

Manchester-by-the-Sea

Public Safety Dispatch Forum #4

April 14, 2022

Introduction

- **History of dispatch discussion in Manchester-by-the-Sea.**
 - 2005 - Early discussions on setting up a regional center.
 - 2009 - Study recommended that the Fire Department would benefit from the services of a regional dispatch center.
 - 2015 - A study into the pros and cons of joining the ERECC was done for the Town.
 - 2017 - Explored the option of joining forces with Danvers as part of their new Police Headquarters.
 - 2019 - Study looking into shared service options with Essex recommended that the Town revisit the option of joining the now NSR911 Center.

Current Dispatch Operations

- One Dispatcher on duty 24/7
- Second Dispatcher called in for large events/15-20 minutes to arrive
- 3 Full time Dispatchers cover weekday shifts
- Part-time Dispatchers, Reserve Officers, Patrol Officers working overtime cover weekend & backfill
- During anticipated critical incidents staffing may increase to 2 Dispatchers
- Two operator terminals facing Police Station lobby
- Provide dispatch and monitor local police and radio channels
- Also monitor Town DPW radios and marine channels 16 & 9

Lobby Coverage for “Walk-ins”

- Dispatcher responds to persons entering Police Station lobby area
- Daily walk-ins average just over one person per day (~1.1 ppd) in a 24 hour period
- Most walk-ins occur in regular business hours (8 AM -4 PM); infrequent evening entries as well
- Only 1 case of person rushing into station in an emergency over the past nearly 30 years
- Other walk-ins for general town information; property found/lost; location of toilet facilities, etc.

Current Dispatch Technology

- 911 answering equipment
- Computer-Aided Dispatch (CAD)
 1. Law Enforcement Record Management System (RMS) Interface
 2. Mobile Data Terminals (MDT's) Interface
 3. Law Enforcement Field Reporting
- Multi-module RMS for tracking all records
 1. Different systems for Fire and Police
 2. Fire Department RMS ***not integrated*** into CAD system used for Dispatch
- Mobile Data Terminals
 1. Available in all Police vehicles
 2. MDT's in two FD ambulances
 3. Four (4) Fire Department vehicles without MDT's
- Radio System
 1. Updated for both Police and Fire in August 2021
 2. Both Police and Fire report coverage gaps in Magnolia area of Manchester
 3. Backup power supplies installed; lack of generator power in outage

Why Revisit Regional Public Safety Dispatch?

1. Low Frequency/High Risk Events

- Emergency medical response calls require dedicated dispatcher until on-site personnel secure the patient
- Average EMR calls 540/year or 1.5/day between 2018-2021;
- Simultaneous 911 calls (55-75 times/year) can require multiple dispatchers
- Mutual aid response involves ongoing monitoring by dispatcher
- Fire Fighter “mayday” event requires dedicated dispatcher

Why Revisit Regional Public Safety Dispatch (cont'd)?

2. Changes in available Dispatcher personnel

- Police Reform legislation causing pressure on Reserve Office availability for shifts
- Costly Police Officer overtime for weekends and backfilling

3. Need to sort out technology integration; software compatibility; and radio coverage for both Police and Fire

4. Need to upgrade to redundant Internet Service Provider connection for uninterrupted service

North Shore R911 Center Operations

- Provides dispatch services to Towns of Essex, Middleton, Topsfield, Wenham and City of Amesbury
- North Reading and Lynnfield are currently in the midst of feasibility studies; several other communities considering joining
- Current Dispatch Center operation is 4 telecommunicators between 8 AM and Midnight; 3 telecommunicators between Midnight and 8 AM
- In addition at least one supervisor is on each shift
- Ten workstations in the Regional Operation; Backup Center in Andover

North Shore R911 Center Technology Services

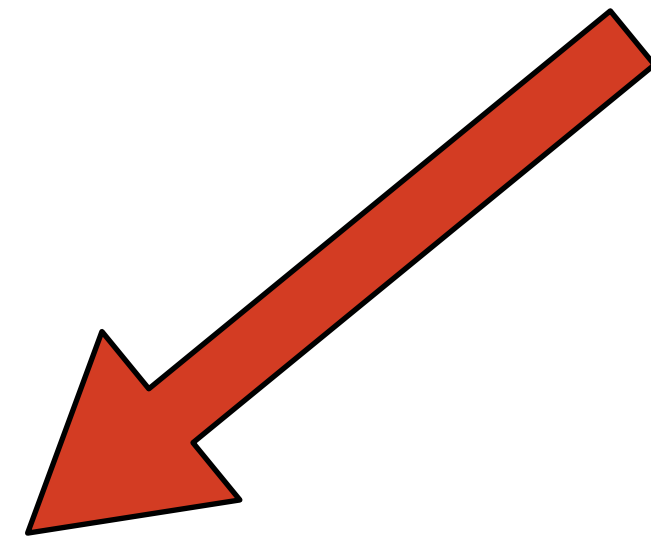
- CentralSquare IMC CAD system compatible with modules for both Fire and Police
- CAD system integration: Mapping, server interface with Police/Fire Record Management Systems (RMS), patient-care reports, field ops, paging, crash reports, automatic vehicle location, various state databases
- Mobile Data Terminals to run IMC Mobile (see active calls, call comments, and site file information)
- Mapping and GIS—Center can add GIS overlays; coordinates with local municipal assessors to maintain map accuracy

NS R911 Center Technology Services (cont'd)

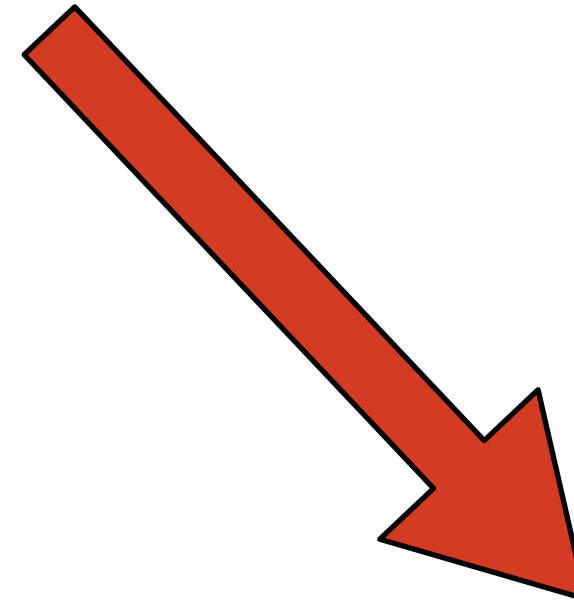
- Radio system connects to legacy UHF operating currently in MBTS
- Working on further refinement/improvement of radio infrastructure
- Fire station alerting
- 181 out of 351 communities statewide (52%) have regional 911 services

Two Options Before Us

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Substantially enhance
current operations



Join North Shore
Regional 911

Expressed Concerns

- Simultaneous 911 calls requiring dispatch of Public Safety personnel (60-75/yr)
- Time delay with call-in dispatcher (15-20 minutes)
- Disparity/Lack of integration between Police and Fire software systems and Computer-Aided Dispatch software
- Progressive loss of Reserve Officers available for weekend/backfill
- Unattended lobby area in Police Station
- Interruption of dispatch functions by walk-ins
- Loss of local knowledge by PSAP staff
- Familiarity of local staff with constituents
- Ability to monitor Marine Channels 9 & 16

Ballot Question

The Board of Selectmen have opted to gauge public interest on this topic by placing a non-binding question on the May 17 Town Election ballot:

Question 1: Do you recommend that the Board of Selectmen pursue securing Public Safety Dispatch services through the North Shore Regional 911 Center, phasing out our local dispatching operations?

Ballot Question

Summary: For the past 18 months the Board of Selectmen has been reviewing options for the delivery of public dispatch services primarily to our Fire/Rescue and Police Departments. Our current In-House service has deficiencies including antiquated software and limited staffing for handling large incidents or simultaneous incidents. The Town needs to either bolster its In-House operations by providing 2 dispatchers 24/7 or seek services through a regional entity. The State's North Shore Regional 911 Center has completed a Feasibility Study confirming its ability to provide the necessary equipment and staffing for dispatch service to the Town and is offering a no-cost contract guaranteed through 2029 and renewable through 2039 with the agreement of the Parties. Under the regional model, the Town will incur the cost of maintaining a receptionist-staffed lobby for 16 hours a day. Audio/video contact will be available in a secure lobby the rest of the time. Under the In-House model, dispatchers will provide lobby coverage 24 hours a day.

Ballot Question

Cost Comparisons for the next seven years: (in today's dollars)

Regional 911 Center: 7-yr Town Capital Costs: \$20,000; 7 yr Town Operating Costs: \$1.31 million

In-House 911 Service: 7-yr Town Capital Costs: \$500,000; 7 yr Town Operating Costs: \$5.27 million

A YES VOTE means that you support moving to the Regional 911 Center.

A NO VOTE means that you support increasing Town Capital and Operating costs, as described above, to update our In-House dispatch service.

Questions and Comments

PLEASE RAISE YOUR HAND AND WAIT TO BE ADDRESSED BY THE CHAIR

When recognized, please state your full name and street address first



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