



PROPOSAL TO DISCUSS PROVIDING PUBLIC SAFETY COMMUNICATIONS SERVICES FOR CITY OF HUDSON

INTRODUCTION

The City of Twinsburg operates a 24/7/365 public safety communications center which also functions as a Public Safety Answering Point (PSAP) that receives and processes approximately 30,000 Police and Fire/EMS calls for service which also includes answering over 6000 incoming 911 calls annually. The Communications Center services the Twinsburg Police and Fire Departments, the Village of Reminderville Police and Fire Departments by contract and Twinsburg Township through the City's fire/EMS contract with the Township. The center is staffed by ten (10) full-time public safety telecommunicators and one supervisor. All eleven personnel are certified as Emergency Medical Dispatchers (EMD) through the International Association of Emergency Dispatch (IAED). The City of Twinsburg Communication Center was completely renovated in 2015 at a cost of \$775,000 to upgrade the 911 system, upgrade the radio console and create four (4) identical operational stations or "positions." We have the ability to add to two more positions in the current Communications Center if needed. The center utilizes the Intrado Viper call handling system for both emergency and non-emergency phone lines; a Motorola MCC 7500 IP Dispatch Console. Both are expandable systems.

BUDGET

The 2019 operating budget for the City of Twinsburg Communications Center is \$903,000. The City spent \$850,506 in 2017 and \$893,483 in 2018 to operate the center, excluding health care benefits. With health care benefits, the total cost was \$1,125,506 in 2017 and \$1,146,995 in 2018. Expenses are categorized as follows:

Category	2017	2018
Salaries	\$ 637,910	\$695,264
Overtime	\$ 10,717	\$ 10,219
Pension	\$ 95,386	\$104,478
Clothing Allowance	\$ 10,000	\$ 10,000
Health care	\$ 275,000	\$275,000
Non-Personnel Operational Costs	\$ 96,493	\$ 73,527
Capital Costs	0	\$ 62,000

STATISTICS

Determining how to measure work load in a public safety communications center is challenging. In order to find a method of measurement, I examined two categories: calls for service (CFS) and incoming 911 calls. Utilizing the statistics from either category independently of each other to determine work load may not accurate methodology since the definition of “call for service” differs slightly between Twinsburg and Hudson. However, the incoming 911 calls statistic is uniform between both municipalities.

Category	Twinsburg	Hudson
2017 Calls For Service	29773	17152
2018 Calls For Service	32481	17334
Two Year Average	31127	17243
% of Twinsburg CFS		55%
2017 Incoming 911 Calls	6384	3324
2018 Incoming 911 Calls	6044	3720
Two Year Average	6214	3522
% of Twinsburg Incoming 911 Calls		56%

Using the two year averages, the statistics show that Hudson received 56% of the amount of incoming 911 calls received by Twinsburg. By applying this same calculation to calls for service, Hudson handled 55% of the calls for service handled by Twinsburg. Because the average from the uniformly defined category of incoming 911 calls is extremely close to that of the average from the calls for service category, both categories should be used together to calculate the potential additional work load should the City of Hudson choose to utilize the City of Twinsburg for public safety dispatching services.

PROPOSAL

The City of Twinsburg extends an offer to the City of Hudson to discuss the consolidation of Hudson’s public safety communications center into our operations. The following items must be considered:

1. **How to calculate a cost for services, both operational and capital.** The City of Twinsburg is willing to use the two year CFS and incoming 911 calls average over two years of expenses for calculating operational cost as a starting point for calculating costs for the City of Hudson.
2. **Shared funding for the cost for potential capital improvements.** In 2015, the City of Twinsburg made a significant public safety infrastructure investment by remodeling and updating our Communications Center. The remodel included the installation of an Intrado Viper 911 call system and a Motorola MCC-7500 dispatch console. In 2019, the City spent approximately \$62,000 to install a microwave connection between the City’s tower located behind Fire Station #1 and the County of Summit radio tower located on Chamberlin Rd. in Twinsburg Township in order to provide a 99.9999% reliable connection to the County of Summit 800 MHz radio system. Technology utilized in public safety communications changes rapidly and technology as a whole is reaching the end of life cycle sooner than in the past, especially with software. The

City of Twinsburg is committed to ensuring that the best, most appropriate public safety communications technology is available for providing service to all users.

3. **Staffing.** An increase in work load will require an increase in staffing. Seamlessly absorbing full-time, experienced telecommunicators from the City of Hudson into the current center is vital to ensuring the high quality of service each community currently experiences.
4. **Computer-Aided Dispatch (CAD).** The City of Twinsburg currently uses TAC Computers for our computer-aided dispatching system as well as for our record management system (RMS) while the City of Hudson uses Sundance Systems. Neither system directly shares information with the other. Quick, efficient sharing of information among law enforcement and fire/EMS is crucial. The County of Summit has contracted with Tyler Technologies to implement a common, countywide CAD system. Current subscribers in addition to Summit County are the Cities of Akron, Cuyahoga Falls, Green, Stow and Fairlawn. The system is expected to be fully operational by the end of 2019 and these cities will have the ability to easily share information. An opportunity for other communications centers in Summit County to subscribe to this CAD system may occur but not until 2021. This will require both a short-term and long-term discussion between the Cities about a CAD vendor.

SUMMARY

In summary, the City of Twinsburg has the technology and experience to manage the City of Hudson's public safety communications needs. A partnership would allow cost savings for both municipalities including a reduced exposure for future capital expenditures as public safety communications technology continues to rapidly evolve. Mayor Yates and I look forward to meeting with you and discussing a potential partnership.

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