

JAN 10 2022

Presented

REQUEST FOR AGENDA PLACEMENT FORM

Submission Deadline - Tuesday, 12:00 PM before Court Dates

SUBMITTED BY: Ralph McBroom
TODAY'S DATE:

DEPARTMENT: Purchasing

DEPARTMENT HEAD: Ralph McBroom

REQUESTED AGENDA DATE: January 10, 2022 (Originally Requested CC 12-27-2021)

SPECIFIC AGENDA WORDING: Presentation from Architect Robert Durham of 911 Call Center Committee findings.

PERSON(S) TO PRESENT ITEM: Ralph McBroom C.P.M.

SUPPORT MATERIAL:

TIME: 15 min
(Anticipated number of minutes needed to discuss item)

ACTION ITEM:
WORKSHOP:
CONSENT:
EXECUTIVE:

STAFF NOTICE:

COUNTY ATTORNEY:
AUDITOR:
PERSONNEL:
BUDGET COORDINATOR:

IT DEPARTMENT:
PURCHASING DEPARTMENT: X
PUBLIC WORKS:
OTHER:

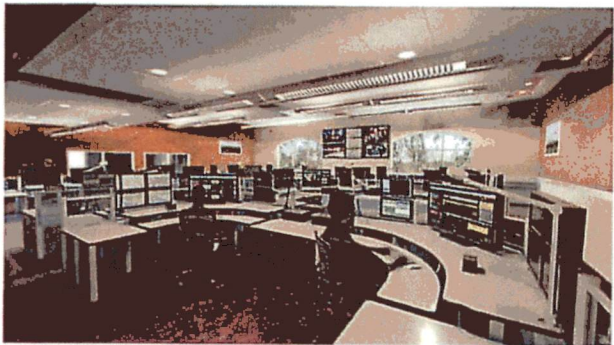
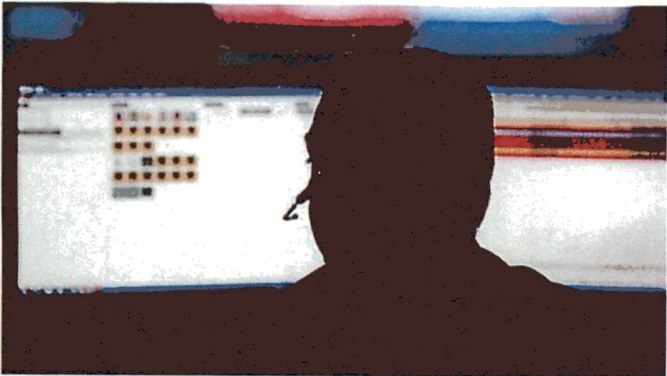
*****This Section to be completed by County Judge's Office*****

ASSIGNED AGENDA DATE: _____

REQUEST RECEIVED BY COUNTY JUDGE'S OFFICE _____

COURT MEMBER APPROVAL _____ Date _____

911 Call Center
Johnson County
Observation/Evaluation Report





1. Executive Summary

Johnson County is experiencing unprecedented growth that will continue through the upcoming decade.

- The Metroplex is growing, and businesses need access to transportation, banking, services, health care, housing, and schools.
- Johnson County is attractive in proximity to the Metroplex without some of the challenges and complexities associated with the Urban environment. The I-35 transportation corridor is in Johnson County. Demographic projections indicate substantial growth.
- Enhanced communication technology is constantly improving to meet the needs of 911 Call Centers experiencing population growth.
- Life safety is a priority for all citizens and effective emergency response, in part, is a measurement of the effectiveness of a community to maintain safe and healthy environment.
- The pandemic, in general, has produced changes in the workforce. Prospective employees are reevaluating their lifestyle and many have not returned to the workforce in a traditional sense. This is referred to as a *Great Resignation*.
- Dispatchers are faced with tense environment, and many have left the profession due to stress and burnout. When this occurs, the County is faced with soliciting applicants, screening, potential hire, and extensive training. The process is time consuming and costly.
- Planning & Design cannot solve all issues but its reasonable to assume that the issues presented can be minimized with proper planning and consideration for the individuals who dedicate their efforts in serving the public interest.





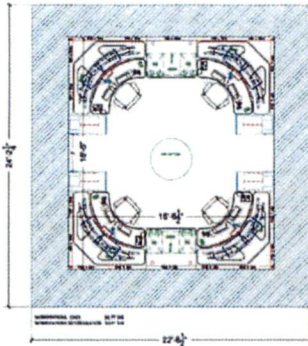
3. Site Visits - Typology

The Committee visited three 911 Call Centers:

- Mansfield 911 Call Center
- Euless 911 Call Center
- Carrollton - NTECC

Mansfield Facility Notes:

1. 12 dispatch stations – 2 stations i.e. emergency dispatch separated from main dispatch.



Module



Dispatch



Emergency Dispatch

2. Warrant Office - Remote from dispatch. Separate entry for law enforcement retrieval.
3. Kitchen/Breakroom limited size, no range, 2 lounge chairs, no seating.
4. Restroom's w/ lockers.
5. Conference Room / Lounge area
6. Supervisors – separate with visual access to dispatch.
7. Technology separate from computer room.
8. Separate employee entry & parking.
9. Acoustics – good
10. HVAC – start up is loud - distraction



3. Site Visits – Typology, contin.

Eules Facility Notes:

1. 5 dispatch stations.
2. Located on 2nd Floor within Law Enforcement Center
3. Kitchen/Breakroom limited size, range – Galley Type.
4. Supervisors – separate – no visual access to dispatch.
5. Technology separate from computer room.
6. Separate employee entry & parking.
7. Dispatch Room – confined – tight space
8. Natural Light
9. Exterior Balcony – effective

Eules Observations:

- 911 Call Center very limited size – crowded
- Incorporated into 2 story law Enforcement Center
- Restrooms and Meeting areas appear to be shared with other departments
- Space appears to be afterthought.





3. Site Visits – Typology, contin.

NTECC Observations:

- Facility serves population base of 1m+. The scale is larger than Johnson County requirements
- This is most advanced facility visited by the Committee. There are many lessons to be learned
- Dispatch area is quiet and a relaxed environment. The dispatch stations are spacious, acoustically correct, and well organized with Watson consoles
- Manager offices flank the dispatch area with partial height corridor walls (acoustical & visual consideration)
- Support areas i.e. Conference Rooms, Kitchen/Breakroom, Small Meeting rooms, Restroom's w/ lockers are detached from Main Dispatch – privacy
- Outdoor area is a covered patio w/ grille and comfortable seating
- Heather Herriage, Deputy Director, was asked if there is anything that she would differently – *add Exercise Room*



Kitchen



Cafe



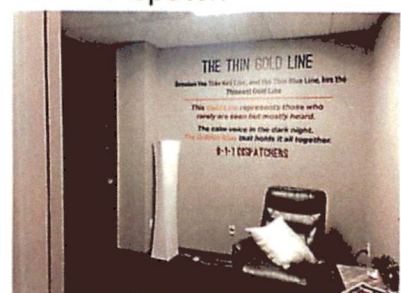
Dispatch



Dispatch Station



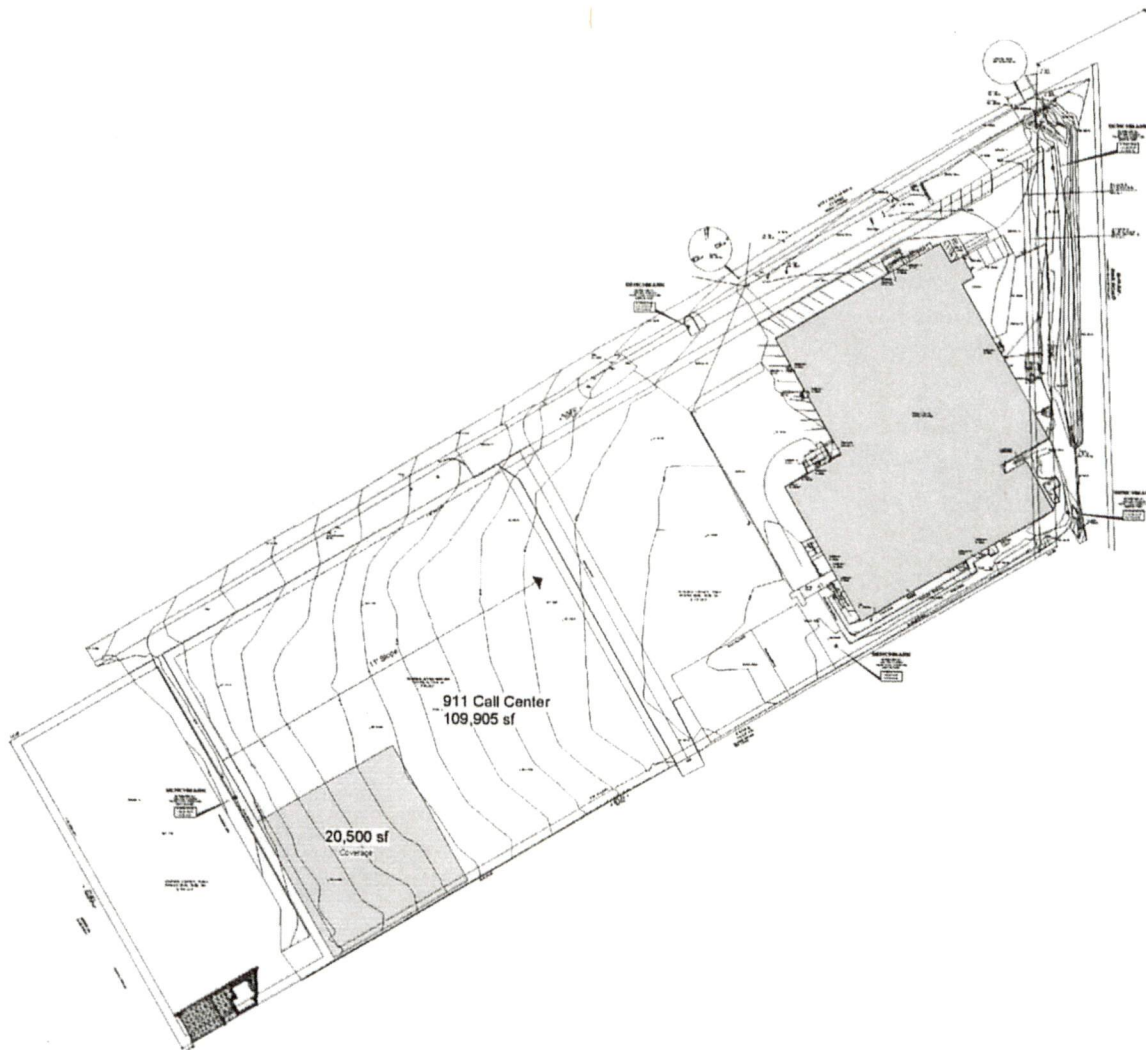
Outdoor Area



Small Meeting



4. Site Considerations Site Survey



Proposed Site:

- 109,905 sf
- 911 Call Center – Bldg. & Parking – 18,100 sf
- Retention – to be determined
- Shared drive w/ EOC
- Investigate & Confirm Future Development of Site Area

6. Project Budget



Division	Total
A. Construction: (6,364*\$500/sf)	\$3,182,000
1. Site Improvements	
Parking & Driveways	
Landscape/Irrigation	
Courtyard	
On Site Utilities	
Fencing	
Grading & Drainage	
Entry	
Storm Water Retention	\$70,000
2. Concrete Foundations	
3. Structural Steel	
4. Masonry	
5. Metals	
6. Rough & Finish Carpentry	
7. Roofing & Moisture Protection	
8. Doors & Windows	
9. Interior Finishes	
10. Specialties	
Toilet & Bath	
Access Flooring	
Toilet Partitions	
Flagpole	
Lockers	
11. Equipment (Kitchen)	
12. Special Construction	
Lightning Protection	
Electrical Controls and Relays	
Building Automation and Control	
Fire Alarm	
Fire Suppression	
Emergency Power	\$100,000
13. Mechanical & Plumbing	
14. Electrical	
A. Total Construction Cost (1 thru 14)	\$3,352,000