

**AGENDA**  
**TOWN COUNCIL WORKSHOP**  
**WEDNESDAY, APRIL 5, 2017**  
**DISCUSSION ON THE PUBLIC SAFETY DISPATCH CENTER**  
**6:00 P.M. - CHAMBERS**

**Item 1.** Call to Order.


**Item 2.** Those Present.

**Item 3.** Discussion on the Public Safety Dispatch Center.

**Item 4.** Adjournment.

# Town of Scarborough

## Town Manager's Office Memorandum

To: Scarborough Town Council  
From: Thomas J. Hall,  Town Manager  
Re: Dispatch/Communications Workshop  
Date: March 31, 2017

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A workshop has been scheduled for Wednesday, April 5 at 6:00 PM to review and discuss our locally-supported dispatch. This matter has been considered through the years, most recently in 2012, with the future public safety needs under review it seems appropriate to check in again.

As the needs of a combined public safety building is considered by the Ad Hoc Committee, an essential component of the exercise is to conduct a thorough space needs analysis. This exercise involves detailed interviews with staff, consultation with the design consultant, review of industry standards, and anticipation of future needs. A central component of a public safety facilities is the communications center. This component plays equal purposes to Police and Fire functions and by design is located in a central area in order to equally accessible to public safety personnel and the public. As we consider the "needs" of a combined police and fire public safety complex, and given the likely central location of a communications center, it is essential to revisit this matter now and determine if local dispatch is the preferred option for the future.

Scarborough enjoys a long, rich history in locally-supported, combined dispatch. In fact, Scarborough created one of the first combined (meaning police, fire and EMA) centers in 1972 and we have continued this practice ever since. Throughout the years there have been discussions among the elected officials whether local dispatch should be supported, or alternatives should be considered. Typically these discussions have focused on cost and quality of services and each time the matter has been discussed it has been supported. Interestingly, dispatch is one of the only municipal services for which there are ready-made alternatives. The alternatives that are typically considered either involve sharing services with another municipality or Cumberland County Regional Communications Center (CCRCC). As we consider viable alternatives currently available, the only option that can be considered is contracting with CCRCC.

The Police and Fire Chiefs have conducted a complete evaluation of the CCRCC option. Such evaluation considers the complete expected costs include software and data conversion and communications infrastructure that would be required as part of the contract with CCRCC. This evaluation will focus on the economic and operational aspects of the operation.

# Scarborough Public Safety

## Town Council Workshop Public Safety Dispatch

April 2017



Scarborough Public Safety Dispatch



# Why Are We Here

- \* Proactive vs. reactive discussion / policy decision due to the timing of the Public Safety Building Committee project
- \* Recognize there are other options for providing these services that should be explored
- \* Analyze some of the operational & economical impacts of outsourcing dispatch services



# Positives for Local Dispatch

- \* Scarborough one of 1<sup>st</sup> joint public safety centers 1972
  - \* Nearly 50 years of local experience
  - \* 106 yrs. combined dispatch experience - 3 veteran employees
  - \* Local knowledge vs. known liability issues with dup. street names
- \* Critical primary contact with the public & our responders
  - \* Officer & First Responder safety / safety of public seeking help
- \* General public safety due to 24/7 presence at the PSB
  - \* Domestic violence / custody disputes / road rage incidents
  - \* Drive up medical emergencies / Operation Hope / reports / permits
  - \* Council goal to improve communications / customer service



# Challenges with Consolidation

- \* Lack of 24/7 presence in the lobby for emergencies
- \* Required use of auto attendant vs. live operator for business calls
- \* Would require extensive conversion of records management software systems to new system
- \* Municipal fire alarm system monitoring (87 facilities)
- \* EOC coordination during natural & manmade disasters
- \* Video monitoring of schools & other municipal facilities
- \* Monitoring & serving mutual aid & other departments (public works, community services, SSD, school buses)



# Demographics

- \* As of 2008 Scarborough 9<sup>th</sup> largest community in ME
  - \* State Planning Office projects we will likely pass Brunswick, Sanford, Biddeford, & So. Portland soon
- \* Multi-tenant residential, commercial, & other growth
- \* Calls for service continue to rise
- \* Our volume will be a major increase to the CCRCC far outpacing many if not all of their other clients



# Financial Considerations

- \* The proposed CCRCC contract is 420,894 in year 1 with 3% increases for each of the following two years. This contract would not provide any physical presence in the building.
- \* The cost for a presence in the building would range from a minimum of a day and evening receptionist 165,040 to a recommended option of twenty four hour coverage at a higher support level 321,677.





# Financial Considerations Cont.

- \* At the least, in order to provide level services, we would need to couple the CCRCC contract 420,894 with a 24 hour receptionist presence in the building 275,067 for a total cost of 695,961.
- \* Our FY18 budget proposal allocates 718,639 for the dispatch services to Scarborough alone. This is a difference of 22,678.



# Financial Considerations Cont.

- \* Our IT Director has identified at the very least 13,200 in recurring annual costs, which further reduces the difference to 9,478.
- \* In addition to the recurring costs, the IT department has also identified at least 107,500 in start-up costs.
- \* An additional consideration would be the unknown cost of unemployment / severance packages.



# Summary

- \* There's no question dispatch services can be consolidated
- \* What level of service do the citizens of Scarborough want?
- \* Are the net projected savings worth the reduction in services to the citizens, first responders & other departments?
  - \* Using a projected annual difference of 9,478, the mil rate change would be .002
  - \* On a 300,000 home this impact would be .57 annually, .05 monthly, or .01 weekly.



# Comparison of Costs

Our community has decided to fund a variety of services as summarized below for ease of comparison and to gauge relative value

Service	Cost
Net savings to eliminate dispatch	\$ 9,478
Curbside Recycling (net cost after tipping fee savings)	\$ 200,700
Rt. 1 Sidewalk Plowing	\$ 50,000
Beach Cleaning	\$ 35,000
Beach Parking Enforcement	\$59,704

