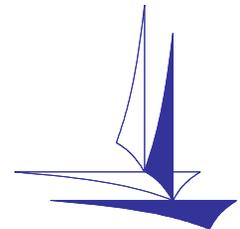


911/311 Shared Services Study

Update briefing
June 22, 2009



Staff direction

- **Add key initiative to business plan to:**
 - **Explore possible partnerships for joint service delivery with Hennepin County and other jurisdictions**
- **Report back by June, 2009**

Report summary

- Potential Partners
- Review previous and current 911 studies
- Recap current discussion with Hennepin County regarding 911
- Evaluate future technology needs and costs

Potential partners

- Extending 311 to Hennepin County
- Hosting HCMC EMS at 911 Extending contracted 911 services to U of M PD
- Minneapolis Regional Virtual Data Fusion
- Merging 911 and Hennepin County Sheriff

311 Services

- City of Bloomington
- Minneapolis Public Housing
- Minneapolis Park Board
- Hennepin County

911 Services

- University of Minnesota
- Hennepin County EMS
- Virtual Data Fusion
- Hennepin County Sheriff 911

Previous/Current studies

- State of MN 2003/2004
- Independent Cities 2004
- Mpls.City/Hennepin County Merger 2004/2005
- Governor's Work Group on Regional Public Safety Answering Points 2009

State of Minnesota (2003-2004)

- Minnesota Legislature passed a law requiring a study of Public Safety Answering Point (PSAP) consolidation and minimum standards

Cost and benefit conclusions

- Larger PSAPS gain less efficiency from consolidation than smaller ones do
- Excess capacity, capital upgrades, low transition cost increases savings potential
- Savings not always realized
- Each specific consolidation requires comprehensive feasibility study

Public safety conclusions

- Strong beliefs that consolidation will compromise public safety services
- Mostly solvable through careful planning and implementation
- Just because these concerns can be solved does not mean they will be solved, and in some consolidations, they have not been solved

Independent cities (2004)

- Study approached the question of feasibility of consolidation of independent community PSAPs in Hennepin County
- Some efficiencies could be realized by various scenarios presented
- No action was taken

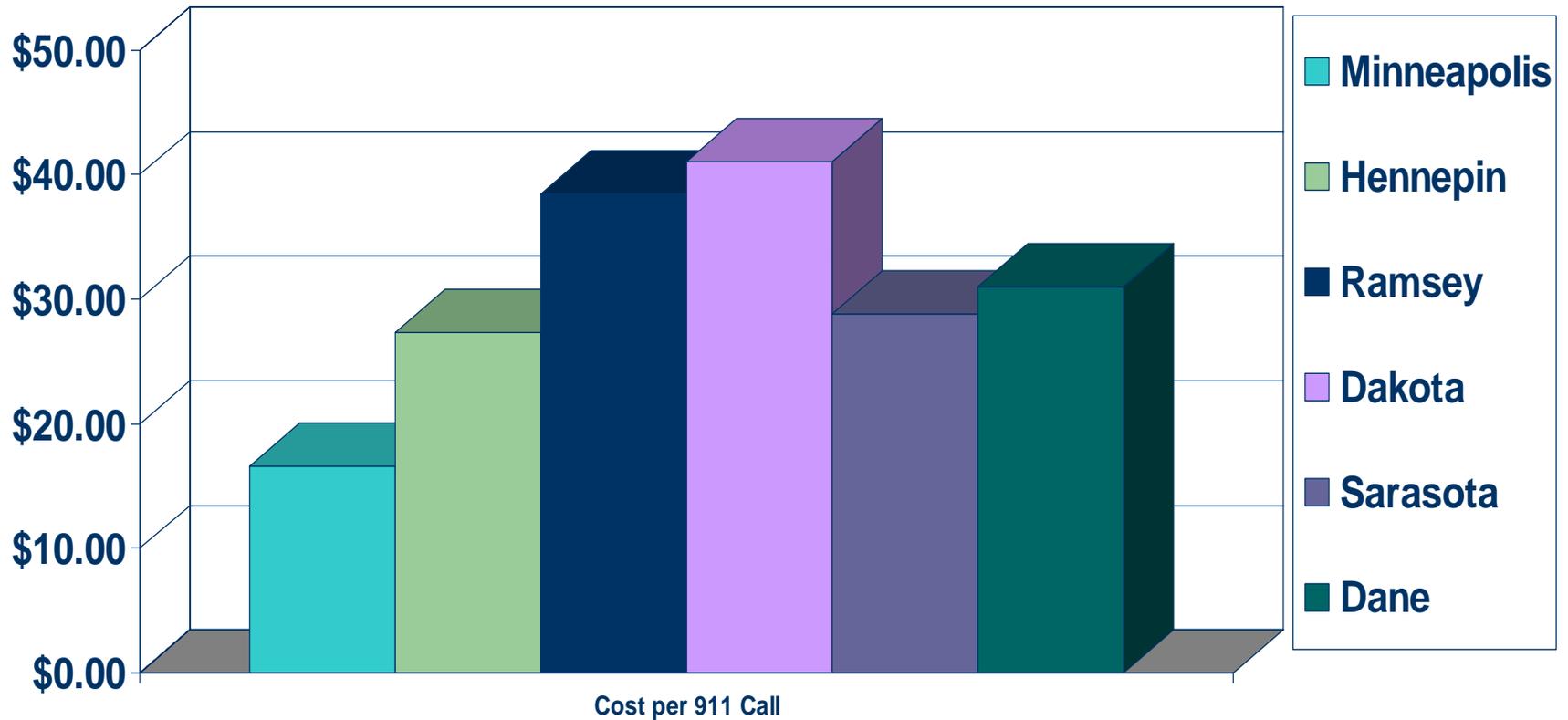
City/County 911 merger (2005)

- “Free 911 service” invitation by County, Council passed resolution to study, stipulating:
 - No diminution of citizens’ and employees’ safety
 - Lowered cost to taxpayers
 - Personnel retention
 - Governance framework that inspires confidence in provision of effective PSAP services

City/County issues identified

- Neither facility capable of handling combined 911 calls: new facility would have to be built
- Current number of city staff needed just to maintain city service level
- Some possible savings in administrative overhead
- Personnel: Sufficient time needs to be dedicated to a range of personnel issues

Cost per 911 call



City/County issues identified

- Technology: County and City each in the process of implementing a new CAD
- Governance: Concerns around service quality and other risks associated with obtaining 911 dispatching services from HCSO would require a legal agreement to mitigate and specify on-going financial arrangements

Outcome

- Urban Area Security Initiatives grant deadline called question before Council
- Council voted to accept the grant and go forward with the CAD acquisition
- Other concerns were the giving up control of a fundamental municipal function, and the potential impacts on labor and service level

Lessons learned

- Sharing 911 services in order to economize is frequently contemplated
- Savings typically result from shared infrastructure.
- Successful consolidation efforts require a spirit of partnership and shared vision. Without this, a critical drive to solve problems is absent, causing safety risks

***New* Governor's work group**

- Governor's Work Group on Regional Public Safety Answering Points
- Develop a comprehensive strategy for regionally based Public Safety Answering Points throughout the state

Work group to recommend:

- Number and potential locations
- Governance structure that encourages collaboration and cooperation
- Funding sources
- Preliminary operating procedures
- Mitigation plan addressing concerns identified in the 2004 Report
- Incentives to encourage migration
- Implementation plan

911 Technology Outlook

- 911 Phone System replacement with Next-Generation 911 ~ 2013
 - \$2 million
- CAD Stable; next replacement ~ 2016
 - \$10 million
 - CAD servers 5 years or sooner
 - \$450K

Consolidation case studies

a tale of two counties

- Dakota County Emergency Communications Center (DCC)
 - Ramsey County Emergency Communications Center (ECC)

Summary

- Potential partners identified
- Complexity of 911 consolidation requires thorough study of each specific combination of agencies
- Certain conditions point to a greater chance of success
- The current Governor's study should be closely followed

911/311 Shared Services Study

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