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MEMORANDUM

To: Mayor and City Council
From: Warren Hutmacher, City Manager
Date: January 24, 2011
Subject: **E-911 Update**

BACKGROUND

As discussed at the January 18th Work Session and throughout 2010, the City of Dunwoody continues to evaluate options for the provision of enhanced 911 emergency communications services. Dunwoody currently receives a base level of service from DeKalb County as outlined in an Intergovernmental Agreement (IGA) executed shortly after incorporation.

Based upon considerable research and thoughtful consideration, the Council has determined three viable options exist for the provision of this service:

1. City of Dunwoody provides its own E-911 services, starting a Dunwoody 911 center.
2. City of Dunwoody contracts with the Chattahoochee River 9-1-1 Authority (ChatComm) for E-911 services.
3. City of Dunwoody negotiates a new IGA with DeKalb County for an enhanced level of E-911 services.

Throughout this evaluation, the City Council has been consistent in its desire to carefully and deliberately move towards the option that will provide the highest level of service at the lowest possible cost.

At the January 2011 Work Session, Council directed staff to proceed with several tasks all aligned with this goal of providing a straight forward comparison of the three service provision strategies:

1. Finalize language in a new DeKalb IGA pursuant to the last meeting with the County
2. Investigate logistics to collecting 911 fees directly and remitting them to the County
3. Revisit pricing options and opportunities for scaling back non-critical service components with ChatComm

UPDATE

Staff has made progress on each of the three tasks initiated at the Work Session.

1. Our legal team is working to solidify the new DeKalb IGA language and hopes to have a finalized version shortly.
2. Collecting 911 fees directly and remitting them to DeKalb County would give us a more accurate revenue estimation. However, in order to directly collect these fees, based on the regulations outlined by the Georgia Emergency Management Agency we would need to submit a 911 System Plan. In this scenario, our "plan" would in overview be to contract for service with the County, but this would not exempt us



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from the extensive documentation required to demonstrate compliance with all the standards for 911 systems. Our 911 Systems Plan would then need to be approved by GEMA prior to implementation. Although we would likely not need DeKalb's concurrence with this change to effectuate direct fee collection, this may hinder our on-going IGA negotiation with the County and we would need to hire a full time collection analyst to collect fees from the telecommunications companies.

3. Staff has reached out to ChatComm to revisit pricing and opportunities for scaling back non-critical services but these discussions have been preliminary to this point.

RECOMMENDATION

Staff suggests revisiting this issue at the February Work Session at which time we hope to have finalized a new IGA with DeKalb County detailing an enhanced level of services as well as an updated IGA with ChatComm detailing any more competitive pricing opportunities. Although staff firmly believes making a decision on this critical issue is time sensitive, we also believe that Council will be able to make a better informed decision once both IGAs have been finalized to allow for a straight forward comparison of the options.