

HISTORY OF ROCHESTER HILLS 911

- **1984** Discussion started in the County with municipalities on establishing 911.
- **1987** Oakland County went out for bid on a countywide 911 system, and the contract was awarded to Ameritech.
 - Oakland County Commissioners only appropriated funds to install the hardware in **Public Safety** Centers, and because Rochester Hills was only Fire and EMS, we were excluded.
 - The Mayor and City Council agreed they wanted to answer our own 911 calls, and decided to fund the 911 installation so our Fire Department Dispatch Center could receive our own 911 calls.
- **1998** Oakland County was forced to replace the current 911 system due to pending Y2K issues. The county agreed that due to our participation with the design and research they would fund Rochester Hills new equipment as well.
- **2004** Wireless 911 Phase 1 began when we requested to receive the wireless calls, but upon discussion with the Sheriff's office, it was decided Wireless 911 calls would go to them. It was decided to review this issue again when Phase 2 Wireless was available and better call data available on the location.
- **2005** Wireless Phase 2 was ready to begin and Rochester Hills requested to receive our sites wireless calls. Several meetings occurred regarding this issue and it was decided that wireless calls would continue to be sent to Oakland County Sheriffs Dispatch and they would re-direct Fire and EMS requests back to us on the 911 Network.

HISTORY OF ROCHESTER HILLS DISPATCH SERVICES

In the beginning, Dispatch Services first started under Avon Township when we opened up Fire Station No. 4 on Walton Blvd. It was run with 3 full-time Dispatchers along with the Department Secretary during the day. As the community grew, our department grew and there was a need for full-time Firefighters to support the Paid-On-Call operations. A decision was made to hire Firefighter/Dispatchers, who rotated monthly between Dispatch and running Fire calls during the day.

- **1998** As our community continued to grow, our call volume increased as well. Due to the heavy call volume, it was essential to have a minimum of 2 Dispatchers on every shift based on ISO and NFPA standards. Four civilian Calltakers were hired to assist the Firefighter/Dispatchers.
- **2000** With the growing number of calls and community development came the need for additional Firefighters to respond 24-hours a day. A decision was made to reevaluate department operations to best staff the needs of the department and properly service the community. This resulted in the four Calltakers re-classified to Dispatchers, a decision to hire four additional Dispatchers, and the transition of the Firefighter/Dispatchers into the field as Firefighters to better utilize their skills. The civilian Dispatchers were brought in at a lower wage to cover the Dispatch Center functions.

An Emergency Medical Dispatch (EMD) system was implemented into our operations and upon review, an International program was selected and all Dispatchers trained.

- **2001** The Firefighter/Dispatchers were re-classified to full-time Firefighters, and the Center now was staffed with 8 civilian Dispatchers. On November 15th the EMD system went live assisting callers with Emergency Medical Care by the Dispatchers until EMS arrived on the scene. The position of Communications Coordinator was created to assure proper Quality Assurance to the callers and the responders, and to assist the Supervisor of Communication Systems.
- **2003** In an effort to reduce overtime hours and Dispatcher burnout, the position of Super Swing shift was added.
- **2007** Currently the Communications Center has 11 staff members that consist of the Supervisor of Communication Systems, Communications Coordinator, and nine (9) Dispatchers.

NATIONAL / COUNTY 911 TIME LINE

- **1973** *April 3rd – The first public telephone call was placed on a portable phone.*
- **1976** Avon Township opened Fire Station No. 4 on Walton along with the Fire Department administrative offices and Dispatch Center, and hired the first Dispatchers to take over the dispatching of Avon Township Fire Department from the City of Rochester.
 - At this time 9-1-1 was not in existence, and people were instructed to call 656.0911 for Fire or EMS, and to call the Sheriff at 858.4911 for Police assistance.
- **1979** Avon Township built a new Township Hall where it still stands today along with a new Dispatch Center, thus dispatch operations moved out of Station No. 4. Our Dispatchers still continued to answer the calls for Fire and EMS, and the Sheriffs Dispatch Center still answered calls for Police services. 9-1-1 began to come of age.
- **1980** *The 1 millionth Mobile Telephone was activated in the United States.* In May, the FCC announced the decision to award two cellular licenses per market - one for a wireline company and one for a non-wireline company (Detroit aka: Cellular One and Ameritech).
- **1983** *October 13th - The first commercial cellular system begins operating in Chicago.*
- **1984** Avon Township became Rochester Hills.
 - Oakland County began meetings with the communities to design the counties first 9-1-1 system. Gail Novak from Emergency Management was appointed as the county 9-1-1 Administrator.
 - Vince Foisy and the Sheriffs Dispatch Director Pat Coates met several times to discuss 9-1-1 build-out and the Master Street Address Guide layout for the area.
- **1985** Vince Foisy and Pat Coates met several times to discuss/design Rochester Hills Master Street Address Guides (MSAG). All Oakland County agency MSAG's were completed.
- **1986** On March 17th the State of Michigan adopted the first Emergency Telephone Service Enabling Act 32.
 - May 8th Oakland County adopted its first 9-1-1 Plan.
 - July 3rd Mayor Ireland drafted a letter to Oakland County advising Avon Township is requesting to be a Primary PSAP based on the approval of City Council at the June 25th Council meeting.
- **1987** Oakland County went out for bid on a countywide 9-1-1 system. The contract was awarded to Ameritech, and they specified installing "J" cabinets by AT&T. Oakland County Commissioners only appropriated funds to install the hardware in Public Safety Centers, and because we were only Fire and EMS we were excluded. The Mayor and City Council agreed to fund our installation so we could receive Rochester Hills 9-1-1 calls at our Fire Dispatch Center.

- **1988** September 11th, 9-1-1 calls went live in Rochester Hills and throughout the county. October 29th, Rochester Hills had its grand opening of the Public Safety Building. Dispatch operations were moved from City Hall to the new Center constructed in this building, which opened early due to the 9-1-1 system activation.
- **1989** *Motorola announces a personal cellular phone retailing for approximately \$3000.*
- **1992** *The FCC allocates spectrum in the 2 GHz band for emerging technologies, including Personal Communications Services (PCS). The number of cellular users surpassed 10 million. There were 10,000 cell sites across America (PCS aka: Sprint, AT&T, Metro Cell, Voicestream)*
- **1996** *38 million cell phones in use within the U.S.*
- **1997** *Subscribers in the wireless industry (Cellular, PCS and ESMR) surpasses 50 million. Companies start switching to digital wireless data and voice networks.*
 - Ameritech reported there to be 869,359 billable telephone lines in Oakland County
- **1998** *The average consumer used his or her phone for 122 minutes per month.*
 - Oakland County hired Plante & Moran, LLP to review and publish their findings for the current E9-1-1 Communications Network in Oakland County. (A copy of this report is available for review).
 - Their report specified the current 9-1-1 systems must be replaced. Oakland County again went out for bids, which was once more awarded to Ameritech but with the Positron Power 9-1-1 system. Vince Foisy worked with the design and review team on this project with his participation based on Rochester Hills being included in the County replacement program.
- **1999** *Positron Power 9-1-1 systems began going live in all Oakland County PSAP's. Rochester Hills and Ferndale were the first Beta sites for the deployment. Oakland County Board of Commissioners passed a 4% surcharge for emergency telephone operations to be applied by all telephone companies throughout the county.*

The FCC issued Public Acts 78, 79, 80, and 81 regarding the implementation of Phase 1 and 2 wireless 9-1-1.

- **Phase 1** is required to provide the Dispatch Center with the call back number of the phone used to call 9-1-1, and the location of the cell site that processed the call.
- **Phase 2** requires the specific location information of the 9-1-1 caller, within parameters spelled out by the FCC.
- **2000** *Wireless subscribers in America exceeds 100 million. Digital wireless users outnumber analog.*
 - July 14th Rochester Hills returned the Oakland County Wireless 9-1-1 Phase 1 Implementation Preliminary Survey.

- **2001** *The average wireless consumer uses their phone for 320 minutes per month.*

In the 2001 report from the State Police to the Emergency Telephone Service Committee (ETSC) they indicate that they receive over 170,000 wireless calls a month with improper funding to handle them. They further recommend that the calls be diverted to the counties or designated dispatch centers.

- **2002** *November 18th Cingular Deployed Phase I in Oakland County. On December 18th AT&T Deployed Phase I in Oakland County.*
- **2003** On November 6th Vince Foisy received a letter from Pat Coates confirming our wireless 9-1-1 Public Safety Answering Point (PSAP) Participation. This letter was Signed By Chief Walterhouse on December 1st and returned to her.

March 1st Nextel Deployed Phase I in Oakland County. April 15th Sprint Deployed Phase I in Oakland County. May 16th T-Mobile Deployed Phase I in Oakland County. July 7th Verizon Deployed Phase I in Oakland County.

- **2004** *Subscribers reach over 180 million.*

February 5th – A questions was raised over why Rochester Hills were no longer going to take the Phase 1 calls.

Wireless 911 Phase 1 began when we requested to receive the wireless calls, but upon several meetings with the Sheriff's office, it was decided Wireless 911 calls would go to them. It was decided to review this issue again when Phase 2 Wireless was available and better call data available on the location.

- **2005** December 2nd a letter was drafted by Pat Coates and signed by her and Mayor Somerville advising that Rochester Hills is requesting to receive our Phase 2 wireless 9-1-1 calls.
 - *March 29th Sprint Deployed Phase II in Oakland County*
 - *October 14th Nextel Deployed Phase II in Oakland County*
 - *November 1st T-Mobile Deployed Phase II in Oakland County*
 - *November 29th Verizon Deployed Phase II in Oakland County-*

Today, there are more cellular subscribers than wireline phone subscribers in the world.

- **2006** Additional talks took place early in the year between Rochester Hills and Oakland County Sheriff and it was again decided to continue to keep the wireless calls going to the Sheriffs Dispatch as the Sheriffs office felt that the majority of 911 calls from wireless phones are requests for Police.
- **2007** Oakland Counties review team was comprised of members from Troy, Southfield, Oakland County CLEMIS, Oakland County IT, and Rochester Hills regarding Next Generation 911 (911 over IP).
 - An RFP was drafted and in April the County has started final negotiations with TCI and Advanced Wireless for their 911 Synapse IP product.