

Dispatch Meeting 5/18/2021

Attendees: Mark Devine (council president, police board), Mike Filicetti (NC Sheriff), Chief Steven Abbott (LPD), Anita Mullane (NC legislator), Jason Cafarella (Deputy Corp Counsel), Michael Drake (Ret. Disp. Lt. NF), Frank DeMart (Ret. Fire NT), Flora Hawkins (President- Police Board), Joshua Wolk (LFD union)

Absent- Robert Bates (Fired Board), Kevin Lucinski (LPD/PBA President)

Mayor greeted everyone and gave a brief history of Dispatch since January 2019-

- ✚ Previous Administration was in talks with NC for transferring dispatch- county wanted \$470,000 per year to move dispatch- money needed to cover the cost of additional dispatch personnel- dispatchers and supervisor.
- ✚ Interim Chief Priesch approached me to state the dispatch was in disrepair and we were down to two lines and could not obtain metadata on calls. We re-instated talks with NC for potential transfer of 911 to county. County stated if we went to our own line, it would be around \$470,000, to share a line with NT it would be approximately \$263,000, and to be added to the county line it would be near \$150,000. Eventually through multiple meetings we were able to bring it down to \$0, but the caveat was the union had to agree to transfer. City and Union were in talks, but they were unwilling to move, unless forced by emergency, stating safety issues, efficiency, and communication issues as reasons for concern.
- ✚ *Interim Chief Priesch approached mayor and city council with an option to purchase an upgrade that would have the city follow the upcoming federal regulations, as well as allow the city to have cell phones, as well as landlines connect to the city emergency communications. The union was willing to negotiate to help mitigate the cost of the upgrade citing the importance of maintaining local dispatch for the safety of residents and officers, as the impetus to support this. (*This was not explicitly stated in the meeting but is part of the history of this discussion.)
- ✚ The dispatch is in the union contract in both its own individual section- Article 26, as well as part of the light duty policy in Article 25, which impacts the decision. Also, the contract holds a minimum manning clause that precludes the city from laying off police officers if dispatch were to be moved to the county. This is an issue the city has fought and lost with another union at extreme cost to the city taxpayers.

Chief Abbott discussion-

- Chief Abbott was able to obtain enough equipment to have 3 working stations for 911 and allow for metadata to be collected on callers. City still unable to directly take in cell phones but are transferred from the county to the local dispatch without issue.
- Motorola system that would upgrade the local 911 system to the same level as county (from Priesch's recommendation in 2019), would cost \$270,000 to have 3 working stations that would allow for cell phones, texting, etc., all required by February 2022 federal regulations. Upgrades to some hardware would be additional costs, but some of this would happen either way we move forward, due to age of systems.
- Our records management system is Impact and county is New World. To change to New World server at local level it would be around \$325,000 with an additional \$80,000+ to transfer data from Impact to New World.

- Training involved in New World switch over would also be an added cost on the city side if transfer to county were to occur.
- In car routers- cost \$1,000 each for 16 vehicles, added motion licenses will be another cost.
- Logistically speaking this will take up to two years to have everything switched over in a way that saves the data, training of the officers, determining policies that are simple language for both county dispatchers and city police, etc.
- In past issues with county have been access to city data (i.e.- call that needs review we cannot access the tape or transcripts in a timely fashion), IT issues are not handled by county in a timely manner.
- Shared services require proof of prolonged savings to taxpayers- this does not qualify unless we lay off officers- against contract and against needs of the residents of the city.
 - Officers are needed for walk up window, maintaining cameras, building security, prisoner holdovers.
 - 20% of calls are from the walk-up window- we don't want to shut down our walk-up window when we are trying to improve our community policing
 - Over 30,000 calls per year- 5-6,000 are Medical Emergencies that stay with the county, but that still leaves over 25,000 per year that needs to be handled by our officers.
- Overall cost of transferring to the county in the initial startup will be a minimum of \$170,000 upwards of \$400,000.
- Contract is good for over 2 more years and it will take that long to do the transfer appropriately, no guarantee the union will support move in collective bargaining agreement.
- Motorola upgrade will be for a minimum of 5 years at a cost of around \$270,000 and will allow for safe transfer, if that is determined to be the best course of action for the city residents and their safety.

Sheriff Filicetti

- ❖ The county would provide a single channel for the city, as the call volume is too large to be added to shared line with the rest of the county- learned some lessons from NT transfer and will not be repeating them, if Lockport were to choose to go to the county for dispatch services.
- ❖ Transfer would take months to be done properly.
- ❖ NC would need to hire 6 full time dispatchers- around \$400-500,00 for salaries and benefits that cost will be added to NC taxpayers annually with growth due to contractual obligations each year.
- ❖ Training of new dispatchers would be a one-time cost of \$32,000.
- ❖ County does have New World licenses that would cover Lockport, but other issues may be added cost.
 - Computer in cars, routers, broadband, Lockport on Verizon
 - Data Conversion- Sheriff believes is more in line at \$65,000, Chief Abbott is at \$80,000 or higher
- ❖ Savings would only be to the one-time training cost that would not be added to annual increase in other costs.

Questions that were asked regarding communications and transfer of calls from county to city- explained that they are following guidelines on questions to callers, not impacting dispatch times significantly, if at all.

A lot of information was shared, committee will take time to digest and come up with additional questions. Reconvene to discuss recommendations for the city-

Questions can be emailed prior to next meeting to prepare for responses.

Next meeting June 29, 2021 at 6:00