

# Consolidated Dispatch

County Council Update

April 7, 2011

# Consolidated Dispatch

- County Council direction to evaluate
- Sheriff letter to cities for planning purposes
- Internal task team formed
  - Deputy County Manager
  - Dir. of Public Protection
  - Chief Deputy
  - HR Director
  - Support staff as needed

# Consolidated Dispatch Update

## **Discussions / Meetings to date**

- City Managers
- RCC Executive Board
- Deltona Commission Workshop
- VCOG
- Halifax Civic League
- Operations staff – all agencies
- Technical staff – all agencies

# Consolidated Dispatch Update

## Phases for Implementation

October	basic dispatch services all 911 calls to County dispatch General Fund and 911 funding
May 2012	central Records Management Services (RMS)
Jan 2013	new EOC /Dispatch Center operational

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## Transition Issues

- Defining core services
- Agency staff opportunities for hire by county
- One time capital investments
- Technology changes, mergers, upgrades
- Legacy systems
- Legacy records

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## Dispatch system management

County system under the Office of the Sheriff

- Ongoing user groups for operations and technical support
- Process for handling unresolved user issues (formal board)

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## **Assumptions for core services**

### Consolidated Computer Aided Dispatch CAD

includes mobile and AVL / mapping software

### Centralized Records Management System (RMS)

separate systems for law enforcement and fire

includes field reporting software

### System Support and Infrastructure

server hardware

CAD and RMS software licensing

Agency connectivity to County

Technical support for application issues

staffing for dispatch and central records functions

Enhanced services negotiable

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## **Assumptions for Agency responsibilities**

Local system support

- field based hardware

- local workstation software

- remote site and vehicle connectivity

RMS Administration

- staffing for local records functions and reports

- system administration eg. access

- agency training and help desk support

Enhanced dispatch services

- non-emergency services

# Consolidated Dispatch Update

## **Anticipated one time costs**

Agency connection to county

mobile fire RMS software

RMS level 2 support

mugshot capture workstation

server hardware and system software

RMS workstation software licensing

# Consolidated Dispatch Update

## **New staff opportunities**

comparable positions whenever possible

background check

physical

agency satisfaction of prior benefits

experience / skill consideration

probation

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## **Next steps**

Continue operations and technical support meetings

Establish transition management group

Establish transition policy group

Identify agency employees interested in county positions

Refine county and agency responsibilities / costs