



# Emergency Dispatch Center Consolidation Study

**Joint Transportation Committee**

January 7, 2015

# Origin of the consolidation study:

- **Engrossed Substitute Senate Bill (ESSB) 5024 (7)**
- **The Washington State Patrol (WSP) shall work with the State Interoperability Executive Committee (SIEC)**
- **Compile a list of recent studies; evaluating the potential savings and benefits of consolidating law enforcement and emergency dispatching centers**
- **As part of this study, the Washington State Patrol must look for potential efficiencies within state government and all studies must be taken into consideration in making recommendations to the committee.**
- **Report findings to the Joint Transportation Committee by December 1, 2014**

# List of recent consolidation studies:

- **Pierce County - South Sound 911 (SS911)**
- **King County - GeoComm - E-911 Program Office**
- **Yakima County - Yakima Sheriff's Office (SUNCOM)**
- **Benton and Franklin County - Franklin County Sheriff's Office - Southeast Communications (SECOM)**
- **Jefferson County - Jefferson County Sheriff's Office – JEFCOM**
- **Clallam County - Clallam County Sheriff's Office - PENCOM**

# WSP consolidation background:

- The first WSP communications center was established in 1943, located in Olympia. WSP consolidated from 27 Communications Centers in 1983 to the existing 8 district headquarters communications centers by 1993.
- Consolidating (8) WSP Comm Centers into (3) locations:
  - Assumption: Build centers that would last until 2040

The potential locations were identified as:

1. Tacoma (w/ Vancouver & Bremerton)
  - 25 consoles/21.8K sq. ft.
2. Marysville (w/ Bellevue)
  - 18 consoles/ 19K sq. ft.
3. Yakima (w/ Spokane & Wenatchee)
  - 20 consoles/19.8K sq. ft.

# Consolidation Cost Estimates

	<u>Yakima</u>	<u>Marysville</u>	<u>Tacoma</u>
Land	\$329,300	\$2,500,000	\$1,000,000
Facilities	\$3,663,000	\$3,515,000	\$4,033,000
Comm. tower	\$175,000	\$175,000	\$175,000
Microwave hops	\$180,000	\$180,000	\$180,000
Added Staffing	\$287,196	\$391,716	\$234,936
Added Mgmt.	\$5,000	\$70,000	\$5,000
Recruit/Training	\$2,394,522	\$2,394,522	\$2,394,522
Telephone equip.	\$592,990	\$529,427	\$735,356
Leased data circ.	\$45,600	\$45,600	\$45,600
VoIP data network	\$250,000	\$250,000	\$250,000
Console positions	\$1,200,000	\$1,080,000	\$1,500,000
Infrastructure	\$267,359	\$267,359	\$268,487
<b>Total</b>	<b>\$9,389,967</b>	<b>\$11,398,624</b>	<b>\$10,821,901</b>

**Total: \$31,610,492**

# Consolidation Considerations:

- **Increase staffing statewide**
  - **Add 10 Communications Officer Assistants,**
  - 6 Communications Officer 2s and create**
  - 3 Communications Officer 5s**
- **Decrease in Service Quality**
- **Significant Retention, Recruitment, and Training Issues**
- **Command and Control**
- **Land Availability**
- **Radio Coverage**

# State agency consolidation findings:

- 1) Idaho:** Consolidated in 1997 from 6 centers to 3 centers  
Consolidated in 2009 from 3 centers to 2 centers
- 2) Oregon:** Consolidated 1993 from 26 centers to 4 centers  
Consolidated in 2003 from 4 centers to 2 centers
- 3) California:** California's consolidation of communications centers was part of a consolidation of state agencies. Dispatch centers were consolidated from 40-25 throughout the state.
- 4) WSP:** Consolidated in 1983 from 27 centers to 9, then again in 1993 down to the current 8.

# Dispatcher to Radio User/Officer Ratio's

<u>State</u>	<u>State Population*</u>	<u>State Land (square miles)*</u>	<u>Population per square mile*</u>	<u>Number of Dispatch Centers</u>	<u>Number of Radio Users</u>	<u>Number of Dispatchers</u>	<u>Current User Ratio</u>
Idaho	1,567,582	82,643	19	2	646	41	1:16
Oregon	3,831,074	95,988	40	2	622	66	1:9
California	37,253,956	155,779	239	24	8,000	337	1:24
Washington	6,724,540	66,456	101	8	2,688	167	1:16

# Out of state consolidation common lessons learned:

- **The loss of qualified personnel who declined to relocate**
- **Loss of geographic knowledge**
- **Radio coverage limitations**
- **Redundancy**

# Recommendation:

- **No further consolidation of WSP Emergency Communication Centers.**
  - Start up capital outlay costs for facilities, recruitment/training and equipment/technology are cost prohibitive and are not recouped through reduced operating and personnel costs
- **State could further evaluate potential efficiencies within state dispatch services with similar functions.**

# QUESTIONS?

*Presenter:*

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