



A New Service Delivery Model

for Mesa Public Safety Communications (MPSC)

Update to Mesa Public Safety Committee Members

June 24, 2025





Original Charge to the Consultant

Identify **optimal model** for public safety communications. Address current state challenges while considering emerging industry trends, proven practices, and regional partnerships.

About Winbourne Consulting Inc.



For more than twenty-five years, Winbourne Consulting, Inc. has specialized in **public safety** and technology/telecommunications, serving federal, state, and local governments as well as international clients (600+ U.S. and 20+ countries).

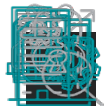
We have provided consulting and project management services to nearly **600 public safety agencies** in the United States and 20 countries. Our clients include **8 of the 10 largest public safety agencies** in the U.S.

- Boston, MA
- DeKalb County, GA
- Cleveland, Ohio



Previous AZ Engagements

- City of Mesa
- Arizona Department of Public Safety
- Maricopa County, AZ Sheriff's Office
- City of Peoria, AZ



About Winbourne Consulting Inc.



Winbourne **delivers leading edge, results-oriented** technology, operational and management consulting services that support the delivery of integrated Public Safety solutions and services.



Technology Planning & Implementation



Operations and Staffing Assessment



Next Generation 911 (NG911)



Consolidation and Governance Planning



Strategic Planning



Big Data and Analytics



Body Worn Cameras and Digital Evidence



Network Planning and Design



Smart Cities



311/Customer Relationship



Cybersecurity



Mission Critical Facility Design

CLIENT SATISFACTION

The caliber of our client services is validated each year through client satisfaction surveys. For the last 16 years, our firm has consistently achieved a **Highly Satisfied rating of 97-99%** from our clients.

<https://www.w-llc.com/>

<https://www.linkedin.com/company/winbourne-consulting-llc/>

<https://www.youtube.com/@winbourneconsulting>



The Winbourne Methodology

Tasks 1 to 3

Confirm Project **Goals**, Establish **Governance** and Understand **Strategic Priorities**

Task 4

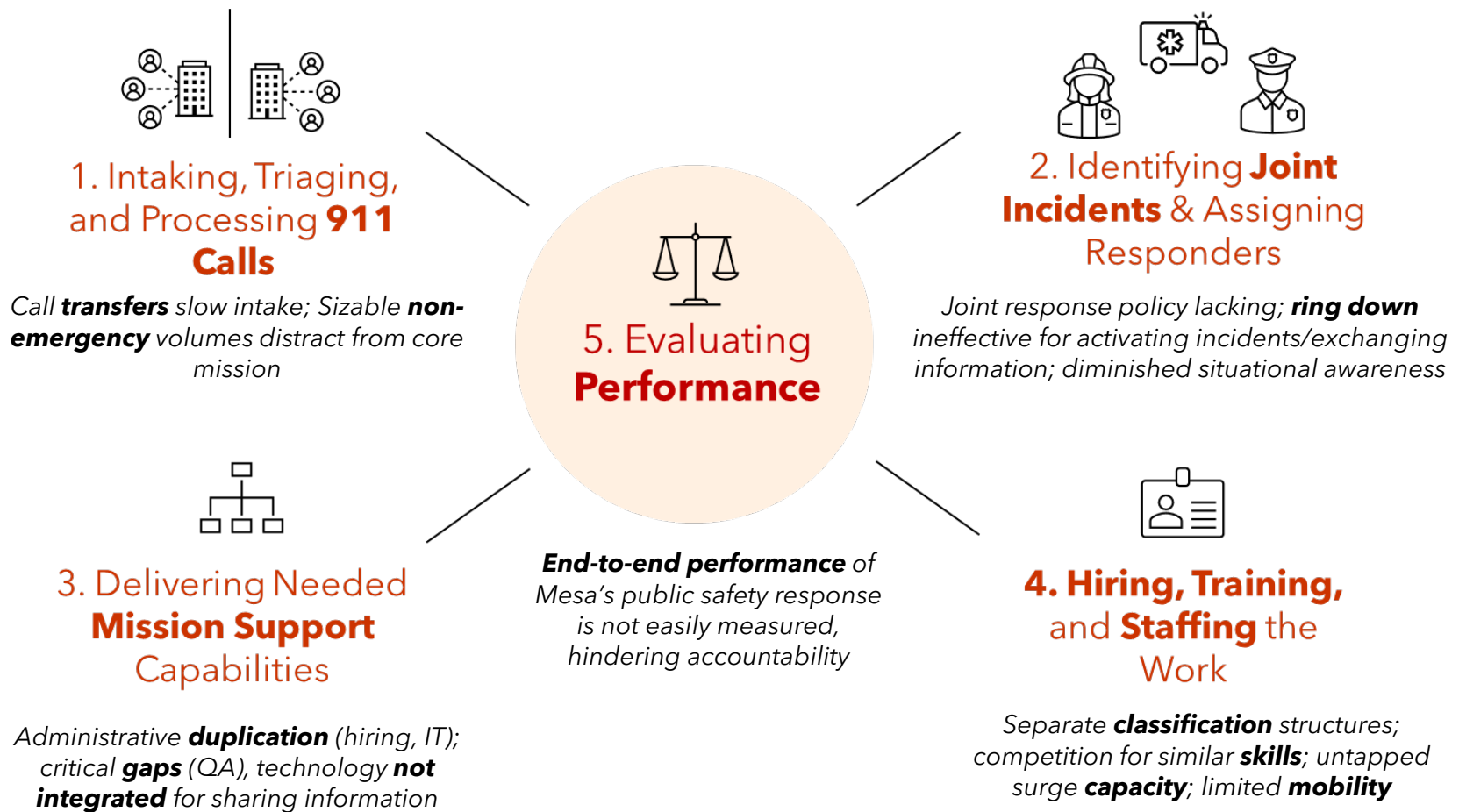
Evaluate 'As-Is' State

- Conduct **Communications interviews** and job **observations**
- Survey Police **Officers** and **Firefighters**
- Meet with **regional partner** representatives
- **Validate 'as-is'** state and collect follow up data
- **Summarize** implications for operating model design

Tasks 5 to 7

Define **Decision-Making** Process, Design Options, and Support Selection of New Model

Challenges With The Current Model





Consultant Recommendations



Can Mesa Maintain But
Improve the **Status
Quo?**

NO, continuing with current structures and operating practices is not operationally viable and cannot sustain growth in community needs.



Should Mesa Establish a
Fully Integrated
Communications Center?

YES, consolidation of Call Taking/Dispatching maximizes operational effectiveness and promotes business and administrative efficiencies.



Arriving at the Final Decision

Seeking Inputs from Public Safety Leadership & Labor



*Equal partners, shared
performance goals*

- Handle all calls through a **single intake** by **Unified Call Takers**; no more handshakes or handoffs
- Maintain public safety (MPD, MFMD) **ownership and operational control** over **dispatching**
- Share **business/administrative services** to close gaps and reduce duplication



Arriving at the Final Decision

Seeking Inputs from Public Safety Leadership & Labor

- Coordinate policies, harmonize record keeping, and exchange information real-time to facilitate **joint response**
- **Collocate** all Call Taking, Dispatching positions in a single location to improve situational awareness for joint incidents and speed response
- **Formalize governance** to ensure coordinated strategic planning and operational decision-making among all public safety agencies



Consolidated Call Taking & Dedicated Dispatching

Why This Is The Best Option for Mesa

- **Reduces Response Times** for Fire and Medical Incidents
- Recognizes **Joint Incidents** Accurately (Single Stage) and Swiftly
- Equips All Public Safety Partners w/Relevant **Information** Simultaneously
- Enhances **Communications** Across On-Scene Responders
- Promotes **Safety** of On-Scene Responders
- Offers Callers a **Seamless** Experience
- Provides Employees w/ an **Enriched Role**



What Needs to Change?

Creating a New Public Safety Support Department

- House **Unified Call Taking** Function to Handle Police, Fire, and Medical Calls for Mesa and Regional Partners
- House Current **Forensics Services** Capabilities to Maintain Independence of Operations and Outcomes
- Close Existing Capability Gaps in **Business Services** and Eliminate Duplication in **Administrative Areas** by Sharing These Services
- Address High Volume of **Non-Emergency Calls** With New Servicing and Staffing Strategy



What Needs to Change?

Sharing Business and Core Services

Business Services

Not Staffed or Under-Resourced Currently

- Performance Measurement
- Business Analytics
- Reporting
- Quality Assurance
- Inquiries
- Community Engagement

Core Administrative Services

Duplicated in Police and Fire and Medical Comms

- Human Resources
- Budget & Financial Management
- Procurement
- Technology
- Telecommunications
- Facilities Management

Future: Centralize Business and Core Services

for Call Taking, Police Dispatching, and Fire and Medical Dispatching

Instead of adding positions to current groups to close capability gaps, centralize business functions and staff to serve all groups, reducing number of staff needed. Centralize core services to reduce burden on administrative areas.



A New Governance Model for Public Safety

Who?

Assistant City Manager (Chair)
Chief, MFMD
Assistant Chief, MFMD
Chief, MPD
Assistant Chief, MPD
Director of Mesa Public Safety Support
Deputy Director of Mesa Public Safety Support
Implementation Manager

Role

Working **collaboratively to prepare for the future** of public safety communications (e.g., plans, budgets, operational direction, technology investments).



Questions?