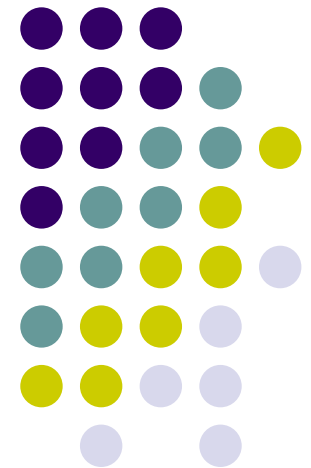


Rochester Hills 911 PSAP & Emergency Communications Center Services

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Project Approach

May 12, 2008



Project Objectives

□ Evaluate City's 911 Emergency Communications Services

- ❖ Explore opportunities for increased service levels
- ❖ Evaluate alternative scenarios
- ❖ Identify opportunities for savings

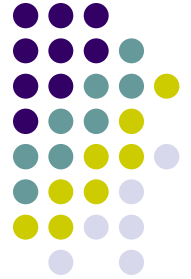
FOCUS: Provide 'straight forward' strategic direction for the future of Rochester Hills 911 PSAP and emergency communications center services



Procedural Approach

- ❑ On-site interviews, conference calls and follow-up discussions
 - ❖ RHCC, OCCC, City Departments,
 - ❖ Call Volume, CAD reports, Rochester Hills Annual Report
- ❑ National and 'best practices' benchmarks
- ❑ Technological and operational standards of operation
- ❑ Recommendations geared to address immediate opportunities, efficient service delivery and creative alternatives

Data Sources



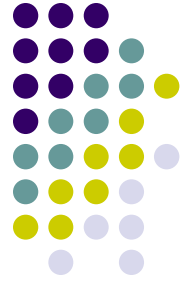
□ Dispatch Center Reports

- ❖ EOY Trunk Report, Event Count (Rochester Hills)
- ❖ EOY Monthly Summary of Offenses and Call List (Oakland County)
- ❖ Rochester Hills Annual Report
- ❖ Inter-local Agreements

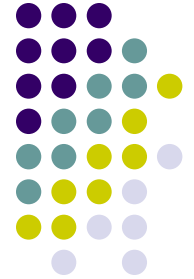
□ Interviews

- ❖ Mayor Barnett
- ❖ Chief Crowell
- ❖ Vince Foisy, Maria Reiser
- ❖ Captain Smith, Captain Johnson, Lt. Jacobs, Christina Russell
- ❖ Planning and Development
- ❖ Finance
- ❖ Parks
- ❖ Public Works, Buildings
- ❖ Fire Chief Bill Benoit, Oakland Township

Recommendations and Core Initiatives

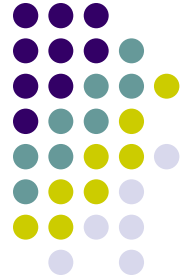


- ❑ Option 1: Maintain Status Quo
- ❑ Option 2: Rochester Hills to retain all emergency *call answering*
- ❑ Option 3: Oakland County to provide emergency *call answering* and *dispatch*
- ❑ ***Recommended Option 4: Oakland County to provide all W/E call answering***



Findings

Current Environment



❑ Rochester Hills Communications Center

- ❖ Primary PSAP for Rochester Hills fire/medical call answering and dispatch *wireline* calls
- ❖ Fire/Medical dispatch provider for Oakland Township
- ❖ Communications 'hub' for City agencies and non-emergency administrative calls

❑ Oakland County Communications Center

- ❖ Primary PSAP for 13 communities offering call answering and dispatch for police, fire and medical
- ❖ Primary PSAP for Rochester Hills *wireless* calls
- ❖ Police respond to every emergency call

Rochester Hills answers:

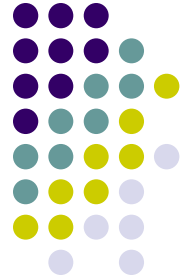
Wireline, E-911 calls and dispatches Fire/Medical, Emergency calls for Oakland Township and Responds to City Department calls for service

Oakland County answers:

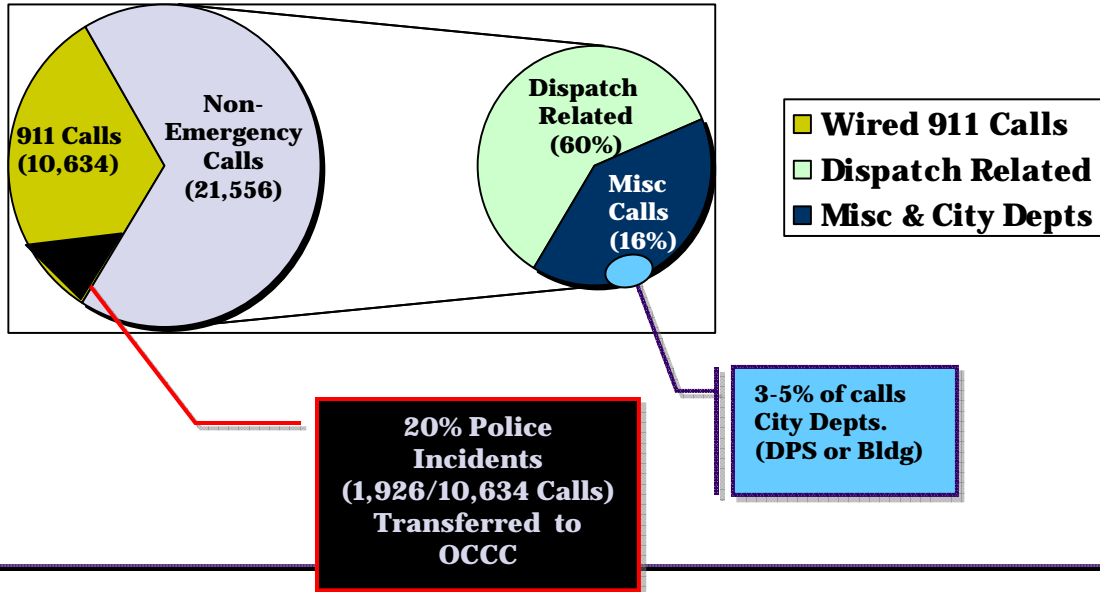
Wireless, E911 calls and dispatches Rochester Hills Police

May 12, 2008

Dispatch Center: Call Volume Statistics

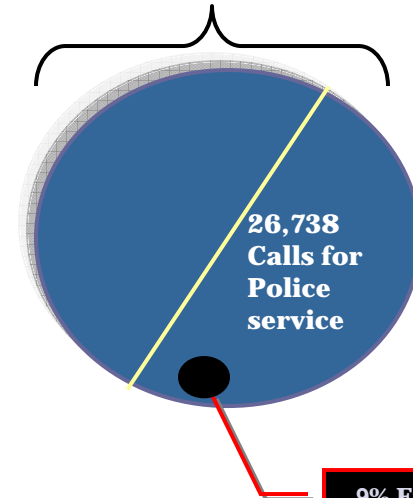


Rochester Hills Communications Center



Oakland County Communications Center

53,476 (est.) Emergency Calls received by County



9% Fire/EMS Incidents (2,341/26,738 Calls) Transferred to RHCC

RHCC answered 32,190 calls in 2006

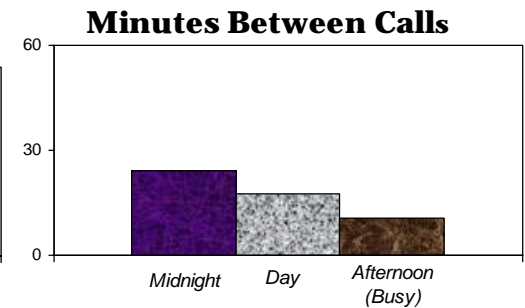
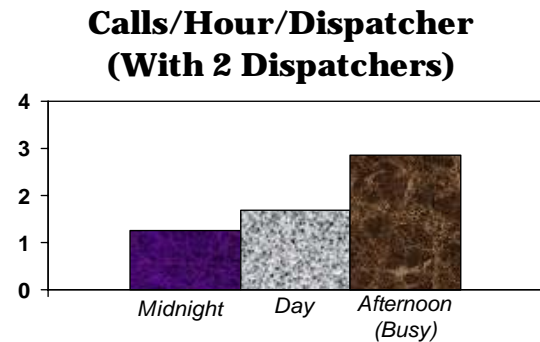
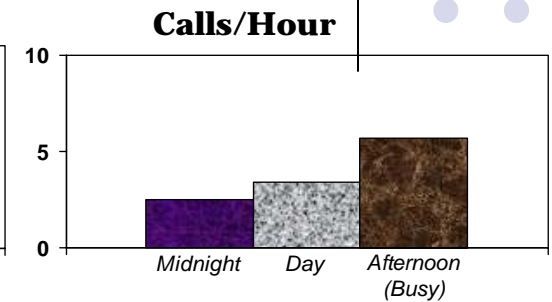
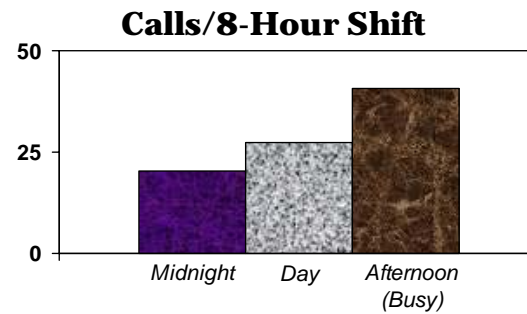
OCCC answered 340,000 calls in 2007

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RHCC Staffing Assessment

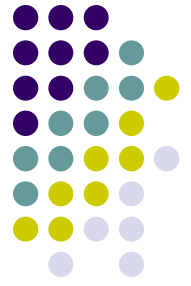


- ❑ NFPA 1221 requires two telecommunicators on duty
- ❑ A staffing and functional audit should be performed to identify actual functions, task time and efficiencies
 - ❖ Consider: staff attrition program or transferring least busy shift



RHCC Shifts	Benchmark: Effort / Shift	RHCC Staffing/Shift
“Midnight” 11 p.m. – 7 a.m.	23%	2 Dispatchers
“Day” 7 a.m. – 3 p.m.	31%	2 Dispatchers, 1 Supervisor
“Afternoon” (Busy Shift) 3 - 11 p.m.	46%	2 Dispatchers, 1 Coordinator, Super-Swing

Rochester Hills Dispatch Center Technology



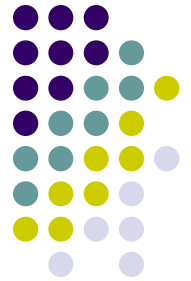
- RHCC is a full service call answering/dispatch center
- Center is equipped with traditional E-911 equipment and newer technologies:
 - ❖ Positron E-911 system with mapping/GPS
 - ❖ Print-Trak CAD system
 - ❖ Motorola Centracom
 - ❖ SCADA monitoring
 - ❖ GIS/Pictometry
- ***Opportunities for increased efficiency:***
 - ❖ *Coordinate procedures for single incident tracking using current Print-Trak system*



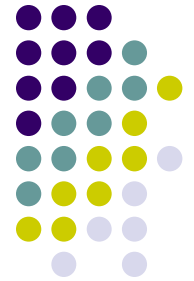
Oakland County Communications Center: Functional Efficiencies

- ❑ **Current police services include E911 Call Answering**
 - ❖ OCCC provides call answering/dispatch services for 12 other communities including Oakland Township
 - ❖ This is a cost neutral move which inherently increases operational efficiencies
 - ❖ 85% of the emergency calls for Rochester Hills are police related
- ❑ **OCCC is available and open to any combination of call answering/dispatch scenarios for Rochester Hills**
 - ❖ Possible configurations include non-dedicated dispatch desk or dedicated Rochester Hills staff managed on a 'call for service' basis or specific staffing arrangements

Oakland County Communications Center: Technology

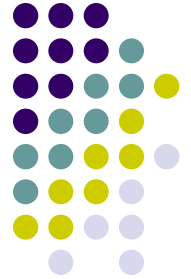


- ❑ OCCC is a state-of-art facility expanding for 36 call taker/dispatch positions
 - ❖ MA-COM Open Sky
 - ❖ IP 911 telephone system
 - ❖ Large screen displays for video images
- ❑ Dispatch functions are split between call takers and dispatchers
- ❑ ***Procedural and technology adjustments would be required***
 - ❖ Pictometry
 - ❖ GIS
 - ❖ Coordinated Incident Tracking



Recommendations

Option 1: Maintain Status Quo (Current Configuration)



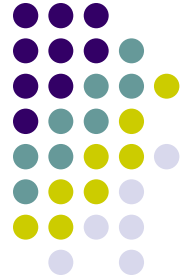
Advantages

- ✓ None identified

Disadvantages

- ✓ Counter to benchmarks
- ✓ Duplication of call answering function
- ✓ Events create duplication of dispatch response

Option 2: RHCC Provides All W/E911 Call Answering; Dispatch Remains As Is



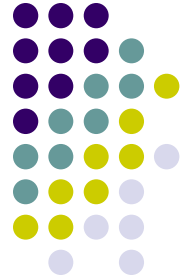
Advantages

- ✓ RHCC continues to receive State funded W/E911 dispatcher training

Disadvantages

- ✓ 85% of emergency calls would be 'double processed'
- ✓ RHCC would encounter a 260% increase in emergency call volume

Option 3: All W/E911 Call Answering and Dispatch by OCCC



Advantages

- ✓ Single call answering and dispatch function provides 'best practice'
- ✓ Calls are answered and dispatched within same facility offers control of process
- ✓ Cost to transition may be less than anticipated

Disadvantages

- ✓ There is familiarity of function and procedure difficult to duplicate
- ✓ City services will still need to be answered
- ✓ Estimated revenue loss of approx. \$50,000/yr from Oakland Twp

RECOMMENDED Option 4: OCCC provide Call Answering for W/E 911 calls



Advantages

- ✓ Most productive use of resources and meets 'best practices' for E911 calls to be answered in a single center
- ✓ No additional cost as City already pays for 911 call answering through its contract with the County
- ✓ City and County stakeholders believe this configuration has merit

Disadvantages

- ✓ State 911 PSAP Training aid will no longer be provided. Funding for FY 2007 was \$8,649.



Other Initiatives

- **Technical Review Advisory Committee (TRAC)**
 - ❖ Joint committee under the Office of the Mayor
- **Communications Center Operational Analysis**
 - ❖ Staffing and functional analysis
- **Regional Dispatch for Fire and Medical**
 - ❖ Optimal utilization of staff, facilities and resources

Strategic Direction and Next Steps



- Transition Call Answering to Oakland County:
 1. Deploy TRAC
 2. Implement Coordinated Incident Reporting
 3. Establish and implement migration plan
 4. Six month impact study on Rochester Hills and County service response

- Staffing and functional analysis
 1. Study the effect of transitioning the least busy dispatch shift to Oakland County for fire and medical dispatch
 - Service, staffing, financial and functional impact to Rochester Hills
 - Operational and functional impact to Oakland County
 2. Results of study will determine next steps