

Falmouth / Yarmouth Consolidated Dispatch Center Proposal



2008 Paul Garrity

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January 7, 2010

To: Chief Michael Morrill
Fr: Chief Edward Tolan
Re: Consolidation of Dispatching Services

In response to your inquiry as to the cost of consolidating Public Safety Dispatching services for the Towns of Falmouth and Yarmouth at the Falmouth Police Department I would offer the following information. Falmouth would propose to bill the Town of Yarmouth on a cost per capita, based on the current population figures. While the figure quoted in this report will be specified in a contract signed by the two parties, I would assume that any services to be provided by Falmouth and not specified in this memo will be negotiated between the communities, and should not affect the specified cost.

Currently Falmouth and Yarmouth Public Safety Departments enjoy an excellent working relationship and I would expect that relationship to only be enhanced by this merger of dispatching services. The two communities being essentially residential, with similar populations along a coastal Route 1 business corridor are comparable enough that the dispatchers would be answering and dispatching calls that are very much alike in both communities. Call volumes and staffing levels for the three (police, fire and EMS) public safety departments in each community are similar and should easily be handled by the proposed staffing levels.

Falmouth would propose that we sign a multi year contract, with the number of years to be determined by the political bodies. The contract would contain a penalty clause should Falmouth not be able to maintain its service to the Town of Yarmouth. **On an annual basis the parties would meet to negotiate any fee increase based on the rate of inflation, which will not exceed 3% annually, except in extreme unforeseen circumstances. For historical data the budget for the Falmouth dispatch center operations during the past two fiscal years has increased a total of 1.34%. The proposal for FY11 is flat funding.** By jointly determining the cost of the dispatching services this would allow Yarmouth to have a measure of budgetary control each year.

Currently Yarmouth provides dispatching services to the Town of North Yarmouth Fire and EMS Departments for an agreed upon cost. Falmouth would propose to provide the same level of service at the current cost.

Falmouth would propose a cost per capita figure of **\$16.15**, which based upon a population of 8,465 would be an annual cost to the Town of Yarmouth in the first year of the contract of **\$136,710**.

During our discussions it was agreed that Yarmouth would be financially responsible for all costs associated with initial establishment of radio, telephone and computer, to include IMC software, links to the Falmouth dispatch center.

The following information regarding services that we would provide may be helpful to the Town of Yarmouth in making their decision.

Staffing:

- Currently Falmouth has five full-time (which includes a working supervisor) and two part-time dispatchers
- Proposal is to add two full-time and at least one additional part-time dispatcher, which would provide two dispatchers on duty during the day and evening shifts
- The intent would be to give current Yarmouth dispatchers first opportunity for the two new full-time positions and any additional part-time openings



Back-up Communications Center



Communications Center



Communications Center



Communications Center



Break Room for Dispatchers



Employee Fitness Facility



Men's Locker Room



Women's Locker Room

Facility:

- Falmouth moved into a new state of the art facility in February 2008 with a 340 square foot dispatch center
- Two duplicate work stations, plus a supervisor's office with a dispatch console are currently in operation, with wiring and location for a fourth if needed. This would mean no additional equipment would be needed for expansion.
- Existing locker rooms (male and female) have sufficient lockers and space for additional staff
- Falmouth operates the Town *Emergency Operations Center* within the police department and would extend use of the center to the Town of Yarmouth.

Services:

- Dispatch all calls for service, emergency and non-emergency, for police, fire and EMS, maintaining our current frequencies

- Answer and all business telephone lines for the Yarmouth Police and Fire Departments and forward to the appropriate personnel
- Falmouth's 911 calls are answered by Westbrook PD and we would suggest Yarmouth contact Westbrook for a single source of 911 (*This may be a non-issue once the PUC makes its recommendations for further reduction in PSAP's*)
- Currently both communities use *IMC Reporting Software* and *IMC CAD* which the dispatch center will utilize and enter data into the CAD at the time of the call
- In-vehicle computers with *IMC* are available or utilized by all departments and will be supported by the dispatch center
- Currently the Town of Falmouth's IT person is located at the police department facility and would be available to assist with IT issues
- The department's IT servers are located at the police facility in a secure environment and are monitored on a 24/7 basis
- Programs such as the *Reassurance Program*, issuing of permits, alarm or security camera monitoring for municipal/school facilities, and others that Yarmouth may request are in place and being utilized in the dispatch center. Falmouth would maintain these services for the residents of Yarmouth
- The dispatch center is approximately 4 miles from Yarmouth making accessibility convenient and timely for emergency personnel.
- Telephone calls coming from Yarmouth to Falmouth are local and would not incur a long distance fee.

Falmouth would be amenable to providing any additional information or a tour of our facility to representatives of Yarmouth so that they might have sufficient information prior to making a decision. I look forward to discussing this proposal with you.