



# Article 7 - Combined Dispatch Center



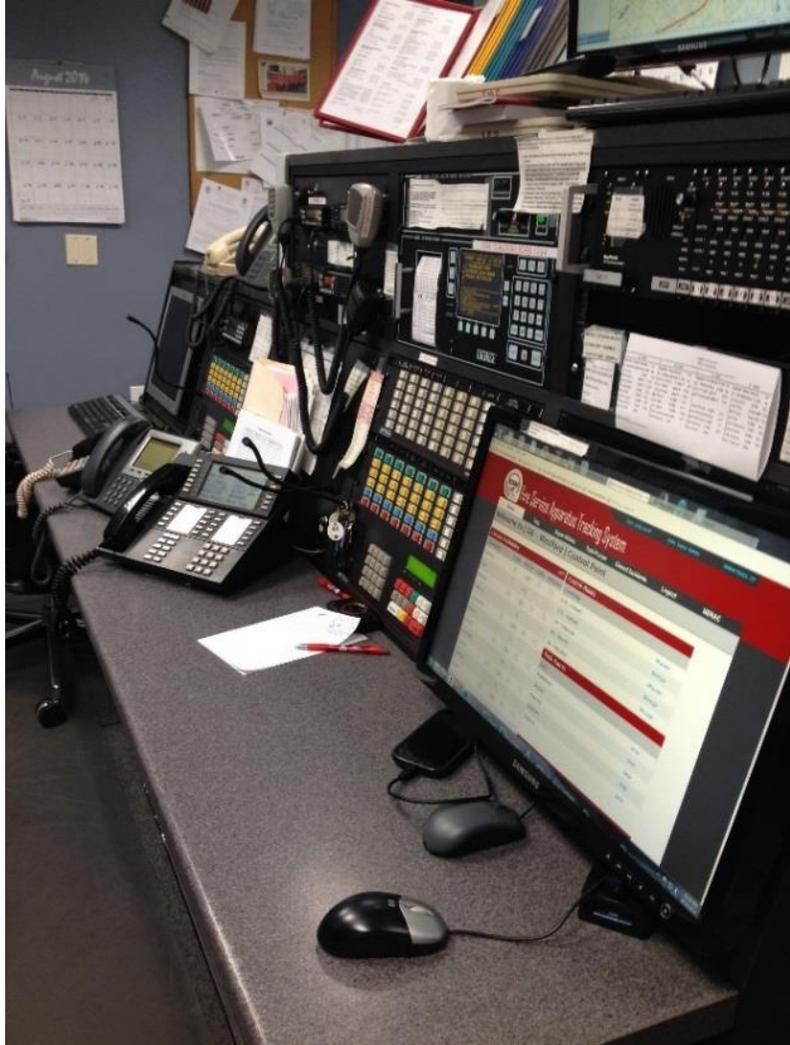


# Combined Dispatch - Previous History

- **1988** – Concept of Combined Dispatch first studied
- **1998** – Fire Department evaluates cost to move communications
- **2004** – Recommendation in Commission for Efficient Town Government Final Report
- **2007** – Recommendation in Fire Services Organizational Analysis Report by Municipal Resources, Inc.
- **2009** – Westford Communications Study by Ronald Orazine, Public Safety Communications Consultant



# Combined Dispatch – Current History



- Evaluated as part of Fire Station Feasibility Study (Article 8)
- Working group included PTBC, Dore & Whittier design team, Police Chief, Fire Chief, Police Operations Administrator, and Town Manager
- \* Recommendation is for Dispatch Center to be located in Police Station
- \* Convert existing Police Training Room to Dispatch Center



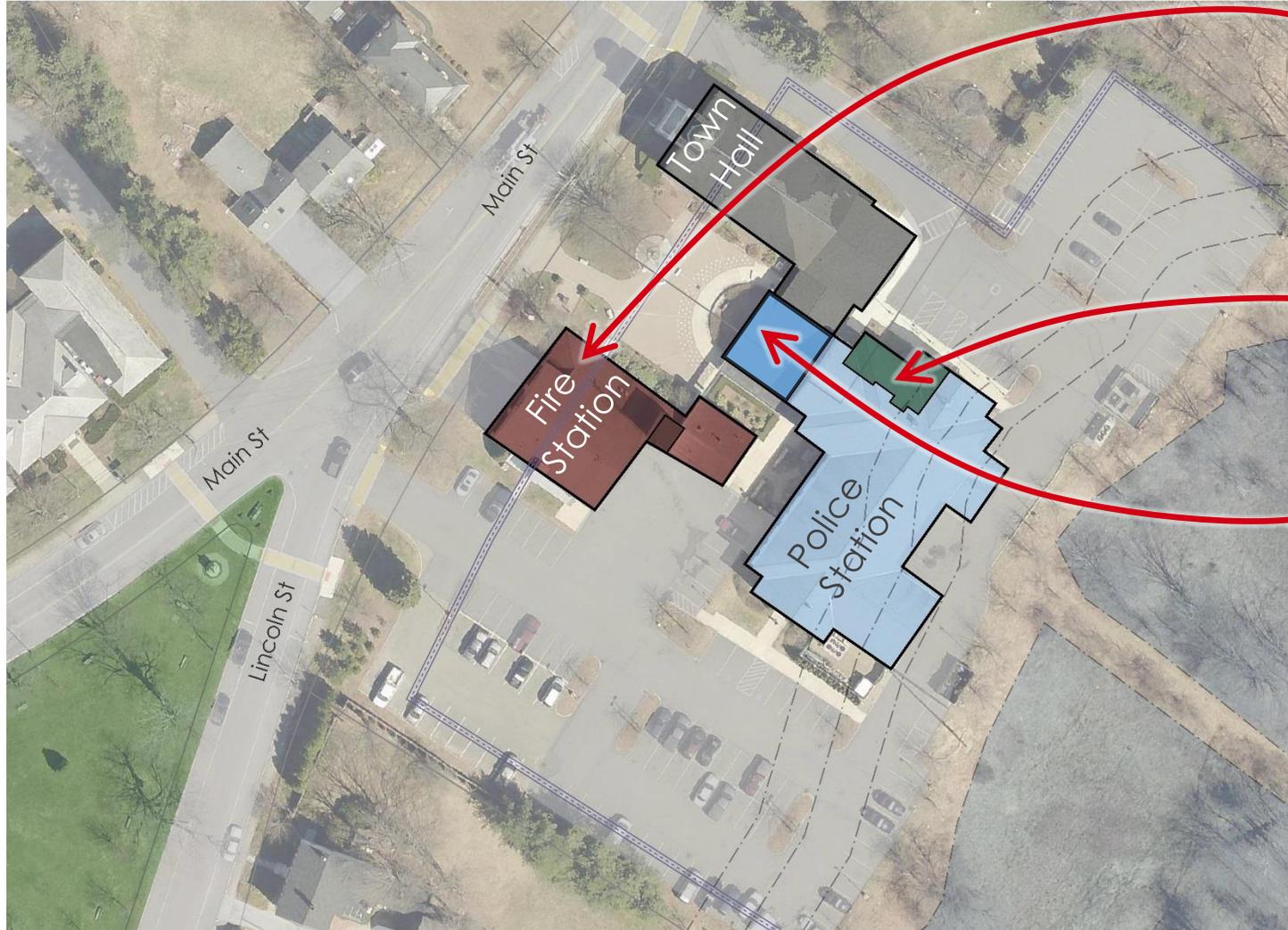
# Existing Dispatch Overview

- \* All 911, Police, Fire, & Medical calls are received at the Police Department.
- \* Fire Dispatch is contacted for all Fire/Medical calls while EMD is activated as required.
- \* Average combined Police, Fire, & Medical call volume is approximately 139 calls per day + on-site services such as issuing Fire Dept. Burning Permits.
- ✗ Current Dispatch departments are completely separated, reducing efficiency and increasing cost.
- ✗ Fire Dispatch does not meet State & Federal guidelines for accessibility.
- ✗ Neither department meets current Federal guidelines for staff security.
- ✗ Fire Dispatch equipment & infrastructure is outdated and needs to be replaced.





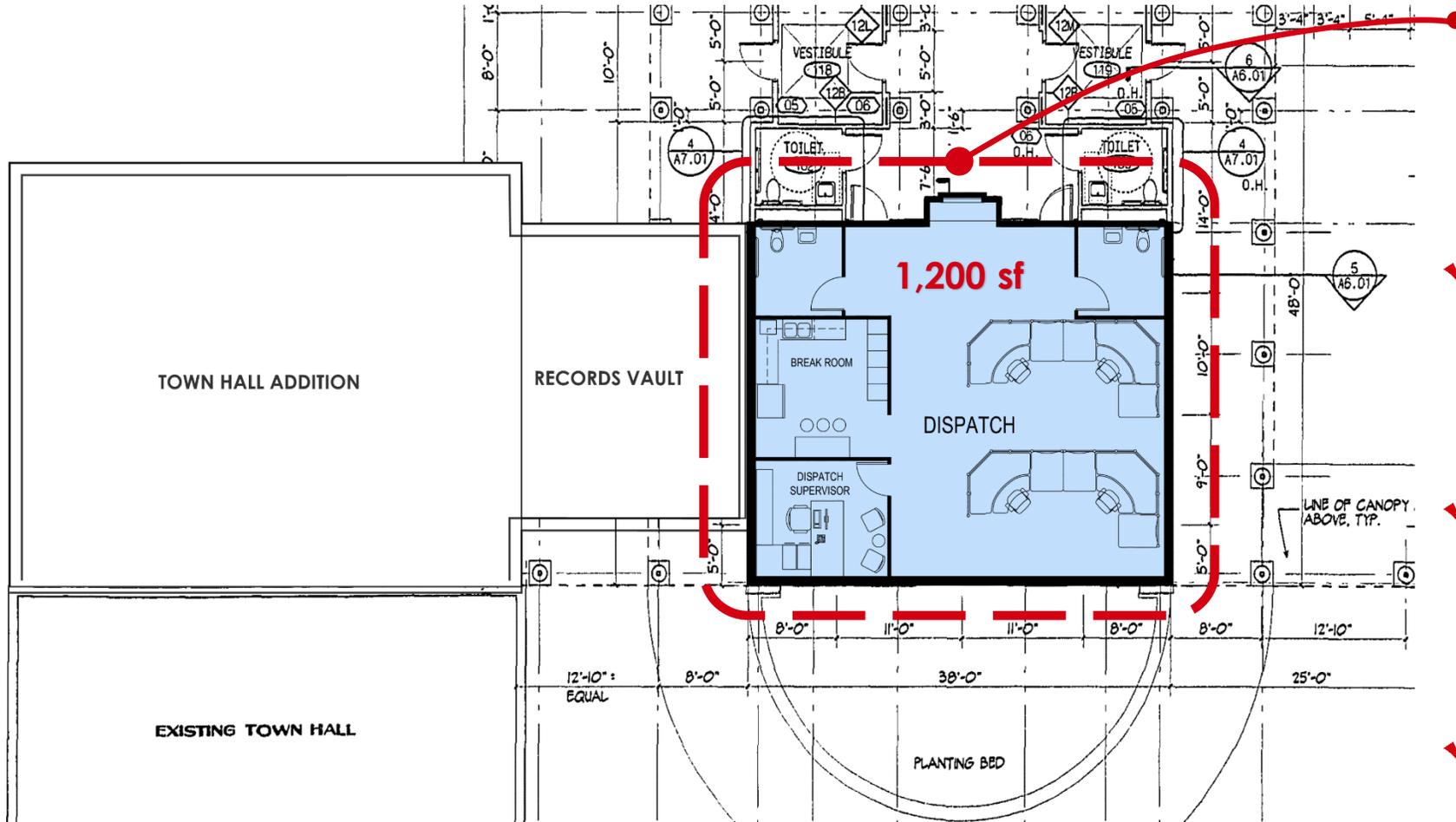
# Town Center Site



- Current Fire Station Dispatch approximately 325 sf
- Current Police Dispatch approximately 850 sf
- Proposed 1,200 sf Combined Dispatch Center (Current Police Training Room)



# New Combined Dispatch Center



1,200 sf for new combined Police and Fire Dispatch:

- ✓ Meets State and Federal guidelines for accessibility.
- ✓ Meets Federal guidelines for security.
- ✓ Provides adequate Staff Facilities.



# Additional Benefits of Combined Dispatch

- ✓ Improved response times
- ✓ Single point of contact for public
- ✓ Industry best-practice
- ✓ Increased efficiency
- ✓ Reduced long-term costs
- ✓ Cross-trained staff
- ✓ Better inter-agency information sharing
- ✓ Elimination of duplicate tasks
- ✓ Critical systems are maintained in a single location
- ✓ Eliminates duplication of maintenance and capitol upgrades
- ✓ Uses common infrastructure for HVAC, Electrical, and Emergency Power systems



# Critical Benefits of Combined Dispatch

- **2007** Study identified two critical issues that would be addressed with Combined Dispatch
  1. Eliminates Defined Point of Failure due to incapacitation of dispatcher or being overwhelmed by another incident.
  2. Addresses Fail Point issue with E-911 System – current standards prohibit single dispatcher providing EMD instructions.





# Preliminary Estimated Costs

## Project Cost Summary – New Combined Dispatch

Construction Costs	\$ 405,218
Construction Contingency	\$ 48,626
Soft Costs (O.P.M., Surveys, Design Fees, Etc.)	\$ 101,305
Fixtures, Furnishings, & Equipment Costs	\$ 425,000
Subtotal Estimated Project Costs	\$ 980,000
1 Year Escalation Cost @ 5% of Project	\$ 49,000
Estimated Total Project Cost with Escalation	\$ 1,029,000



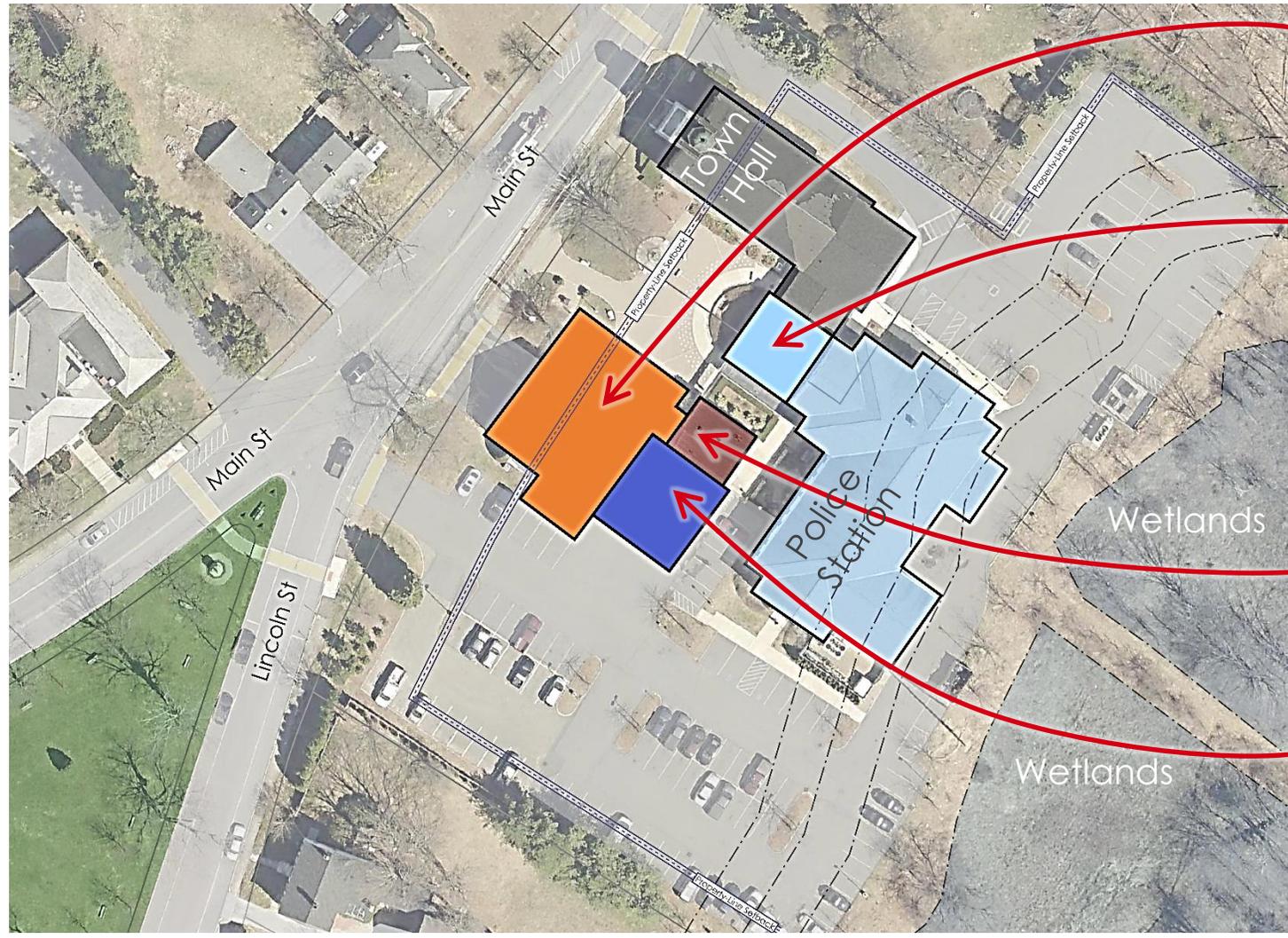


# Questions





# Conceptual Accessory Building on Existing Site



- Conceptual location of new Community Room
- Combined Dispatch
- Current generator and storage garage
- Conceptual location of new Technology Department

