

**Transition Task Force – Public Safety Sub-Committee  
Request for Information  
Providing Unified Dispatch for Princeton, New Jersey  
May 10, 2012**

We seek submission of qualifications and a letter of interest for providing unified dispatch service for the consolidated police departments of Princeton Borough and Princeton Township in Mercer County, New Jersey. Dispatch is presently provided by each department individually, their respective dispatch centers are located in their offices, the Borough at 1 Monument Drive and the Township at 400 Witherspoon Street.

**PROJECT DESCRIPTION**

On January 1, 2013, the two police departments will officially merge into one unified force. There will be between 55 and 60 uniformed officers on the force and they will be housed at 400 Witherspoon, the home of the Township police force today.

We need a modern, efficient and manageable dispatch center that will serve the needs of the combined community. There are approximately 30,000 residents in the combined community and the two police departments together receive about 45,500 calls a year for police services.

One scenario for the new municipality will be to combine our dispatch centers together into one at the Township and staff it with existing dispatch personnel. This possibility is presently being investigated by an independent vendor of hardware and equipment.

**REQUEST FOR INFORMATION**

We would like to investigate a second possible scenario, namely - outsourcing dispatch services. We can imagine different options for how this might be performed; we are interested in hearing your ideas on what your approach would be to our request.

One option might be to locate these dispatch services locally, on one of our municipal sites, staffed in whole or part by some or all of our existing dispatch employees. Another option might be to locate these dispatch services at a remote non-Princeton site completely staffed by new personnel. And there are undoubtedly additional options that fall somewhere in between the two stated above. Regardless of the option selected, January 1, 2013 is the first date for the new combined force and it would be preferred to have a new dispatch center in operation at that time.

There are additional features about our present operations that we value – presently dispatch in both towns has ‘walk up’ response capability, this is ‘client’ friendly; and both dispatch centers are both operated by a staff that has a significant base of community

knowledge. While not mandatory requirements for the future, to what extent can your proposed operation address these issues? In addition, we seek improved interoperability with our local emergency services agencies, specifically our local Fire Department and our Rescue Squad and also other Mercer County and nearby county emergency services agencies.

While our initial goal is to provide high quality and tailored dispatch services to our local police forces, we realize that there are growth opportunities for expansion in the northern Mercer region. Princeton University presently manages their dispatch center for their Campus police force. Other local area police forces have been discussing various options for dispatch for the past few years. Ideas have been floated to provide shared services for Lawrence, Ewing and Hopewell Townships; we seek an entity that has the management potential and motivation to imagine growth scenarios to expand high quality services in order to lower the costs to the host municipality.

Therefore, we are looking for an entity that has the qualifications, skills and experience to come to Princeton and submit a proposed solution to our dispatch needs for our consolidated community. Please provide us with your qualifications to undertake such a task.

It will be important for us to see that your entity or proposed team has a proven track record in this field, similar operations up and running and the qualified personnel in place to manage the needs of a municipality like Princeton. In addition, we seek to achieve gains for our community and our police department by considering such a move as outsourcing our dispatch services. Ideally for us, these gains would include a net cost reduction from the existing (or proposed) costs of the municipality providing this service internally; an ability to stay 'state of the art' with technology and software upgrades without assigning uniformed officers to these pursuits; an improved ability to manage our dispatch staffing and supervision functions and an improved reporting protocol to senior management for better quality control.

## **DUE DATE FOR SUBMISSION**

Please submit your qualifications by May 21<sup>st</sup>, 2012 at 5 pm by mail or hand delivery to Administrator Robert Bruschi of Princeton Borough at 1 Monument Drive, Princeton, NJ 08542 or by email at [rwbruschi@princetonboro.org](mailto:rwbruschi@princetonboro.org) or by fax at 609 924.9714 and we will schedule interviews for the last week of May.

Thank you,

Mark Freda  
Chair, Public Safety Transition Task Force Sub-Committee