

Southwest Interagency Dispatch Optimization Pilot Project Alternatives September 28, 2012

The following is the list of recommendations/alternatives being proposed by the Southwest sub-team to improve delivery of dispatch services for the Interagency Dispatch Optimization Pilot Project (IDOPP). The Southwest sub-team used data gathered via the center manager data call, law enforcement officer data call, and dispatch employee survey to analyze and develop these alternatives subject to executive approval. Once the Southwest Executive Oversight Group approves the proposed plan, the Southwest Sub-Team will work on an action plan that will include standard operating procedures, staffing levels, position descriptions, budget formulations, and IT needs for all centers in the Southwest.

Plan for Law Enforcement Communication in the Southwest

- Alternative 1 (Attachment 1) = Consolidate the majority of the Southwest's federal land management law enforcement communications into the Federal Law Enforcement Communication Center (FLECC) in Phoenix.
 - Several federal land management agencies in New Mexico are currently purchasing Satellite Radio (SATRAD) equipment in order to use the FLECC.
 - *Issues* – As current center may not be large enough for consolidation of all Southwest law enforcement resources, suggestions are provided for relocation of the FLECC.
 - Relocate the center to vacant Federal Bureau of Investigations space at the Arizona Counter Terrorism Information Center in North Phoenix.
 - Relocate the center to the BLM National Training Center in Phoenix.
 - Relocate the center to other commercial space in metropolitan Phoenix large enough to allow future collocation of fire and law enforcement.
 - Relocate the center to either the Phoenix Interagency Dispatch Center or the Tucson Interagency Dispatch Center, depending on which center is available after Phase 3 of the wildland fire dispatch alternatives. The Southwest sub-team recommends moving the law enforcement communication support to the Tucson Interagency Dispatch Center as this will improve coordination with U.S. Customs and Border Protection.
- Alternative 2 (Attachment 2) = Use two centers in the Southwest – maintain the FLECC for Arizona (Phoenix) and create an law enforcement communication center in New Mexico (location TBD)
 - *Issues* – New Mexico does not currently have the infrastructure and several agencies have already bought the SATRAD equipment for their officers to use the FLECC.

Plan for Wildland Fire Dispatch in the Southwest

- Alternative 1 = No consolidation alternative – leave current dispatch centers in the Southwest as-is (i.e., no change to locations).
 - Implement upgrades/improvements to current centers as needed.
 - Standardize equipment, systems, and procedures at current centers.

- Alternative 2A = The Southwest would use a three-phase approach for consolidation of fire dispatch centers with an end goal of reducing the number of centers. A phased approach will allow the Southwest to determine if consolidation into fewer centers is sufficiently meeting dispatch needs in the Southwest and meeting the mission of each agency partner. With this approach the Southwest executives will have the option to choose whether or not to move forward to the next phase.

The proposed consolidations are shown in Attachment 3 (Arizona) and Attachment 4 (New Mexico).

- Phase 1 Consolidation – Phase 1 initiates the consolidation of some of the 12 current Tier 3 centers and 5 current Tier 4 centers into existing Tier 3 centers. At the end of this phase, five centers will remain in Arizona and four centers will remain in New Mexico.

- ***Nine centers in Southwest*** – five centers in Arizona and four in New Mexico

Arizona

Arizona Centers to Remain in Operation

- Flagstaff – absorb Williams (Tier 3), Truxton Canon Agency (Tier 4), Hopi (Tier 4), and Navajo (Tier 4)
- Prescott – absorb duties of ADC in west/central Arizona
- Phoenix – absorb duties of ADC in central and eastern Arizona
- Show Low – no change
- Tucson – absorb duties of ADC in southeast Arizona

Arizona Centers to Close

- ADC (Tier 3)
- Williams (Tier 3)
- Hopi (Tier 4)
- Navajo (Tier 4)
- Truxton (Tier 4)

New Mexico/Texas

New Mexico Centers to Remain in Operation

- Santa Fe – absorb Taos (Tier 3)
- Albuquerque – absorb Lake Meredith (Tier 4)
- Alamogordo – absorb Big Bend (Tier 4)
- Silver City – no change

New Mexico Centers to Close

- Taos (Tier 3)

Texas Centers to Close

- Lake Meredith (Tier 4)

- Big Bend (Tier 4)
 - *Issues* – May not be able to consolidate Lake Meredith and Big Bend into the Tier 3 centers in New Mexico because of how Texas dispatches (county-centric dispatching and private land dictated by local departments)
- **Phase 2 Consolidation** – Phase 2 initiates further consolidation of the nine centers from Phase 1 into seven existing dispatch centers in the Southwest (four in Arizona and three in New Mexico). The Phase 2 consolidations assume implementation of the consolidations described in Phase 1.
 - ***Seven centers in Southwest*** – four centers in Arizona and three in New Mexico
 - Arizona**
 - Arizona Centers to Remain in Operation***
 - Flagstaff – no further change from Phase 1
 - Prescott – no further change from Phase 1
 - Phoenix – absorb Show Low (Tier 3)
 - Tucson – no further change from Phase 1
 - Arizona Centers to Close***
 - Show Low (Tier 3)
 - New Mexico**
 - New Mexico Centers to Remain in Operation***
 - Santa Fe or Albuquerque – these centers will combine at either location
 - Alamogordo – no further change from Phase 1
 - Silver City – no further change from Phase 1
 - New Mexico Centers to Close***
 - Santa Fe or Albuquerque (Tier 3)
 - *Issues* – Not much room for expansion at Santa Fe
- **Phase 3 Consolidation** – Phase 3 will be the final phase of the Southwest’s consolidation process into four “super centers” – two in Arizona and two in New Mexico. With two centers per state, the Southwest will have the option of setting up expanded dispatch satellite centers in a particular geographic area when fire activity warrants it. Facilities for these “super centers” may need to be built in new locations.
 - ***Four centers in Southwest*** – two centers in Arizona and two in New Mexico
 - Arizona**
 - Arizona Centers to Remain in Operation***
 - Flagstaff – absorbs Prescott (Tier 3)
 - Phoenix or Tucson – these centers will combine at either location

Arizona Centers to Close

- Phoenix or Tucson (Tier 3)

New Mexico

New Mexico Centers to Remain in Operation

- Santa Fe or Albuquerque – Phase 2 combined these centers at either location and Phase 3 includes possible relocation to a new facility
- Alamogordo or Silver City – these centers will combine and possibly relocate to a new facility

New Mexico Centers to Close

- Alamogordo or Silver City (Tier 3)

- Alternative 2B – Like Alternative 2A, Alternative 2B presents a three-phased approach. Alternative 2B has minor differences in the Arizona center consolidations but does not change any of the recommendations for New Mexico.

The proposed consolidations are shown in Attachment 5 (Arizona) and Attachment 6 (New Mexico).

- Phase 1 Consolidation – Phase 1 initiates the consolidation of some of the 12 current Tier 3 centers and 5 current Tier 4 centers into existing Tier 3 centers. At the end of this phase, five centers will remain in Arizona and four centers will remain in New Mexico.
 - ***Nine centers in Southwest*** – five centers in Arizona and four in New Mexico

Arizona

Arizona Centers to Remain in Operation

- Prescott – absorb Williams (Tier 3) and Truxton Canon Agency (Tier 4) and absorb duties of ADC in west/central Arizona
- Phoenix – absorb duties of ADC in central and eastern Arizona
- Flagstaff – absorb Hopi (Tier 4) and Navajo (Tier 4)
- Show Low – no change
- Tucson – absorb duties of ADC in southeast Arizona

Arizona Centers to Close

- ADC (Tier 3)
- Williams (Tier 3)
- Hopi (Tier 4)
- Navajo (Tier 4)
- Truxton (Tier 4)

New Mexico/Texas

New Mexico Centers to Remain in Operation

- Santa Fe – absorb Taos (Tier 3)
- Albuquerque – absorb Lake Meredith (Tier 4)
- Alamogordo – absorb Big Bend (Tier 4)
- Silver City – no change

New Mexico Centers to Close

- Taos (Tier 3)

Texas Centers to Close

- Lake Meredith (Tier 4)
- Big Bend (Tier 4)

- *Issues* – May not be able to consolidate Lake Meredith and Big Bend into the Tier 3 centers in New Mexico because of how Texas dispatches (county-centric dispatching and private land dictated by local departments)
- **Phase 2 Consolidation** – Phase 2 initiates further consolidation of the nine centers from Phase 1 into seven existing dispatch centers in the Southwest (four in Arizona and three in New Mexico). The Phase 2 consolidations assume implementation of the consolidations described in Phase 1.
 - ***Seven centers in Southwest*** – four centers in Arizona and three in New Mexico

Arizona

Arizona Centers to Remain in Operation

- Prescott – no further change from Phase 1
- Phoenix – no further change from Phase 1
- Show Low – absorb Flagstaff (Tier 3)
- Tucson – no further change from Phase 1

Arizona Centers to Close

- Flagstaff (Tier 3)

New Mexico

New Mexico Centers to Remain in Operation

- Santa Fe or Albuquerque – these centers will combine at either location
- Alamogordo – no further change from Phase 1
- Silver City – no further change from Phase 1

New Mexico Centers to Close

- Santa Fe or Albuquerque (Tier 3)
- *Issues* – Not much room for expansion at Santa Fe

- **Phase 3 Consolidation** – Phase 3 will be the final phase of the Southwest’s consolidation process into four “super centers” – two in Arizona and two in New Mexico. With two centers per state, the Southwest will have the option of setting up expanded dispatch satellite centers in a particular geographic area when fire activity warrants it. Facilities for these “super centers” may need to be built in new locations.

- ***Four centers in Southwest*** – two centers in Arizona and two in New Mexico

Arizona

Arizona Centers to Remain in Operation

- Phoenix or Tucson – these centers will combine at either location and absorb Prescott (Tier 3)
- Show Low – no further change from Phase 2

Arizona Centers to Close

- Phoenix or Tucson (Tier 3)
- Prescott (Tier 3)

New Mexico

New Mexico Centers to Remain in Operation

- Santa Fe or Albuquerque – Phase 2 combined these centers at either location and Phase 3 includes possible relocation to a new facility
- Alamogordo or Silver City – these centers will combine and possibly relocate to a new facility

New Mexico Centers to Close

- Alamogordo or Silver City (Tier 3)

Collocation of Law Enforcement and Wildland Fire Centers

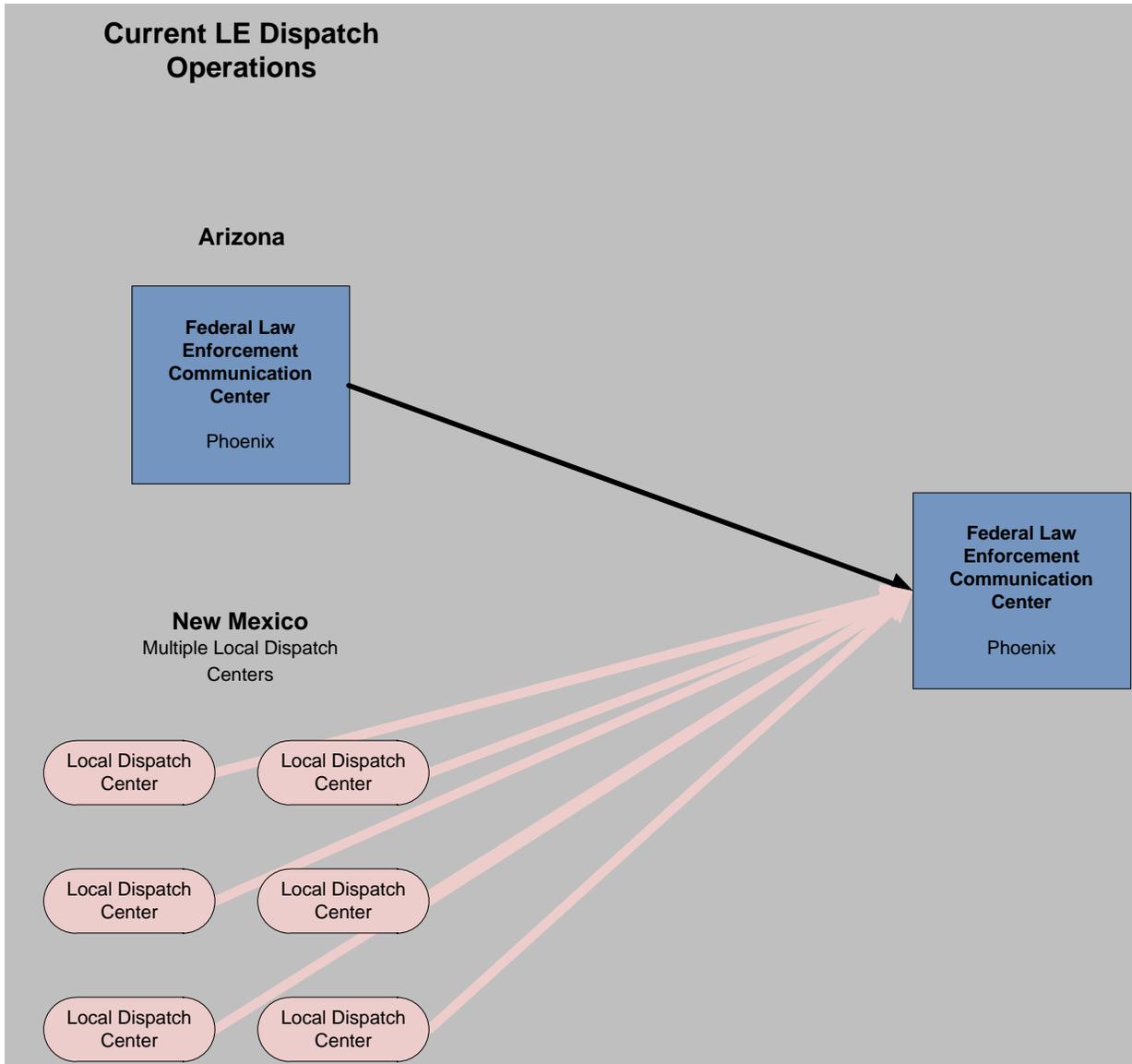
- Collocate law enforcement and wildland fire dispatch to help with communication and coordination efforts during emergency response.
 - Several options for law enforcement to collocate with a fire dispatch center:
 - Option 1: Collocate dispatch support at the Phoenix Interagency Dispatch Center which is near U.S. Immigrations and Customs Enforcement.
 - Option 2: Collocate dispatch support at the Tucson Interagency Dispatch Center, a brand new facility which will allow for better coordination with U.S. Customs and Border Protection.
 - Option 3: Collocate dispatch support at a new facility.
 - *Issues* – Cannot have one dispatcher perform both law enforcement and fire dispatch due to unique differences in operating procedures, security requirements, and training.

Southwest Geographic Area of Coverage

- Implement one of the following four alternatives regarding the Southwest's involvement in Texas for federal lands west of the 100th meridian.
 - No action to change area of coverage
 - Clarify the Southwest's role in Western Texas to eliminate the current overlapping support issues with the Texas Forest Service
 - Redefine the boundaries so that the Southwest takes all of Texas
 - Redefine the boundaries so that the Southern Area takes all of Texas
- Other options include:
 - Make the Lake Meredith National Recreation Area a Tier 3 center – may help resolve the Texas boundary issues
 - Establish a Direct Protection Agreement (DPA) with the Texas Forest Service

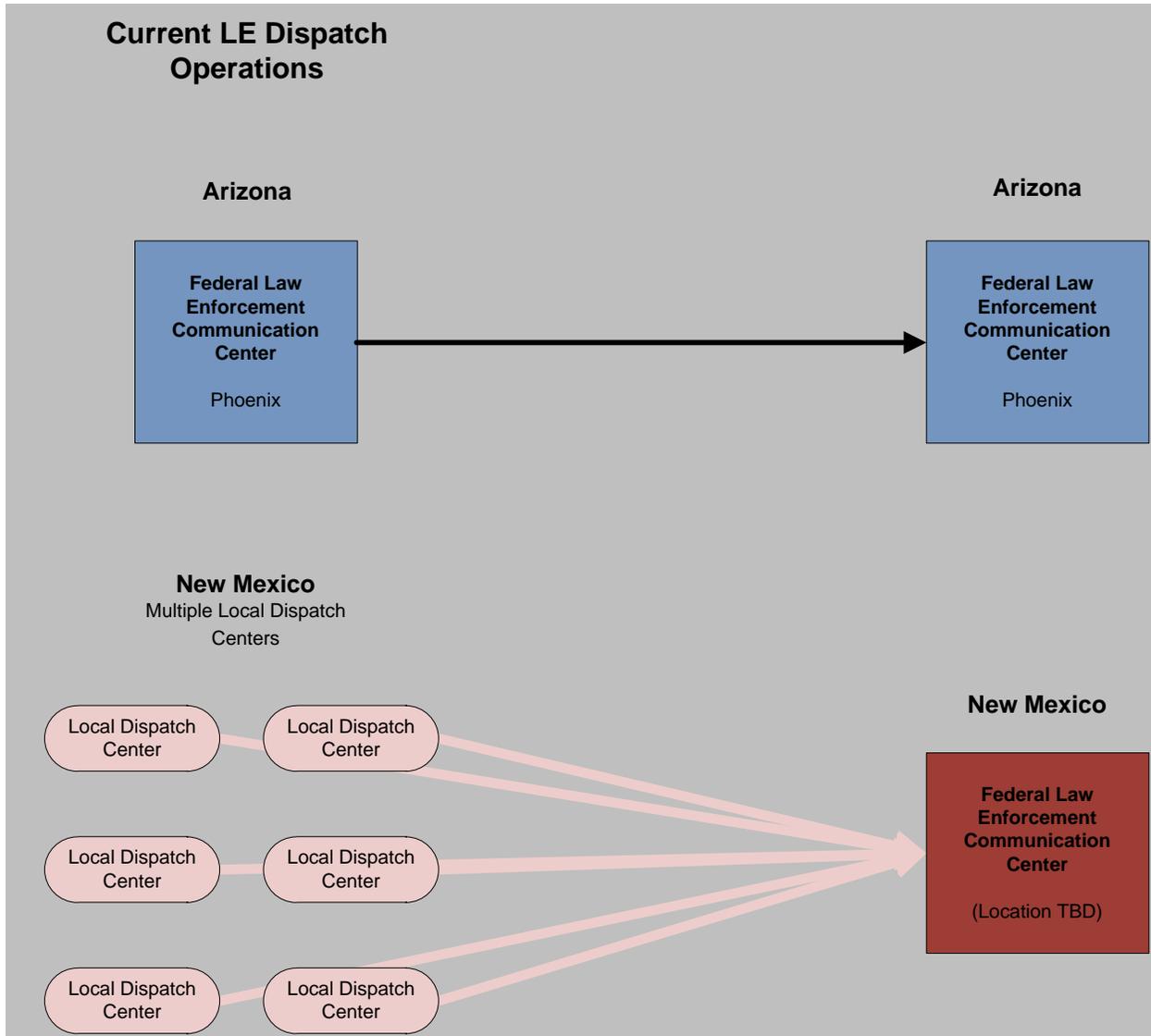
Attachment 1

The chart below depicts Alternative 1 for consolidation of law enforcement dispatch operations into one center in Arizona.



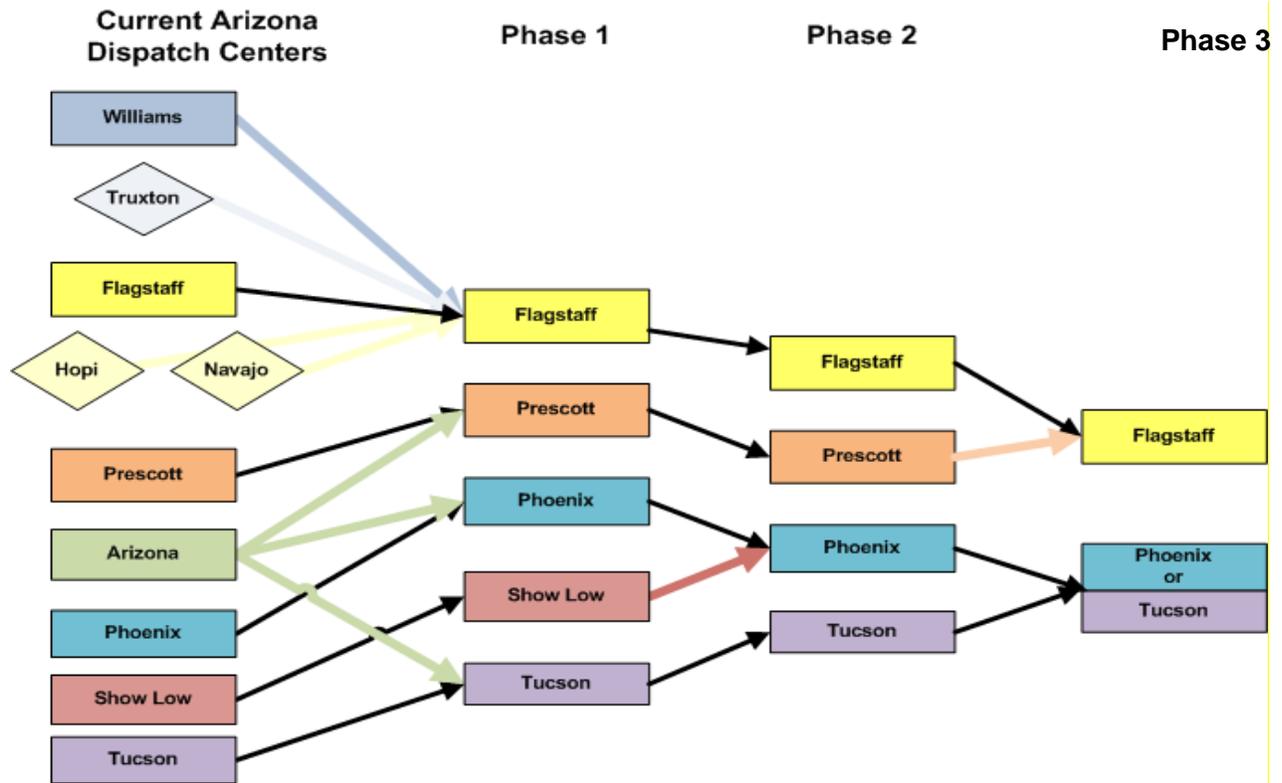
Attachment 2

The chart below depicts Alternative 2 for consolidation of law enforcement dispatch operations into two centers – one in Arizona and one in New Mexico.



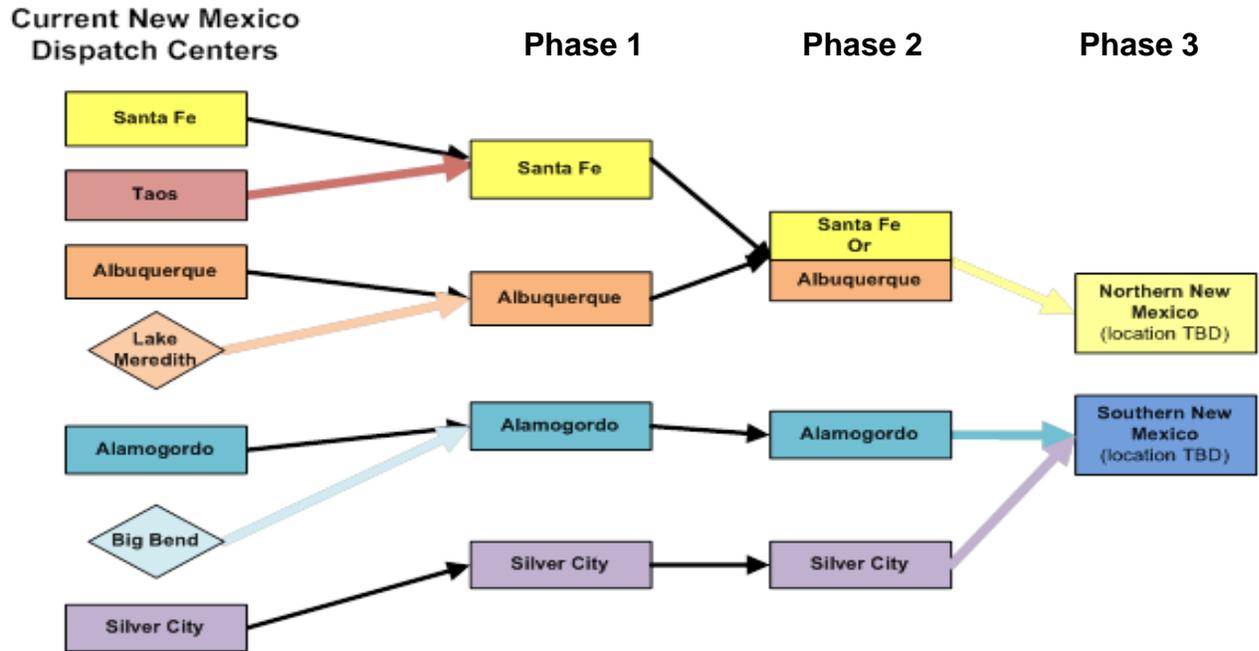
Attachment 3

The chart below depicts the three phases of consolidation of the wildland fire dispatch centers in Arizona for Alternative 2A.



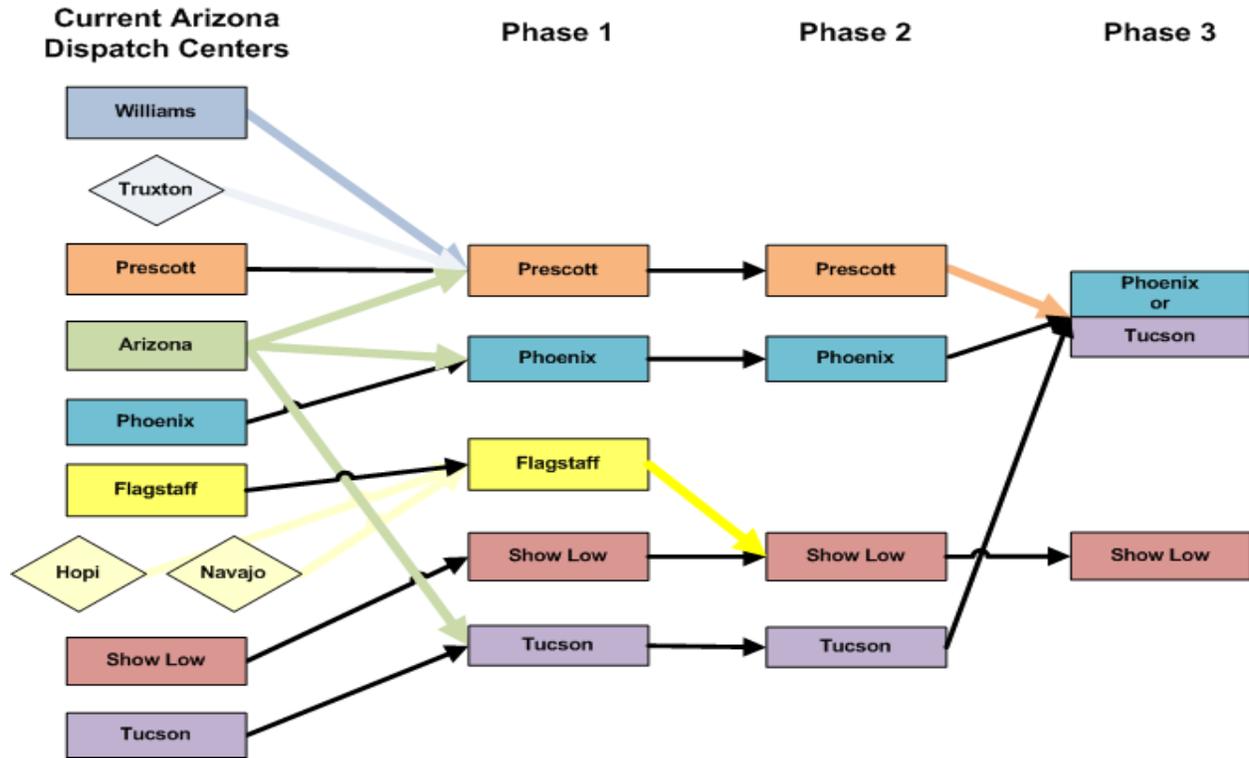
Attachment 4

The chart below depicts the three phases of consolidation of the dispatch centers in New Mexico for Alternative 2A.



Attachment 5

The chart below depicts the three phases of consolidation of the wildland fire dispatch centers in Arizona for Alternative 2B.



Attachment 6

The chart below depicts the three phases of consolidation of the wildland fire dispatch centers in New Mexico for Alternative 2B.

Current New Mexico Dispatch Centers

