



## **RECC FREQUENTLY ASKED QUESTIONS**

**1. *How will the dispatcher know where I am calling from?***

When you call 911, the system shows exactly where you are calling from. The house number along with a map pinpointing the location of that address will show up on the computer screen in front of the dispatcher. A vast majority of calls today come from Cell phones which are equipped with integrated GPS technology. Currently all of these calls go to the state police. The new center will allow the center to handle these calls.

**2. *Dispatchers won't be from my town, how will they know who to send and how to get to the Emergency?***

The reality is that most dispatchers working in your own town do not currently live there now. Technology plays a vital part in helping to send the right equipment to the right place. Detailed mapping and computer systems show not only the address but vital response information including the specific emergency vehicles that should be responding.

**3. *Will I still get the same service to my call for help?***

The service will be enhanced. Dispatchers will have a support system in place and fewer secondary duties that will provide more focus on the caller. The emergency response will not change in any way, except the responders will be able to take advantage of information provided by improved technology.

**4. *Will it take longer for my call to be answered?***

There will not be any delay for calls. Emergency calls are answered immediately and more efficiently.

**5. *Who is in charge and how many people will work there?***

The Regional dispatch center will be run by a director. Each shift will have a working supervisor with four dispatchers answering calls and dispatching emergency personnel. An IT tech and an administrative assistant will also be part of the center. The director is responsible for all day to day operations, including budget development and implementation which must be approved by the Executive Committee made of Town Managers. He also administers policy and procedure and works with a board of made up of one Chief from each community for their development.

**6. *Is this effort going to cost more?***

No town will be spending more than they are now and in fact should see savings. By sharing costs of budget, supplies, staffing, and technology the towns will see a reduction in each of these areas. Offsetting this cost will also be an increase in an annual supplement by the state.

**7. *What is the annual cost per town?***

The cost is estimated in the range of \$600,000 per town annually. This cost does not include any subsidy from State 911.

**8. *How will this benefit my town?***

You will have a better service, the long term capital costs will be reduced, Personnel costs will be more manageable, Liability costs will be reduced significantly or eliminated.

**9. *Where will it be located and when will it open?***

The facility will be located at 50 West St. in Mansfield. This is the current police station but will be available due to the construction of a new public safety facility in that town. The RECC is estimated to open in 2019. Mansfield will retain ownership of the building but a long term will be put in place. Maintenance and upkeep costs to the building will be shared by all towns participating in the RECC.

**10. *Who is going to pay for all of this?***

State 911 receives a portion of every phone bill. This money is used to supplement and fund improvement efforts. They have a specific focus on funding regional efforts and will fund the costs of the entire project.

**11. *Is one town in charge?***

No, while there is one director, this person answers to committees made up of town managers and chiefs from all four communities. These committees will help determine policy, procedure, budget and operations.

**12. *Who controls the money?***

The Recc is a stand alone district entity which is effectively run by the town managers. They approve budget and costs annually. This is similar to the waste water regional district.