

Questions for Boonton Police

10.30.2017

1. Page 6, #10 - the Chief indicates that "implementation of this plan (plan 1) could pose huge savings for the town. It's not clear what he means by this unless he means that since they wouldn't have to hire additional police to cover the non-dispatch duties that this is a savings.
 - 3 man minimum would lead to increased overtime, ancillary duties dispatchers provide shifted to sworn LEOs taking them off road more, potential to dispatch for neighboring towns would generate revenue
2. It would be helpful to get clarification on duties of dispatchers as class 1 specials. Is it just for prisoner supervision? Somewhere I recall it says that the dispatchers support prisoner supervision, but don't do it solely. More detail would be helpful.
 - Not only Prisoner supervision, but Witness, Victim, Civilian supervision in conference or patrol rooms, even as far as cleaning and delivery personnel
 - Tow releases, lost wallet, lost lic plate, any lost/found property reports as well many other minor police reports and citizen aid to walk-ins (directions, assistance w/ other Town departments & guidance, general information)
3. The Chief makes a big point of indicating that without dispatchers they would have to abandon monitoring of town wide video cameras - I assume these are street cameras. Describe current monitoring of these cameras today? How are dispatchers involved?
 - PTZ Street cameras with a live feed that can be directed towards an ongoing incident in area for memorialization, if they go unmonitored they may not be pointed in the direction needed, dispatchers are also trained in how to save said video and burn for evidentiary use later, and are able to also testify as a live witness to their actions and what they viewed,
4. How many civilian positions are in the PD now and what are their duties?
 - Four (4) full time civilian cross trained dispatchers/class 1 specials duties as outlined above in addition to standard radio dispatcher functions
 - One (1) full time civilian records clerk handles billing, discovery & records requests, various office administrative tasks as needed by chief
 - Two(2) civilian part time cross trained parking enforcement officers/class 1 specials handle parking enforcement duties on main st and business district
5. The Chief mentions possibly hiring per diem dispatchers instead of police officers for savings on Sundays and holidays. Has he costed this out?
 - Last per diems paid \$15/Hr. though should be increased to \$20-\$25 hrs to attract sufficient candidates who will remain in positions for extended time

6. Does the town currently monitor any alarms other than those owned by town? If so, how many? Most towns no longer support the monitoring of private alarms and require them to go to a central station monitoring.
 - Panic alarms in admin offices of Town hall, cellblock & processing areas of PD, as well as generator and fire/smoke alarms in Town hall.

7. Is Public Works currently on the town's radio system? What dispatch services are provided to the Department?
 - Yes, DPW (street& water) are dispatched via radio to both problems observed by officers on patrol, as well as citizen complaints received via telephone or walk-in, DPW also has ability to contact dispatch to advise of any police/fire/ems emergency they may be witnessing in real time

8. Ask the Chief to articulate the increased response time he refers to on page 13. Please provide specific examples.
 - Local dispatchers have acute familiarity with local streets, landmarks, and residents as well nicknames or uncommon descriptions(indian rock, witching grounds, County dispatchers are rotated and not specifically assigned to towns on a steady basis, they further have to follow scripted q&a prompts for all callers (would take 5+ minutes to dispatch services to a caller reporting an assault in progress at "indian rock", where as local dispatcher would have call out to patrols in less than 10 seconds)
 - Critical calls that took several minutes to dispatch : burglary in progress in flats that went to county 911 via cell, would have had disastrous effects on priest sex assault on JV female on Main St if county was dispatching, as perp would have gotten away

9. What does the Chief mean when he states that the County would "significantly delay notifying the Town?"
 - County dispatchers are beholden to following scripted computer programs requiring certain information be given before the "call taker" then hands off the call to the actual "dispatcher" who will notify police, fire, or ems resources this can create several minute delays

10. What is the relationship between the possible change to the County and the need for a new telephone system? Is not the administration already investigating a possible replacement telephone system for the municipality?

- Current non-emergency phone system antiquated, however it is functional and not in immediate need of replacement – with that said however, it should be replaced in the near future as if parts are needed they have to be sourced from new-old stock suppliers or used repositories. Even if county began dispatching emergency services for Boonton, it would not negate the need for an updated non-emergency/administrative phone system in town hall.

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11. What income does the Town receive from the dispatching relationships with:

1. Montvale
2. Mt. Lakes
3. Boonton Township
4. Towaco
5. Pine Brook

- There is currently no income received for the Town's ability to provide back-up dispatch services for these three (3) Towns, (Montville, Towaco, and Pine brook are part of "Montville Twp) however The Town of Boonton could take over dispatch for Boonton Township and Mountain Lakes from the County who currently provides them dispatch service at a cost savings to these towns without a service disruption to our own operations, thereby generating revenue for our Town. Montville Twp. is sustainable as its own dispatch center and does not factor into shared service propositions put forth at this time.

12. What redundancy capability does the Town's dispatch system currently possess?

- Dispatch center has two (2) identical dispatch positions with radio, cad, and 911/non-emerg telephone systems at each position. There is further ability to remotely dispatch radio and telephone, as well as operate the CAD system from Boonton Ave Firehouse if the need to move physical location occurs. 911 calls would have to be re-routed to a neighboring Town or the County Center which is easily done via a simple phone call to 911 control center.

13. Did the Town receive a proposal from PSIC? (Public Safety Interoperable Communications (PSIC). If so, please supply.

- See radio quote from Northeast for Harris PSIC Radios and Zetron Consoles

14. Please explain Chief's concern about an "inability to back-up" by the county.

- ? not sure what was meant here?

15. Please explain Chief's comment that the county possesses "no autonomy between disciplines."

- County treats all calls the same, must follow scripted response and Q&A protocols for callers, individual dispatchers/call takers cannot freely prioritize. Fire calls handled by separate dispatchers than police calls even though fire incidents also involve police officers from everything from initial entry into structures to traffic management at scene. This can lead to miscommunication, time delays, and even the loss of critical info being transmitted properly as it has to run through different levels of call takers/dispatchers and emergency personnel on scene (ex. Think the grade school telephone game)