
Alameda County Regional Emergency Communications Center at LLNL



June 22, 2004
Randy Bradley, Fire Chief
Lawrence Livermore National Laboratory

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**



44 Personnel

—2 Stations

—3 Shifts

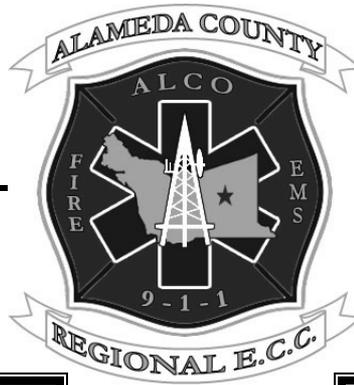
—3 Companies per Shift

—4 Personnel per Company

—Battalion Chief

1700 Fire/EMS/Hazmat Calls per Year



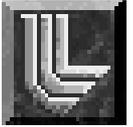


Services Provided by ACRECC



- **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

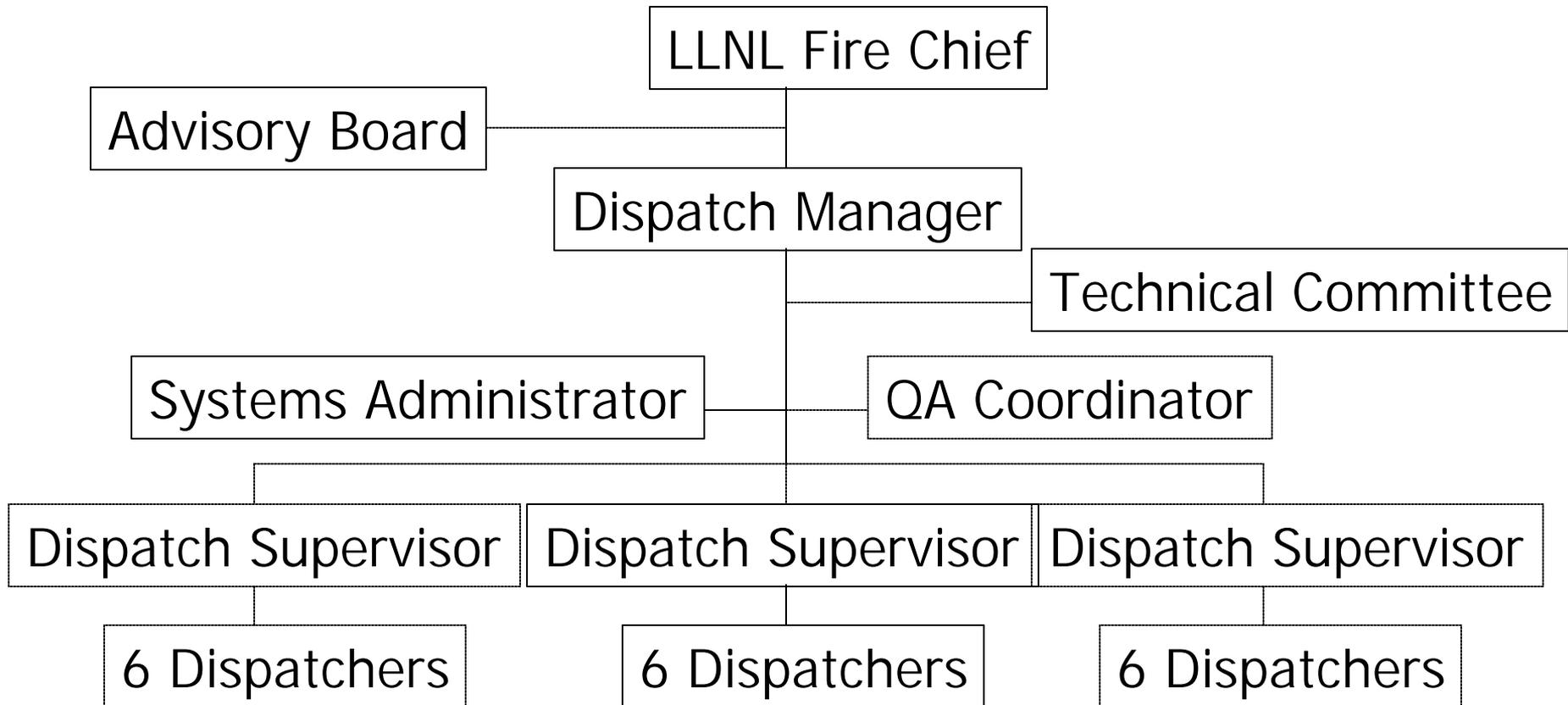
- **January 2000 – Alameda FD initiates discussion to look at forming partnerships with Alameda Co. FD and LLNL**
- **June 2000 – Dispatch Feasibility Study by Public Safety Consultants Inc. recommends LLNL**
- **January 2002 – Agreement that formed consortium signed by charter members**
- **March 2002 – 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

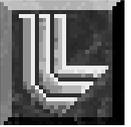


- **LLNL manages ACRECC center under contract with the member agencies**
- **Advisory Board-The fire chief from each member agency is appointed to the ACRECC Advisory Board which has budget authority and provides oversight and makes recommendations on on policy and operations.**
- **Lengthy DOE/UC negotiations 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**