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**PROFESSIONAL SERVICE AGREEMENT
FEASIBILITY STUDY FOR THE CITY OF TAUNTON TO JOIN
THE SOUTHEAST MASSACHUSETTS REGIONAL EMERGENCY
COMMUNICATIONS CENTER
REPORT PRESENTATION
JANUARY 11, 2022, AT 7.00PM**

Methodology



- Interviews
- On-site Assessments
- Analyze all aspects of current communications centers operations including technology, training and procedures
- Identify the equipment and interoperability requirements for SEMRECC
- Identify current dispatcher duties that will stay at Taunton
- Conduct Cost-Benefit Analysis

Leadership



- Leadership is a critical factor in the successful consolidation or outsourcing of any services important to the mission of public safety agencies.
- This requires the skills to collaborate with their staff and the community to manage the change process.
- In the course of the interviews, the project team found the Police and Fire Chiefs have the necessary leadership skills to successfully undertake this transition

Benefits of SEMRECC



- **Increased PSAP, call taking, and dispatching efficiency;**
- **Decreased and stabilize cost to community with a substantial return on investment;**
- **Ability to reduce employee count, healthcare, retirement and OPEB Costs**
- **Mobile data integration and data usage for public safety tactical operations;**
- **Provision of emergency management dispatchers who have completed Tactical Emergency Response Training.**
- **Dedicated Training and Quality Assurance staff.**

Cost Savings Summary



Taunton	Annual Savings Amount
Non-Recurring Capital Savings	\$783,000.00
Recurring Cost Savings	\$497,978.45
TOTAL	\$1,289,978.45

Findings



- **The Taunton Dispatch Center**
 - Has restricted space, outdated equipment and utilize full time police officers and fire fighters as dispatch personnel.
 - The layout, equipment and infrastructure do not meet today's standards for emergency communications centers.

- **SEMRECC**
 - Provides 18,000 square feet of available space to allow for expansion capability
 - Designed as a state-of-the-art Emergency Communication Center

- **State 911 Department – Incentives to Regionalize**
 - RECC Development Grants
 - ✦ Equipment and facility improvements
 - ✦ Transition Awards
 - Support and Incentive Grants

- **Financial Savings**
 - Annual recurring cost savings of \$497,973.45

Recommendations



Based upon the data collected and the analysis conducted for the RECC options, the following Recommendations are made:

- Consolidate Taunton into SEMRECC;
- Develop an outreach program for Taunton residents and businesses regarding the upcoming planned consolidation;
- Develop a plan to assess the administrative and security needs for the Taunton Police and Fire Departments.;
- Utilize established operational policies of the SEMRECC to ensure appropriate resources are provided in a timely manner and to negotiate any need changes.
- Develop a transition training plan for any changes to current dispatch policies for police, and fire personnel ; and
- Assist SEMRECC in seeking State 911 RECC Developmental Grant Funding to aid the transition and integration