

# MEMORANDUM

**TO:** Town Commission  
**FROM:** Howard Tipton, Town Manager  
**REPORT DATE:** January 4, 2024  
**MEETING DATE:** January 22, 2024  
**SUBJECT:** Non-Emergency Dispatch Services

## **Recommended Action**

Provide direction to Manager.

## **Background**

At the September 11 and October 2, 2023, Town Commission Regular Meetings, the Commission held a discussion about the level of service provided by the Sarasota County Sheriff's Office as it related to non-emergency calls and the dispatch services provided. Discussions were held on the options to improve the service for Longboat Key residents and visitors. Meetings were held to discuss the call handling process of both emergency and non-emergency calls and provided both the Town and the Sarasota Sheriff's Office the opportunity to review and update call reference guides to reflect the current operation as well as provide additional training, as needed, to Sarasota County Sheriff's Office Communications staff.

As a result of the discussions, all department personnel who have regular contact with residents and visitors were tasked to log non-emergency calls received during office hours (8:00 a.m. - 5:00 p.m.) and the disposition of those calls. The process began October 15, 2023 and were logged through November 30, 2023. As a result, the Town received 65 total calls with less than 10% of the total call volume being transferred to the Dispatch Center for call processing with the remaining 90% being handled internally. Calls that were transferred for processing were two dogs on the beach, one stuck elevator, and two medical calls. The Town nor the Dispatch Center received any complaints on emergency response delays as a result of call processing or dispatch handling during this time period. It was also determined that residents are using the non-emergency number as the dispatch log reflects those non-emergency call types being included in the dispatch process.

In conclusion staff recommends to continue with the Interlocal Agreement the Town and Sarasota County entered into on October 5, 2015. Furthermore, schedule the Sarasota County Sheriff's Office Communications Bureau to attend the Town Commission Regular Workshop in January to review the overall dispatch services as it pertains to the Town. Staff also will continue with educating residents on the use of both the non-emergency and emergency contact numbers using the various social media platforms.

## **Staff Recommendation**

Provide direction to Town Manager.

**Attachments** (Available in the Town Clerk's Office)

- A. Longboat Key Internal Call Log
- B. Sarasota County Sheriff's Call Log

**End of Agenda Item**