

Regular Workshop – March 23, 2015
Agenda Item 11

Agenda Item: Dispatch Service Options

Presenter: Town Manager, Assistant Town Manager, Police Chief, Fire Chief

Summary: Sarasota and Manatee Counties are in the process of improving their 911 call-taking, dispatch operations, and radio systems. Emerging technology also requires the Town to make some changes to our current dispatch system. Town staff will describe the Town's current situation, present options available with Sarasota County and Manatee County, review service levels, costs, technology, and employee impacts.

Attachments: 3-16-15 Memo, Assistant Town Manager to Manager;
PowerPoint Presentation

Recommended

Action: Pending discussion, provide direction to Manager.

M E M O R A N D U M

Date: March 16, 2015

TO: Town Commission
FROM: Anne Ross, Assistant Town Manager
SUBJECT: Dispatch Service Options

Both Manatee and Sarasota (including the Sarasota Sheriff's Office) Counties have worked closely with the Town over the past two years in analyzing the best path forward for our emergency dispatch.

Sarasota and Manatee Counties are in the process of improving their 911 call-taking, dispatch operations, and radio systems. Emerging technology also requires the Town to make some changes to our current dispatch system. Town staff will describe the Town's current situation, present options available with Sarasota County and Manatee County, review service levels, costs, technology, and employee impacts.

The Town of Longboat Key currently dispatches law enforcement in house after the 911 call is transferred from the Manatee County Emergency Communication Center (ECC). Manatee County ECC directly dispatches Longboat Key fire emergencies. Several changes have been proposed related to emergency dispatch by Manatee County.

Manatee County is in the beginning stages of upgrading their technology and consolidating the call taking function of dispatch. Sarasota County and the Sarasota County Sheriff have proposed to provide consolidated police and fire dispatch services to 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 and the implications of the options for policy consideration by the Town Commission. Please don't hesitate to contact me if you have any questions.



DISPATCH SERVICE OPTIONS

**TOWN COMMISSION
REGULAR WORKSHOP MEETING
MARCH 23, 2015**



ACKNOWLEDGEMENTS

One of the main tenants of our Town Charter is to preserve the health, safety, and welfare of our residents and visitors. Providing quality and timely emergency services is paramount to that preservation. With this review of our current and future plans for dispatching emergency services, the Town would like to acknowledge the assistance, professionalism, and knowledge that each County's staff provided. This will not be an easy policy decision as all options provide good value, high-quality service, and national accreditation. We appreciate all the assistance we received from:

- Sarasota County Sheriff Office
- Sarasota County Administration
- Sarasota County Staff
- Manatee County Sheriff Office
- Manatee County Administration
- Manatee County Staff
- Longboat Key Staff



DISPATCH BACKGROUND: HOW MANY CALLS FOR HELP OCCUR IN LBK?

Assistance Need	2014	2013	2012
Fire and EMS	1,343	1,352	1,798
Law Enforcement, Emergency	529	478	523
Law Enforcement, Non Emergency	1,619	1,686	1,798
Total	3,491	3,516	4,119

Note: Non Emergency calls that did not require a police case number, were not captured in total for each year. The best available data is presented.



DISPATCH BACKGROUND: HOW OFTEN DO PEOPLE VISIT THE POLICE DEPARTMENT BUILDING?

- **Regular Business Hours (8am to 5pm)**
 - Average 3.03 visits per day
 - Types of Visits Most Frequent to Least Order
 - Mail & Package Delivery, Sheriff Subpoena Delivery, Report Requests, Business Meetings, Complaints for Officer Attention, Fingerprinting
- **After Business Hours (5pm to 8am)**
 - Average 1.1 visit per day
 - Types of Visits Most Frequent to Least Order
 - Office Cleaners, Report Requests, Complaints for Officer Attention, Package Delivery



TYPICAL 911 EMERGENCY PERSONNEL RESPONSIBILITIES

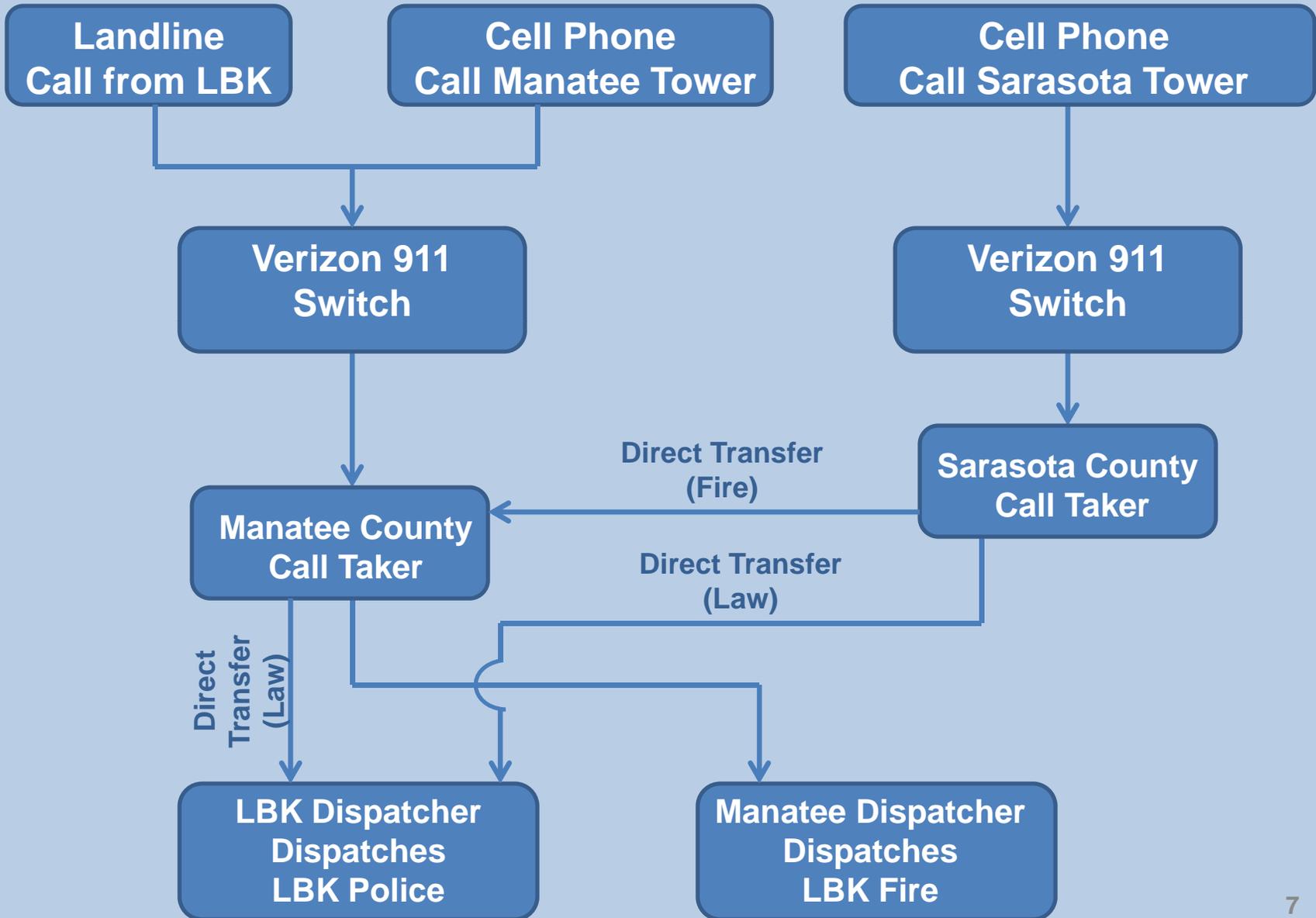
- **Call Taker – Directly communicates with caller to establish the nature and details of the emergency. Communication is dictated by nationally accredited procedures and protocols. Provides information (via computer) to Dispatcher.**
- **Dispatcher – Communicates (via radio or computer) with emergency responders to provide updated information critical to the emergency response and based on Call Taker information. Dispatcher only communicates directly with caller when In-Progress events are occurring.**
- **Law Enforcement/Fire Personnel – Take appropriate emergency action depending on situation.**



HOW ARE CALLS HANDLED TODAY?

- **Fire and EMS Calls are Received by a Manatee County Emergency Communication Center (ECC) Call Taker and Fire and EMS Personnel are dispatched by a Manatee County ECC Dispatcher**
- **Law Enforcement Emergency Calls are Directly Transferred from a Manatee County ECC Call Taker to a LBK Dispatcher**
- **Law Enforcement Non Emergency Calls are Received by a LBK Dispatcher**

CURRENT FRAMEWORK





WHAT HAS CHANGED?

- **Manatee County is Consolidating Call Taking of Municipalities and Upgrading Technology**
- **Sarasota County has offered to Dispatch (Call Taking and Dispatch) for Longboat Police and Fire**



CURRENT MANATEE COUNTY STATUS

- **Manatee County Emergency Communications Center (ECC) answers all 911 calls generated in the County**
- **Manatee ECC currently dispatches all Fire and EMS services in the County including LBK**
- **Manatee ECC currently directly transfers all law enforcement calls to the local agencies for local dispatch; Palmetto PD, Holmes Beach PD, LBK PD, and the Manatee County Sheriff**



CURRENT SARASOTA COUNTY STATUS

- **Sarasota County Public Safety Communications Center (PSCC) answers all 911 calls generated in the County**
- **Sarasota PSCC currently dispatches all Fire and EMS services in the County excluding LBK**
- **Sarasota PSCC dispatches City of Sarasota PD, City of Venice PD, and the Sarasota County Sheriff**
- **Sarasota PSCC directly transfers all law enforcement calls generated within the City of North Port to the North Port PD**
- **Any LBK calls that come in via cell phone are transferred to the LBK Dispatch (Law) or Manatee ECC (Fire/EMS)**



CURRENT LBK LAW ENFORCEMENT DISPATCH FRAMEWORK

- **LBK Dispatcher receives transferred calls from Manatee County and Sarasota County**
 - Performs two functions simultaneously - Call Taker and Dispatcher
 - Acts as Call Taker communicating directly with caller during entire exchange
 - Acts as Dispatcher communicating directly with responding officer via radio



DISPATCH POLICY OPTIONS

- **Consolidate Dispatch with Sarasota County**
 - Close LBK Police Dispatch Function
 - Move Fire & EMS Dispatch from Manatee County to Sarasota County
- **Continue Manatee Fire/EMS Dispatching and Call Taking with LBK Law Enforcement Dispatch**
 - Manatee County assumes Law Enforcement Call Taking Function
 - LBK performs Police Dispatch Function including In Progress Caller
 - Manatee County continues to dispatch LBK Fire & EMS



MANATEE COUNTY POLICE DISPATCH PLAN

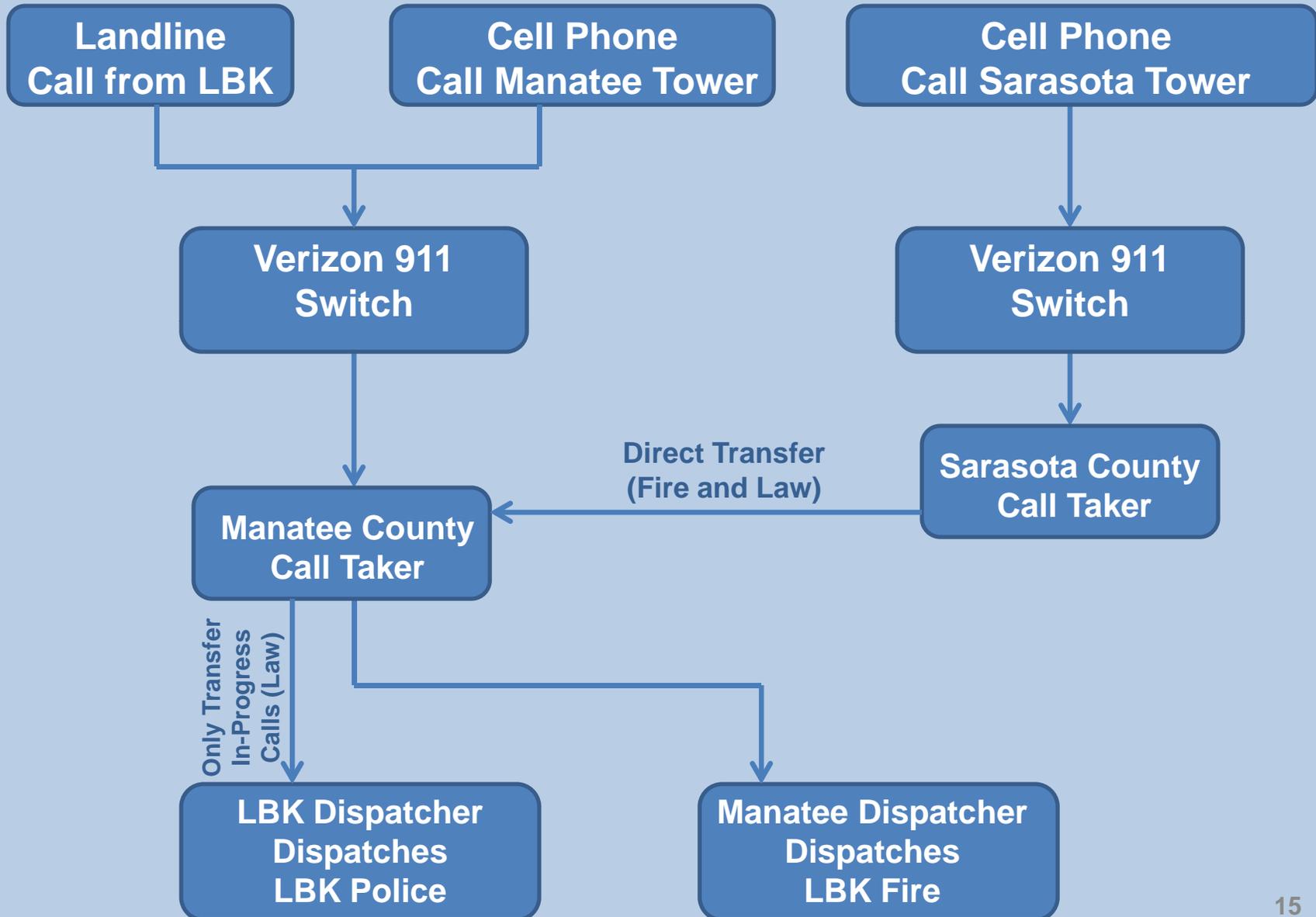
- **911 Calls Answered by a Manatee ECC Call Taker**
- **A Computer Aided Dispatch (CAD) File is Filled Out with Caller and Situation Details are Sent via Direct Connection to LBK Dispatcher**
- **LBK Dispatcher Receives Screen and Dispatches a LBK Officer via Radio**
- **For In-Progress Calls Caller is also Transferred to LBK Dispatcher**
- **LBK Dispatcher may also Send CAD Screen to Mobile CAD in Officer's Car**



MANATEE COUNTY POLICE DISPATCH PLAN (CONT.)

- **LBK Maintains all Dispatchers to Cover 24/7 Shifts**
- **Police Station Remains Open 24/7**
- **LBK Maintains Its Own Radio Frequency**
- **LBK Dispatcher Answers Non Emergency Phone Calls 24/7, Including Public Works After Hours Calls**
- **LBK Dispatcher Monitors License Plate Recognition Cameras**
- **LBK Dispatcher Answers Front Door Visitors**

MANATEE COUNTY OPTION FRAMEWORK





SARASOTA COUNTY POLICE DISPATCH PLAN

- **911 Calls Answered by a Sarasota PSCC Call Taker**
- **Sarasota Call Taker and Dispatcher Dispatches all Fire and EMS Calls via Radio with CAD capabilities in Future**
- **Sarasota Call Taker and Dispatcher Dispatches Police Officer Based on Dispatch Protocol Established by LBK**
- **LBK Does Not Maintain Any Dispatch Capability at LBK Police Department**
- **LBK Will Share a Radio Frequency with City of Sarasota**



SARASOTA COUNTY POLICE DISPATCH PLAN (CONT.)

- **After Hours Non Emergency Calls are Answered by Sarasota PSCC**
- **LBK Police Station Remains Open During Hours that Office Staff are Present (Probably 12 hours/day)**
- **Emergency Phone with Direct Service to Sarasota PSCC will be Installed at the Front Door for Individuals Visiting Police Building After Office Hours, LBK Officer will be Dispatched**



NECESSARY CHANGES WITH LOSS OF DISPATCH PERSONNEL

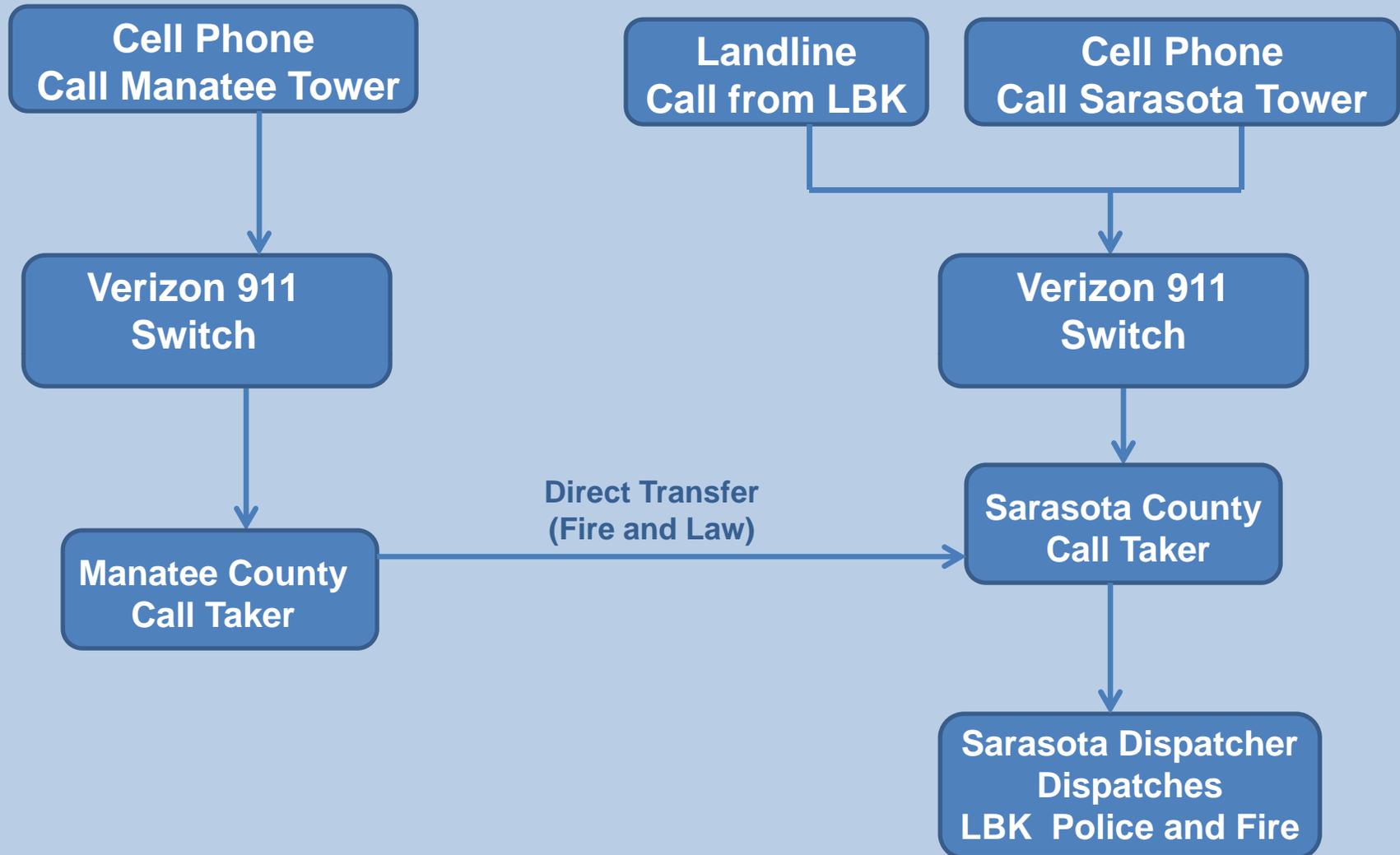
- **Public Works After Hours Support will have to be Outsourced**
- **License Plate Recognition (LPR) Cameras – LBK and Sheriff's Office have Discussed in Detail, but have not Arrived at a Final Plan. There may be Costs Associated with Handling the LPR Work.**



OPERATIONAL CHALLENGES

- **Reallocating Extra Assignments Dispatchers Currently Conduct**
 - Holding Cell Monitoring
 - Report Generation
 - Other activities
- **Training on Updated Equipment and Protocols**
- **Personal Attention to Residents**
 - Maintained by Police Officers
 - Non Emergency Interaction with Dispatchers

SARASOTA COUNTY OPTION FRAMEWORK





KEY CONSIDERATIONS

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



● Level of Service ● Technology ● Cost ● Personnel

- Interaction with Police Department Visitors
- Interaction with Non Emergency Police Calls (appx. 1,700 per year)
- Police Station Staffing
 - Currently 24 Hours
 - Safe Place Shelter
- License Plate Recognition Dispatch Services



LEVEL OF SERVICE

<p>Sarasota County Consolidated Law & Fire Dispatch</p>	<p>Manatee County Consolidated Call Taking & Fire Dispatch, LBK Law Dispatch</p>
<p>License Plate Recognition Cameras: Discussion ongoing with sheriff, May require cost</p>	<p>License Plate Recognition System: LBK Dispatch Handles</p>
<p>Police Station Office Hours: Staffing Limited to 12 hours on Weekdays (Longer or Shorter Options Available Pending Commission Policy Decision)</p>	<p>Police Station Office Hours: 24 Hour Police Station Manning by LBK Dispatch – Maintain Safe Place Shelter</p>
<p>Public Emergency Interaction: Sarasota County Call Takers and LBK Police Officers</p>	<p>Public Emergency Interaction: Manatee County Call Takers and LBK Police Officers , LBK Dispatchers for In-Progress Situations</p>
<p>Public Non Emergency Interaction: LBK Police Department 12 hours and Sarasota County PSCC afterhours</p>	<p>Public Non Emergency Interaction: 24 Hour LBK Dispatch Call Takers</p>



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

- **Technology Upgrades Required for Either County**
 - **Radio Communication & Equipment**
 - **CAD**
 - **Records Management (Police & Fire EMS)**



● Level of Service ● Technology

● Cost ● Personnel

- **Technology Upgrades**
 - Costs Same for Vehicle Equipment and Software
 - Costs Same for Records Management Systems (Police & Fire) – More Investigation Needed
 - Modest Cost Difference for Dispatch CAD Based on both County Proposed Frameworks
- **Personnel**
 - Keep all Dispatchers for Manatee Option
 - Staff Police Station 12 Hours/Day Weekdays for Sarasota Option
- **Outsource Public Works Answering Service**
 - Charged to Utility Fund



CURRENT LBK DISPATCH COSTS

Item	Cost
Personnel (Salaries & Benefits)	\$290,600
Computers & Software	\$2,000
Training	\$1,000
Annual Total	\$293,600



COST COMPARISON

Sarasota County Consolidated Law & Fire Dispatch		Manatee County Consolidated Call Taking & Fire Dispatch, LBK Law Dispatch	
Vehicle Equipment & Software	\$174,400	Vehicle Equipment & Software	\$174,400
Dispatch CAD Equipment & Software (during Transition)	\$63,450	Dispatch CAD Equipment & Software	\$22,175
Staff Police Station 12 Hours / Day Weekdays	\$126,380	Dispatch Personnel Annual Costs	\$293,600
Miscellaneous (PWK answering service, emergency phone)	\$2,700		
Total	\$366,930	Total	\$490,175



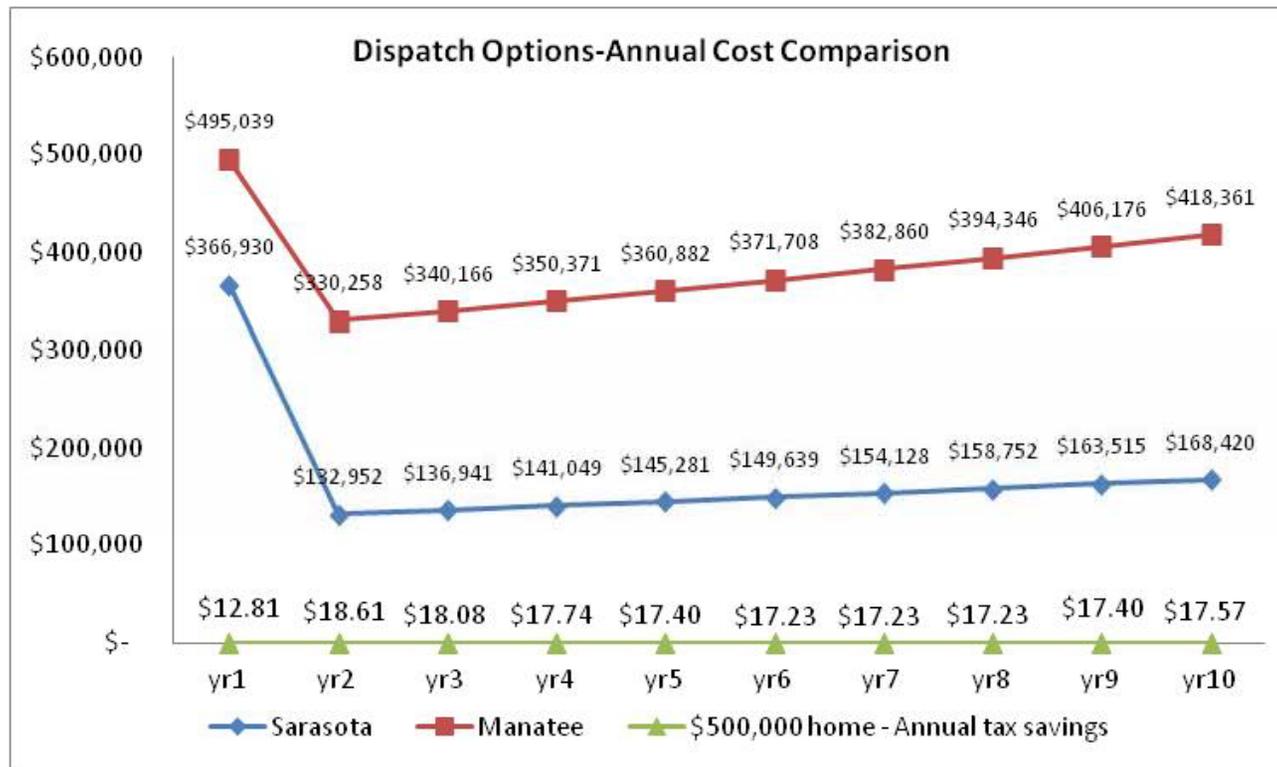
COMPARISON OVER TIME

Option	Year									
	1	2	3	4	5	6	7	8	9	10
Sarasota Annual*	\$ 366,930	\$ 132,952	\$ 136,941	\$ 141,049	\$ 145,281	\$ 149,639	\$ 154,128	\$ 158,752	\$ 163,515	\$ 168,420
Manatee Annual*	\$ 495,039	\$ 330,258	\$ 340,166	\$ 350,371	\$ 360,882	\$ 371,708	\$ 382,860	\$ 394,346	\$ 406,176	\$ 418,361
Sarasota vs. Manatee Cost Difference	\$128,109	\$197,306	\$203,225	\$209,322	\$215,601	\$222,069	\$228,731	\$235,593	\$242,661	\$249,941
Cost Difference in Millage	0.02562	0.03722	0.03617	0.03548	0.03480	0.03447	0.03447	0.03447	0.03481	0.03515
Annual Tax Savings on \$500k Home	\$12.81	\$18.61	\$18.08	\$17.74	\$17.40	\$17.23	\$17.23	\$17.23	\$17.40	\$17.57

*Annual Cost Inflation Factor 3% Included



ANNUAL COSTS AND SAVINGS





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

- **Dispatchers**
 - **Five Dispatchers Required for Full Operation**
 - **Dispatch Turnover Challenges due to Unknown Future**
 - **Three Vacant Dispatch Positions**
 - **Currently Police Officers are Filling in as Dispatchers**
- **SC Sheriff Offer to Hire LBK Dispatchers Pending Hiring Process**



PERSONNEL ENTRY LEVEL SALARY COMPARISON

Entity	Annual Starting Salary
Longboat Key	\$32,531
Sarasota County	\$31,836
Manatee County	\$29,162
City of Bradenton	\$30,243*
City of North Port	\$31,759

* After training period (appx. 6 mo.)



ANTICIPATED SCHEDULE SHOULD SARASOTA COUNTY CONSOLIDATION OCCUR

- **New EOC Open March 2015**
- **Old Radio Transferred to EOC Summer 2015**
- **New Radio Conversion Complete Fall 2016/Spring 2017**
- **If Approved LBK Transition Fall 2016/Spring 2017**



ANTICIPATED SCHEDULE FOR MANATEE COUNTY CALL TAKING CONSOLIDATION AND TECHNOLOGY UPGRADE

- **Transition Complete December 2015**
 - **Equipment Replacement**
 - **Establishing Call Taking Protocol**
 - **Software Installation and Training**



KEY CONSIDERATION SUMMARY SIMILARITIES

- **Either County Option**
 - **New Equipment / Software**
 - **Protocol Modifications**
 - **County Call Takers Interacting with Callers rather than LBK Dispatchers (Except In-Progress with Manatee)**



KEY CONSIDERATION SUMMARY DIFFERENCES

- **Sarasota County Call Taking and Dispatching**
 - Modest Cost Savings
 - Limited Police Building Staffing
 - Temporarily Install Manatee Upgrades
- **Manatee County Call Taking with LBK Dispatching**
 - 24 Hour Police Building Staffing
 - LBK Dispatchers



POLICE CHIEF RECOMMENDATION

- **Manatee County Call Taking with LBK Dispatch**
 - The Longboat Key Police Department has provided police dispatch service to the town's citizens since the inception of the department.
 - LBK Police Dispatchers will remain the point of contact with the caller needing assistance in all police emergencies
 - LBK Police Dispatcher will answer all non-emergency calls over the 7 digit PD phone number, 24 hours a day 7 days a week
 - Police Department will have a dispatcher in the building to watch monitors protecting officers and prisoners during the arrest process. Without a dispatcher a second officer will be required to come off patrol for several hours for security purposes.
 - Police Building will remain a safe place for anyone needing any type of assistance from a victim of domestic violence looking for protection from a pursuer to a lost/found pet



FIRE CHIEF RECOMMENDATION

- **Consolidate with Sarasota County**
 - **Currently Dispatches Same Fire Services Provided by LBK (Fire and Advanced Life Support including transport)**
 - **Record Keeping and Analytical Reporting**
 - **Established Procedures for Policy Development**
 - **True Consolidated Center with Many Years Experience**



CONCLUSIONS

- **Both Counties provide efficient, reliable, accredited emergency dispatch service meeting or exceeding national standards (as does current LBK dispatch)**
- **Both Counties will be upgrading technology in the coming years to accommodate new communication practices in the country (video, text, etc.)**
- **Both County's proposals include the County paying the bulk of the cost for the service they are providing**
- **Each County has evolved a different model for Police Dispatch**
- **Manatee model centralizes call taking but relies on the individual police department to do the actual officer dispatch**
- **Sarasota model centralizes the call taking and dispatch**
- **There will be fewer transfers of emergency calls with the Sarasota option**



LEVEL OF SERVICE COMPARISON FIRE & POLICE

● **Manatee County**

- Police & Fire/EMS Emergency Call Taking and Fire/EMS Dispatch by County, Police Dispatch by LBK
- In-Progress Police Calls Transferred to LBK
- Non-Emergency Calls Handled by LBK

● **Sarasota County**

- Police & Fire/EMS Emergency Call Taking and Dispatch by County
- In-Progress Police Calls Handled by County
- Non-Emergency Calls Handled by LBK 12 hours/day Weekdays with Transfer to County for Dispatch. After Hours Non-Emergency Handled by County.
- Higher level of analytics and reporting which helps us improve service.



TOWN MANAGER RECOMMENDATION

- **No “Wrong” Choice but slight Edge Goes to Sarasota**
 - **Level of Service**
 - Sarasota County PSCC will fully serve both Fire and Police Emergency Dispatch
 - LBK Residents May Notice the Change in Call Taking Protocol, this will Occur with Either County Option
 - Staff Police Station 12 Hours per Day on Weekdays to Handle Most Citizen Interactions
 - Established Framework for Issue Resolution through User Group Committee and Policy Committee
 - Established Record Keeping and Analysis
 - **Cost**
 - Modest Cost Savings Associated with Sarasota County Option, Saves about 1.3% of general fund operating budget
 - Most Costs will be Paid through Existing LBK Property Taxes
 - **Personnel**
 - Reemployment Options are Available to our Dispatchers
 - Dispatch Salaries are Likely to Increase in Coming Years
 - **Technology**
 - 911 Technology is Likely to Continue Changing in Coming Years