

# SHARED SERVICES

## Spotlight

Right for taxpayers. Right for you.



## WELCOME: FREEHOLDER DEPUTY DIRECTOR TOM ARNONE



MONMOUTH COUNTY IS COMMITTED TO CONTINUED LEADERSHIP LOCALLY AND ACROSS THE STATE OF NEW JERSEY IN THE FIELD OF SHARED SERVICES.

Many of you have already partnered with Monmouth County government in effort to save taxpayers money through shared services.

In effort to provide you with the most up to date opportunities and information regarding shared services, I will be reaching out to you periodically with our new "Shared Services Spotlight."

Each issue may highlight a specific area of opportunity in which your municipality or school board may save



Construction of the county's new 9-1-1 Communications Center is well under way.

taxpayers money through partnering with Monmouth County Shared Services. This may include interesting articles or news related to the field. We may also highlight some recent success stories to help inspire new shared services activities throughout the county and state.

I hope you will take a moment to

read through each issue and contact us often to explore new ways of saving taxpayers money through increasing your shared services activity with Monmouth County.

Sincerely,

*Thomas A. Arnone*

### INSIDE THIS ISSUE:

**PAGE TWO:** Find out what some of your neighbors are doing in the area of shared services.

**PAGE THREE:** This month's Spotlight is on Monmouth County's 9-1-1 communications services.

**PAGE FOUR:** A number of bills are up for consideration by the Legislature in 2012.





# SHARED SERVICES

*Matawan and Monmouth County public works crews work side by side cleaning out local catch basins last May.*

## SHARED SERVICES: SUCCESS STORIES

**THE MONMOUTH COUNTY OFFICE OF SHARED SERVICES COMMENDS ITS MUNICIPAL PARTNERS FOR THEIR RECENT PARTICIPATION, INQUIRIES AND OUTREACH IN AN EFFORT TO SAVE TAXPAYERS MONEY THROUGH PARTNERSHIPS WITH MONMOUTH COUNTY GOVERNMENT.**

- Asbury Park - Vehicle Maintenance
- Asbury Park - Dispatch Services
- Atlantic Highlands - Public Works
- Belmar - Property Assessment
- Brielle - Towing Services
- Brielle - Snow Plowing
- Brielle - Commodity Purchasing
- Hazlet - Information Technology
- Long Branch - Shared Services/ Commodity Resale Agreement

- Long Branch BOE - Vehicle Repair
- Matawan - Basin Cleaning Services
- Matawan - Street Signage
- Neptune - Tree Removal
- Neptune - Communications Services
- Red Bank - Property Assessment
- Sea Girt - Surplus Vehicles
- Upper Freehold - Snow Plowing

**SAVE ON COMMODITIES AND SERVICES THROUGH THE MONMOUTH COUNTY COOPERATIVE PURCHASING PROGRAM. CLICK LINK BELOW FOR CURRENT OPPORTUNITIES TO SAVE BY BUYING AT THE COUNTY PRICE THROUGH COUNTY CONTRACTS:**

### CURRENT OPPORTUNITIES

## CHECK OUT THE ADVANTAGES OF SHARING SERVICES:

- Economy of scale purchasing power equals a lower price
- Broad range of services and commodities available
- Continuity and reliability of service
- Increased quality and efficiencies
- Free up local staff and resources
- Less local maintenance
- Improved, up-to-date systems and equipment
- Standardized process
- State certified systems
- Professional highly trained staff

## MAKE YOUR SHARED SERVICES REQUEST TODAY!

*Sharing services is a proven way to save taxpayers money. Interested municipalities, school boards and other governmental agencies are urged to contact the Monmouth County Office of Shared Services for assistance in getting started with the process. You can access sample shared services agreements on the county's Web site at [www.visitmonmouth.com](http://www.visitmonmouth.com) to get started. Or, call the office at 732-577-8709.*



# R V I C E S



## SPOTLIGHT ON: 9-1-1 DISPATCH SERVICES

THE MONMOUTH COUNTY SHERIFF'S OFFICE/COMMUNICATIONS DIVISION EMPLOYS A ROUND-THE-CLOCK, FULL-TIME STAFF THAT ANSWERS 9-1-1 CALLS FOR MORE THAN 49 LOCAL JURISDICTIONS, DISPATCHES FOR 15 POLICE DEPARTMENTS, 53 FIRE DEPARTMENTS AND 26 EMS SQUADS. ALL OF THE COUNTY STAFF IS TRAINED AS EMERGENCY MEDICAL DISPATCHERS, EMERGENCY COMMUNICATION OFFICERS, AND NCIC TERMINAL OPERATORS.

**EMERGENCY CALL** answering and dispatch service is a vital part of our nation's emergency response and disaster preparedness system.



**Sheriff Shaun Golden**

Locally, the Monmouth County Sheriff's Office provides the

highest level of communications services to participating municipalities through a seamless communications infrastructure. The county's Communications Center provides emergency call answering and dispatch services for local police, fire and first aid assistance.

Many of Monmouth County's municipalities have subscribed to the county's lower cost, fee-based model that reduces duplicative services, personnel and equipment.

In spring of 2011 the county moved forward with the purchase of upgraded technology and the construction of a new, state-of-the-

art 9-1-1 call center that will serve the county's expanding emergency communications needs to meet increased demand.

Monmouth County's municipal partners utilize this cost-efficient

*Partners sharing dispatch services include Avon-by-the-Sea, Bradley Beach, Freehold Township, Matawan, Neptune Township and West Long Branch.*

shared service to provide tremendous savings to their communities.

For example, the county recently entered into an agreement with the City of Asbury Park to perform dispatching services. The city will save more than \$500,000 in the first year alone by switching to this county shared service.

**GETTING STARTED** is easy. Submit a "Shared Services Request Form" online at [www.visitmonmouth.com](http://www.visitmonmouth.com). Or call 732-577-8709.

**FREEHOLDER** Deputy Director Thomas A. Arnone and Sheriff Shaun Golden have been working together on building successful partnerships to benefit taxpayers.

As a former mayor of Neptune City and past president of the New Jersey Conference of Mayors, Arnone knew firsthand how badly municipalities needed immediate tax relief. He also saw the expansion of shared services as the fastest way to get it done.

The two moved quickly to implement a comprehensive strategy to expand the county's 9-1-1 communications operations, knowing it was the best and most cost-effective way to deliver the greatest savings to local municipalities while also providing increased revenue opportunities for county government to help offset the cost of operations.

In September, the county broke ground on a new state-of-the-art 9-1-1 communications center that will undoubtedly serve as a state and national model.

The modern 45,000-square-foot facility will accommodate all 53 Monmouth County municipalities and other local entities such as fire and EMS. It will provide emergency answering services for more than 650,000 calls annually.

In addition, the county recently unveiled the Shore Area Communications Center (SACC). The new 9-1-1 center located on Route 33 in Neptune provides 9-1-1 services as well as police, fire and EMS dispatch services to Neptune, Neptune City, Asbury Park and Avon.

# UPDATE: SHORE AREA COMMUNICATIONS CENTER

## CHECK US OUT ON YOUTUBE!

*More than 100 state, county and municipal officials attended the first ever Monmouth County Shared Services Summit last fall. Check out the video on the county's Youtube channel by clicking on this link:*

### SHARED SERVICES TV

Contact us at  
**732-577-8709**



Sheriff Shaun Golden (center) with Freeholders Thomas A. Arnone (left) and Gary J. Rich Sr.

On Tuesday, Nov. 29, 2011, Freeholder Deputy Director Thomas A. Arnone, shared services liaison, and Sheriff Shaun Golden hosted an open house at the new Shore Area Communications Center in Neptune. Guests viewed the

new facility, spoke with county officials and received important updates regarding facility operations and how they will positively impact municipal communications. More than 100 local officials attended the event including mayors, councilmen, police, fire and EMS representatives.

The Neptune regional dispatch center provides 9-1-1 services as well as police, fire and EMS dispatch services

to Neptune, Neptune City, Asbury Park and Avon. Just last week, Spring Lake decided to move the borough's police dispatch service to Monmouth County, providing a savings of \$200,000 a year.

Currently, Arnone and Golden are visiting with municipal officials to make them aware of the potential benefits this shared service makes possible.

The Monmouth County 9-1-1 Communications Center, located in Freehold, provides 9-1-1 services to 48 towns, and dispatches for 11 police departments, 33 fire departments and 28 first aid squads. The county no longer has enough space to accommodate additional towns. A new state-of-the-art 9-1-1 facility will be built behind the Police Academy in Freehold. Until the new facility is completed, dispatching for shore towns will be done at the Neptune facility.

## LEGISLATIVE UPDATE: WHAT'S NEW IN SHARED SERVICES

**A114** Requires an electronic bulletin board on DCA website for local units to advertise Shared Services opportunities; requires development of computerized survey to match local units together to implement Shared Services.

*Last Session Bill Number: A536*

**A130** Authorizes executive county superintendent of schools to require implementation of Shared Services arrangements and to approve school district collective negotiations agreements prior to execution of agreement.

*Identical Bill Number: S802 Last Session Bill Numbers: A2961 S2025*

**A959** Provides for priority consideration, by State, of permit applications by counties and municipalities with 10 or more Shared Services. *Last Session Bill Number: A126*

## HOW ARE WE DOING? PLEASE TAKE OUR SURVEY

Monmouth County Shared Services is dedicated to providing top quality services at a more affordable cost in an effort to help save taxpayers money.

We highly value your input, suggestions and ideas on how to strengthen our delivery of services to the community.

Please take a brief moment to fill out our online "Shared Services Customer Satisfaction Survey"

SHARED SERVICES CUSTOMER SATISFACTION SURVEY