

E-911

Danny Ross presentation to Dunwoody
City of Dunwoody
February 28, 2011

James Conroy

- Born and raised in Dunwoody
- 1978 graduate of Peachtree High School
- Mother still lives in Dunwoody
- Summary of revised DeKalb IGA
 - Dedicated dispatch
 - Dedicated call radio channel
 - User group

ChatComm Assumptions

- Cost per year to Dunwoody - \$1,075,000
- Revenue collected by Dunwoody - \$900,000
- Shortfall of \$175,000 per year plus...
- Startup cost of \$570,000
- Total three year cost to Dunwoody of \$1,095,000
- No cost for DeKalb County Dispatch for EMS/Fire
- No cost for dedicated talk radio channel via Doraville

Expectation from ChatComm

- Higher level of Service
 - 90% of Calls answered in 10 seconds or less
 - Better trained operators
 - Better technology

Two Most Important Considerations

- Must have dedicated dispatchers
- Must have dedicated talk radio channel
 - --Chief Billy Grogan

Additional Facts

- When the City of Dunwoody was being formed, Intergovernmental Agreements (IGAs) were executed between Dunwoody & DeKalb for :
 - Police (for initial 4 months)
 - 911 (with a six month termination clause)
 - Fire (with a six month termination clause)
 - EMS
 - Sanitation
 - Others
- Dunwoody elected to not enter into a Special Tax District Agreement with DeKalb

Revenue Assumptions by Warren

- \$1.50 per cellular and land line telephone
- Estimate of 55,884 total telephones in Dunwoody
- Estimate of 38,157 cellular telephones
- Estimate of 17,727 land lines
- Produces total revenue of approximately \$1,005,912

Actual Revenue (Dunwoody)

- \$1.50 paid to to DeKalb County for the cellular and land lines
- Produces income of \$1,005,912
- However, cellular carriers bill \$0.45 per cellular phone back to DeKalb County (Location Service) – Results in net revenue of \$1.05 per cellular phone
- Reduces the actual revenue based on the assumed telephones (cellular and land lines) to \$799,864

OCGA 46-5-134 section 5e

- (e) A wireless service supplier may recover its costs expended on the implementation and provision of wireless enhanced 9-1-1 services to subscribers in an amount not to exceed 30 cent(s) of each 9-1-1 charge collected from a place of primary use that is within the geographic area that is served by the local government or would be served by the local government for the purpose of such emergency 9-1-1 system; provided, however, that such amount may be increased to 45 cent(s) upon implementation of step two of the state plan governing 9-1-1 enhanced communications as provided in subsection (g) of this Code section. Such cost recovery amount shall be based on the actual cost incurred by the wireless service supplier in providing wireless enhanced 9-1-1 services.

Incorrect Assumptions

- DeKalb will not charge for Dispatch for Fire & EMS if Dunwoody elects to change to ChatComm
- DeKalb will not charge for dedicated talk radio channel
- Level of Service from ChatComm will be higher

Incorrect Assumptions

- DeKalb will not charge for Dispatch for Fire & EMS if Dunwoody elects to change to ChatComm
- DeKalb will not charge for dedicated talk radio channel
- Level of Service from ChatComm will be higher
 - Police (**Better Service/Response**)

Incorrect Assumptions

- DeKalb will not charge for Dispatch for Fire & EMS if Dunwoody elects to change to ChatComm
- DeKalb will not charge for dedicated talk radio channel
- Level of Service from ChatComm will be higher
 - Police (Better Service/Response)
 - Fire (**Worse Service/Response**)

Incorrect Assumptions

- DeKalb will not charge for Dispatch for Fire & EMS if Dunwoody elects to change to ChatComm
- DeKalb will not charge for dedicated talk radio channel
- Level of Service from ChatComm will be higher
 - Police (Better Service/Response)
 - Fire (Worst Service/Response)
 - EMS (**Worse Service/Response**)

Fact

- Because Dunwoody opted out of the Special Tax District we will pay for:
 - Call Taking/Dispatch for Fire/EMS will cost \$100,000 per year
 - Dedicated Radio Talk Channel will cost \$90,000 per year
- Life or Death calls will be delayed:
 - Fire
 - EMS

Why Do Other Municipalities Not Pay for 911

- All other municipalities are under the Georgia Service Delivery Act
- The Dunwoody Charter (SB 82) provides that we must sign the Service Delivery Agreement but that we are not under it
- Dunwoody operates under IGAs (SB 82, Section 6.01)
- Doraville, Chamblee, Decatur, Others are under Service Delivery Agreements

Why Fire/EMS Response is Delayed by ChatComm

- Calls taken by ChatComm and determined to be for Fire/EMS in Dunwoody
 - 90% of the time for 10 seconds plus time to determine that the call is Fire/EMS in Dunwoody
 - 10% of the time for more than 10 seconds plus the time to determine that the call is Fire/EMS in Dunwoody
- Call switched (one button touch) to DeKalb 911 for processing
 - Call Taker must then re-collect information and transfer to Dispatcher

Police/Fire/EMS Events

- Accident on Dunwoody section of 285 may require Police/Fire/EMS
- Call is taken by ChatComm and information gathered by call taker
- Call and information transferred to ChatComm Dispatcher for Dunwoody Police
- Call then transferred to DeKalb County 911 where a call taker at DeKalb collects the information **again** then transfers to DeKalb Fire/EMS dispatcher

Remember

- These are the life threatening calls and they are delayed through the extra step required due to inserting ChatComm
- Today the call comes in to DeKalb 911, information is taken and all three (Police/Fire/EMS) are dispatched together using a **common CAD system**

Additional Operating Cost

Revenue Per Year	\$ 799,864
Expense Per Year	
ChatComm	\$1,075,000
DeKalb County Call Taker/Dispatch	100,000
DeKalb Dedicated Talk Radio Channel	90,000
Additional Cost to Dunwoody/Year	\$ 465,136

Total Three Year Cost

	Cost
Start Up Cost (Above DeKalb)	\$ 570,000
Three Year Operating Cost	\$1,395,408
Total Three Year Cost	\$1,965,408

Conclusion

- ChatComm cost not justified by level of service
- Potential for error increased by additional personnel in the process (ChatComm and DeKalb 911)
- \$2 million better spent over the next three years by improving our roads and parks

My Recommendation

- Execute revised IGA with DeKalb 911
- Judiciously manage the relationship
- Contract provides a 6 months termination privilege
- Set Up 911 User Group to participate in the process of continual operation and technology improvements
- Pay the \$135,000 to implement Silent Dispatch and AVL
- Results in a total savings of \$1,830,408

Additional Thoughts

- We are part of DeKalb County
- If we work with DeKalb County – We will make them better and in the process make Dunwoody better & safer

E-911

City of Dunwoody

February 28, 2011