

Pepperell, Ashby, Townsend Regional 911 Emergency Communications District Planning Committee

07/09/2019 Townsend Fire Department Headquarters

Members present:

Pepperell Communications Director David Stairs Pepperell  
Chief of Police David Scott  
Pepperell Fire Chief Brian Borneman

Ashby Chief of Police Fred Alden  
Ashby Selectman Michael McCallum  
Ashby Fire Chief Michael Bussell

Townsend Chief of Police Richard Bailey

Members absent:

Townsend Fire Chief Mark Boynton  
Townsend Fire Captain Michael Grimley  
Townsend Deputy Chief Sartelle

Other parties present:

John Hume (Montachusett Regional Planning Commission)  
Karen Chapman (Montachusett Regional Planning Commission)  
Greg Mathews (Matrix Consulting Group)  
David Branch (Matrix Consulting Group)

Director Stairs called the meeting to order at 0907 hours

1. Acceptance of Minutes

**Motion:** was made to accept the minutes of the 06/27/2019 meeting made by Selectman McCallum;  
seconded by Chief Borneman;

**Vote:** passed unanimously

2. New Business

Matric Consulting Group to present information regarding the Regional Dispatch Center Feasibility Study. Introduction of Matrix Consulting Group by Greg Matthews and David Branch.

Matrix was founded in the early 2000's and with their staff have a history of over 40 years of experience providing consulting services to local governments. The firm has officers throughout the country including a regional office in Massachusetts. The firm has three main foundations:

1. Public Safety Consulting – Police/Fire/EMS/911 Communications (comprise 2/3 of their bus)
2. Municipal Services – Such as DPW/Planning Services
3. Cost Allocation Services

Matrix has extensive experience with Public Safety and integrating into 911 Communications functions with agencies from small to very large Agencies. The firm has completed comprehensive studies of E911 Communications operation which include; technology needs, staffing level assessments, organizational structure, policy reviews, best practices including MA Accreditation and NFPA standards.

A brief explanation of a feasibility study completed for Salt Lake City as an example of a large community. Another example was of summary of a study completed in Illinois for 4 communities where E911 services were consolidated where a determination was made to join a regional center. That study was initiated in the spring and was completed by fall. Matrix indicated this committee could obtain copies of these studies if requested.

Matrix has Four (4) Framing Elements:

1. Devise an E911 center that will provide the most efficient dispatch of Emergency
2. Professionalism – Identifying the need for professionally trained staff
3. Cost – An analysis of cost for services provided
4. Net Public Safety Benefits to the Community

For the Pepperell, Ashby, Townsend study a discussion regarding the scope of the project followed. Review of determination from the last meeting (06/17/2019). Matrix was informed of the Committee's decision to proceed with the base bid and bid option 2A Due to the cost of the study as funds to cover the entire scope are not currently available.

Matrix discussed the level of detail will determine the cost of the study. Discussion ensued on the level of detail and to what extent other options require research and inclusion into the study. This includes an evaluation of the current level of services provided by Nashoba Regional dispatch to the town of Townsend. An overview of Nashoba Regional Dispatch services with Townsend was provided. No one from Townsend Fire was present to provide additional information at this meeting.

Regarding the Scope of services for the P.A.T. Study, MRPC representatives indicated they could request additional funding if their personnel are not going to be contributing their labor toward this study. Further inquiry to this aspect will be undertaken and further information will be reported at a future meeting.

Committee discussed the initial study proposal. Matrix indicated they could include the technical aspects of (Alternate Bid 2C) "addressing "Dark Stations" within the scope of (Alternate Bid 2A) within the "Technical Requirements" for creating a Regional Dispatch Center.

Feasibility Study Costs Estimated

Base Study Bid	\$21,500
Alternate Bid 2A	\$11,500
Alternate Bid 2D	\$ 5,500
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	\$38,500
Less MRPC Grant	-\$13,000 (current award)
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Balance Remaining	\$25,500 (split among the three communities)

Matrix indicated they are flexible in the terms of billing for services and outlined the methods their clients have arranged for billing of services.

**Motion:** Matrix to rewrite the Scope of Services to include the Base Bid, Alternate Bid 2A which will include the technical needs relative to “dark stations”, and Alternate Bid 2D providing estimated costs for the involved communities, Subject to an increase in MRPC funding to \$18,500. Motion was made by Selectman McCallum; seconded by Director Stairs.

**Vote:** passed unanimously

**Next Meeting:** TBD, No date set at meeting

**Motion:** to adjourn made by Chief Bussell seconded by Chief Alden.

**Vote:** passed unanimously.

Adjourned at 1025 hours.