



City of Mount Dora
510 North Baker Street
Mount Dora, Florida 32757
352-735-7126

Mount Dora City Council
Mount Dora City Hall Board Room
510 North Baker Street, Mount Dora, Florida 32757
April 10, 2023, 6:00 PM

WORK SESSION AGENDA

CALL TO ORDER

ROLL CALL

DISCUSSION ITEMS

1. Proposed Transfer of Police Dispatch Services to Lake County Sheriff's Office

FUTURE MEETING DATES

- April 18, 2023, 6:00 PM, Regular Session
- May 2, 2023, 6:00 PM, Regular Session
- May 16, 2023, 6:00 PM, Regular Session
- June 6, 2023, 6:00 PM, Regular Session

ADJOURNMENT

PURSUANT TO SECTION 286.0105, FLORIDA STATUTES, IF ANY PERSON DECIDES TO APPEAL ANY DECISION MADE AT THIS MEETING WITH RESPECT TO ANY MATTER CONSIDERED AT ANY MEETING OR HEARING, SUCH PERSON MAY NEED A RECORD OF THESE PROCEEDINGS. FOR SUCH PURPOSE, A PERSON MAY NEED TO ENSURE THAT A VERBATIM RECORD OF THE PROCEEDINGS IS MADE WHICH RECORD INCLUDES THE TESTIMONY AND EVIDENCE UPON WHICH THE APPEAL IS TO BE BASED. VERBATIM RECORD WILL NOT BE PROVIDED BY THE CITY OF MOUNT DORA.

NOTICE: IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT OF 1990, PERSONS NEEDING A SPECIAL ACCOMMODATION TO PARTICIPATE IN THIS PROCEEDING SHOULD CONTACT THE CITY CLERK AT LEAST 48 HOURS PRIOR TO THE PROCEEDINGS. TELEPHONE (352) 735-7126 FOR ASSISTANCE. IF HEARING IMPAIRED, TELEPHONE THE FLORIDA RELAY SERVICE NUMBERS, (800) 955-8771 (TDD) OR (800) 955-8770 (VOICE) FOR ASSISTANCE.



510 N. Baker St.
Mount Dora, FL 32757
352-735-7126

DATE: April 10, 2023

TO: Honorable Mayor and City Council Members

FROM: Patrick C. Comiskey, City Manager *Patrick C. Comiskey*

SUBJECT: Proposed Transfer of Police Dispatch Services to Lake County Sheriff's Office

Introduction:

This is an opportunity for City Council to receive information, review, discuss and provide guidance to staff regarding the proposed transfer of police dispatch services to Lake County Sheriff's Office.

Discussion:

The City of Mount Dora proposes to enter into a contract with Lake County Sheriff's Office (LCSO) to transition law enforcement dispatch services effective July 1, 2023.

Staff have worked with LCSO staff to provide data and a timeline for the proposed transition. A tour of the County 911 Center is scheduled on Tuesday, March 14, 2023, for City dispatchers. If approved by City Council, effective Monday, May 1, 2023, Mount Dora Police Department's dispatchers will begin operating out of the Lake County Sheriff's Office located at 360 W. Ruby Street, Tavares. During this transition period, City dispatchers may apply for employment with LCSO and must pass their background screening and employment requirements. Dispatchers selected during the LCSO hiring process will officially become LCSO employees no later than Friday, June 30, 2023.

The Mount Dora Police Department is recommending the consolidation of dispatch services as it will lead to improved Officer safety, Officer response times, and continuity of services between neighboring law enforcement agencies. LCSO has a robust benefits package, including a possible recruitment bonus based on years of experience and also offers credit for prior experience at 50%.

Budget Impact:

Transitioning law enforcement dispatch services to Lake County Sheriff's Office is estimated to result in a savings of \$51,780 in FY 2022-23 and \$577,752 in FY 2023-24.

Strategic Impact:

Goal 2: Infrastructure/Public Safety

Goal 3: Fiscal Resources/Human Resources

Recommendation:

City Council to review and discuss the proposed transfer of police dispatch services to Lake County Sheriff's Office and provide feedback to staff for a future agenda item.

Attachment(s):

1. Dispatch Services Transition Presentation 4-10-2023

Prepared by: Merry Lovern, Executive Assistant

Reviewed by: Jeanann Hand, City Clerk
Patrick Comiskey, City Manager

Approved - 4/7/2023

Final Approval - 4/7/2023

Proposed Law Enforcement Dispatch Services Transition

City Council Work Session
April 10, 2023



CITY OF
MOUNT
DORA

Proposed Law Enforcement Dispatch Services Transition

- Background & Current Conditions
- Service Comparison
- Proposed Transition Timeline
- Dispatcher Benefits Comparison
- Costs & Financial Overview
- Recommendation

Background & Current Conditions

The City of Mount Dora proposes to transition its law enforcement dispatch services to the Lake County Sheriff's Office (LCSO).

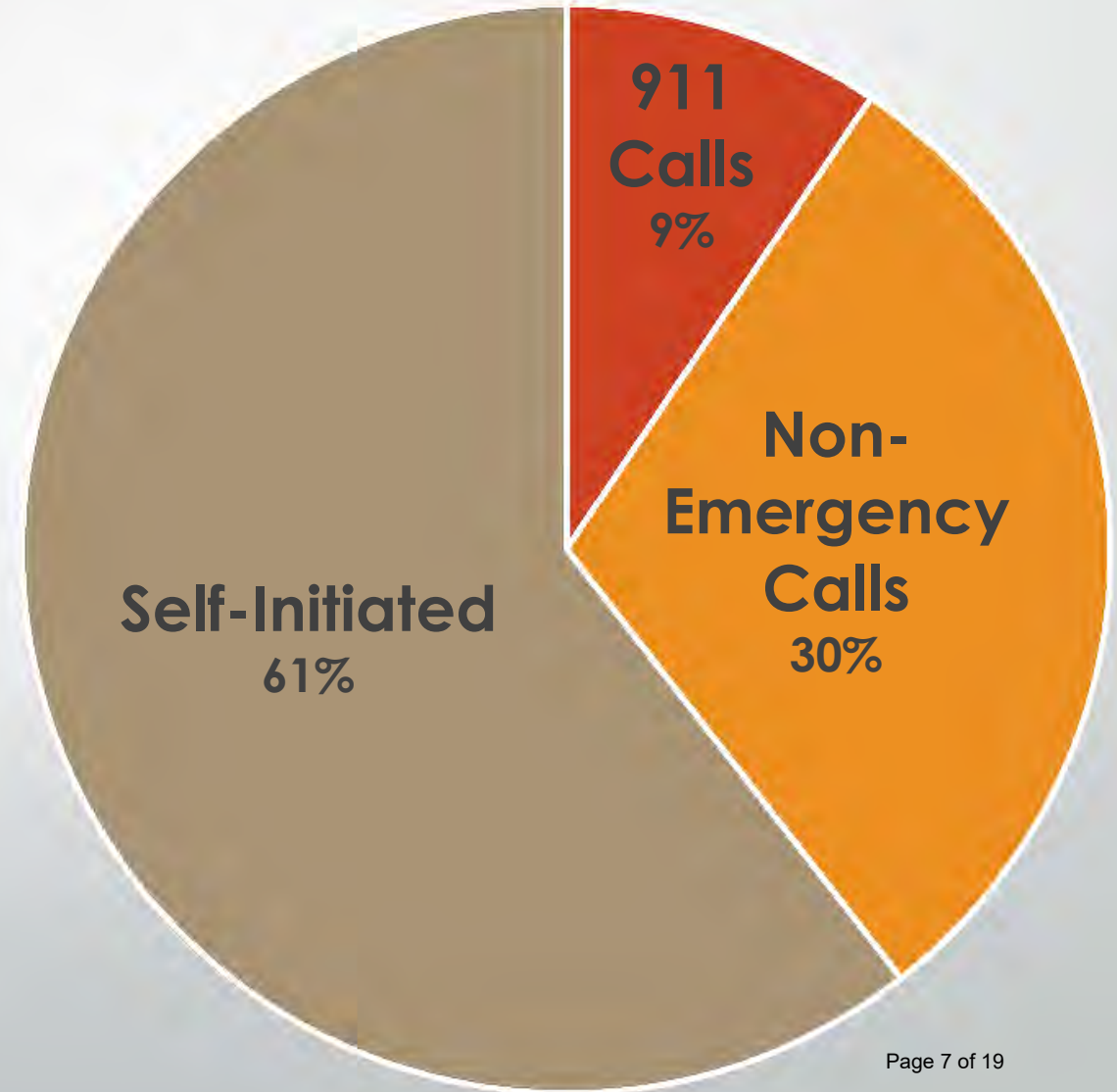
- Lake County already handles Fire and Medical dispatch services for the City, making this is a logical transition.
- Police Officers and Citizens will be better served by LCSO Dispatch
 - Dedicated call-takers improve speed in answering emergency calls
 - Dedicated teletype operators increase speed of research and allow dispatchers to concentrate on safety of the police officer
 - On-duty supervisors handle non-dispatch issues, allowing dispatchers to focus on calls
- Current Mount Dora dispatchers have the opportunity to apply for open positions with LCSO Dispatch, which provides greater pay and benefits

Background & Current Conditions

Current Dispatch Work Load

(January 2022 through December 2022)

911 Calls	3,076	9%
Non-Emergency Calls	9,767	30%
Self-Initiated	19,702	61%
TOTAL	32,545	100%



Service Comparison

Current (MDPD Dispatch)	Proposed (LCSO Dispatch)
Staff of 9 personnel, operating in two-person teams	Full complement of personnel, including on-site supervisor, dedicated call-takers and teletype operators
12-hour shifts	12-hour shifts
Security camera monitoring	Security camera monitoring (via FUSUS)
Receive panic alarm & fire alarm alerts	Panic alarm alerts (via FUSUS) & Fire alarm alerts subject to Operations Transition Plan
After-hours utilities issues go to ENCO	After-hours utilities go to ENCO
PD Lobby open after hours	Dedicated line to PD Lobby for after-hours

LCSO DISPATCH OFFERS INCREASED LEVEL OF SERVICE TO POLICE OFFICERS AND CITIZENS

Service Comparison

LCISO Benefits

Officer safety is paramount

- Common dedicated dispatcher to serve Mount Dora & neighboring jurisdictions
 - Immediate improvement in continuity of operations between MDPD, LCISO & neighboring law enforcement agencies
- Dedicated call-takers
 - Efficiently triage calls to dispatchers
- Dedicated teletype operators
 - Speed up process of researching warrants, vehicle registrations and FCIC/NCIC searches
 - Allows dispatcher to concentrate on the safety of the officer
- On-duty supervisors
 - Redirects personnel in critical incidents, keeping dispatchers focused on officer safety
 - Handles other operational issues, allowing dispatchers to focus on officer safety

Proposed Transition Timeline

Date	Action
March 7, 2023	Sent Union-required notice of meeting to Dispatch personnel
March 13, 2023	Met with Union representatives
March 14-15, 2023	Met with Dispatch personnel
March 16-17, 2023	LCSSO tours and meetings with Dispatch personnel
April 10, 2023	City Council Work Session to discuss transition
April 18, 2023	City Council to consider adoption of Transition Agreement
May 1, 2023	Mount Dora's Dispatchers will begin operating out of LCSSO Hiring process begins with LCSSO
June 30, 2023	Last Day of Employment with City of Mount Dora
July 31, 2023	Last date of City-extended health insurance coverage

Dispatcher Benefits Comparison

	City of Mount Dora	Lake County Sheriff's Office
Holidays	11	12 + Employee's Birthday
Vacation Accruals	0-5 years: 12 days (96 hrs.) 6-10 years: 15 days (120 hrs.) 11-19 years: 18 days (144 hrs.) 20+ years: 20 days (160 hrs.)	0-5 years: 12 days 6-10 years: 15 days 11-15 years: 18 days 16-20 years: 21 days 21+ years: 27 days
Sick Accruals	10 days per year, no max	12 days per year, no max
Retirement	401a/457 5-year vesting schedule	FRS (Florida Retirement System) 8-year vesting schedule
Health & Wellness Center	<i>Premise Health</i> Monday - Thursday 1 D.O., 1 M.A.s	<i>Premise Health</i> Monday - Friday
EAP	<i>Aetna & The Standard</i>	<i>WorkLife Services</i>
Tuition Reimbursement	\$2,500 per fiscal year	\$3,000 per fiscal year

Dispatcher Benefits Comparison

	City of Mount Dora	Lake County Sheriff's Office
Life Insurance	<i>The Standard</i> / \$25,000	<i>The Standard</i> / \$100,000
Vision Insurance	<i>VSP</i> Employee: \$2.79/pp Family: \$7.45/pp	<i>Ameritas</i> Employee: \$2.90/pp Employee & Spouse: \$6.04/pp Employee & Children: \$5.82/pp Family: \$8.94/pp
Dental	<i>Ameritas</i> Employee: \$12.16/pp low \$13.98/pp high Employee +1: \$24.15/pp low \$27.83/pp high Family: \$43.19/pp low \$49.97/pp high	<i>Ameritas</i> Employee: \$12.20/pp low \$15.74/pp high Employee \$24.10/pp low +Spouse: \$31.10/pp high Employee \$32.34/pp low +Children: \$41.74/pp high Family: \$48.28/pp low \$62.20/pp high

Dispatcher Benefits Comparison

	City of Mount Dora	Lake County Sheriff's Office
Health Insurance	<i>Florida Blue</i> <i>Blue Options - PPO</i> Employee: \$24.22 Family: \$195.29	<i>Florida Blue</i> Blue Care HMO (49) Employee: \$0.00 Employee + Spouse: \$54.00 Employee + Children: \$50.00 Family: \$63.00 Blue Options PPO (5773) Employee: \$15.00 Employee + Spouse: \$92.00 Employee + Children: \$79.00 Family: \$111.00 Blue Care HMO (47) Employee: \$20.00 Employee + Spouse: \$69.00 Employee + Children: \$64.00 Family: \$89.00 Blue Options PPO (5771) Employee: \$42.00 Employee + Spouse: \$156.00 Employee + Children: \$129.00 Family: \$195.00

Dispatcher Benefits Comparison

Additional LCSO Benefits

- Recruitment Bonus
 - \$5,000 for 3 or more years of service
 - \$3,000 for 1-3 years of service
- Credit for prior experience at 50%
 - A dispatcher with 10 years experience will come in to LCSO as a 5-year dispatcher for purposes of accruals and seniority.

Costs & Financial Overview

LCISO Transition Agreement Costs

- Based on population published in the Florida Legislature's Office of Economic and Demographic Research
- Annual fee of \$12.00 per person
- Population re-evaluated every two years
- Contracted annual fee is set at \$205,548 (through October 1, 2025)
- One-time radio and equipment fee of \$85,000

Costs & Financial Overview

MDPD Dispatch Consoles

In the event the City does not transition its Law Enforcement Emergency Dispatch Services to LCSO, the City will need to purchase two (2) new Motorola MCC 7500 Dispatch Consoles in Fiscal Year 2023-24

- Estimated cost of \$150,000 for two (2) consoles

Costs & Financial Overview

DESCRIPTION	2018-19 ACTIVITY	2019-20 ACTIVITY	2020-21 ACTIVITY	2021-22 ACTIVITY	2022-23 PROJECTED*	2022-23 BUDGET	2023-24 BUDGET
SALARIES & WAGES	296,388	342,512	367,129	347,093	291,075	457,400	457,400
OVERTIME WAGES	99,743	93,743	89,085	79,273	57,211	16,100	16,100
FICA TAXES	28,597	32,264	33,914	30,976	24,094	36,300	36,300
RETIREMENT EXP	82,368	29,011	28,093	26,072	22,632	39,800	39,800
HEALTH & LIFE INSURANCE	82,677	89,772	77,000	60,644	47,837	72,700	72,700
W/C INSURANCE EXP	2,546	997	683	586	59	2,300	2,300
OPERATING	2,948	178	3,220	181	-	900	150,900
TRAINING	5,197	6,095	1,539	3,772	2,225	7,800	7,800
CITY TOTAL	\$ 600,464	\$ 594,572	\$ 600,663	\$ 548,597	\$ 445,133	\$ 633,300	\$ 783,300

911 in the County Dispatch Service fee	<i>pro-rated fee</i>	51,387	205,548
One time fee - radio & equipment		85,000	0
COUNTY TOTAL		\$ 136,387	\$ 205,548

NET SAVINGS WITH COUNTY DISPATCH

\$ 51,780 \$ 577,752

*Projected through 7/31/2023, including employee payouts

0.3775

mills

Recommendation

Transition Law Enforcement Dispatch Services to LCSO

- The Police Officers will be better served by LCSO Dispatch
- The Citizens will be better served by LCSO Dispatch
- Mount Dora's dispatch personnel will gain
 - Improved facilities
 - Improved technology
 - Improved operational effectiveness
 - Increased personal earnings
 - Professional opportunities

Questions



CITY OF
MOUNT
DORA