



VESTAVIA HILLS / SHELBY COUNTY 911 PARTNERSHIP

A HISTORY OF VESTAVIA HILLS DISPATCH

- ▶ The original City Hall location housed Police, Fire, Dispatch, and City Government.
- ▶ Fire Station #1 was relocated adjacent to City Hall in 1991 allowing more space to meet the demands of a growing city

A HISTORY OF VESTAVIA HILLS DISPATCH

- ▶ Dispatch operations historically had been under the supervision of the Fire Department
- ▶ In 2012 Vestavia Hills Dispatch was composed of 12 full time employees with salaries and benefits

A HISTORY OF VESTAVIA HILLS DISPATCH

- ▶ Fire Administration had been very involved in creating a Multi-Jurisdictional dispatch facility for over a decade
- ▶ In 2013, Vestavia Hills ultimately sought to outsource services to an established dispatch center

CHALLENGES FACING DISPATCH SERVICES

- ▶ Lifecycle replacement of dispatching console technology was desperately needed
- ▶ Training was needed due to upcoming retirements of dispatch personnel

BENEFITS OF OUTSOURCING DISPATCH SERVICES

- ▶ Plans to construct a new city hall were being developed
- ▶ Personnel costs were 818,000 for FY2013
- ▶ Total operational cost for dispatch was \$1,022,000
 - ▶ Projected E-911 revenue was \$630,000

BENEFITS OF OUTSOURCING DISPATCH SERVICES

- ▶ Economies of scale
 - ▶ Contracting through a larger agency, we would benefit from better trained more seasoned staff
 - ▶ Larger dispatch center could handle larger volume of calls if necessary
 - ▶ Improved ISO score related to ECC

RESTRUCTURING CONCERNS

- ▶ Current dispatch employees
 - ▶ Given an opportunity at Shelby 911
 - ▶ Assistance was given to find other employment through transfer
- ▶ Loss of service at any point during the transition would be catastrophic

HOW IT WORKS TODAY

- ▶ The City of Vestavia Hills currently operates as an Emergency Communication District (ECD) that contracts with Shelby 911 for their services as a Public Safety Answering Point (PSAP)

Why Consolidate?

Cost Savings

Faster Response Times

Increased Inter-operability

Consistent Staffing

Better Training Opportunities

Reduced Liability

Consolidation Models



Combined

One agency provides all services and employees for the consolidated departments.

Agencies

- Jefferson County 911
- Shelby County 911
- Blount County 911

Advantages

- Most Efficient
- Best Response Times
- Most Inter-operability
- Reduced Liability

Disadvantages

- May Require Uniform Operating Procedures
- Less Direct Control
- Difficult To Exit

Co-Located

One agency provides facilities, equipment and some employees for the consolidated departments. Key employees and dispatchers still work for and report to their home department.

Agencies

- Madison County 911
- Tuscaloosa County 911

Advantages

- Retain Significant Control
- Savings on Building, Equipment & Some Personnel
- Reduced Response Times
- Better Inter-operability

Disadvantages

- Retain Responsibility For All Personnel & Operations
- Staffing Challenges Still Exist
- Lead To Interagency Challenges
- Difficult To Exit

Virtual

Each agency maintains its own location and employees. Consolidated agencies share expensive equipment (911 phone systems, computer dispatch systems, radio systems) and sometimes provide overflow support.

Agencies

- Wiregrass Region

Advantages

- Retain More Control
- Savings on Equipment
- Better Inter-operability

Disadvantages

- Retain Responsibility For All Personnel & Operations
- Staffing Challenges Still Exist



Path to Consolidation

Collective Interest in Consolidation

Technical and Process Analysis

Contract/Agreement Negotiations

Technology and Policy Updates

Hiring and Training

Cutover



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