



## **Livermore-Pleasanton Fire Department**

### **FOR IMMEDIATE RELEASE**

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#### **For Further Information:**

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On July 31, 2012, the Livermore-Pleasanton Fire Department (LPFD) moved its emergency communications and dispatch services from the Livermore Police Department to the Alameda County Regional Communications Center (ACRECC) located at the Lawrence Livermore National Laboratory. When the cities of Livermore and Pleasanton combined their fire services in 1996, the Livermore Police Department became the dispatch center for the LPFD. Since then, the LPFD has enjoyed excellent service levels from that dispatch center.

Increasing call volume, build out of the cities towards their borders, and an increased use of interagency resources to provide the most effective response possible has caused the LPFD and Alameda County Fire Departments to frequently operate across jurisdictional boundaries. At the same time, the Alameda County ambulance provider to the Livermore-Pleasanton region, Paramedics Plus, is now being dispatched by ACRECC. Between the inter-agency responses, and the ambulance dispatches, over 75% of the LPFD's calls are already passing through ACRECC dispatch, though the LPFD and ACRECC agencies are often left on different radio channels interacting with separate communications centers to maintain contact with the centers that monitor their status and provide information to them. Moving the LPFD to a common dispatch center with Alameda County Fire, Paramedics Plus and other partner agencies will allow first responders to be on the same radio channel with a common dispatch center throughout an emergency response. Monitoring the status and location of the regional fire resources in one dispatch center will allow agencies the ability to send the closest, most appropriate resource to emergency calls.

ACRECC is a multi-agency fire and EMS specific communications center located in Livermore, at the Lawrence Livermore National Laboratory. ACRECC dispatches, and thus has common communications and direct resource status knowledge of the following agencies: Alameda City Fire Department, Alameda County Fire Department (covering Berkeley National Laboratory, Castro Valley, Dublin, Lawrence Livermore National Laboratory, Newark, San Leandro, San Lorenzo, Union City, and unincorporated Alameda County), Camp Parks Fire Department, Fremont Fire Department, and Paramedics Plus. ACRECC is an Accredited Center of Excellence by the National Academies of Emergency Dispatch and is National Fire Protection Agency 1221 compliant.

In case of an emergency, dialing 911 will continue to work as it always has. 911 should continue to be used as it has in the past. The call will ring first at the appropriate law enforcement dispatch center to determine the call type, then will be transferred to ACRECC for fire department and/or ambulance

services. Members of the public wishing to reach the LPFD Dispatch Center for non-emergency calls should dial (925) 447-4257.

On Monday, June 11, 2012, the Livermore City Council voted to authorize the City Manager to enter into a contract with ACRECC to provide dispatch services for the LPFD by a 5-0 vote. On Tuesday, June 19, a similar resolution was passed by the Pleasanton City Council. With that direction from the City Councils, the LPFD and ACRECC made this move at 8:30 a.m. on July 31, 2012. The transition went smoothly and without service disruption.