

**Commonwealth of Massachusetts**

**Executive Office of Public Safety and Security  
State 911 Department**



**Regional Public Safety Answering Point and Regional Secondary Public Safety Answering Point  
and Regional Emergency Communication Center  
Development Grant  
Guidelines and Application Package  
Fiscal Year 2013**

**Deval L. Patrick  
Governor**

**Timothy P. Murray  
Lieutenant Governor**

**Mary Elizabeth Heffernan  
Secretary, Executive Office of Public Safety and Security**

**Frank Pozniak  
Executive Director, State 911 Department**

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[www.mass.gov/e911](http://www.mass.gov/e911)**

**All applications shall be mailed or hand-delivered. No applications will be accepted via fax or email. All applications must be received by 5:00 PM on Friday, March 16, 2012.**

FISCAL YEAR 2013 STATE 911 DEPT. REGIONAL PSAP AND REGIONAL SECONDARY PSAP AND RECC DEVELOPMENT GRANT

Applying to Be: (please check one)

- Regional Emergency Communication Center
- Regional PSAP
- Regional Secondary PSAP

<b>1. Name of Entity</b>	Town of Ashburnham (Communications Center)
Address	99 Central Street
City/Town/Zip	Ashburnham, Ma 01430
Telephone Number	978-827-4110
Fax Number	978-827-5703
Website	www.ashburnhampolice.com
 <b>2. Name/Title of Authorized Signatory</b>	Loring Barrett Jr., Chief of Police
Telephone Number	978-827-4110
Fax Number	978-827-5703
Email Address	chiefbarrett@comcast.net
 <b>3. Contact Name/Title for Grant Questions</b>	Same as above
Telephone Number	_____
Fax Number	_____
Email Address	_____

**4. Total Grant Program funds requested.** \$358,870.55

**5. Goal and Desired Outcome**  
 Through its submission of this application to the State 911 Department, the applying governmental entity affirms that the primary goal of the State 911 Department Regional and Regional Secondary PSAP and Regional Emergency Communication Center Development Grant program is to support the development and startup of regional and regional secondary PSAPs and regional communication centers, including the expansion or upgrade of existing regional and regional secondary PSAPs, to maximize effective emergency 911 and dispatch services as well as regional interoperability.

**6.** Sign below to acknowledge having read and agreed to the grant conditions and reporting requirements listed in the application packet.

Signed under the penalties of perjury this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

**ORIGINAL SIGNATURE OF AUTHORIZING SIGNATORY**  
 (in blue ink)

**DATE SIGNED**

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**BUDGET WORKSHEET**

CATEGORY	TOTAL
A. PSAP 911 CPE for Regional Secondary PSAPs <b>Current Regional Secondary PSAPs only and requires pre-approval.</b>	\$
B. Feasibility Study	\$
C. Project Management Services	\$50,000.00
D. Transition Expenses	
E. Architectural and Engineering Services	\$
F. Construction	\$
G. Equipment (associated with the provision of enhanced 911 services that is not directly provided by the Department and/or equipment to be used to foster the development and startup of regional PSAPs, regional secondary PSAPs, and RECCs or the expansion or upgrade of existing regional PSAPs and secondary PSAPs.)	\$308,870.55
<b>TOTAL*</b>	<b>\$ 358,870.55</b>

\*Total amount must exactly match amount requested on application page

**ATTACH QUOTES OR ESTIMATES (WITH SUPPORTING DOCUMENTATION FROM THE VENDOR)**

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Please accept this application for the 9-1-1 development grant as a commitment by the Town of Ashburnham to become a Regional 9-1-1 PSAP Center, providing 9-1-1 service to the Town of Ashby. Both communities are committed to aggressively phase into regionalizing as a full Regional Emergency Communication Center (RECC) in the near future.

The Town of Ashburnham is located in the far Northeast quadrant of Worcester County providing 24 hour E-9-1-1 dispatching, police, fire and EMS services to a population of over 6,000 residents and a large population of transients. The Town of Ashby borders the northeast corner of Ashburnham and is located in the far Northwest area of Middlesex County and also provides 24 hour E-9-1-1 dispatching, police, fire and EMS services to a population of just over 3,000 people.

Since early 2009, the Towns of Ashburnham and Ashby have discussed and studied regionalization options for our communication centers. Both Towns participated in a State E-9-1-1 department funded feasibility study, which also included Gardner, Winchendon and Templeton. Unfortunately the study created more questions than answers, with concerns over a lack of savings plus a number of construction and employee obstacles if all of the communities in the study regionalized. The study also presented a number of other possibilities one of which included the Towns of Ashburnham and Ashby forming a two-town regional communications center in a more streamline direction without the concerns of location and the cost of construction. The Ashburnham Public Safety Building is less than four years old and the communication center is designed and equipped to accommodate two dispatchers. It also has the ability to expand to accommodate three dispatch stations with little effort and cost, making it an ideal location for the regional PSAP or RECC. The towns of Ashby and Ashburnham have a demonstrated track record of successful inter-municipal cooperation, currently sharing the services of a single Town Administrator and pursuing joint purchasing opportunities. A regional PSAP evolving into a regional RECC is a logical next step in this relationship.

Recently a number of meetings involving town leaders, department heads, employees and residents from both communities were held to discuss the pros, cons and challenges facing regionalization of the communication centers. In an attempt to separate the vital few from the trivial many, the working group identified the top three concerns/needs that were essential for a successful transition to a single regional PSAP:

1. Avoid lay-off of dispatchers in Ashby;
2. Maintain or improve the current level of service provided in both communities;
3. Provide Ashby with much needed software (CAD), hardware and improved radio/communication coverage.

Through our application for this development grant, it is the goal of both communities to address the three major concerns listed above proactively and in the best interest of the communities. We believe we have developed a plan to address these concerns while improving the level of services that we respectively provide to our communities.

First, a project manager would be retained to assist with:

- Organization and scheduling among the various agencies and contractors involved
- Oversee the installation of technology, software and hardware
- Assure smooth transition of services.

It is our expectation that if we are successful in obtaining this grant, and once a project manager is in place, we would be prepared to immediately move forward with this project. Although our initial goal is to operate as a regional PSAP, we are preparing to provide service as a partial and/or full RECC by the close of this grant.

We believe that by first preparing to operate as a Regional PSAP, and by having the technology, hardware, software (CAD) and radio interoperability issues addressed and in place, we can immediately begin to operate as a partial or full RECC once we are operational. This plan allows us to address the 3 major concerns that we face in the following manner:

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1. **Avoid Lay-Off of Ashby Dispatchers** – Initially Ashby will retain their dispatcher to continue in their current role with the exception of answering E-9-1-1 calls which will be covered in the regional PSAP by Ashburnham. Both towns will aggressively pursue other employment opportunities within our communities for the dispatchers. Through this process and possibly attrition in either department, we will gradually move in the direction of becoming a full RECC. Because these opportunities could come to fruition relatively quickly, we must be prepared and capable to operate in the capacity of a RECC immediately.
2. **Maintain or Improve Services** - We are committed to improve service to our residents and employees through improved technology, new equipment, improved communications and training. This grant will allow both communities to address these needs. In addition, future grants coupled with savings derived from this regional initiative will allow us to maintain the equipment and provide training to our dispatchers going forward.
3. **Address Ashby's Technology concerns** –Ashburnham currently has IMC (Tritech) CAD system in place for dispatch, Police, Fire and EMS and the related equipment and technology. Ashby on the other hand uses a combination of PAMET for police augmented with manual systems and procedures. The request in this grant will bring Ashby to the same level of technology and equipment as Ashburnham and will facilitate the transition to the RECC. The grant will also provide a new server capable of handling the technology needed for the RECC.

Unlike many communities that are considering a Regional PSAP or a RECC we believe we are positioned to succeed:

1. We have already had a feasibility study completed that included Ashburnham and Ashby as an option.
2. We have a clear direction of where we need to start – and – where we ultimately want to be.
3. We have a new facility already in place and capable of meeting and exceeding our needs as a full RECC.
4. We have full-time dispatch personnel already in place that are academy trained and exceed the State requirements for training.
5. We are in the process of having a quality assurance program in place for July 2012.
6. We believe we could be operating as a regional PSAP prior to January 2013 and prepared to operate as a partial or full RECC shortly after.

Attached with this grant are the itemized quotes that address the equipment and technology needs under Section G. on the budget worksheet. This equipment and technology will allow Ashburnham and Ashby to operate as a regional PSAP, transitioning to a full RECC. Below, I have listed each vendor and a brief explanation as to what services they will supply:

**Tritech Software Systems (IMC)**

- Multi –Agency Dispatching CAD
- Law Enforcement RMS, Admin, Imaging, Vehicle Maintenance, Paging and Attendance
- NCIC/State Interface
- Police and Fire Mobile Client
- Cross Agency Data Share
- Fire RMS, Admin, Attendance and Vehicle Maintenance
- EMS Client and Billing
- Full Data Conversion from PAMET
- One Year Support and Maintenance
- Training For All Systems

**Transcor Information Technologies**

- Six Panasonic CF-31 Toughbook Laptops (4 – Police, 2- Fire/EMS)
- Six Installation Kits
- Six Track Star Licenses (GPS Monitored Via Dispatch in Ashburnham)

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**Guardian Information Technologies**

- Eight HP Tower/Monitor Computers (3-Ashby Police, 2- Ashby Fire, 1- Ashby Dispatch and 2- Ashburnham Dispatch)
- Three HP LaserJet 2300 Printers (1-Ashby Dispatch, 1- Ashby Police and 1- Ashby Fire)
- Server and related items as outlines in quote
- Axis IP Camera (Video/Voice) Allows dispatcher in Ashburnham to communicate with public from the Ashby Police Department.

**Smith Electronics**

- Upgrade Ashburnham's Zetron Radio Consoles to accommodate Ashby's Radio System.
- Install two radio voter systems to resolve radio "dead spots" for Ashby Police/Fire/EMS.

With the success of obtaining this grant, and once the Regional PSAP (or RECC) is fully operational, both communities are confident that the changes will represent a positive impact to our public safety personnel, services and to our residents within our communities as follows:

1. Public safety personnel, including dispatch, police, fire and EMS, will have immediate access to the CAD system. This will allow crucial data within the requesting agency and from other outside agencies to be shared and at the fingertips of our first responders. As currently is the case in Ashburnham, Ashby Police and Fire personnel will be able to obtain this information in the field through the laptop computers.
2. The Ashburnham Communication Center will be equipped with two fully functional repetitive dispatch stations. The secondary station can be utilized to full capacity during anticipated times of increased calls, holidays, special events and major police and fire/EMS events. There will also be a fully functional dispatch station (less 9-1-1) located in Ashby to address additional emergency and non-emergency needs when a dispatcher may need to be posted in their community, such as major weather events.
3. Both communities have always shared mutual aid requests on a regular basis and have a signed mutual aid agreement in place. If we are successful in obtaining this grant, both communities will benefit by having emergency personnel dispatched from one central location. Mirrored equipment and technology will enhance data sharing for responding personnel, which will result in a quicker response and provide a safer environment for our emergency responders. Primary responding units will be tracked via GPS from the Regional Communication Center to assure their safety and accurate location.
4. The deficiencies in Ashby's police and fire/EMS radio system will be addressed by installing 2 voter systems. This will assure increased radio coverage to all responding units in Ashby, including mutual aid responses from Ashburnham. Ashburnham and Ashby police, fire and EMS will now be capable to communicate with one another not only via dispatch, but from vehicle to vehicle. This will enhance the safety of the emergency responders and provide a quicker response to those in need. The enhanced communication will allow for better coordination of local and regional needs during routine events and major disasters.
5. Ashburnham Communication Center currently has operating procedures, rules and regulations in place and is in the process of developing a quality assurance program with the assistance of Powerphone, a recognized provider of quality systems. Currently, all of these programs are developed and enforced by the Chief of Police in Ashburnham with consultation and input from supervisors and dispatch personnel. This process will continue in this manner as we become a Regional PSAP. Once we begin to transition to a RECC, a committee will be appointed by the Board of Selectmen from each community to develop regional operating procedures, policies and standards. The committee will consist of the Police Chiefs, Fire Chiefs and qualified residents from each community. This will be accomplished through the communications director to enhance services across the region.

In closing, Ashburnham and Ashby are committed to regionalization and are approaching it in a thoughtful and disciplined manner. Our approach makes sense financially, addresses the identified technology and service deficiencies, and is responsive

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to the concerns raised in both communities. We believe we have a plan that will allow for a sensitive and realistic timeline that respects employee issues, meets the challenges associated with the installation and training of new technology and equipment, and demonstrates a thoughtful plan to evolve into full RECC. In addition, both Towns are receptive to other communities joining our RECC.

I would like thank you for considering our development grant application and please do not hesitate to contact me (Chief Loring Barrett Jr.) @ 978-827-4110 if I can provide any additional information.