

Dispatch Regionalization Working Meeting  
March 20, 2012 – 4:30 p.m. – Training Room – Ashburnham Public Safety Building

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Present – Ashby: Peter McMurray, BOS; Kathy Bezanson, Dispatch; Joyce, Dispatch; Ed Drew, Police Chief.

Present – Ashburnham: Ed Vitone, BOS; Bill Johnson, Advisory Board; Larry Barrett, Police Chief; Paul Zbikowski, Fire Chief, Duncan Phyfe, IT Advisory Board.

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Ed Vitone opened the meeting by stating that the grant was mailed on March 13<sup>th</sup> and the receipt was confirmed.

He reviewed the strategy change from forming a Regional Emergency Communication Center (RECC) immediately to the formation of a Regional PSAP and transitioning to a RECC as dispatchers resigned or retired from either community. This change was made to avoid any lay-off of Dispatch personnel in Ashby. Dispatcher responsibilities in Ashby would remain the same except for the E911 calls for Ashby would be answered in Ashburnham and relayed to Ashby.

He explained the scope of the grant noting that the server in Ashburnham would be replaced in order to cover the needs of both towns as well as the IMC switch. He noted that in Ashby they would have a new firewall which would be connected through Comcast and would include a network switch, (3) work stations for both Police and Fire as well as printers, phone lines, laptops in the cruisers, etc.

Ed V. stated that the grant committed the towns to transition to a RECC.

Some discussion followed on concerns brought up by the Ashby Dispatch personnel and Chief Drew regarding the lag time that might occur with the PSAP.

Ed V. reviewed the impact on costs and savings for each Town. He did recommend to Ashby that they use Guardian as their system provider. He went on to review the savings progression as they moved forward to achieve the RECC between the two Towns and noted that in order to see the savings we would need to be in the RECC where we would receive additional state funds.

He then reviewed the transition plan to the RECC. A discussion followed on this plan and also on the concerns regarding dispatch training.

It was noted by Ed that the biggest difference at this meeting was that the transition to RECC would happen gracefully. He read the last paragraph of the grant that was submitted and added that this covers the major concern re: employees.

Ed stated that the next step would be the Public Hearing in Ashby on April 26<sup>th</sup> where they would decide if they wanted to move forward with this plan. He added that Ashburnham would withdraw the application if Ashby says no. He also stated that they should poll other regional PSAP's to get more data and report back and also to look at our procedures today.

Larry stated that the grant includes an intercom option which would directly connect the Ashburnham and Ashby dispatchers. Each town would also be able to see the data from the other town with IMC. He noted that Ashby would be gaining so much more technology as well as

access to other towns for the Police Department. He stated that IMC was the best system available. He noted that they would hear if the grant was approved some time in June and they would have a full year to implement the system.

Discussion followed on the dispatch positions and how this would be implemented as well as training costs.

Peter noted that they would have a Board of Selectmen meeting each week before the April 26<sup>th</sup> Public Hearing in order to inform residents about this process. He thanked Ed V. and Larry for all their hard work during this process.

Ed stated that he appreciated everyone's professionalism during the meetings and thanked everyone for their participation.

The meeting adjourned at 5:40 p.m.

Respectfully submitted,  
Sylvia Turcotte, Assistant to the Town Administrator  
Town of Ashburnham