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**FEASIBILITY OF ESTABLISHING A REGIONAL
EMERGENCY COMMUNICATION CENTER FOR THE
TOWNS OF ACTON AND CONCORD**

FINAL REPORT

Presentation Team



- **Acton**

- Town Manager John Mangiaratti
 - Police Chief Rich Burrows
 - Fire Chief Robert Hart

- **Concord**

- Town Manager Stephen Crane
 - Police Chief Joe O'Connor
 - Fire Chief Tom Judge

Consultant Thomas Kennedy

Study Process



- Site Visits
- Interviews
- Facility Assessment
- Technology Assessment
- Staffing and Financial Analysis

Findings



- Acton and Concord are suited quite well to establish a Regional Emergency Communication Center (RECC), as they are similar in population, call volume, and culture
- Both communities, which are adjacent to each other, have high expectations of providing their dispatch services.
- The Acton Dispatch Center at the Acton Public Safety Facility has the space for a redesigned dispatch floor space to accommodate eight (8) dispatch positions and one (1) supervisor position that would more than accommodate a RECC for Acton and Concord, as well as several other communities

Findings



It is Feasible to Regionalize the Acton and Concord into a Regional Emergency Communications Center

Metrics	Acton	Concord	Total
Population 2018	23,738	19,211	42,949
911 Calls	4,315	4,105	8,320
Calls for Service (CFS)	35,248	34,792	70,040

Interviews



There was a willingness of the public safety leaders to regionalize their dispatch services to provide for more effective 911 dispatch services. Interviewees felt that the key outcomes of regionalization would provide for:

- **Additional dispatch personnel to deal with increased surge of calls**
- **Opportunities for dispatcher advancements**
- **New equipment and better technology**
- **Standardized dispatch protocols**
- **Efficiencies through economy of scale and combined resources**
- **Cost savings**
- **Increased professionalism of operations and increased expectations**
- **An independent dispatch department**

State 911 Department Support



Support and Incentive Grant funds on an annual recurring basis for a RECC for the Towns of Acton and Concord.

FY2021- Acton-Concord RECC - December 10, 2020

Entity	Support	RECC	Total Grant Funding
Acton-Concord RECC	\$140,641	\$561,224	\$701,865

Development Grants - Equipment and other transition expenses:

- Radio interoperability
- Redesigned Dispatch Center
- CAD/RMS and Fire Alarm systems
- Personnel and Transition Award

Cost Benefit Analysis



Anticipated savings from the economy of scale, a cost-sharing, as well as a grant funding effort for recurring costs and a separate effort through Development Grants for capital costs/equipment to establish the RECC and to replace outdated equipment.

Community	Non-Recurring Capital Savings	Recurring Cost Savings	Total Savings
Acton	\$407,465.99	\$375,054.37	\$782,520.36
Concord	\$179,666.66	\$415,282.63	\$594,949.29
TOTAL	\$ 587,132.65	\$ 790,337.00	\$1,377,469.65

Recommendations



- Governance structure - Hosted RECC or as a Regional Emergency Communications Dispatch District.
- Develop an outreach program for both communities
- Develop a plan to assess the administrative and security needs for the Concord Police and Fire Departments.;
- Develop uniform operational call taking and dispatching procedures
- Develop a Transition Training Plan to incorporate all elements of required dispatch training as required by State 911, CAD/RMS, Dispatch Protocols, EMD and community knowledge.
- Utilize the insight of the dispatchers and public safety personnel to develop excellence in operational guidelines/practices for the citizens of both communities and their public safety services.

Benefits of RECC



- The top five cited Benefits of an RECC as believed by prior MA interviewees are as follows:
 - **Standardized/use of the same dispatch protocols**
 - **Resources – more dispatch personnel for major events and increased surge of 911 calls**
 - **Cost Savings, Financial Support – state contributions to center development and recurring costs**
 - **Enhanced Mutual Aid**
 - **More efficient service to the public within dispatching and emergency response**

Next Steps



- Present to results of the feasibility Study to the Select Boards with recommendations of the Town Managers and Chiefs
- If consensus from Boards to move forward:
 - Start review to Governance Agreement
 - Prepare letters of Attestation
 - Prepare and submit State 911 Development Grant - **Due March 4th**

Q&A



- Questions?