LBK Transition Fall 2016**



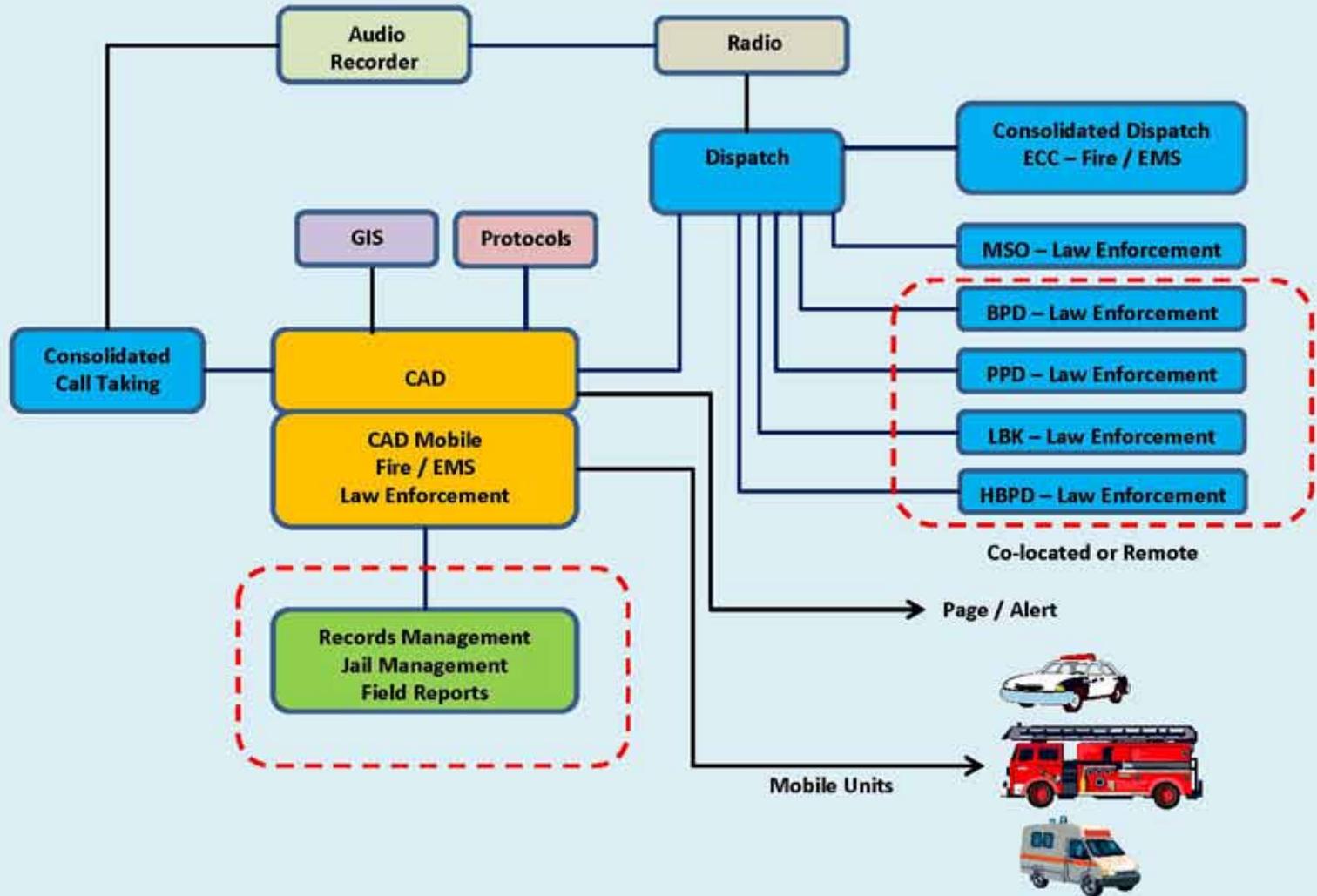
MANATEE COUNTY REVIEWING DISPATCH FRAMEWORK

- **Replacing Obsolescent Equipment**
 - **Future Next Generation 911 Capable (Texting, Videos, etc.)**
- **Fortifying System with Redundancy**
- **Reviewing Cost Containment Strategies**
 - **Co-Location of Dispatchers being Discussed**

Current Call-Taking System Configuration



Possible Call-Taking System Configuration





End of Agenda Item