



City of Eustis

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TO: EUSTIS CITY COMMISSION
FROM: TOM CARRINO, CITY MANAGER
DATE: DECEMBER 14, 2023
RE: RESOLUTION NUMBER 23-107: PROPOSED CONTRACTING OF POLICE DISPATCHING SERVICES WITH THE LAKE COUNTY SHERIFF'S OFFICE

Introduction:

Resolution Number 23-107 approves a contract with the Lake County Sheriff's Office (LCSO) to provide police dispatching services to the City of Eustis.

Recommended Action:

Staff recommends approval of Resolution Number 23-107.

Background:

The City of Eustis Police Department currently operates our communications division with eight full-time and four part-time police dispatchers to provide 24-hour service. These individuals answer emergency 911 calls for service, answer routine administrative and non-emergency calls, while also dispatching police officers to calls for service and monitoring all radio traffic (among many other tasks). Although these individuals have done an excellent job at juggling all of these tasks, the opportunity to consolidate with the Lake County Sheriff's Office provides an economy of scale that we currently are unable to provide. In addition, it offers a significant cost savings now and into the future.

By having all citizen calls for police service centralized in a large, modern communications center, miscommunication is reduced between what is today, two separate dispatching centers located several miles from each other. When the dispatching is provided by the LCSO, misdirected citizen calls for service are more quickly resolved and a better coordinated police response will result. All calls for Fire and Emergency Medical Service in the City of Eustis have been dispatched through Lake County for over 19 years. The same quality service provided to citizens for fire service will now be available police services. The LCSO currently provides police dispatching for Mt. Dora, Clermont, Tavares, Umatilla, Lady Lake, Howey-in the Hills, Astatula, Fruitland Park and Mascotte.

The following are examples of increased services provided by the Lake County Sheriff's Office:

- Centralized communications is vital during critical incidents, such as an active shooter or mass casualty event.

- As the primary Public Safety Answering Point (PSAP) for the City of Eustis, our Communications Center has two stations for answering 911 calls. With multiple emergencies or a major incident, this overloads the two stations and by default, these emergency calls are currently routed to Lake County Sheriff's Office to be answered.
- A shared radio frequency with a neighboring agency will provide additional backup officers and decreased response times along the 441 corridor.
- An enterprise level of support is in place for the majority of Lake County's Communications Center. This provides a rapid response from vendors in maintaining the system with little, to no, disruption of service.
- The Lake County Communications Center is currently our default location to operate from during a catastrophic system failure.
- Multiple levels of redundancy for power (electricity) and maintaining communications services are in place.
- Clean power is available during an outage, using an Uninterrupted Power Source (UPS) for back up. This provides an uninterrupted source of power, where the communications and IT equipment is protected from a surge of power.
- Communications officers with LSCO have one task, either phone or radio. This provides a single focus for gathering and disseminating information.
- There are several tiers of supervision beginning with a Major, Captain, Lieutenant, and other civilian managers. Each shift has at least one communications supervisor who has direct oversight over the communications staff.
- Provision of designated IT staff over Communications.
- Specifically assigned staff for GIS mapping updates.
- The ability to receive and identify the radio that activated the "man down" button.

Budget /Staff Impact:

The cost to contract dispatch services with the Lake County Sheriff's Office is a one-time payment of \$85,000.00 and an annual sum, paid on a quarterly basis, of \$283,140.00. This amount is based on the Florida Legislature's Office of Economic and Demographic Research stated population for the City of Eustis in 2022 of 23,595. At \$12 per person, the resulting annual fee is \$283,140.00 (23,595 x \$12 = \$283,140.00). The City of Eustis anticipates a cost savings of approximately \$552,997 in annual operating expenses.

Community Input:

The public will have an opportunity to comment on this issue during the City Commission meeting.

Prepared by:

Craig Capri, Chief of Police

Attachments:

Resolution Number 23-107

Agreement with Lake County Sheriff