

COUNTY OF OAKLAND
OFFICE OF THE SHERIFF
MICHAEL J. BOUCHARD

April 20, 2010

To: The City of Rochester Hills

From: Oakland County Sheriff's Office

Re: Nonbinding Letter of Understanding regarding the provision of Fire Dispatch Services in the City of Rochester Hills

This is a nonbinding Letter of Understanding setting forth, in general terms, the manner by which the Oakland County Sheriff's Office (OCSO) will provide fire dispatch services within the City of Rochester Hills under the terms of the parties' 2010-2013 Fire Dispatch Service Agreement. **To the extent there is conflict between the terms of this Letter of Understanding and the terms of the Fire Dispatch Service Agreement entered into between the parties, the terms of the Fire Dispatch Service Agreement shall prevail.**

1. The pricing in the parties Fire Dispatch Service Agreement is 'fixed' based on a 'per run fee' utilizing historical data. For purposes of this Letter of Understanding, a 'run' occurs when the OCSO receives a call for fire or medical services and a Fire Department unit is dispatched to respond. Pricing revisions for subsequent contract years will utilize historical data from the previous years' contract. Increases to 'per run fee' in excess of historical averages (3% to 5%) shall be justified with appropriate documentation.
2. The OCSO proposal relating to fire dispatch services (dated January 29, 2010) is hereby incorporated by reference and made a part hereof as if fully set forth herein.
3. The OCSO will work with the City of Rochester Hills and other departments in the Northeast Area relative to operational policies and procedures based on best practices.
4. Should it become necessary for the OCSO to support the City of Rochester Hills during transition, the OCSO will provide support, as needed. Dispatch personnel will be provided at an employee's current rate at straight time.
5. During the first year of the contract, OCSO and City of Rochester Hills representatives shall meet on a monthly basis to discuss performance issues and concerns,

QA process and oversight requirements. After the first year, OCSO and City of Rochester Hills shall periodically meet when and as agreed between the parties.

6. Any issues or complaints received by the OCSO concerning City of Rochester Hills dispatch services, including 911 calls, shall be immediately forwarded by OSCO to the City or Rochester Hills representative.

7. The OCSO agrees to follow their Standard Operating Procedures (SOP) with no less than minimal staff for the Fire Dispatch Positions following NFPA 1221 as referenced in the OCSO proposal dated January 29, 2010.

8. In certain circumstances during an active call, the City of Rochester Hills Fire Chief may advise the OCSO dispatch to make immediate operational changes for the specific situation.

9. The City of Rochester Hills will not be obligated to pay for dispatch services until after the transition of the Rochester Hills Dispatch operations to the OCSO has been completed and fire dispatching commences.

10. The City of Rochester Hills shall assign to the OCSO the equipment listed below:

- AVL Monitor
- Knox Encoder
- Wireless Phones Lines in Console
- PRO QA EMD tied to CAD with Flips and Aqua QA
- Pictometry interface
- Nextel docked and recorder/interface
- Computer To Support city of Rochester Hills Services

Any additional equipment that may be assigned shall be identified in a separate list or memorandum to be signed and dated by a representative for each party. Upon termination of this Agreement or upon discontinuation of use of equipment by OCSO, OSCO shall tender back this equipment back to Rochester Hills.

The parties understand that neither of them is bound by this Letter of Understanding but do hereby commit to working together in a professional manner to carry out the terms of their Fire Dispatch Service Agreement.

OAKLAND COUNTY SHERIFF'S OFFICE

Dated: _____ By: _____

THE CITY OF ROCHESTER HILLS

Dated: _____ By: _____