

REQUEST FOR BOARD ACTION

**HENDERSON COUNTY
BOARD OF COMMISSIONERS**

MEETING DATE: January 2, 2007

SUBJECT: Communication Center Improvements Proposal

ATTACHMENTS: Yes

SUMMARY OF REQUEST:

Steve Allen, President of Solutions for Local Government, has submitted the attached Communications Center Operations Study for the Board's review. The proposal includes a "Major Tasks and Activities Outline", deliverables, and the cost to provide those deliverables.

BOARD ACTION REQUESTED:

No Board action is requested. This proposal is being presented for information only.

Suggested Motion:

No motion suggested.

Major Tasks & Activities Outline

Major Task	Primary Activities
<p>1. Center Operations</p>	<p>Activities to include orientation and tour of Communications Center operations and space to identify and understand</p> <p>1.2. Organization</p> <ul style="list-style-type: none"> ▪ Positions ▪ Roles/responsibilities <p>1.3. Services provided</p> <p>1.4. Call processing/procedures</p> <ul style="list-style-type: none"> ▪ Emergency ▪ Non-emergency ▪ Individual agency/jurisdiction response <ul style="list-style-type: none"> Direct users Remote users
<p>2. Interviews</p>	<p>Schedule and conduct interviews/meetings with key management and operational personnel including representatives from all major agencies/services being dispatched, in order to:</p> <p>2.1. Identify individual concerns & observations</p> <p>2.2. Clarification of processes observed</p> <p>2.3. Identify expectations with regards to results and performance</p> <ul style="list-style-type: none"> ▪ Performance standards ▪ Activities involved ▪ Applicable/desired standards ▪ Basis for criteria/standard <p>2.4. Document recommendations</p>
<p>3. Data</p>	<p>In conjunction with Tasks 1 & 2, collect available data and reports having to do with Communications Center workload and performance; minimum annual 2006; preferred, annual 2004-2006</p> <p>3.1. Calls received</p> <ul style="list-style-type: none"> ▪ Emergency

- Non-emergency

3.2. Calls dispatched

- Calls forwarded

3.3. Call rate(s)/hour

- Average
- Per hour/year
- Average call duration

3.4. Costs

- The *total* annual cost of the Communications Center
 - Personnel
 - Operations
 - Capital

3.5. Existing performance criteria

3.6. Existing/recent year performance results

3.7. Review, analyze, and collate data summaries; i.e., findings and observations

4. Research

Pursue resources available in order to develop information relative to questions and concerns raised:

4.1. Practice; i.e., operations

4.2. Performance

- Jurisdiction comparisons; to include no less than three (3) jurisdictions of similar size re: population and communications workload; (to the extent information is available via telephone, fax, internet or e-mail)

4.3. Costs

5. Follow-up Interviews

Conduct follow-up and/or additional interviews as required in order to:

5.1. Clarify/expand on previous information provided

5.2. Review and seek input re: research findings

5.3. Pursue additional information

6. Draft Report

Prepare draft report of findings and recommendations for management review

6.1. Process Map; i.e., process documentation

7. Management Review

- 6.2. Performance & workload data
- 6.3. Costs
- 6.4. Performance expectations/criteria

Meet w/principal personnel individually to receive input/comment/critique with regards to draft report

- 7.1. Management representatives
 - County Manager
 - Communications Center Supervisor(s)

7.2. Address questions raised

7.3. Pursue follow-up data review/analysis and/or research as required

7.4. Include findings and/or edits in draft report if/as appropriate

8. Final Report

- Prepare final report document
- Narrative w/accompanying diagrams and graphics
 - Print and bind all copies
 - Deliver report documents to County

9. Policy Group

At such time as requested by the County, will be available to the Board of Commissioners to provide formal presentation of report findings & recommendations

- 9.1. Material/presentation preparation
- 9.2. Deliver formal presentation
- 9.3. Respond to questions

PROPOSAL FOR REVIEW

1. On-site visits, as required, to collect and assess the information necessary to address study tasks identified; estimate minimum of 5-6 days.
2. Participation in and presentation of draft report information for management level review, with principal County, and Sheriff's Office personnel.
3. Development, production, and delivery of eight (8) [?] copies of the completed study document to Henderson County.
4. Formal presentation of study findings to Board of Commissioners.
5. Final report will also be provided to the County in CD format.

Cost;

Cost to provide deliverables, including expenses, not to exceed: **\$8,200.00**; to be developed and completed as a separate document simultaneous with EMS Study currently underway.