


# Proposed Reorganization within Emergency Services

## Executive Summary:

With the recent changes in leadership in Emergency Services, we have been afforded an opportunity to reevaluate the existing structure of departments and determine if the current model is still relevant. Several years ago, Wireless Communications was moved out of Emergency Communications and made its own department. After evaluating the current model and facilitating discussions and planning sessions with key personnel, my recommendation is to reunite Wireless Communications and Emergency Communications once again and make Wireless Communications a division within Emergency Communications. The mission of Emergency Communications and Wireless Communications are closely aligned and being part of one department readily allows resources and personnel to be leveraged to achieve better performance.

## Several Benefits:

- ❖ Leverage existing employees and skill sets to cross-train among divisions, providing greater depth for continuity of operations
  - ◇ *Wireless technicians would cross train and provide additional support to the Technology Division of Emergency Communications. This would allow for on- hand support of ALL dispatch and radio system equipment.*
- ❖ Increased department efficiencies with unified processes and continuous improvement cycles
  - ◇ *Utilize the Compliance Manager within Emergency Communications to track the compliance of Wireless Communications and the radio network. Wireless Communications manages (11) radio towers that are subject to FCC, FAA, and TIA compliance.*
- ❖ Eliminate the 587 (Wireless) budget to streamline processes for Accounts Payable, Budget, Court Agenda items, and Purchasing
  - ◇ *Combine Motorola service contracts to leverage a cost savings and eliminate the number of service contracts required for annual renewal*
- ❖ Increase customer service: Since both departments serve the same agencies (internally and externally) combining departments creates one point of contact for service issues and/or questions
  - ◇ *Williamson County Emergency Communications and Wireless Communications currently serve most of the same clientele, both internally and externally. This unification would simplify the support processes for the customers and minimize service times.*
- ❖ Provide true mission-critical support with shared assets, personnel, and budgets
  - ◇ *Shared assets and technology licenses would benefit all users. MCM Technologies CommShop software would also benefit the Logistics Manager in Emergency Communications*

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- ❖ Opportunity to learn from both divisions' vantage points, previously siloed, to evaluate if greater efficiencies or previously unforeseen benefits can be achieved
    - ◇ Until now each department has seen the radio system from their own viewpoint (system vs. interface into CAD). This opportunity will allow us to evaluate possible unrealized features or proficiencies that can then be carried out as a unified front
  - ❖ Streamline the process to bring new users onto the radio network
    - ◇ The County's recent request from LHISD PD highlighted the need to streamline processes when supporting new radio system users. The approval of the Commissioners Court and the RCS board are required to facilitate service to a new user, so potential users would seek radio system related support from one department.
  - ❖ Cost savings in salary expense:
    - ◇ \$13,700 (581 – Emergency Communications)
    - ◇ \$6,800 (507/507 - RCS)
  - ❖ Unrealized cost savings in combined training expenses, uniforms, technology upgrades/equipment, and other expense line items
    - ◇ Within the first 12-24 months budgeting inconsistencies will be identified, producing opportunities to ensure purposeful utilization of budgeted funds. Due to poor departmental policies established by past leadership the expectation for lower budget requests are expected.