NAME	Oakland County Sheriff's Office	City of Rochester	City of Auburn Hills
ADDRESS	Pontiac, MI	Rochester, MI	Auburn Hills, MI
Dispatch Operations	1922	1938	1968
Staffing Configurations	1 Chief of Communications	Police Chief	10 personnel on 8 hour shifts w/ one open supervisor
	1 Quality Assurance Supervisor	4 full time-fully trained certified dispatchers	position for tal of 11 center personnel
	6 Shift Leaders	Several dispatch training police officers	2 personnel on day shift
	38 Dispatch Specialists	Day Shift-1 sergeant, 2 officers, 1 dispatcher	2 personnel on afternoon shift
	1 Office Assistant	Night Shift A-1 sergeant, 3 officers, 1 dispatcher	1 personnel on midnight shift
	3 8-hr shifts; Shift Leaders & Dispatchers - 44 staff	Night Shift B-1 sergeant, 3 officers, 1 dispatcher	Do not use sworn personnel to fill in open shifts;
	Each shift=2 shift leaders & 13 dispatch specialists	12 hour shifts	all dispatching done by communications personnel.
	except midnights 12 dispatch specialists		On shift supervision is handled by the on duty
	Day Shift: 1 shift leader/4 dispatchers/2 call takers		shift sergeants.
	Afternoon: 1 shift leader/4 dispatchers/3 call takers/		
	1 call taker LEIN Operator		
	Midnight: 1 shift leader/3 dispatchers/2 call takers/		
	1 call take LEIN operator		
	New staffing after award:		
	47 total dispatch specialist		
	Additional Call Taker LEIN Operator on Day Shift		
CAD System Operational/Performance Measures	CAD supported by OC CLEMIS staff	CLEMIS CAD system provides metric reporting	AH operates on same CLEMIS CAD as every other
	Automatic Vehicle Locator, GIS, Fire Records Mgmt	allowing reg review of operations standards & perf	Oakland County primary PSAP and participate in the
	System, CLEMIS Info View. Perf Standards from	measures. Dispatch supervisors & admin staff	User Group meetings that govern the CAD and its
	NFPA 1221 guidelines for measuring dispatch	review metrics produced from CAD system reports	policies
	handling performance; ProQA & AQUA software	for QA	
	2 Quality Assurance Workstations		
CAD Interconnection Capabilities	Interconnects w/ ProQA EMD & EFD Case Entry	Rochester leverages OC CLEMIS CAD systems	AH operate on the same CLEMIS CAD system as every
	Software on all call taker workstations & AQUA	allowing for interoperability with other	other Oakland County primary PSAP and as such
	server for QA; CAD Paging, CLEMIS Net RMS, web	County municipal agencies & PSAP's	are interconnected w/ every other Oakland County
	search, LEIN & Premier ATM Mapping, downloads		primary PSAP
	FRMS for record mgmt; OakNet		

NAME	Oakland County Sheriff's Office	City of Rochester	City of Auburn Hills
ADDRESS	Pontiac, MI	Rochester, MI	Auburn Hills, MI
Total Call Volume	Wireline 911 Calls 33,017	911 Calls: 2008-3,390 2009-2,970	2008 - 82,606 calls including VOIP, cellular and
	Cellular 911 Calls 80,614	Dispatched Incidents (Police):	landline 911 and 10 digit non emergency calls.
	Total 911 Calls 113,631	2008-14,316 2009-14,602	2009 - 72,548 calls. Calls cover requests for service
	10 Digit Calls 200,376	Dispatched Incidents (Fire/EMS)	for AH police, fire and EMS
	Incoming Calls 314,007	2008 - 720 2009 - 863	
	Outgoing Calls 65,593	Total Calls 2009-37,708	
	Fire & EMS Calls 10,878	Inbound Calls 2009-27,717	
	Law Enforcement 155,162	Outbound Calls 2009-2,970	
Call Handling-Processing-Transfer Process	OCSD Communications Standard Operating	Utilizes the tool set & processes built into the	AH follows OC conventions determined OC PSAP
	Procedures: EMD/EFD Process	CLEMIS CAD system and Positron E911 system	Coordinators Grp; upgrading to Positron Viper call
	Language Line Services	for call handling, processing and call transfer	processing equipmt in March 2010. No difficulty
			handling enhanced 911 wireline & wireless transfers
			from primary PSAP used by RH
Radio System Interconnection and Interoperability Capabilities	Open Sky Radio Platform with OakWIN support	Utilizes UHF radio and paging systems as well as	AH operates its own UHF radio frequency; waiting
	Radio towers connected by data lines	OC OpenSKY Digital 800 MHz radio system for	to upgrade (Fall 2010) to OakWin County radio
	Portable redundanciaes; primary MABAS dispatch	Fire & Police communications and alerting	system. Potential needs to change fleet mapping.
	ctr for SE Michigan; can also use conventional radio		No knowledge of RH current radio system, but could
	Local interoperabiity w/ Interop talkgroups		accomplish interconnection
	State Interoperability monitored by Livingston Cty		
	Central Dispatch & assigned by MI State Police		
Back-up System Capabilities	CAD-Backup Tandem Service/offline CAD system	UPS backup power systems for electrical power;	OC systems are interactive & linked among the
	Back-up workstations	natural gas back up generators. Back up radio	communities & supported by CLEMIS. AH Ctr is
	Computer failure-use hard copy dispatch cards	transmitting & paging devices & options w/ RH &	completely recorded using DSS Equature voice logger
	typed or hard written then manually updated	AH for radio and paging back-up services & E911	for all radio traffic & phone lines. It is Next Genera-
	Radio-Portable and control station radios in place	phone services (AH). Roch Fire Dept maintains	tion 911 ready technology and helps archive &
	Backup VNIC is online at all times	a backup radio & paging system at fire station	analyze communications.
	CLEMIS radio tech staff onsite 40 hrs/wk	(separate facility from primary dispatch center)	
	Backup communications-Nextel/Satellite phones	Fire Stat houses digital backup for phone & radio	
	Radio-convention radio base stations at fire depts	monitoring system	
	for two-way voice communications-use of legacy		
	radio system (VHF).		

PROPOSALS TABULATION

NAME	Oakland County Sheriff's Office	City of Rochester	City of Auburn Hills
ADDRESS	Pontiac, MI	Rochester, MI	Auburn Hills, MI
Facility Safety Standards in Place	Secured bldg on OC campus; key or swipe access; CCTV & intercom devices to id visitors; patrol by deputies & safety checks; OSHA, MIOSHA, OC Health Dept, NFPA 110 & 1221, ADA compliant; health & injury free work environment; workplace safety	In Police Stat, staffed 24x7x365. Dispatch console positions located in walled-off & protected room monitored by closed circuit cameras; electronically controlled locked doors; Separate dedicated HVAC system for independent air quality control	Customary & reasonable safety in facilities-has not adopted NFPA. RCC Consultants designed, meets bldg codes. Generated power supports nearly complete operation-UPS system
Personnel & Training Requirements for Call Takers, Dispatchers, Managers and Supervisors	Comm Training Officer Programs, Yekulis Training Program, Certification in EMD and EFD through Nat Academies of Emerg Dispatch (NAED) OCSO only live EFD certified agency in OC LIEN training/certification; CTO program Unit members attended over 1000 hrs of formal ETSC/SNC approved training in 2009; Each Wed is training day-all employees Dispatch/Lead:ICS100,700,EMD,EFD in 24 mos period dom viol, suicide intervention, 911 liab, stress mgmt, cust serv, LEIN, homeland security plus others. QA Supervisor: EMT Certification, other adv training Chief of Comm: Training Program outlined	Required regular update training, certification training, course refreshers & intra-city policy & procedure training. Current dispatchers trained in EMD and NIMS ICS 100 and 700	AH conducts on job training for new call takers & dispatchers; all personnel certified in APCO Basic. In 2009 provided 240 hrs of training for dispatch staff; former dispatch supervisor was NENA ENP. Expect any person appointed to position in future would maintain same high standards.
Records Reporting Capabilities	CAD reports; Info-View reports; Positron VIPER 911 reports; FRMS system reports; Intrado MSAG Reports using 911 Net interface; Open Sky Radio system usage reports; ProQA & AQUA software reports, OCSO Comm Unit self produced reports for stats; Ability to reproduce any report that RH Fire Dept currently uses & more from CAD & FRMS per CLEMIS Supprot Personnel	Systems allowing for detailed report generation of statistical info & call/incident specific info. Dispatch ctr records all phone lines & radio systems w/ DSS Equature Viewpoint Monitoring software. Dispatchers maintain daily shift logs outlining activity & incidents occurring during the shift	Participants in CLEMIS. Not offering to handle fire reporting beynd the recording of times in CAD. Would expect that RHFD would record and submit their own reports using whatever software/ hard copy program used now. All records would be maintained & available to public at RHFD admin office.

NAME	Oakland County Sheriff's Office	City of Rochester	City of Auburn Hills
ADDRESS	Pontiac, MI	Rochester, MI	Auburn Hills, MI
Physical Facility	Facility across from OC Info Technology	Dispatch Center has room for expansion	Part of Public Safety Facility completed in 2001
	Radio; 16 CLEMIS CAD wk stats, 7 Open Sky Consoles	Located within Police Station	4 identifcally equipped dispatch/call taker positions
	upgrading 10-15 Positron Power 911 VIPER	Staffed 24x7x365. Dispatch walled-off protected	plus 1 call taking stat w/ CAD.
	Wk stats, satellite phone, Nextel phone, 4 CodeSpear	room monitored by closed circuit cameras.	
	Smart Message Computers, 4 air messenger paging	Electronically controlled locked doors. Dedicated	
	computers, comm tower alarms, CCTV & remote door	HVAC system.	
	access controls, weather monitoring wk stat, access		
	to CLEMIS GIS mapping software on all CAD wk stats		
Capabiity to Handle Hardware & Equipment for	Has tech support staff & experience necessary	CLEMIS provides tech support	
RH Operations	to transition communications & data links to Central	Advanced Wireless-radio systems, consoles, towers	
	Dispatch from RH Fire Dept	Cynergy Wireless-mobile/portable radio systems	
Call Processing & Dispatch Perf Standards & Times	Dispatch time for fire agencies are 1.09 minutes	Use electronic system reports, mgmt oversight to	According to CAD AH average time from initiate to
	to 2.32 minutes. OCSO is currently answering 911	monitor QA of dispatchers & dispatch ctr performance.	dispatch for all priorities in 2009 was 1.03 seconds
	calls for RH; will eliminate need to transfer callers	Will consider time & performance reporting	on Fire/EMS calls
	to a secondary dispatch center.	requirements from RH to ensure any required	
	911 calls 97.79% answered aver 13.67 seconds	metrics are provided for review	
	911 calls 99.51% answered aver 34.68 seconds	Average phone call last 82.3 seconds	
Data Collection	OCSO ability to reproduce any report RH Fire Dept	Call volume is tracked through detailed	AH feels this level of detail is not important to
	currently uses more from CAD & FRMS per CLEMIS	reporting mechanisms in place	this decision. AH uses the same equipment and
	support personnel; netwk time synchronization will	Detailed systems & protocols will be available & in	procedures as every other Oakland County
	ensure CAD, Positron & Voice Data recordings will	place to ensure data is collected, correctly stored &	primary PSAP
	be in sync.	retained & made available through appropriate	
		channels	
EMD Support	All dispatch specialist trained & certified in EMD &	Will implement ProQA EMD software module and	AH uses 3rd party provider; STAR Ambulance for
	EFD; Each wk stat ProQA software for EMD & EFD;	Aqua Quality Assurance module to support full	pre-arrival instruction under a separate contract w/
	ProQA also assists dispatch specialist, QA Supervisor	EMD support. Manual non-electronic card sets	AH Fire Dept. Contract currently being re-nego; RH
	reviews min 25 EMD & EFD calls per wk, AQUA soft-	will be maintained for dispatchers	could joint w/ AH in this contract; may require add
	ware for records & stats, SOP for processes, Yrly		radio link bet STAR & RHFD by use of a 2nd radio or
	maint agmt with Priority Dispatch to update software		may be accomplished through OakWin & subject
	& EMD/EDF cardsets for wk stats		of further negotiations

NAME	Oakland County Sheriff's Office	City of Rochester	City of Auburn Hills
ADDRESS	Pontiac, MI	Rochester, MI	Auburn Hills, MI
Interoperability	CLEMIS CAD - no difference than current; integrated CAD for new contract agencies in past 12 mos, seamless integration w/ FRMS & InfoView; any system utilizing OC IT & CLEMIS is available to OCSO Comm Unit. Can provide: maintenance 36 sect in CAD, address verifications, turn by turn directions, two hydrant locations & Pre-Alert notification; track EMS units, call EMS personnel, GPS to monitor vehicle locations. RADIO-Open Sky platform-transmit & receive all regional talkgroups; Primary MABAS dispatch center for SE MI; primary dispatch ctr for OC Haz Mat, OC Tech Rescue, IMT & Tanker Task Force Alternate Comm-Can connect to any web based application; Nixle web site access, AVL system, Pictometry Imaging accessed over secure internet connection, HazMat database searched, notification to media outlets, DTE Online services, AM1610 connection via comm lines, satellite phone & Nextel phones, SCADA monitoring, FRMS computer dedicated to RH Fire acces burn permits & other databases reqd by RH; Alarm system move to OC, dedicated dispatched notification snow removal, salting, traffic device replmt, water main breaks, SCADA; After hrs service-transfer to voice mail.	Both cities currently utilizing CLEMIS CAD system; Dispatch Communications Ctr will install VHF radio equipment for communications w/ RH Fire Dept, Roch uses OpenSKY digital radio system and will configure RH Fire Dept talk groups when they go online w/ system; Alternate Communications will maintain hand-held (radio-to-radio) comm devices, alpha paging capabilities, satellite phone communications, offsite communication center & other agency backup communications agreements. Mapping System: CAD & GIS system mapping (provided by RH) as well as City specific map systems utilized to provide most accurate & info rich mapping options for responding personnel	Radio interoperability will be accomplished through OakWin; CAD used to dispatch RHFD personnel; no further interoperability is necessary; mapping systems through RH system could be accessed by fire apparatus on a mobile data computer system & used directly by the fire personnel enroute to a call or trucks could be installed with GPS systems. If RH GIS system is accessible on Internet, AH dispatch personnel can access the system w/ Internet or RH could provide AH w/ a VPN computer access Alternate communications would likely be by cellular telephone into the center
Redundancy and Backup	Dual feed primary system, NFPA 1221 upgrades, SOPs, UPS - automatic switch, emergency generator, emergy lighting, grouding recs, nat electric code, lightening protection, Telephone & computer UPS backup, Radio & CAD backups, Backup Tandem Server CAD, offline CADsystem developed; Radio-towers connected by data lines-redundant connectivity paths and secondary or back VNIC, CLEMIS radio tech staffed 40 hr wk/convention radio base stats at fire depts for 2-way voice communications as backup	Phone-AH PSAP, cell phone & satellite phone systems, Next Generation Positron 911 Phone System (April 2010 go live date) Power-UPS backup & conditioning power systems, nat gas generator Facility-AH Comm Ctr, Fire Dispatch Ctr at Roch Fire Dept & RH Fire Communications Center Mobile Comm-leveraging hand-held radio & paging equipmt w/ cell & satellite phone systems, mobile comm can be established.	The systems that are used by all Oakland County agencies are interactive and linked among the communities and supported by CLEMIS. AH center is completely recorded using state-of-the-art DSS Equature voice logger for all radio traffic & phone lines. It is Next Generation 911 ready technology & helps AH to archive and analyze communications

PROPOSALS TABULATION

NAME	Oakland County Sheriff's Office	City of Rochester	City of Auburn Hills
ADDRESS	Pontiac, MI	Rochester, MI	Auburn Hills, MI
Implementation and Transition Planning	90 days to implement. Transition Team w/ RH reps; meet with RH dispatch who wish emplymt w/ OCSO; plan technical transition; training on RH procedures, etc, testing	Least possible service disruption; Roch/RH core team for process, tech, finance & operations reps to create & manage mutually agreed detailed plan	This would need to be negotiated. Expect the transition to take 30-60 days; need a contact person to directly work with. Likely target a date for transfer of 30-45 days out.
Dispatch Experience & References	Fire Depts: Addison, Brandon, Commerce, Franklin/Bingham, Highland, Independence, North Oakland Fire Auth, Springfield, Walled Lake, Wixom	Provides E911 phone answering, admin phone answering, Fire, EMS & Police dispatching services for City of Rochester	Dispatching for police & fire since 1968. Does not dispatch for any other community. Mid 1990's AH dispatched for Lk Angelus-contract not renewed.
Service Fees	2010 - $112,727.45 2011 - $116,213.87 2012 - $119,808.11 2013-2020-3.5% increase yearly based upon Board of Commissioners resolution for future rates Non-perf payment hold-back - 3.5% premium Will hire 3 dispatch from RH applicants Opt Services: Alarm Monitoring $10,000/yr FRMS/Database mgmt $10,000/yr Answer after hrs phones $5,000/yr Dispatch City services radio Rate per Incident 2010-$22.55 per run, 2011-$23.23 per run and 2012-$23.93 per run RH to maintain all current software licenses, move any software or hardware required, all inter-comm connections costs. RH Responsibilities: (1) maintain all current software licenses (2) move any software or hardware necessary (3) all inter-communications connections costs.	Yr1-Serv $304,924; Supr $115,656; Misc $45,000 Yr2-Serv $318,380; Supr $120,093; Misc $25,000 Yr3-Serv $332,604; Supr $124,738; Misc $26,000 Yr4-Serv $347,776; Supr $129,738; Misc $27,000 Yr5-Serv $363,972; Supr $134,981; Misc $28,000 Yr6-Serv $381,264; Supr $140,517; Misc $29,000 Yr7 Serv $400,328; Supr $147,543; Misc $30,000 Yr8 Serv $420,344; Supr $154,920; Misc $31,000 Yr9 Serv $441,360; Supr $162,666; Misc $32,000 Yr10 Serv $463,428; Supr $170,799; Misc $33,000 VHF Radio Base Stat, 2 VHF Backup Radios, Radio install & config, VHF radio repeater, phone system config, 2-911 trunk lines, 4 admin phone lines, SCADA alarm monitoring, FRMS access license, City bldg alarm monitoring system, AVL system monitor & licenses, alpha paging software & licenses, Viewpoint monitor license, non-public safety radio systems, Archview database & licenses, Pictometry access & licenses, expanded UPS backup devise, FCC licensing, ProQA/Aqua EMD & QA software & licenses, Fire permit database, Satellite phone equipmt & services - Yr1 at cost; Yr2-10 Annual maint at cost Open to using RH equipmt or shared cost Open to multiple/different staffing approaches Yr1 Misc Fees incl proj & tech consulting for transition & cutover activities-billed at cost	$600,000 annually for 1st year and offers an agmt not to raise the amount more than 6% in 2nd year. Next & subsequent years would be renegotiated. AH offers: Fire & EMS (absent Emergency Medical Dispatch) dispatch as a secondary PSAP from 1899 N. Squirrel Rd, AH; Communications w/ utilities; fire ground monitoring under the Incident Command System; all radio console maintenance and phone maintenance at its site. Does not include: (1) Emergency Medical Dispatch; (2) Maint of apparatus mobile or portable radio (3) alarm testing or monitoring (4) other City depts dispatching (5) after hours phone monitoring for other City services (6) monitoring of SCADA system, except when all internet methods have failed (7) Fire Permits & Fire Administration duties Will comply w/ all insurance & bond requirements Needs 90 days termination of contract notice Performance Standards must be negotiated Requires a single point of contact with RHFD AH will not invoice but requires payment of annual contract bi-monthly on the 15th and 30th of the month in 24 equal payments.

PROPOSALS TABULATION

NAME	Oakland County Sheriff's Office	City of Rochester	City of Auburn Hills
ADDRESS	Pontiac, MI	Rochester, MI	Auburn Hills, MI
Exceptions:	Insurance Exceptions	Final agreement will required Rochester City	Does not agree to non-performance payment
	Indemnificaiton Language Exceptions	Council approval.	hold back
	Terms & Conditions of 2010 Law Enforcement		Does not agree to allow the City to approve AH staff
	Services Agreement		member assigned to help w/ implementation