Alameda County Regional Emergency Communications Center at LLNL

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Work performed under the auspices of the U.S. Department of Energy
by University of California Lawrence Livermore National Laboratory under Contract W-7405-ENG-48.

2000s: A multi-disciplined national laboratory

Dedicated to ensure national security and apply science and technology to the important problems of our time

- **8300 employees**
- **Annual budget ~ $1.6 billion**
- **1.2 square mile main site**
- **Experimental test site near Tracy (7,000 acres)**
- **Contiguous with Metropolitan Bay Area**

LAWRENCE FIRE DEPT. LIVERMORE

44 Personnel
- **2 Stations**
- **3 Shifts**
- **3 Companies per Shift**
- **4 Personnel per Company**
- **Battalion Chief**

1700 Fire/EMS/Hazmat Calls per Year

ALAMEDA COUNTY
ALCO
FIRE
EMS
9-1-1
REGIONAL E.C.C.

Services Provided by ACRECC

- Emergency Fire and EMS dispatch services
- Mutual aid resource coordination for Alameda County
- Equipment status and location tracking through Computer Aided Dispatch
- Emergency Medical Dispatch pre-arrival instructions for member agencies and Livermore/Pleasanton, Hayward and Newark Fire Departments
- Fire Alarm Monitoring and testing for Camp Parks Army Base, Lawrence Livermore National Laboratory and Lawrence Berkeley National Laboratory
- Hospital ring-downs for contract ambulance service
- LLNL hot work permit dispatching and tracking
- Hospital coordination for Multi-Casualty-Incidents and hospital diversions

Participating Agencies/Call Volume

• LLNL Fire Department	7,464*
• Alameda County EMS District	55,282
• Alameda County Fire Department	21,143
• Alameda City Fire Department	5,919
• Camp Parks Fire Department	1,500*
• Fremont Fire Department	12,805
• Union City Fire Department	4,390

*Including non-emergency services

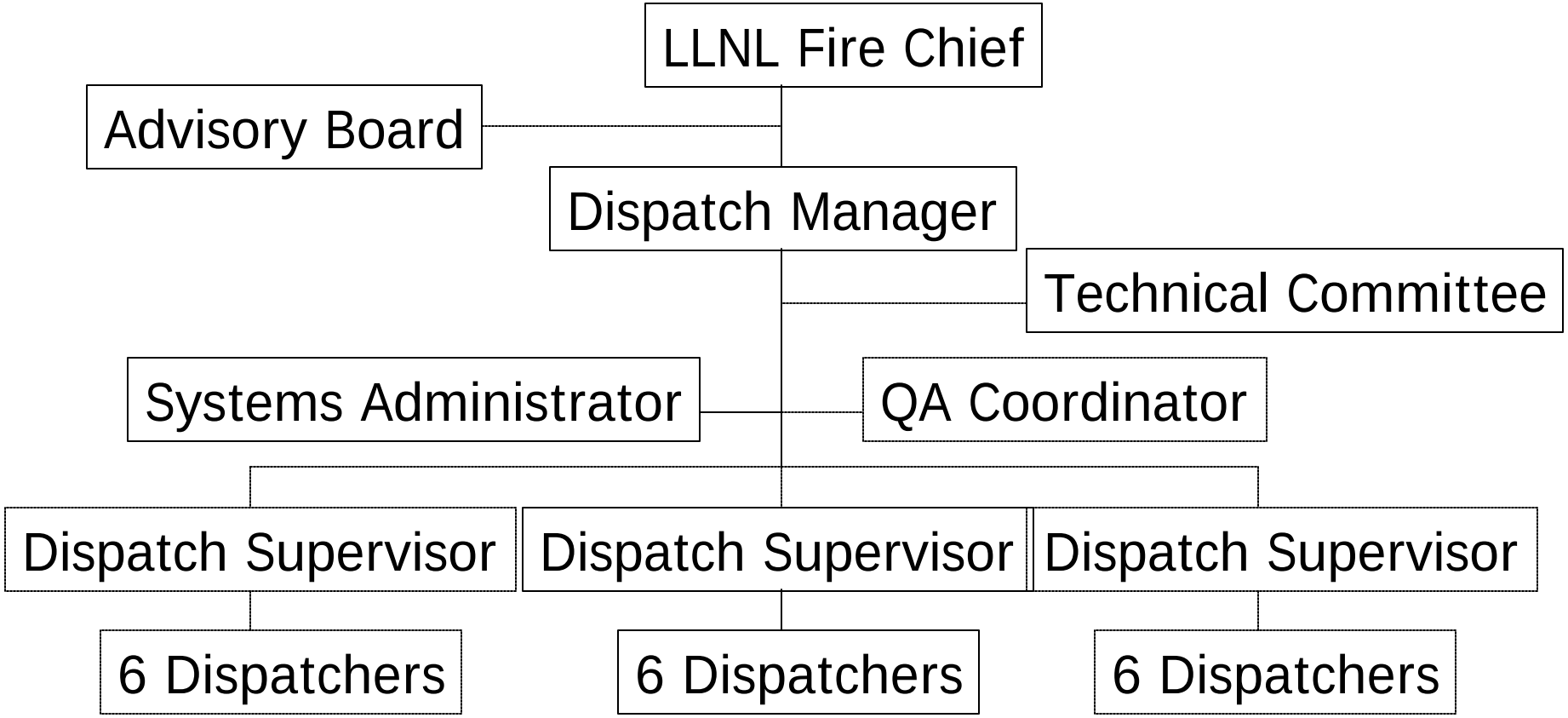
ACRECC Timeline

- January 2000 – Alameda FD initiates discussion to look at forming partnerships with Alameda Co. FD and LLNL
- June 2000 – Dispatch Feasibility Study by Public Safety Consultants Inc. recommends LLNL
- January 2002 –Agreement that formed consortium signed by charter members
- March 2002 – 9 dispatchers hired (total staffing 14)
- May 13th, 2002 – Cutover to LLNL dispatch center
- September 2002 – Camp Parks Fire joins consortium
- February 2004 –Fremont Fire joins consortium (7 dispatchers added-total 21)
- March 2004-Union City Fire joins consortium
- June 2004-$1.2 million Dispatch Center renovation completed

Governance

- LLNL manages ACRECC center under contract with the member agencies
- Advisory Board-The fire chief from each member agency is appointed to the ACRECC Advisory Board which has budget authority and provides oversight and makes recommendations on on policy and operations.
- Lengthy DOE/UC negotiations on agreement content and structure
- Fire Mutual Aid agreement was selected due to language in DOE/UC Contract W-7405-ENG-48.

Organization Chart



Budget

- FY 05 Budget $2.7 million
- Member agencies are assessed a per-call fee based on their pro-rata share of annual operating costs.
- Member agencies are required to pay for capital equipment purchases
- Agencies (excluding LLNL) are required to pay for facility upgrades and modifications
- Member agencies (excluding LLNL) are required to provide $10 million liability insurance to UC/DOE
- An LLNL facilities fee is charged to the center

Facility, Equipment and Technology

- $1.2 million building renovation complete June 2004-Nine workstations designed with latest ergonomic features
- GEAC Computer Aided Dispatch System
- Plant Vesta 911 phone system
- Locution Fire Station Alerting
- Motorola Gold Elite Radio Consoles
- Dictaphone Freedom Trunk Logging Recorder
- Communicator Group Notification System
- Reddi-Net Hospital Communication System
- Motorola Command Star Back-up Radio System

Benefits of a Regionalized Dispatch Center

- Mutual aid coordination-LLNL Fire Chief is the Operational Area Coordinator for Mutual Aid within the California Mutual Aid System
- Provides for increased automatic aid agreements
- Reduces response times for borderline calls
- Improves communications interoperability between fire agencies
- Eliminates “police focused” dispatch inconsistencies
- Economies-of-scale savings through improved staffing and purchasing efficiencies

Dispatcher Workstation

Why did LLNL Management support becoming a regional dispatch center?

- To continue to to be build community partnerships
- LLNL had the facility and the technology to support regional dispatch
- Believed it would improve fire service in Alameda County
- Reduction in costs with improved service

ACRECC's Future

- Livermore/Pleasanton and Newark Fire Departments are considering joining the center
- New Computer-Aided Dispatch System
  - Graphical Map base/pre-fire plans
  - Automatic Vehicle Location
  - Mobile Data capabilities
  - Additional Agencies
- Creation of 5 and 10 year strategic plans
- Goal of becoming an EMD Center of Excellence within the next 2-3 years
- National Fire Department Accreditation