Lisbon Communications Department

Dispatching Services Review for the Town of Lisbon

Lisbon Communication Center

- The Lisbon Communication Center handles calls for service for Lisbon Police, ACO, Lisbon Fire, Lisbon EMS, and monitors the non-emergency channels of Public Works and the School Department.
- The Lisbon Communications Department has a total of 10 employees, (4 full-time and 6 part-time employees).
- The current annual operating cost for the Lisbon Communications Center is: $442,836
- NO Capital projects in FY27,
- Capitol projects due in FY28 to replace Radio Consoles and Radio equipment.

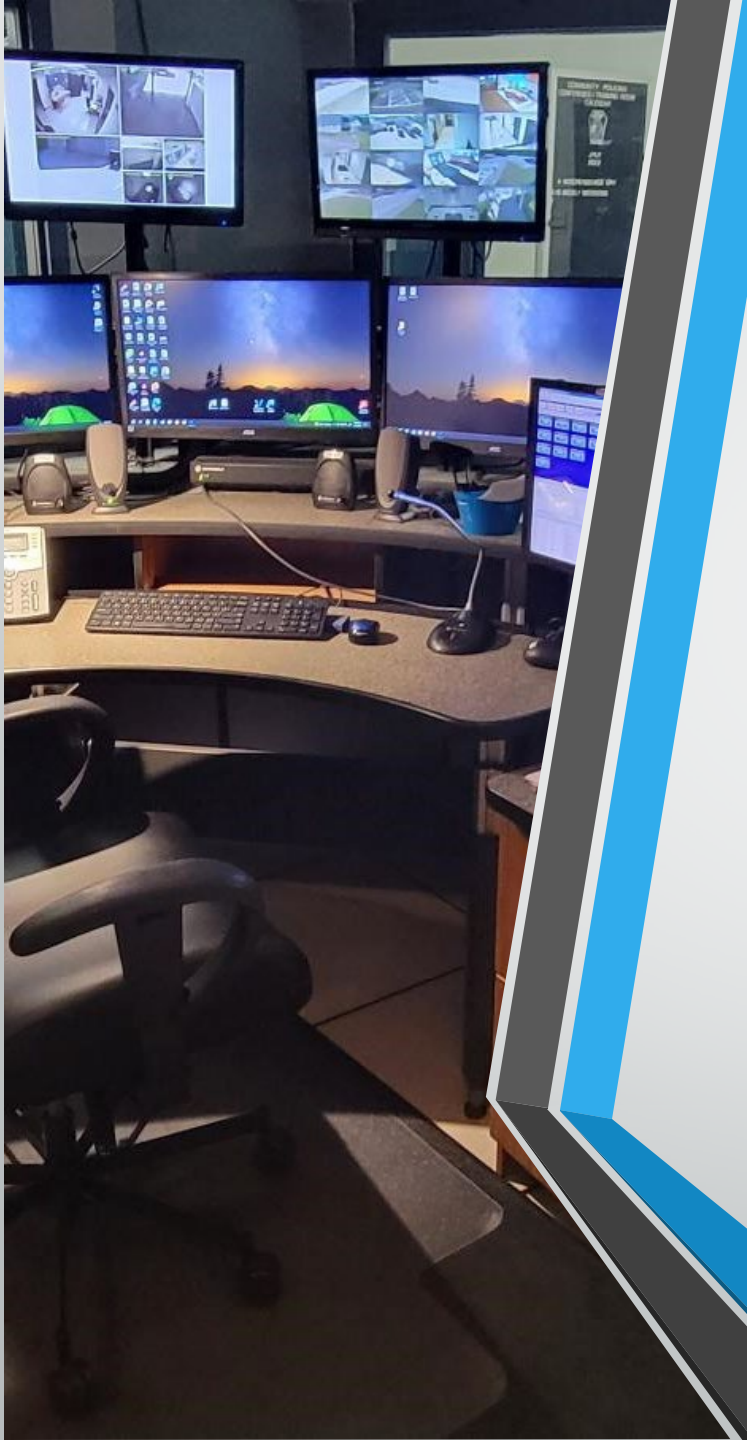
Lisbon Communication Center

- At the request of some Lisbon Town Councilors and the Town Manager, I was asked about consolidation costs to regionalize dispatch services with Androscoggin County.
- I contacted Androscoggin County Sheriffs Office to receive a Dispatch proposal regarding costs to provide dispatching services to the Town of Lisbon.
- Proposed ASO Dispatch Cost: $99,440.61 NOTE: The ASO numbers are from January 1, 2026 to Dec 31, 2026. (**2027 rates have not been set by the County Commissioners yet**)
- Androscoggin County Regional Communication center Director advised they would need to hire at least 4 full-time dispatchers to handle the work load we have in Lisbon.

Androscoggin County Dispatch Costs broken down into three categories:

Service	Population	*CPC	Total
PSAP	9711	$2.90	$28,161.90
POLICE	9711	$7.17	$69,627.87
FIRE/EMS	9711	$3.07	$29,812.77
Total			**$127,602.51**

*Cost Per Capita



Key considerations is Consolidation costs for radio equipment.

- There is a cost to consolidate the Lisbon Communications Center with Androscoggin County. There is Radio Consolidation grant funding potentially available through the State Public Utilities Commission. The goal would be to have the grant fund consolidation and radio replacements for Lisbon Public Safety. This would be a grant that County would apply for with our assistance.
- Lisbon Building Costs to update and secure the Lobby if Town decides to go with ASO Dispatching: $56,139.15
- Costs to add phone to lobby to dial ASO direct: $829.99
- CS-PRO is a new records management system we will be transitioning to as a County wide records management system. The start date was supposed to be in May of 2026, however, that may potentially be postponed to a later date.

Consolidation Discussion

- If the Lisbon Town Council decided to consolidate the Lisbon Communications Center with Androscoggin County Sheriffs Office, a go live date would potentially not be possible until **January 1st of 2027.**
- This would give the time needed to handle the integration with records management, and also give time to apply for the consolidation grant, and also make the security updates to the Lisbon Police Department Lobby.

Consolidation Costs during year one (FY27)

- Proposed ASO Dispatching costs "year one" for the town of Lisbon: Police and FIRE/EMS dispatching fees would be $99,440.61 (Total $127,602.51 Including PSAP fees that we already pay for).
- If start date was Jan 1st 2027 that would be $49,720.30, for police and fire/EMS dispatching fees if the rates do not change on 01/2027, as we would need to pay for dispatching from 01/01/27-06/30/27. This would be for costs during FY27 budget only.
- We would need to budget for Lisbon building costs to update the lobby to prepare for consolidation, at approx.: $57,000.
- FY27 costs to pay for County dispatch services with a start date of 1/01/2027, and with the Lisbon PD building lobby upgrades would be $106,720.30 during FY27 budget.
- Cost to pay for 6 months for Lisbon Communication Center during FY27: $220,606.22 (July 1,2026 to Jan 1, 2027) **This could be reduced if a start date is sooner**
- Total FY27 Com Center budgeted amount if the Town Council decided to consolidate would be $327,326.52 for year one.

What would FY28 look like…

- During year two if we went to Androscoggin County Regional Communication Center, the cost for County dispatching (if the rates did not increase) would be: $99,440.61
- If we kept our communication center, the projected cost for Lisbon communication Center in FY28 would cost $451,682.76 in FY28 if the town did not consolidate.
- Forecasted Operational Savings in FY28 if the Town of Lisbon consolidates to Androscoggin Regional Communication Center would be a savings of: $352,241.85

Operational Considerations Beyond Cost

- While projected cost savings may be significant, the decision involves more than finances. Key factors include:
  - Operational Control: Consolidation would reduce the Town's direct control over staffing, training, and service delivery decisions. All decisions would be controlled by ASO.
  - Service Model: A transition would shift Lisbon from a locally managed dispatch service to a regional service model.
  - Community Presence: Most current Lisbon Communications Officers live in the community, providing a familiar and locally connected service.

Service Impacts and Potential Mitigation

<u>The loss of on-site dispatch personnel would:</u>

- Eliminate in-person support for community members walking in for assistance
- Reduce real-time monitoring of the building and security cameras
- Limit assistance for walk in elderly residents, as well as the senior citizen check in calls
- Removing the monitored lobby as a safe location, could provide challenges for the following:
    - Child custody exchanges
    - Online transaction meetups
    - Safety-related exchanges
    - Court Paperwork being dropped off by victims

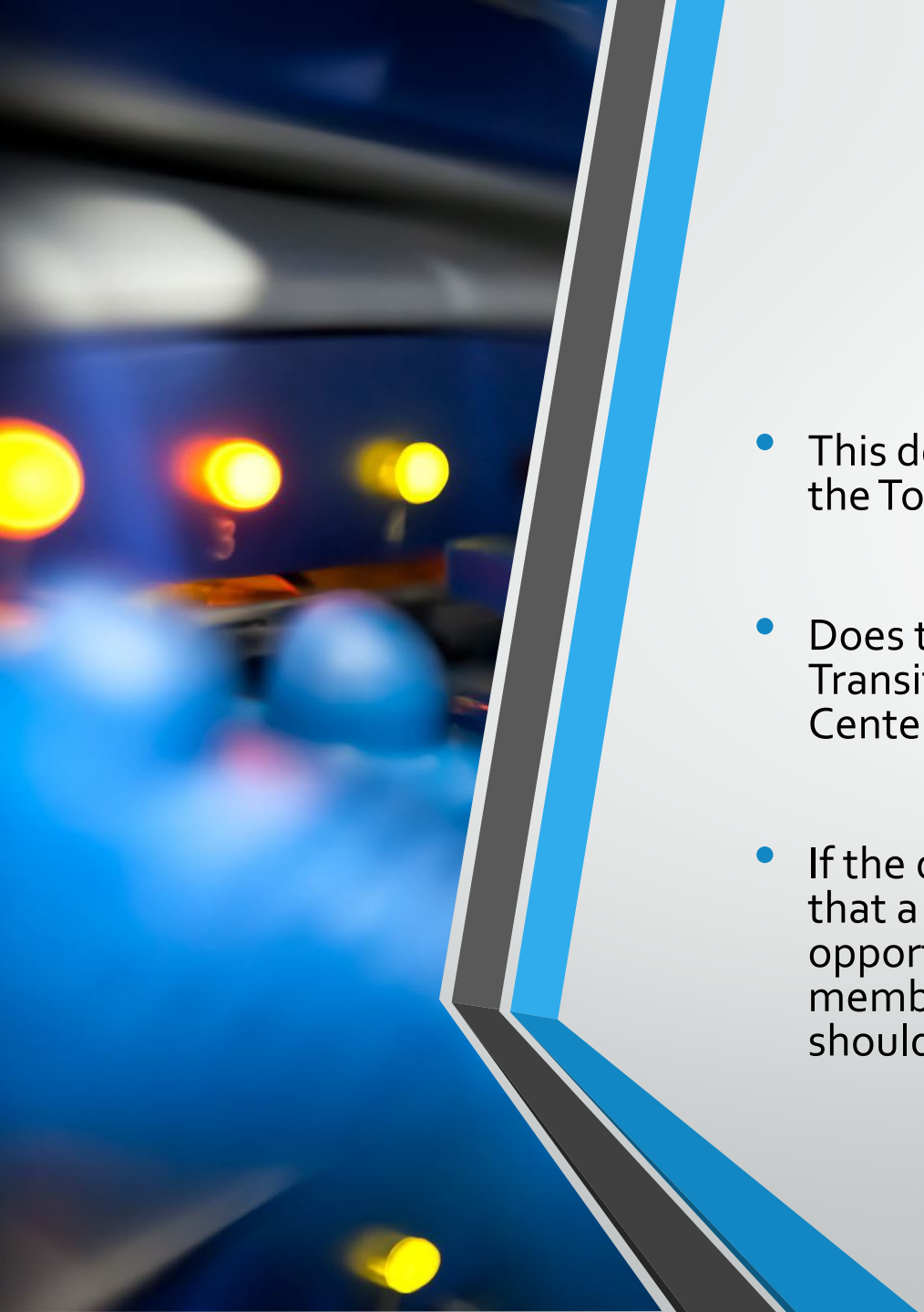
  (All of these types of lobby interactions are not documented by call data)

Recommended Mitigation Option

If consolidation occurs, we would ask to retain one Lisbon dispatcher to become a **daytime front window Community Services Aide (Monday–Friday, during the day)** to:

- Assist with public safety functions during daytime hours
- Monitor/Assist with School Department radio channels (not monitored by the County)
- Monitor/Assist with Public Works communications (not monitored by the County)
- Provide in-person assistance to walk-in residents
- Enter and update calls for service in the records/CAD system
- Maintain lobby oversight and building security monitoring
- Issue on site Burn Permits
- Issue Fire Works permits
- Provide extra coverage for communications during emergencies
- Receive PFA orders from victims and enter Protection from Abuse Orders into CJIS database
- Assist Lisbon Fire Chief with administrative functions (scanning, filing, data entry assistance)
- This on-site presence would help preserve accessibility, safety, and continuity of service to our residents

This approach would ensure the community access and in-person services remain available during the day, if dispatch services are consolidated.



- This decision ultimately determines the type of Communication Services the Town of Lisbon wants to provide to its residents.
- Does the Town Council want to maintain local operational control, or Transition services to Androscoggin County Regional Communication Center?
- If the decision is made to consolidate, the Town Council should ensure that a formal agreement is established to provide employment opportunities at ASO for our current staff. These individuals are valued members of our Lisbon community, and their continued employment should be a priority throughout this transition.

THE CALM VOICE IN THE DARK