



City of Rochester Hills  
AGENDA SUMMARY  
FINANCIAL ITEMS

1000 Rochester Hills Dr.  
Rochester Hills, MI 48309  
248.656.4630  
[www.rochesterhills.org](http://www.rochesterhills.org)

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Legislative File No: 2018-0079

**TO:** Mayor and City Council Members  
**FROM:** Sean Canto, Fire Chief/Emergency Services Director  
**DATE:** March 12, 2018  
**SUBJECT:** Emergency Dispatch Services

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**REQUEST:**

City Council is requested to authorize a contract/blanket purchase order to Oakland County for emergency dispatch services in the amount not-to-exceed \$640,230.36 through March 31, 2021 and further authorizes the Mayor to execute a contract on behalf of the City.

**REASON FOR PURCHASE:**

Request for Proposals for Dispatch Services were solicited in late 2009 with a three-year contract awarded to Oakland County with renewal options. Oakland County has been providing Dispatch Services for Rochester Hills since 2010.

Based on the level of service Oakland County has been providing and the difficult process of establishing a communication center to handle the City's dispatching service, it is recommended that the City extend its agreement with Oakland County for an additional three-year period.

The contract proposed is Oakland County's standard contract for fire dispatch services utilized in other communities; therefore Oakland County will not entertain revisions or supplements to the document. There is an 11% increase in the 2018-2019 contract year, primarily due to Oakland County hiring an additional four (4) dispatchers with 3% increases in 2019-2020 and 2020-2021 for wage adjustments. Additionally, the cost of the contract continues to increase as the City of Rochester Hills call volume continues to increase. The number of calls utilized for the 2015-2018 term was based on 6,363 calls and this current contract term of 2018-2021 is based on 6,803 calls, a 7% increase. The price for dispatching service is set by the Oakland County Board of Commissioners.

A regional dispatch center/911 call center combined in one location can reduce response times by eliminating the transferring of certain types of inbound 911 calls such as those originating from cellular services, then relayed to a local dispatch center. This means faster response by fire and emergency medical staff to residents and businesses in need. Other benefits of a regional dispatch service include improvement of mutual / automatic aid between departments, potential for increased number of dispatchers on duty, and dedicated oversight of dispatching services.

**PROCESS:**

**Vendor Name and Address:**

County of Oakland  
1200 North Telegraph  
Pontiac, MI 48341

**Reason for Selection:**

Extension of existing contract  
Best Value of current services and annual cost

**Method of Purchase:**

Contract/Blanket Purchase Order

**BUDGET:**

Funds are included in the FY 2018 Adopted Budget and FY 2019-2020 Projected Budgets.

If approved by City Council, Fiscal shall bring forth a Budget Amendment for the additional funding needed in FY 2018, and will increase the FY 2019-2020 Projected Budget amounts.

Fund Name	Department Account No	Account No. Description	3-Year Budget Amount	3-Year Cost	3-Year Remaining Budget
Fire Fund	206.801000	Professional Services	\$630,000	\$640,230.36	(\$10,230.36)

**RECOMMENDATION:**

It is recommended that the Rochester Hills City Council authorize a contract/blanket purchase order to Oakland County for emergency dispatch services in the amount not-to-exceed \$640,230.36 through March 31, 2021 and further authorizes the Mayor to execute a contract on behalf of the City.

APPROVALS:	SIGNATURE	DATE
Department Review		02/27/18
Department Director		02/27/18
Budget Content: Chief Financial Officer		
Purchasing Process: Supervisor of Procurement		
Mayor		
Deputy Clerk		