

## Regional Emergency Communications



911 Dispatch Committee  
Assembly of Delegates  
Meeting  
January 16, 2013

## Barnstable County E911 Regional Feasibility Study

- o Conducted by Intertech Associates, 2010
- o Looked at Dispatch Functions in Barnstable County
- o Recommended Multi-Center or Single Center for County
- o Form Steering Committee to Review Study and Review for Barnstable County

## 911 Dispatch Steering Committee

- o Representation: Police, Fire, Sheriff, EMS, Town Manager, County
- o Meet Every 2-4 Weeks
- o Developed Position Paper July 2012
- o Conducted Site Visits
- o June 15, 2012 Visit Onondaga County
- o Sponsored September 24, 2012 Combined Meeting with Police Chiefs, Fire Chiefs and Town Managers and Onondaga County Director

## 911 Dispatch Steering Committee Position Paper

- o Consolidation of PSAP and 911 Dispatch Services for Barnstable County
- o Development of 1 Regional Emergency Communication Center for Barnstable County
- o Governed by an Independent Board of Agency Representatives who are served by the Center

## 911 Dispatch Steering Committee Position Paper

- o Recognition That Regional Communication Center Will Create More Funding Opportunities Through State and Federal Grants
- o Recognition That One Regional Center Will Result in One Public Safety Answering Point (PSAP) for Barnstable County
- o 2-4 Year Process

## Support of 1 Regional Emergency Communications Center

- o Meetings with Town Managers Association
- o Met with Cape Cod Selectmen and Counselors' Association
- o Cape and Islands Police Chief's Association Voted to Support 1 Center Concept with Independent Governance
- o Barnstable County Fire Chief's Association Voted to Support 1 Center Concept with Independent Governance

### Current Committee Task #1

- o Development of State 911 Committee Grant Due March 2013
- o Transition Funding to Further Develop Concept: Budget, SOPs, Site, Inter-Municipal Agreements, Equipment Needs, Governance Models.
- o Letters of Attestation from Towns and Districts. Support of Grant Application
- o Further Grant Funding for Capital Costs, Architectural and Construction in Future

### Additional Committee Tasks

- o Develop and Discuss Options for Dark Station Issue for Police and Fire
- o Develop and Discuss Governance
- o Develop and Discuss Budget and Funding Process, Grant Oversight
- o Educate Our Citizens and Elected Officials of the Concept and Goal.

911 Regional Dispatch Steering Committee  
Position Paper  
July 9, 2012

In March 2011, The Barnstable County Regional Emergency Planning Committee received a grant from the Commonwealth of Massachusetts 911 Department to review public safety dispatch services in Barnstable County. Intertech Associates of Freehold NJ was contracted to conduct this study. The project was completed in December 2011 with the submission of the *Barnstable County E911 Regional Feasibility Study Final Report*. One recommendation was the establishment of a steering committee to review the study, the recommendations and to further investigate the feasibility of the consolidation of 911 dispatch services for Barnstable County.

On July 3, 2012 The 911 Dispatch Study Steering Committee of the Barnstable County Regional Emergency Planning Committee voted to develop a position paper outlining their recommendations for 911 dispatch services in Barnstable County to be distributed to the agencies in the region that may utilize such a center. To begin the discussion of regionalization and consolidation, the following points outline the committee's position:

- The 911 Dispatch Study Steering Committee recommends the consolidation of 911 PSAP and dispatch services for the communities in Barnstable County. This consolidation will provide efficient, professional call taking, dispatch and support services to Cape Cod's Public Safety Agencies while potentially providing long term cost savings to the municipalities.
- The 911 Dispatch Study Steering Committee recommends the development of one (1) regional emergency communication center (RECC) for Police, Fire and EMS 911 dispatch in Barnstable County. The RECC will be housed in a single location for the provision of these services.
- The 911 Dispatch Study Steering Committee recommends that the RECC be governed by an independent board of representatives from agencies that are served by the center. This Governance Board will be responsible for the establishment of policies and procedures for the operation of the RECC in addition to the oversight of quality assurance and quality control of the dispatch services.
- The 911 Dispatch Steering Committee recognizes that the development of a multi-agency regional call center will create more funding opportunities through federal and state grant programs that may not be available to smaller and more localized centers with smaller populations served.
- The 911 Dispatch Study Steering Committee recognizes that the establishment of such a center results in one Public Safety Answering Point (PSAP) for Barnstable County with certified emergency medical dispatchers. The RECC will also coordinate the region's mutual aid response in addition to providing the regions Central Medical Emergency Dispatch (CMED) services.

**From:** Kyle Takakjian [mailto:Takakjian@truropolice.org]

**Sent:** Monday, December 17, 2012 11:04 AM

**To:** 'Michael Whalen'; 'sobrien@barnstablecounty.org'; 'mfoley@eastham-ma.gov'; 'Frederickson, Frank'

**Cc:** 'chief@truofirerescue.org'; Chief Bill Pittman; Chief Dennis Woodside; Chief Dunne; Chief Edward Kulhawik; Chief Mark Pawlina; Chief Paul Macdonald; Chief Ron Fiset; Chief William Mason; Jeff Jaran; Richard Koch; Rodney Collins; Scott MacDonald; Wack, Peter

**Subject:** RE: Letter of Attestation -

Gentleman,

Good Morning. As you are aware I have had concerns with a regional dispatch centers appropriateness and service for the Town of Truro from its inception. Just as a point of reference regarding the scope of my viewpoint, although Truro PD and the FD (for whom we dispatch and support) are smaller organizations, my last job with the Coast Guard from which I just retired from this past July served a much larger geographical area. This included 8 states and a command center running 43 separate systems which supported interagency partners from DOD, DHS, Federal, State, local, industrial and foreign nations. I had command level responsibility for approximately 1050 personnel assigned throughout that region. I point this out only so that you understand my experience is not solely limited to one singular organization. What follows is not an all-encompassing list but rather an overview which forms the basis of my position.

Truro is in a unique position that is not shared by many departments on the cape. Some basic examples are as follows:

1. TPD is one of the two smallest on Cape Cod (12 sworn officers, 4 F/T dispatch, 5 P/T dispatch)
2. TPD is one of two Cape PD's operating with a single officer on the road during the off-season
3. TPD is the only PD who's dispatch functions serve both PD/FD and share the same facility
4. During many periods, the dispatcher is the only live body first available of official capacity for either the police or fire service, or the entire town
5. The dispatcher in Truro, as part of their job requirements support both PD and FD administrative and operational processes not involving dispatch (radio/telephone/911) functions
6. It is currently very difficult to attract and retain a diverse workforce for entry level jobs (Police Officers, Teachers etc.) with generally good salaries due in part to the Outer Cape's geographical and social isolation

7. TFD is an "paid-per-call" Department and is not currently staffed (24/7/365) with its own personnel
8. Aside from dispatch the only personnel stationed in the building (24/7/365) are employees of a paid ambulance association (Lower Cape Ambulance) that provides transport services staffed with EMT/Paramedics for the Towns of Provincetown and Truro. It is not a Fire Department or Rescue Squad

If the Town of Truro moves its dispatch functions / personnel to a regional center, it will in part create the following conditions:

1. Be the equivalent of Cape departments unmanning ALL their police and fire stations sporadically throughout the year
2. Remove the singular staffed "Safe Haven" from the town.
3. Require the Town of Truro to hire additional personnel to provide both PD and FD administrative and operational processes not involving dispatch functions
4. All associated personnel costs / control are no longer decided and managed by the town
5. Loss of control of unfunded pension / benefit costs associated with retired dispatch personnel
6. Increased difficulty in hiring for positions with lower wages and without professional development / career opportunities
7. Eliminate the ability of the department to process prisoners on single officer shifts
8. Reduce the level of service provided to the town's residents, businesses and visitors (I have specific examples available for further discussion)

As with any process, risks are always present. If the Town of Truro continues as an independent dispatch center it faces the following:

1. The possible loss of communications system support from Barnstable County Sheriff's Department and the associated cost increases of hiring private contractors to provide the same services
2. Increased dispatch personnel costs over time
3. Loss of 911 system and support (we don't own it, so if the state says it goes elsewhere – it goes)
4. Costs associated with dispatch system upgrades and continued support

I have looked at this proposal objectively. To date I have not seen any specific and articulable examples of how the residents and visitors of Truro will receive better and more efficient dispatch services by joining this regional center. Unless the concerns of both the Truro Police and Fire Departments are addressed and result in an increased level of service, I plan on encouraging the town not to participate in a regional dispatch center. I also understand that many Cape Chiefs believe their organizations will benefit significantly from this process. Each must do their own evaluation and make recommendations accordingly. I will fully support them in their individual decisions for their Departments.

With respect to the grant application, it is my understanding that the grant being sought will result in comprehensive examination of the governance, cost, administrative and operational parameters of a regional center. Further, that agreeing to participate in the grant in no way binds or obligates the Town of Truro to participate in the regional center. Under those conditions, I will encourage my towns governance to participate in this study. As always I am open to discuss the issue and its impacts for our community.

Very Respectfully,

Kyle Takakjian  
Chief of Police  
Truro Police Department  
508-487-8730 (Communications)  
508-487-8737 (Direct)  
774-353-6842 (Cell)

**Suggested Financial Documents Requests for the Assembly of Delegates**  
**January 16, 2013**

All reports requested below are Standard Reports readily accessible in the MUNIS software system.

All of the reports are easily exported to both MS Excel and PDF format whereupon they can be saved electronically and transmitted via e-mail or copied to a CD, USB flash drive or other storage media for delivery to the Assembly of Delegates.

**Standard Financial Reports for Cape Light Compact**

1. Chart of Accounts -- Format I
2. Chart of Accounts -- Format II
3. Account Trial Balance Report for CLC
4. Account Trial Balance Report for CLC Power Supply Reserve Fund (Acct 8046)
5. Account Trial Balance Report for CLC Operating Fund (Acct 8074)
6. Account Trial Balance Report for CLC Energy Efficiency Reserve Fund (Acct 8038)
7. Account Trial Balance Report for CLC Energy Fund (Acct 0027)
8. Balance Sheet and Income Statement from MUNIS for each of the above accounts for each Fiscal Year (or calendar year, if appropriate, for the Energy Fund) beginning with FY2006 and including statements for FY2013 YTD.

The account numbers refer to the account numbers provided in the CLC Board packet for the meeting of 2012-11-14 and which presumably are the sub-account numbers by which these accounts are designated within the Barnstable County accounting system.

*For the Account Trial Balance Reports, please provide all data from the earliest possible point in time for which electronic records for CLC are accessible in the MUNIS system (including any data imported to MUNIS from another source) up to the date of the creation of the reports.*

*Please provide copies of the Account Trial Balance Reports in both the "Detail" version (showing all individual transactions posted in chronological order) and in "Summary" form.*

*Please export all reports to both MS Excel and PDF format and provide the reports in both versions in electronic form.*

**Standard Financial Reports for the Cape & Vineyard Electric Cooperative**

1. Chart of Accounts -- Format I
2. Chart of Accounts -- Format II
3. Account Trial Balance Report for CVEC

4. Account Trial Balance Report for any CVEC *subaccounts*, or *segregated funds* received, or managed, by CVEC that are significant to understanding the finances of CVEC, particularly if any of these funds are not recorded in the Account Trial Balance Report for the main CVEC entity.
5. Balance Sheet and Income Statement from MUNIS for each of the above accounts for each Fiscal Year since inception, including statements for FY2013 YTD.

*For the Account Trial Balance Reports, please provide all data from the inception of CVEC through the date of the creation of the reports.*

*Please provide copies of the Account Trial Balance Reports in both the "Detail" version (showing all individual transactions posted in chronological order) and in "Summary" form.*

*Please export all reports to both MS Excel and PDF format and provide the reports in both versions in electronic form.*

Respectfully submitted,

Jim Rogers  
Sandwich, MA

## RESOLUTION 13- \_\_\_\_\_

**Whereas:** The members of the Assembly of Delegates and the Barnstable County Commissioners have been reviewing the structure and efficiency of Barnstable County Government.

**Whereas:** Two reports, both commissioned by the County and issued within the past (18) eighteen months, as well as numerous comments received from the public, have recommended a restructuring of County Government.

**Be It Resolved:** That the Assembly of Delegates agrees to consider a restructuring of the current County Government model and recommends the following Administrative, Executive, and Legislative Branch models:

ADMINISTRATIVE BRANCH: A County Administrator shall be appointed to manage the day to day affairs and business of Barnstable County. The responsibilities of the County Administrator shall include, but are not limited to, oversight of all department heads, all department budgets, personnel policies and actions, and all Capital improvement Plans.

The Administrator shall report to the Executive Branch (Board of County Commissioners) and shall implement policies and directives adopted by vote of the Board of County Commissioners.

EXECUTIVE BRANCH: The Board of County Commissioners of Barnstable County shall be expanded to (5) five members. Each member shall be elected from one of (5) five districts of Barnstable County. Said districts shall be established by vote of the Legislative Branch (Assembly of Delegates) and each district shall include 20% of the population of Barnstable County. The election of County Commissioners shall be non-partisan. Any resident of an established district who obtains (50) fifty certified signatures of residents from their district shall be entitled to run for that office in a general election. The length of term for a County Commissioner shall be (3) three years. In the first election following the adoption of the Charter changes one Commissioner shall be elected for a (3) three year term, two Commissioner's for a (2) two year term, and two Commissioner's for a one year term. A random drawing shall determine the term period for the five districts. Thereafter each Commissioner shall be elected for a three year term, so that at least one district shall be open to election each year.

The Board of County Commissioners shall review and approve the management and operation of the Office of the Administrator and Barnstable County in general, and shall set and determine policy of the County as well as the development of a County wide Budget for the approval by the Legislative Branch of the County.

LEGISLATIVE BRANCH: The Assembly of Delegates shall consist of one elected non-partisan representative from each town in Barnstable County, with a weighted vote system.

The powers and duties shall be to function as the legislative body of Barnstable County. This shall include, but not be limited to, the approval of all capital expenditures of the County, all bond issues, policy statements and recommendations, and oversight of the County Budget.

The policy and procedures of the Assembly of Delegates shall include, but not be limited to, the ability to accept public input during their meeting and deliberations.

It is understood by the Members of the Assembly of Delegates that the above recommendations shall require changes to the Barnstable County Charter as to each of the effected Branches

This Resolution represents the opinion of the Assembly of Delegates relative to the model and the initial steps that are necessary to implement a re-structuring of County Government.

The Assembly of Delegates shall seek to refine the concepts outlined in this Resolution by working with the Barnstable County Commissioners, the Assembly of Delegates, legal counsel, and/or any sub-committees created for this specific purpose so as to present a single restructured model of the Charter for approval by the population of Barnstable County.

Respectively Submitted By: Leo G. Cakounes, Town of Harwich Delegate

**BARNSTABLE COUNTY**

In the Year Two Thousand and Twelve

**Resolution 12-04**

**NOW, THEREFORE,**

***BE IT HEREBY RESOLVED*** that:

The Assembly of Delegates hereby instructs the Speaker to seek the cooperation of the County Commissioners to obtain a restructuring of the Executive Positions of the Cape Light Compact, the Cape & Vineyard Electric Cooperative, Inc. and Barnstable County, in order to eliminate overlapping representation in these organizations. This restructuring shall include, without limitation, the Assistant County Administrator position and its duties and responsibilities, the Chief Financial Officer position and its duties and responsibilities, as well as the participation of these employees in the operation of the organizations they administer.

**The foregoing Resolution was adopted by the Barnstable County Assembly of Delegates, by a roll call vote with 85.39% voting yes, 13.34% voting no, and 1.27% absent at the regular meeting held on September 19, 2012.**

Attested by:



Janice O'Connell, Clerk  
Barnstable County Assembly of Delegates

**BARNSTABLE COUNTY**

In the Year Two Thousand and Twelve

**Resolution 12-05**

**NOW, THEREFORE,**

***BE IT HEREBY RESOLVED*** that:

The Assembly of Delegates recommends and requests that the County representative to the Board of Directors of Cape Light Compact and the representative to the Board of Directors of the Cape & Vineyard Electric Cooperative, Inc., pursue amendments to the bylaws of these organizations which would incorporate, without limitation, the following provisions:

- A) That all budget and financial reports be reviewed and approved by the full Board of Directors in a timely manner and that, once approved, these reports shall be available to all members and shall be reported to the membership at least annually.
- B) That conflict of interest issues involving counsel, including compensation of counsel's firm, shall be submitted to an unaffiliated counsel for review and recommendation and shall be subject to review by the organizations full Board of Directors
- C) That no individual shall be permitted to be elected or appointed to serve on the Board of more than one of these organizations
- D) That these organizations are required to have separate legal counsel and representation in matters of contract negotiation and services.

Be it further resolved that this resolution be forwarded to the other appointing authorities of the membership of these Boards of Directors, with our request that they too instruct their representative to address these concerns and action.

**The foregoing Resolution was adopted by the Barnstable County Assembly of Delegates, by a roll call vote with 87.69% voting yes, 11.04% voting no, and 1.27% absent at the regular meeting held on September 19, 2012.**

Attested by:



Janice O'Connell, Clerk  
Barnstable County Assembly of Delegates