

Purpose: To eliminate duplication of services, maintain effectiveness and explore cost efficiency opportunities for overall benefit to the community

- The discussion on consolidation of Dispatch (between Rochester Hills and OCCC) has been going on for the past 6 years at minimum.
- In 2006 the Council led the discussion to ensure that wireless calls for emergency were being answered by OCCC.
- The approach to a solution was decided by hiring a consultant and getting recommendations

- City retained the services of Intertech Associates (Consultant) at the end of 2007.
- The purpose of the Consultant was “to objectively evaluate the City’s 911 PSAP and emergency communication center services and determine the best method to provide its residents with the most effective and cost efficient emergency call answering and dispatch services”

- Consultant provided the report in April/May 2008.
- It was identified that wireless calls which account for 80-85% of the City's emergency traffic are already being answered by OCCC.
- Landline calls were handled by City's dispatch (about 15 – 20%)
- The report identified that “While it is required by contract that Oakland County and City Communication Centers are obligated to engage periodically, this practice has been abandoned”

- The report identified that for past several years a “tandem” answering configuration has been in use. It created innate inefficiencies that result in duplication of service requests and redundancy in dispatch efforts which may be negatively impacting response times by both police and fire, coordination issues between agencies, and procedural mis-steps.
- Since the report, efforts were made to ensure that all calls were being handled by OCCC (both wireless and landline)

- Costs paid to OCCC approx. \$300,000 for dispatch services embedded in the annual contract with OCSD.
- Costs paid to manage city dispatch services
 - 2005 - \$906,629
 - 2006 - \$922,008
 - 2007 - \$943,726
 - 2008 - \$964,899
 - 2009 - \$1,000,180 (budgeted)
 - 2010 - \$940,730 (budget estimate)
 - 2011 - \$972,320 (budget estimate)

- From time to time there are capital expenditures to replace equipment and to keep up with technology which is similar to what OCCC already carries.
- The report identified the productive use of City Dispatch resources was at 46% in the afternoon shift (3PM – 11PM), at 31% in the day shift (7AM – 3PM), and 23% in the midnight shift (11PM – 7AM)

- It is essential that the city eliminate the duplicative efforts, maintain the effectiveness of service delivery and increase cost efficiencies.
- The RFP will identify all required services and will be based on performance measures