

# Proposed Deliverable and Work Plan – Lawrence/Douglas County, KS

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**HARVARD** Kennedy School  
Government Performance Lab

# Themes from Scoping Process

Cross-team  
communication

Supporting dispatch  
to send appropriate  
responses

Making efficient use  
of staff + resources,  
e.g. by right-sizing  
call volume

# GPL + Lawrence/Douglas County TA Focus

**Challenge:** Lawrence/Douglas County's crisis response system has expanded rapidly in the last 18 months and creation of new alternative response programs is ongoing. At the center of the system is the Emergency Communications Center (ECC), which dispatches calls to all alternative emergency response programs either directly or through referral to 988. The ECC uses a call flow for 988 diversion but has no additional documentation for diversion to other alternative response programs.

**GPL 3-month project proposal:** GPL works with Lawrence/Douglas County crisis response system stakeholders to create a clear and simple, but sufficiently detailed call decision tree for use by call-takers and dispatchers in the ECC.

# Suggested Deliverable

## Call Decision Tree with Team Scope and Availability

**Deliverable: Call decision tree for Emergency Communications Center (ECC) call-takers and dispatchers clearly identifying which alternative response (A9ER) team is appropriate and available for a call.**

- Stakeholders: 911, 988, PD, FD, and MRT
- Value-add: Maximization of use of appropriate resources by 911
- Needs:
  - All existing and sharable call decision documents including ECC SOPs, call types and exclusionary criteria for each A9ER team
  - Hours of operation and scope of operations for each A9ER team
  - Availability to have sit-downs and/or interviews with A9ER team supervisors if needed
  - 1-2 hours of workshopping with ECC staff

# DRAFT Decision Tree Timeline

Week	Key Actions
Aug 28	<ul style="list-style-type: none"> <li>• <b>Scope</b> – All agree scope of work</li> <li>• <b>Planning</b> – All agree timeline and key dependencies</li> <li>• <b>Collaboration</b> – Lawrence/Douglas County stakeholders to send written materials and warm introductions to other City/County contacts</li> </ul>
Sep 4	<ul style="list-style-type: none"> <li>• <b>Background research</b> – GPL to finish reading through written materials</li> <li>• <b>Collaboration</b> – GPL to meet with relevant Lawrence/Douglas County contacts to gather needed information on A9ER teams</li> </ul>
Sep 11	<ul style="list-style-type: none"> <li>• <b>Collaboration</b> – GPL to continue to meet with Lawrence/Douglas County contacts to gather needed information on A9ER teams</li> <li>• <b>Start deliverable</b> – GPL to first draft decision tree and identify additional areas for inquiry</li> </ul>
Sep 18	<ul style="list-style-type: none"> <li>• <b>Collaboration</b> – GPL + Emergency Communications Center (ECC) leadership plan workshop and set a date to train ECC staff on decision tree</li> </ul>
Sep 25	<ul style="list-style-type: none"> <li>• <b>Progress deliverable</b> – GPL to workshop w/ECC dispatchers to refine decision tree</li> <li>• <b>Integrate feedback</b> – GPL to build in learnings from the ECC Workshop to call decision tree</li> </ul>
Oct 2	<ul style="list-style-type: none"> <li>• <b>Progress deliverable</b> – GPL + ECC leadership to train ECC dispatchers on call decision tree</li> <li>• <b>Test deliverable</b> – ECC dispatchers utilize call decision tree and provide feedback</li> </ul>
Oct 9	<ul style="list-style-type: none"> <li>• <b>Integrate feedback</b> – GPL to build in learnings from the Test Period to call decision tree</li> </ul>
Oct 16	<ul style="list-style-type: none"> <li>• <b>Finalize deliverable</b> – GPL to complete final draft of call decision tree</li> </ul>
Oct 23	<ul style="list-style-type: none"> <li>• <b>Sign-off</b> – Final sign-off [meeting] with key stakeholders (ECC; KSPHQ; MRT; PD; FD)</li> </ul>
Oct 30	<ul style="list-style-type: none"> <li>• <b>DECISION TREE GOES LIVE</b></li> </ul>

**Action Owner Key**

- **GPL**
- **Lawrence/Douglas County**
- **GPL and Lawrence/Douglas County**

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# Key Questions

- **What other materials should GPL gather to ensure all critical information dispatchers at ECC need for a clear call flow chart is included?**
    - All sharable call decision documents including call taking and dispatch SOPs for each response team.
    - Call type and exclusionary criteria for each response team.
    - Hours and days of operation for each response team.
  - **Is end of this week a reasonable time by which GPL can receive all written materials? Yes**
  - Is there anyone we need to talk to who is not in this meeting?  
Douglas County Sheriff and Under Sheriff, City of Eudora Dispatch, City of Baldwin Dispatch, Wakarusa Township Fire Chief, Wakarusa Township Dispatch, Kansas University PD, Kansas University Dispatch
  - **Is this a reasonable timeline for ECC staff to get trained up on using a new decision tree? Yes**
  - **Who needs to sign off on the new decision tree for it to be implemented?** The stakeholders in this meeting + the agencies listed above in “who is not in this meeting.”
  - **Is this a reasonable timeline for getting all agencies to sign off?** Yes, probably two weeks for sign offs to happen. These are policy decisions so don't need to go through as many people as something like an MOU.
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# Select Key Dependencies

- How long for GPL to get all baseline information from Lawrence/Douglas County.
- Who else needs to be involved other than those already in the room. Easy to get a hold of other needed stakeholders?
- Meeting availability of key stakeholders.

# Confirm Points of Contact

- Emergency Communications Center: Tony Foster + Sonya N. Baeza
- 988/KSPHQ: Monica Kurz + Jared Auten
- Mobile Response Team: Edit Harrison + Blaire Hines (cc Stephen O'Neill)
- PD: Chief Lockhart
- FD: Chief Llewellyn + Kevin Joles



# Appendix

# Example Call Decision Tree

## Proposed Dispatch Process for Alternate Response Teams (REACH and CCR Teams)

For Eligible Calls for Service Meeting Identified Call Codes

