



City of Kingsburg

1401 Draper Street, Kingsburg, CA 93631-1908
(559)897-5821 (559)897-5568

Bruce Blayney
Acting Mayor

COUNCIL MEMBERS
Michelle Roman
Ben Creighton
Staci Smith

Alexander J. Henderson
City Manager

Kingsburg Public Safety Committee Tuesday – January 12, 2016 4:00 P.M. City Council Chambers

- I. Call to order by Chair: (Council Member Ben Creighton)
- II. Public Comments
- III. Approve minutes from the October 13, 2015 and November 10, 2015 Public Safety Committee meetings to the next regular meeting.
- IV. Discussion of items listed below:
 - a. Discussion regarding the Kingsburg Police Department Dispatch
 - b. Continued discussion regarding Community Watch Signs
 - c. Continued discussion regarding Klaas Kids Foundation Print-a-thon
- V. Other Business
- VI. Adjourn to next meeting, date and time as determined by Committee.

Kingsburg Public Safety Committee
Tuesday – October 13, 2015, 4:00 P. M.

Call to order – Kingsburg City Council Member Ben Creighton, Chairman, called the Kingsburg Public Safety Committee Meeting to order at 4:00 P. M.

Members present: Ryan Walterman, Conni Delinger, Wayne Osborne, Mark Bray, Lennis Scheline, Adam Castaneda, Judy Pagel, and Ben Creighton.

City Staff present: Assistant City Manager/City Clerk Sue Bauch

Public Comments - None

Approval of Minutes – A motion was made by Conni Delinger, seconded by Lennis Scheline, to approve the minutes from September 15, 2015 Kingsburg Public Safety Committee meeting, as prepared by City Clerk Sue Bauch. The motion carried by unanimous voice vote.

Discussion of items listed below:

Community Watch Signs – Chairman Creighton said that the last time we met we talked about numbering the Community Watch signs. Wayne Osborne said that since that meeting he has talked to Police Chief Dadian who said that he thinks that the signs should go up unnumbered since we are a small city. He said that he also talked to the crime analysis person who advised him that she doesn't do mapping. Wayne said that the numbering would be 1-50 and we could put them in the CAD system with the numbering to avoid confusion. Conni Delinger said that she thinks that numbering should be there. Mark Bray said that if the numbering is in CAD, it won't matter what order the numbers are in. Conni asked if they would be in the 911 system. Wayne said that the numbers will show up in CAD so that the emergency responders will be able to see it. Chairman Creighton said that the signs definitely need to have a number. He suggested that we could go with the 1-50 sign numbering for now.

Adam Castaneda said that each sign would be \$35. Chairman Creighton said that the hardware would be relatively inexpensive. He said that he spoke to the City Manager and we will be able to find that funding. Adam said that he will be contacting the sign maker and get another sample to show the Committee Members prior to the mass printing.

Chairman Creighton asked about a time frame for the signs to be done. He said that we still have to decide where we want to place them and then take it back to the Police and Fire Chiefs. Mark Bray said that he will talk to the Police Chief tomorrow about determining placement of the signs.

**Kingsburg Public Safety Committee
November 10, 2015 - 4:00 P. M.**

Call to order - Council Member Ben Creighton, Chairman, called the Kingsburg Public Safety Committee Meeting to order at 4:00 P. M.

Committee Members present: Conni Delinger, Lennis Scheline, Judy Pagel, Wayne Osborne, Adam Castaneda, and Ben Creighton.

Committee Members absent: Mark Bray, Melanie Sembritski, and Thom Sembritski

City Staff present: Assistant City Manager/City Clerk Sue Bauch.

Public Comments - None

Minutes – The minutes from the October 13, 2015 Public Safety Committee meeting were continued to the next regular meeting.

Discussion of items listed below:

Community Watch

Adam Castaneda showed samples of the different types of signs. He said that the sign maker guarantees them for 10 years. He said that he only needs an email from Council Member Creighton to move ahead with the production. Council Member Creighton said he would do that and he will also talk to the City Manager about the funds for ordering the mounting hardware. He said that he would like to see the signs with mounting hardware and location map ready to install in January.

Klaas Kids Foundation Print-A-Thon

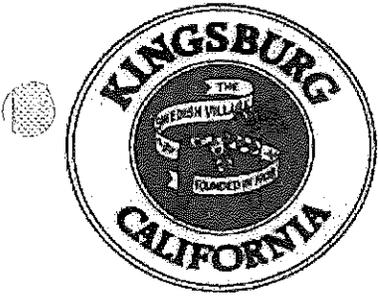
Conni Delinger said that she should have the necessary paperwork from the School District by the end of the month. Wayne Osborne said that the Fire Station has been reserved for April 30th. Council Member Creighton said that he will have the signed commitment ready to go when the funding is secured.

Other Business – None

Adjourn – At 4:20 P. M. Chairman Creighton adjourned to the next meeting, January 12th 2016.

Submitted by:


Sue Bauch, Assistant City Manager/City Clerk



Meeting Date: 12/9/2015
Agenda Item: 4

FINANCE COMMITTEE STAFF REPORT

REPORT TO: Finance Committee
REPORT FROM: Neil Dadian, Chief of Police
AGENDA ITEM: Kingsburg Police Department Dispatch Proposal

REVIEWED BY: 
12-4-15

ACTION REQUESTED: Ordinance Resolution Motion Receive/File

EXECUTIVE SUMMARY

The Police Department has sought an alternative to the cost of staffing its own dispatch center and is seeking to contract with the County of Fresno through its Sheriff's Office for law enforcement dispatch/911 services.

Current annual expenditures are \$262,878.00 in labor cost for fulltime employees and \$20,000 for per-diem employees. This is an annual cost of \$282,878.00. The Fresno County Sheriff's Office can provide fulltime dispatch/911 services for an annual cost of \$171,097.68. This realizes an annual savings of \$111,780.32.

The dispatch center is experiencing a variety of equipment issues. The base station radio console needs replacing at a cost of approximately \$35,000.00. The dispatch center also needs upgraded computer and software in order to the CAD programs at full capacity. The dispatch center is also due for a 911 upgrade and any contract with the Sheriff with a five (5) year window after the upgrade would require a prorated reimbursement of \$216,000.00.

A new position of Police Services Technician would be created to maintain the records and front counter functions and fill a critical need for property and evidence maintenance. Recruitment for that position would come from within our current compliment of Public Safety Dispatchers (PSD). Under the proposal all four (4) Public Safety Dispatcher positions would be eliminated and as part of the agreement, the Fresno County Sheriff's Office would offer jobs to all four (4) or the remaining PSD employees.

KPD would establish regular business hours and a ring-down line direct to Sheriff's Dispatch will be installed outside the lobby of KPD, for those who show up at the KPD for service outside of business hours.

RECOMMENDED ACTION BY CITY COUNCIL

1. Recommend approval of a contract with Fresno County Sheriff's Office for fulltime dispatch services at an annual cost of \$171,097.68 or \$14,258.14 per month. To cover the cost of purchasing the portable radios the monthly cost would be \$14,613.98 for the first 60 months of the agreement or \$175,367.76 for the first five (5) years. This realizes an annual cost savings of \$107,510.24 which can be redirected to hiring a Police Services Technician and an additional Police Officer position and purchases much needed portable radios which are failing and non P25 compliant.

POLICY ALTERNATIVE(S)

1. The Council can choose not to approve the recommended actions, which will result in continued annual employee costs, a cost of \$40,800 to improve the current dispatch center, and will require an upgrade of the 911 system, and a cost of \$21,320 cost to purchase new portable radios.

REASON FOR RECOMMENDATION/KEY METRIC

1. Personnel cost savings
2. Capital outlay for replacement equipment cost savings
3. Addition of a Police Services Technician to provide counter service, records, property/evidence function
4. Addition of a Police Officer position
5. Purchase of portable radios at zero interest

FINANCIAL INFORMATION

FISCAL IMPACT:

- | | |
|------------------------------|------------|
| 1. Is There A Fiscal Impact? | <u>Yes</u> |
| 2. Is it Currently Budgeted? | <u>Yes</u> |
| 3. If Budgeted, Which Line? | <u>N/A</u> |

FINANCIAL SUMMARY

See attachments.

PRIOR ACTION/REVIEW

None

BACKGROUND INFORMATION

Law enforcement dispatch and 911 services is an essential function of the Kingsburg Police Department. Continued operation of its own dispatch center is becoming increasingly costly and problematic. The Police Department has sought an alternative and is seeking to contract with the County of Fresno through its Sheriff's Office for law enforcement dispatch/911 services.

Historically, the City of Kingsburg Police Department has operated its dispatch center with a solo dispatcher working an eight-hour shift, answering incoming 911 calls, business lines, all radio traffic, lobby traffic, records processing, and other assigned tasks.

The Kingsburg Police Department is currently expending \$262,878 in labor cost to operate its own fulltime communications/911 dispatch center, with an additional labor cost of \$20,000 for per-diem employees. This is an annual cost of \$282,878.00. The Fresno County Sheriff's Office can provide fulltime dispatch/911 services for an annual cost of \$171,097.68. This realizes an annual savings of \$111,780.32.

The Kingsburg Police Department has four (4) fulltime Public Safety Dispatcher (PSD) employees and one (1) fulltime Records/Dispatch Supervisor employee. In addition to their dispatcher and 911 responsibilities, each PSD is also responsible for a variety of police records functions, front counter, and other customer services. Current employee productive hours allow staffing at approximately 85% of fulltime needs. Fulltime need is 1,095 eight (8) hours shifts per year. Present staffing (based on 1880 productive) allows staffing for 940 shifts per year, leaving an approximate 85% deficit in manpower. Supervisory backfill, per-diem employees, and overtime fill the remaining need. Meal and personal breaks for dispatch employees require a police officer to come in from the field to man the dispatch center. This is a loss in productive time for the police officers.

KPD normally gets its per-diem pool from Selma, Reedley, and Hanford Police Departments. The per-diem pool has been affected due to those agencies finding themselves shorthanded and our per-diems are called into their own

departments to work overtime leaving them limited time available to work in KPD dispatch center. This leaves the Records Supervisor to cover shifts or management ordered overtime. At one point KPD had five (5) fulltime dispatch positions, which allowed all shifts to be covered and provided overlap during peak times. This position was eliminated during the financial crises.

Of the four (4) current employees one (1) is in the hiring process for an officer position with CHP, and another is pregnant and will be out on leave. It is anticipated that both of these employees will be gone in March/April 2016.

Under the proposal, all four (4) Public Safety Dispatcher positions would be eliminated and a new job classification created, Police Services Technician, which is a critical need in the police department, to be filled by one (1) employee. In addition to front counter and records duties, this employee would also be responsible for the day to day maintenance of property and evidence which has never had a properly trained and dedicated employee responsible for this task. Recruitment for that position would come from within our current compliment of PSD. As part of the contract, the Fresno County Sheriff's Office would offer jobs to all four (4) or the remaining PSD employees, if they choose to accept the offer, conditional on passing employment screening.

The dispatch center is also experiencing a variety of equipment issues. The most serious is the base station radio. The radio is a circa 1980's Motorola console radio that was donated by the Clovis Police Department in 2002. The service provider advised about two years ago that Motorola no longer makes parts, parts are not otherwise available, and the radio is no longer serviceable. Replacement cost for a new radio console is approximately \$35,000.00. The dispatch center also needs upgraded computers as it currently has only one upgraded computer that is able to run the Computer Aided Dispatch (CAD) software at full capacity. The other two computers have outdated software and hardware and are not able to run our CAD programs at full capacity.

There have been technology advances in equipment and software that KPD does not have. In addition to the outdated radio console, computer hardware and software, KPD lacks a phone voice recording system on our phone lines, which is a common investigative and prosecutorial tool and frequently requested by District Attorney's Office for case prosecution. We have never been able to provide this information. KPD mapping system is inadequate and Geo files are not up to date making it difficult to use the CAD system to its full potential. KPD does not currently have GPS in its patrol vehicles, which is a best practice. The cost of the GPS hardware aside, the with the mapping system being out of date the inadequate computer hardware and software in KPD dispatch would not support the service. Data volume will continue to increase in quantity and form with the oncoming implementation of Next Generation 911, which will allow the public to transmit audio, video, and still images as they report emergency events. KPD is not in a position to keep pace.

Other equipment problems that bear on the issue is that of portable radios for field personnel. Currently KPD has six (6) different models of portable radios for a total of 25. Some of the older portable radios are underpowered and will not work on the Sheriff's radio system and several more are in need of repair or replacement due to age. Only three (3) are P25 compliant.

KPD is due for a 911 upgrade. \$216,000 allocated. Of that \$160,000 is for AT&T 911 phone line upgrade and the remaining \$56,000 has specifics on it use such as office furnishings and ergonomics for employees. KPD has a financial obligation of approximately \$2,000.

The cost savings of \$107,510.24 will be used to create and staff the Police Services Technician (PST) at an approximate annual cost of \$61,012.80 and add a Police Officer (PO) position at the approximate annual cost of \$74,212.00. This would be a total annual cost of \$135,224.80 for both positions. The additional Police Officer position would begin later in FY 16/17. Any cost savings realized this FY and not allocated to fund the Police Services Technician could be used to purchase portable radios outright.

ATTACHED INFORMATION

1. Cost Breakdown for NOT Transitioning to FSO
2. Cost Breakdown for Transitioning to FSO
3. Proposed Use of Cost Savings
4. Police Technician Job Specifications

Cost Breakdown for NOT transitioning
Attachment 1

Expected Wage Expenditure	
Andersen	\$ 54,014.00
Chesebro	\$ 71,697.00
Simas	\$ 70,957.00
Zimmerman	\$ 66,210.00
Per Diem	\$ 20,000.00
Total Yearly Cost	\$ 282,878.00
Capital Expenditures	
*Radio/Logging Recorder	\$ 35,000.00
Head Sets X 5	\$ 600.00
Computers X 3	\$ 4,000.00
Programing of Computers @100.00	\$ 300.00
911 Upgrade wiring Net Clock	\$ 500.00
Battery Back Ups /APC Pro 1500 X3	\$ 400.00
Total	\$ 40,800.00
9-1-1 Upgrade State allotment	\$ 216,000.00
AT&T Cost for Upgrade	\$ 160,000.00
Furniture	\$ 56,000.00

<i>City would be responsible to pay</i>
<i>State back at a prorated cost if city contracts</i>
<i>with FSO before 5 year window.</i>
<i>* Monthly maintenance not included</i>

Cost Breakdown for Transitioning
Attachment 2

Payouts	
Andersen	\$ 3,973.64
Chesebro	\$ 8,669.99
Simas	\$ 3,783.69
Zimmerman	\$ 2,157.38
Total	\$ 18,584.70

Capital Expenditures		One Time Fee	Monthly Fee
Radios	\$ 21,320.33		\$ 355.84
FSO monthly contract fee	\$14.61 x11,711	60 mo.	\$ 14,258.14
Automated Sally Port Gate x1		\$ 815.00	
Install Exterior Call Box x1		\$ 1,770.00	
AT&T Landline installation X1		\$ 75.00	
AT&T Landline monthly fee			\$ 90.00
Total		\$ 2,660.00	\$ 14,703.98

\$ 176,447.76

Proposed Use of Cost Savings
Attachment 3

Police Services Tech.	Total Cost	\$	61,012.80
Police Officer	Total Cost	\$	74,212.00
	Grand Total	\$	135,224.80

Class Title: Police Services Technician

Definition: To perform variety administrative and technical duties related to police records, evidence, and police operations under general supervision. Assignments could include: multi-tasking with heavy public contact, record keeping, document processing, perform functions that involve the public, courts, various City departments, and other law enforcement agencies and related work as required.

Distinguishing Characteristics:

Under the direct supervision of the Records Supervisor or general supervision from supervisory personnel, incumbents perform a full range of duties independently, with occasional instruction or assistance; unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit.

Duties and Responsibilities:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Maintains and monitors complex, specialized, technical, and sensitive police records, evidence custody documents, chain of custody documents, property receipts, and filing systems requiring considerable knowledge of the subject.
2. Maintains, processes, and keeps custody of property and evidence including firearms, money, and drugs according to agency policy, industry standards, and best practices.
3. Collects appropriate fees; accounts for all monies received; provides information about services, permits, release of records, etc. to the public; assists with registering and processing sex/narcotic/arson offenders; processes restraining orders as required by law; performs validation of records entered in the NCIC system.
4. Types and edits complex, technical and specialized reports, letters, memos, statistical information, legal documents, charts, and forms from typed and handwritten rough drafts, written copy, and verbal instruction using data retrieved from the records; initiates, recommends, revises, and implements procedural changes to records.
5. Receives and screens visitors and calls and provides information requiring technical knowledge of department operations and procedures; receives and responds to inquiries requesting information and copies of reports; maintains moderately complex operating and activity records.
6. Assists in training and orientation of new employees.
7. Arranges for or transports evidence to crime lab for analysis.
8. Testify in court, as required.
9. Maintains training room schedule.
10. Other duties as assigned.

Minimum Qualifications:

Education: High school graduation or GED equivalent.

Experience: Any combination of experience and training which demonstrates the ability to perform the duties of the position. A typical way to obtain the knowledge, skills, and abilities:

- Three years of increasingly responsible office and/or clerical work within a Police Department.
- Must be 18 years of age at the time of appointment.
- Valid California's Driver's License.

Knowledge of:

English, spelling, grammar, punctuation, arithmetic, and vocabulary.

Modern office practices, procedures, filing systems and equipment.

Organization, structure, and operation of a law enforcement department.

Relevant Federal, State and local regulations, laws, and ordinances pertaining to law enforcement records including the State Penal Code, Vehicle Code, and federal laws related to police records operations.

Knowledge of Microsoft Office 2013 including Word, Excel, Outlook, PowerPoint, and Publisher.

Ability to:

Ability to work nights, weekends, and holidays.

Review and analyze documents related to department operations.

Observe, identify, and problem solve office operations and procedures.

Understand, interpret, and explain department policies and procedures.

Explain and problem solves office issues for the public and with staff.

Understand and follow complex written and oral instructions.

Perform basic arithmetic computations with speed and accuracy.

Operate and use modern office equipment including a computer and various software packages.

Type and enter data at a speed necessary for successful job performance.

Maintain sensitive information on a confidential basis.

Perform office/clerical duties with many interruptions. Ability to multitask.

Maintain moderately complex, technical, and sensitive police records as well as office, clerical, and fiscal records, assemble and organize data and prepare reports from such records.

Train new employees in the basics of records management.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with Police Department personnel, City personnel, other agencies, and the general public.



Kingsburg Police Department Dispatching Operations
Frequently Asked Questions
City Hall - (559) 897-5821
1/5/2016

The City of Kingsburg's Police Department currently provides in-house 911 dispatching for police-related calls for service. In an effort to continue to provide the best quality of service, staff has examined all levels of the Police Department's operations, including the option of contracting with Fresno County Sheriff's Office for dispatching services.

Given the nature of the potential change, this document provides information related to frequently asked questions. If you are still unable to find the answer you're looking for, please call City Hall at 897-5821 or email [Police Chief Neil Dadian](#), or [City Manager, Alex Henderson](#). We also encourage you to sign up for our weekly e-newsletter, the [Kingsburg Carrier](#), which contains current, relevant information to keep you informed.

Q. Has the decision to contract 911/dispatching services already been made?

- A. No final decision has been made at this time. City staff, with direction from the Finance Committee, has been researching the issue for the past several months. Staff presented their findings to the [Finance Committee](#) during a public meeting on December 9, 2015. The Committee has since made the recommendation to present the findings to the City Council.

In addition, the City's Public Safety Committee is slated to consider the information during their Tuesday, January 12 meeting. Council will consider the proposal at an upcoming, publically noticed meeting.

Q. Why are we considering contracting out dispatching services?

- A. When hired, Police Chief Neil Dadian began examining all Police Department operations in an effort to improve upon existing services and provide opportunities for improvement.

Our current dispatch operates 24-hours a day, with the Police Department lobby open to the public at all times. Current staffing levels do not meet the number of shifts required, and those 'gaps' are filled with Per Diem employees or employee overtime.

In addition, the current center is in need of major capital equipment investment (base station radio, 911 upgrade, and handheld radio replacement). Our equipment is old and failing, and the time to make a decision on continuing with the existing operation or subcontracting is imminent.

Q. What are the reasons for outsourcing the operation?

- A. This change is being recommended for both financial and safety reasons. While our current operation meets existing requirements, keeping up with changing technology demands and investments becomes a very costly proposition for a single community like ours. By joining with a larger operation, those costs are lowered through an economies of scale.

We also have only one dispatcher on-duty at any given time. When that one dispatcher is unavailable or on another call, additional calls either are placed on hold until the dispatcher is able to get to it.

Q. How would this change affect response times?

- A. City staff is working hard to ensure there would be no degradation in 911 emergency call-taking and dispatching. In short, the only thing changing when you make a call is where it is answered on the other end. Call routing and response times would be no different than the existing operation.

Calls for service in a particular jurisdiction are dispatched immediately or, based upon the availability of the field units, the field sergeant for that police agency is notified of a call holding and the sergeant determines to either break the field units to handle the new call or hold the new call until an officer is available. The Sheriff's Office does not determine how long a call holds, the supervisor for the police agency does. It is important to remember that response times are based on the availability of the police officers in the field and not the call taker or dispatcher.

Currently, when you place a 911 call on a mobile device, the jurisdiction that answers your call depends upon the closest mobile tower that picks up your call. Depending upon where you place a call now, it could be answered by one of the following agencies:

- Kingsburg Police Dept.
- Fresno Co. Sheriff's Office
- California Highway Patrol
- Tulare Co. Sheriff's Office
- Kings Co. Sheriff's Office
- Selma Police Dept.

All of these calls are then routed to the appropriate jurisdiction. Our Police Chief would never support a service change that might put residents and first responders at risk. Staff believes this is the right thing to do in order to best serve our residents when it matters the most - during a time of emergency.

Q. Is this all about lowering costs?

A. No. While cost savings is certainly an incentive, the safety of our residents is the primary concern.

Q. How would residents' safety be improved through contracting?

A. As mentioned, our current center only has one 911 dispatcher on-duty at any given time. If the dispatcher is unavailable or on another call, future calls are placed on hold, which can impact response time. This also puts strain on the officer on-duty who cover breaks, etc., meaning they would be taken out of the field or away from their police work.

Contracting the service with FSO would mean Kingsburg would have a dedicated dispatcher on-duty at all times. Even during peak call periods, the FSO has the technology and ability to take all calls. For example, the State has a mandate that all 911 calls must be answered within 10 seconds – which is about 3 rings. FSO also tries to adhere to a 3 ring maximum for non-911 calls as well.

In addition, City staff is recommending that the savings experienced through contracting the service be reinvested directly into the Police Department, providing more services to our residents.

Q. Are there financial benefits to contracting the service?

A. Yes. As with any consolidation consideration, there are always economies realized by joining a larger group with a shared goal (in this case, enhanced emergency response to residents).

Q. What type of cost savings are there? How will these funds be redirected?

A. Using today's dollars, the City projects a savings of \$111,780 per year. This equates to over \$1.1 million saved over a ten-year period.

Staff is recommending that these savings be reinvested directly into the Police Department. Specifically, the funds would be used for the following:

- Police Services Technician (non-sworn position)
- Full-time Police Officer

Staff believes that utilizing the savings in this manner provides additional public safety to Kingsburg residents. We're able to provide efficient dispatching services, take business hour walk-ins, and provide an additional officer on the street.

Q. What will happen with the existing dispatch employees?

A. Each of our existing employees will be offered the opportunity to apply as a public safety dispatcher with Fresno Co. Sheriff's Office. In addition, the City will be utilizing a portion of the cost savings to hire a Police Services Technician. Current employees will have the ability to apply for this position as well.

Q. If contracting is approved, will there be anyone left to man the police station lobby?

A. The City Police Department would maintain regular business hours – open from 8:00am – 5:00pm, Monday - Friday. Walk-ins would be handled by the newly created Public Services Technician position. After hours, a telephone, or 'ring down line' is placed outside the lobby doors and anyone utilizing the phone will be connected with a live person at FSO.

Q. How will dispatchers at Fresno Sheriff's Office be able to direct Kingsburg first responders?

A. First and foremost, the police officers responding to the call for service will remain Kingsburg officers. These experienced officers know exactly where they need to go with a simple address. The only difference is they are communicating over the radio with an individual at a new location.

Second, FSO has digital mapping systems at their disposal that are more advanced than the equipment currently utilized at the existing Kingsburg center. Current technology improvements allows for efficient, centralized dispatching.

FSO utilizes a sophisticated Computer Aided Dispatching (CAD) program. Once a dispatcher enters a call for service into the program, it can be viewed immediately by officers in the field (all patrol cars are equipped with a laptop).

Lastly, many rapidly developing critical incidents require the awareness, notification, or even the response of multiple law enforcement and other public safety agencies from multiple jurisdictions. Having many of those resources coordinated through one Public Safety Access Point is a valuable time saver and enhances officer and public safety.

Q. Do we have to contract now to a new call center?

A. No, we are not required to make this transition, but extenuating circumstances and timing are driving the discussion. Certain "legacy" software and hardware at our current center will need to be upgraded in the short-term, and that expense will require a significant investment. As such, staff has examined both long and short-term costs for continuing the operation in-house and contracting with another agency.

In addition, new NextGen 911 guidelines will be implemented over the next several years, requiring more sophisticated software investment and employee training to meet the demands of public safety.

Q. What are the national and regional trends in 911 dispatching?

A. The regionalization of 911/dispatching services is a national trend being driven by two significant factors:

1. The complexity and rapid pace of technological changes within dispatching operations.

2. The ability of regional 911 centers to more efficiently staff operations and to handle larger emergencies.

In fact, many State legislatures are requiring that these centers be regionalized for the purpose of realizing cost savings and improved efficiency. Having Kingsburg be a part of a regional service ensures that we will remain on the forefront of new technology, providing the best service to our residents.

Q. What expenses would the City incur to contract services?

- A. The City anticipates it will incur up to \$22,000 in one-time employee "legacy" costs. The City will also be responsible for purchasing new handheld radios, regardless of whether we consolidate services or not. However, if we contract with FSO, they have agreed to purchase the radios and allow us to pay them back over 5 years at 0% interest. The cost of new handheld radios is \$21,320.

Q. How much does it currently cost to operate dispatch?

- A. Using current employee wage/benefit costs, the City expended \$282,878 in FY 2014-15. Using the population numbers provided by California Dept. of Finance (11,711), this would equate to a per capita cost of \$24.15 for dispatching services.

Q. What are the long-term contracting costs?

- A. The City is responsible to pay a per person fee to the County. Currently, that fee is set at \$14.61 per person (population is set by California Dept. of Finance). This fee is set by the County Board of Supervisors. The fee per person only changes with Fresno County Board approval. The fee that Fresno County charges per person is the same fee that all municipalities that contract are charged. Any decision to amend the fee would elicit input from each of those jurisdictions.

Either entity has the ability to dissolve the contract with proper notice, per the proposed language.

Q. What would happen to the other duties currently being provided by the existing dispatchers?

- A. The Police Department has compiled a list of ancillary duties currently performed by dispatchers. Many of these duties will be filled by the newly created Police Services Technician position. This position will also be responsible for oversight of our property and evidence room, maintenance of sensitive police records, fee collection and other administrative functions.

Q. What about non-emergency calls?

- A. All non-emergency calls will be processed the same way they currently are, just at a different location. If you have a police call for service, your information will be taken by the Sheriff's Office Dispatch Center and a police officer will be dispatched.

If you have business of an administrative nature, you will be directed to the Kingsburg Police Department business line and your needs will be met by the Police Services Technician. During non-business hours you will be able to leave a message and the call will be returned during the next business day.

While this list is intended to provide answers to many of the questions we've received, please contact City Hall at 897-5821 if you have additional questions or concerns. You can also email [Police Chief Neil Dadian](#) or [City Manager Alex Henderson](#). Don't forget to sign up for the [Kingsburg Carrier](#).

###