



41 Perimeter Center East, Suite 250  
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## **MEMORANDUM**

**To:** Mayor and City Council  
**From:** Warren Hutmacher, City Manager  
**Date:** March 28, 2011  
**Subject:** **E911 Update**

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### **ITEM DESCRIPTION**

At the February City Council Meeting, the Council directed staff to conduct additional research into three areas:

1. Phase I / Phase II Compliance fees charged by wireless service suppliers
2. Potential Fees for Radio Use
3. Potential Fees for Fire Dispatching

Additionally, Council members have asked for additional information regarding:

4. Revenue Stream Update
5. Immediate Budget Impacts of Alternative Service Delivery Strategy
6. On-going Budget Impacts of Alternate Service Delivery Strategy
7. Operational Concerns for Fire, EMS, and Police Dispatch

### **BACKGROUND**

Staff has been working diligently to address these issues. The following information recaps each issue as well as additional information regarding revenue and costs.

1. Phase I / Phase II Compliance Fees

Based in O.C.G.A. 46-5-134 (e), a wireless service supplier may recover costs expended on the implementation and provision of enhanced 911 services for compliance with Phase I and Phase II of the state's plan governing 911 enhanced communication in an amount not to exceed 45 cents per line.

Staff has reached out to both the telecommunications companies serving Dunwoody as well as 911 centers in our area to provide insight into which companies recover costs and at what level. To date, staff has been able to verify that of the wireless providers, only some of the providers recover costs, and only a small portion recover the full 45 cents.

For example, the Kennesaw/Acworth E911 Center regularly receives remittances from 48 telecommunications companies. Of those 48, only four recover costs for



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Phase I / Phase II compliance and only one of those four recovers the full 45 cents per line.

Based on feedback received from neighboring 911 centers as well as information returned from telecommunications companies, staff extrapolated the annual recovery costs. Using the original line counts and Phase I / Phase II compliance rates charged to surrounding cities, staff estimates the annual recovery costs will be \$79,000. This figure does not change our initial annual revenue estimate of \$1,005,912 as recovery costs are expenses billed against revenue.

## 2. Potential Fees for Radio Use

At the February Council Meeting, Major Conroy shared that DeKalb is considering charging Dunwoody for the use of their radio system if we decide to pursue an alternative arrangement for police dispatching.

Through follow-up conversations with DeKalb County, staff has ascertained that DeKalb County has not taken any final actions to charge the City of Dunwoody for use of the radio if we were to terminate our agreement for 911 services.

In a memorandum dated March 14, 2011 from Major Conroy to Public Safety Director Miller, Conroy suggests that one methodology for determining possible charges would be to base the charges on the percentage of use of the radio system's costs for annual ongoing expenses (including infrastructure maintenance, microwave system maintenance, radio tower leases, and utilities). According to Conroy's memorandum, the 2011 Radio system sharable expenses are \$2,075,660 and the City of Dunwoody uses approximately 2.4% of total air time usage. As such, using those numbers, 2.4% of total annual sharable expenses would be \$49,815.84.

Additionally, staff has reached out to neighboring jurisdictions that make use of the DeKalb County radio system. Currently, all other incorporated cities in DeKalb utilize the County radio system. No direct charges are billed to any of these cities for the use of the radio system. The rationale for this is that some of the other cities contribute part of their millage to the Police Special Services Tax District. Dunwoody is not contributing to this tax district.

In 2010, cities in DeKalb County, pursuant to the Service Delivery Strategy agreement (SDS), were required to notify DeKalb County of their participation in the Special Service Tax Districts. For Police, there are two categories of participation: (1) Basic Police Services and (2) Advanced Police Services. Neither of these categories provide for Radio Channel usage for the municipalities. They are strictly for the use of direct services provided by the County government (see attached SDS Category Descriptions).

Based on this analysis, all the cities in the County using the radio system should be required to pay for the use of the radio system. Otherwise, this is a potential violation of Dunwoody's rights under the Equal Protection Clause of the US Constitution.



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DeKalb County has taken the position that the City of Dunwoody should only be required to pay the radio usage charge if the City were to opt out of the 911 fund. The General Fund pays no money to the 911 fund for radio system usage nor does the 911 fund compensate the General Fund for radio system usage. Therefore, these two issues should not be linked. If Dunwoody owes money for the radio system, we would owe it regardless of whether or not we participate in the DeKalb 911 system.

### 3. Potential Fees for Fire Dispatching

As with the potential fees for radio use, Major Conroy shared that DeKalb is considering charging Dunwoody, in addition to the fire prevention millage, for dispatching fire calls if we decide to pursue an alternative arrangement for police dispatching.

DeKalb County has not taken any official action to pursue charging for fire dispatching; any fees charged would need to be detailed through an Intergovernmental Agreement.

In memorandum dated March 14, 2011 from Major Conroy to Public Safety Director Miller, Conroy suggests two possible methodologies for determining possible charges. The first would be based on call volume as a percentage of Dunwoody's total 911 call volume. Conroy states, Fire/EMS 911 calls comprise approximately 10.42% of Dunwoody's total 911 call volume and DeKalb should receive 10.42% of the Dunwoody 911 fees collected, which is an unknown amount. The second methodology would be based on Dunwoody's call volume as a percentage of DeKalb County's 911 call volume. Conroy states, Dunwoody's fire/rescue 911 calls comprise approximately 0.54% of the total DeKalb County 911 call volume. The 2011 budget for the 911 Center is \$20,105,193.00, 0.54% would be \$108,568.04.

The following table shows the actual total expenditures for the DeKalb 911 Fund from 2006 through the budgeted amounts for 2011.

Fiscal Year	2006	2007	2008	2009	2010	2011
Budget Amount	\$24,913,672	\$18,174,763	\$14,766,337	\$15,019,401	\$18,015,560	\$22,317,489
Actual Expenditures	\$21,935,409	\$18,074,548	\$11,476,337	\$10,984,181	\$10,513,225	\$17,630,816
Surplus/Deficit	\$2,978,263	\$100,215	\$3,290,000	\$4,035,220	\$7,502,335	\$4,686,673
% of Surplus	12%	1%	22%	27%	42%	21%
Fees for Fire Dispatch	\$118,451	\$97,603	\$61,972	\$59,315	\$56,771	\$95,206

In each year, the budgeted amount is higher than the actual expenditures, with an average annual surplus from 2006-2010 of 21%. For FY 2011 we have used this average estimate of 21%. Using the previously described method of charging 0.54% of total expenditures calculate the fees for Fire Dispatch, we have calculated "fees for fire dispatch." Using actual expenditures, the extrapolated fees for fire dispatch fluctuates greatly. If the City were to agree to the methodology of 0.54% of total



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costs, we would need to work with DeKalb County to ensure any billed amounts are based on actual expenses not budgeted figures.

Staff has reached out to neighboring jurisdictions that dispatch their own police department but partners with DeKalb County for fire prevention services such as the cities of Chamblee and Doraville. Currently, neither of these cities are billed any direct charges for the dispatch of fire services. There is no explanation provided for why Chamblee and Doraville are not required to pay for Fire/EMS dispatch services. This is also a potential Equal Protection Clause claim.

#### 4. Revenue Stream Update

As part of the February discussion, Council indicated that one of the primary concerns prior to making this decision is establishing a level of confidence that the revenue stream will be able to cover the majority of the expenses without overly burdening our General Fund. Throughout our discussions, staff has consistently stated we believe our original revenue estimates to be conservative. We have also been forthright that for over 90% of cities in Georgia, 911 revenues do not meet expenses.

With that in mind, in order to provide the additional information for which companies recover Phase I / Phase II Compliance fees, staff also re-examined our original revenue estimate which was completed in November 2009. Since that time, we have all learned more about enhanced 911 services and the telecommunication companies that provide services to the community. The original revenue estimate included responses from 18 companies. Over the course of the last year and half we have identified another 53 companies that provide landlines and wireless service in surrounding communities. As we reached out to our original list of companies to verify which ones charge Phase I / Phase II Compliance Cost Recovery and the amounts we also asked them for an updated line count. We also reached out to the additional companies, for a total of 71 service providers, that serve our sister cities for both a line count and whether or not they charge Phase I / Phase II Compliance fees.

These additional companies are smaller; 16 of these additional carriers have indicated they have no lines in Dunwoody. However, 12 of these additional carriers have lines in Dunwoody for a total of 1,463 additional lines. Staff continues to work out to the remaining carriers and verify numbers for the existing carriers and believes this number will be slightly higher than the original estimate. However, until such number is finalized, we are continuing to use the original annual estimate of \$1,005,000.00.

#### 5. Immediate Budget Impacts of Alternate Service Delivery Strategy

Council has asked that staff demonstrate the potential impacts on the budget of moving to an alternate service delivery strategy. Based on the negotiated IGA with ChatComm, this particular service delivery strategy entails both the start up costs and a potential yearly subsidy if costs of E911 services exceed E911 fees collected.



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Transition costs are \$570,000. Of these, \$258,353 are for capital items and the remaining \$311,647 is for non-capital expenses (including transition costs, staff training, and other costs). Most of the capital expenses can be financed through the remaining \$250,000 available in the remaining original BB&T/GMA Lease Start Up Funds for roughly \$54,000 a year over 2012, 2013, and 2014. The remaining expenses could be funded through prior year reserves built up from FY 2009 and FY 2010. Based on the final FY 2010 financial statements, being considered by the Council at the March 28, 2011 meeting, the City concluded the 2010 Fiscal Year with:

Restricted for HOST capital projects: \$3,777,578.15  
 Unrestricted: \$5,460,937.00

Based on the Council Budget Committee and City Council discussions in approval of the FY 2011 Budget, this large surplus was rolled into the fund balance and not appropriated. This was intentionally done in order to allow time for the completion of the E911 study and four master plan studies. The Council indicated their intentions to appropriate some of these funds for projects this year, including 911 start-up costs.

The other, non-capital, start-up costs and any needed supplements to cover costs not covered by monthly E911 revenue could be allocated from the prior year reserves built up in FY 2010 and FY 2009 (unrestricted \$5,460,937.00). There are sufficient funds in unrestricted fund balance reserves to pay for the remaining \$320,000 in startup costs without impacting any current service delivery projects, including the purchase of the 16 acre parcel the Council will consider taking action on in April, 2011. As discussed further in the following "On-going Budget Impacts" section of this memorandum, the \$5,000,000 purchase price will be financed over a 7 year period; therefore there will be sufficient reserves intact for cash flow and startup costs for E-911.

Although staff anticipates further discussion and negotiation with DeKalb may be able to further reduce the potential fees for radio use and fire dispatching, for planning purposes we have used the numbers provided, as a worst case scenario. The currently negotiated ChatComm IGA stipulates a target cutover date of October 1, 2011. As such, the additional revenue and fees have all been pro-rated in terms of the three months of the fiscal and calendar year 2011 that will be affected by the change of service delivery. For FY 2011, the projected additional needed supplement would be \$76,845.97.

The following chart illustrates the revenue and expenses in the form of a "checkbook," with revenue as a "deposit," expenses as "withdrawals," and a final column showing a resultant "balance" after each expense is withdrawn.

ChatComm	Annual	Oct-Dec	Withdrawal	Deposits	Balance
Estimated Revenue	\$1,005,000.00	\$251,250.00		\$251,250.00	\$251,250.00
ChatComm Annual Costs	\$1,075,000.00	\$268,750.00	\$268,750.00		-\$17,500.00



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Phase I / Phase II Cost Recovery	\$79,000.00	\$19,750.00	\$19,750.00		-\$37,250.00
Radio Fees	\$49,815.84	\$12,453.96	\$12,453.96		-\$49,703.96
Fire Dispatching	\$108,568.04	\$27,142.01	\$27,142.01		-\$76,845.97

Alternatively, if the City were to continue services with DeKalb County for E-911 services, the City could be obligated to pay the following costs for services not including the \$135,592 onetime fee for AVL/Silent Dispatch equipment for our patrol vehicles. The following chart also illustrates the revenue and expenses in the form of a "checkbook," with revenue as a "deposit," expenses as "withdrawals," and a final column showing a resultant "balance" after each expense is withdrawn.

DeKalb	Annual	Oct-Dec	Withdrawal	Deposits	Balance
Estimated Revenue	\$1,005,000.00	\$251,250.00		\$251,250.00	\$251,250.00
Estimated Expenses	\$1,005,000.00	\$251,250.00	\$251,250.00		\$0.00
Radio Fees	\$49,815.84	\$12,453.96	\$12,453.96		-\$12,453.96

For FY 2011, because of the City's established expense controls and a healthy revenue stream, neither the ChatComm start-up costs nor the projected potential supplement would impact the operating budget for FY 2011. Likewise, if the City continues with DeKalb County with the renegotiated IGA, neither the AVL/Silent Dispatch start-up costs nor the projected supplement for radio fees would impact the operating budget for FY 2011.

Although the City will not have to reduce any of its currently planned expenditures, clearly any unrestricted reserves or general fund dollars spent on 911 cannot be spent on roads, police, parks, or be invested in the implementation of its master plans. There is an opportunity cost to the ChatComm option that Council needs to carefully consider.

6. On-going Budget Impacts of Alternate Service Delivery Strategy

For future years, staff has reviewed the full budget in consideration of how on-going funding of 911 would fit in with the City's other priorities and planned capital expenditures such as the purchase of the "PVC Site."

As with the immediate budget impacts, although staff anticipates further discussion and negotiation with DeKalb may be able to further reduce the potential fees for radio use and fire dispatching, for planning purposes we have used the numbers provided as a worst case scenario. For an on-going basis, full annual revenue and costs are included through the negotiated term of the ChatComm IGA (FY 2014). For FY 2012 - FY 2014, the projected additional needed supplement would be \$307,383.88.

As with the "Immediate Budget Impacts" section, the following chart illustrates the revenue and expenses in the form of a "checkbook," with revenue as a "deposit,"



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expenses as "withdrawals," and a final column showing a resultant "balance" after each expense is withdrawn.

<b>ChatComm</b>	<b>Annual</b>	<b>Withdrawal</b>	<b>Deposits</b>	<b>Balance</b>
Estimated Revenue	\$1,005,000.00		\$1,005,000.00	\$1,005,000.00
ChatComm Annual Costs	\$1,075,000.00	\$1,075,000.00		-\$70,000.00
Phase I / Phase II Cost Recovery	\$79,000.00	\$79,000.00		-\$149,000.00
Radio Fees	\$49,815.84	\$49,815.84		-\$198,815.84
Fire Dispatching	\$108,568.04	\$108,568.04		-\$307,383.88

For FY 2012 - 2014, because of the City's established expense controls and a healthy revenue stream, the ChatComm projected annual costs would not impact the operating budget for FY 2012 - FY 2014.

In terms of how on-going funding of 911 would fit in with the City's other priorities and planned capital expenditures, the majority of the City's capital projects are financed on a "pay-as-you-go" basis. Funds are transferred from the General Fund and appropriations for the transfers are made primarily from undesignated fund balance. As HOST funds are used solely for capital projects, part of each year's budgeted capital projects may be funded through available HOST funds. Traditionally, the City has designated an amount of HOST funding to be used as part of a given year's capital expenditures, however, HOST revenue is not accounted for on a purchase by purchase basis. In FY 2011, the City has planned \$3,221,975 in Capital expenditures, of which our HOST dollars will be used to pay for a portion of this amount, \$2,400,000. For FY 2011, the City has budgeted \$2,400,000 in anticipated HOST revenue as well as \$3,221,975 in capital expenses. The remaining capital costs are already appropriated through General Fund revenues.

For the "PVC Site" purchase, the City has negotiated a GMA lease which will allow the City to maintain a cash-flow reserve and pay down this \$5,000,000 purchase from April 2011 through April 2018.

Additional capital expenditures and future year HOST revenue have not been included in this analysis as FY2012 and beyond have not yet been adopted. Longer term Capital Improvement Plans, Short Term Works Program, and Implementation Schedules for our master plans do include additional priorities for spending. As with FY2011 budget, any unrestricted reserves or general fund dollars spent on 911 cannot be spent on roads, police, parks, or be invested in the implementation of its master plans.

#### 7. Operational Concerns for Fire, EMS, and Police Dispatch

Finally, Council has raised some questions regarding operational concerns for the dispatching of Fire/EMS calls if ChatComm were to begin taking and dispatching Dunwoody's 911 calls for Police Services, specifically if unnecessary delays would be incurred for fire and emergency transport calls. The amount of delay is difficult to



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quantity. It can range from less than 10 seconds to over 30 seconds, depending on how long it takes for ChatComm to answer the call, determine it requires a Fire/EMS response, and how long it then takes for DeKalb to answer the transferred call.

For comparison, DeKalb has provided the following information regarding Police Department call processing times in terms of call received to dispatch, dispatch to arrival, and arrival to completion for Dunwoody, Sandy Springs, and Johns Creek.

<b>All Calls</b>	<b>Call Received to Dispatch</b>	<b>Dispatch to Arrival</b>	<b>Arrival to Completion</b>
Dunwoody Police Department	3:33	7:25	12:31
Sandy Springs Police Department	2:59	4:36	16:44
Johns Creek Police Department	:44	2:04	10:50
<b>Calls minus Traffic Stops</b>	<b>Call Received to Dispatch</b>	<b>Dispatch to Arrival</b>	<b>Arrival to Completion</b>
Dunwoody Police Department	4:33	9:36	13:01
Sandy Springs Police Department	4:24	6:45	15:12
Johns Creek Police Department	2:22	6:34	14:42
<b>Priority 1 Calls</b>	<b>Call Received to Dispatch</b>	<b>Dispatch to Arrival</b>	<b>Arrival to Completion</b>
Dunwoody Police Department	3:01	7:44	8:41
Sandy Springs Police Department	1:54	5:18	14:40
Johns Creek Police Department	1:25	5:15	12:29

Currently, ChatComm transfers 600-800 calls to DeKalb County on a monthly basis due to cell towers near the City borders that cannot determine which 911 center to send the call. As part of the Georgia Emergency Management Agency’s guidelines, ChatComm has agreements with all surrounding Public Service Answering Points (PSAPs), including DeKalb County, to handle procedures for call transferring. Currently, DeKalb calls are “one button” transferred with all ANI/ALI data intact. The DeKalb calls that have to be transferred each month are already delayed for Police and Fire/EMS. They will continue to experience some delay for Fire/EMS calls with ChatComm but Police calls will no longer be delayed between a transfer from ChatComm to DeKalb 911.

If Dunwoody partners with ChatComm there are multiple options for how Fire/EMS calls could be handled once ChatComm answers the call and determines these services are needed as illustrated in the attached Call Processing Diagram.





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- A. Immediately forwards the call to DeKalb to dispatch Fire/EMS but stays on the line and listens to the call interrogation to determine if police response is needed. This option still creates minimal delay for fire and emergency transport with less delay for police services.
- B. Immediately begins emergency medical / fire dispatch screening. Incident transferred via CAD-to-CAD interface to DeKalb. DeKalb Fire/EMS dispatchers send appropriate units; simultaneously ChatComm dispatchers send any needed or appropriate police units. This option creates the least delay for fire and emergency transport and least delay for police services. However, this option would require the permission of DeKalb County and a CAD-to-CAD interface. Our CAD vendor OSSI has confirmed that a CAD-to-CAD interface can be created. It has not been created to this point because there has been no need to do so until the concept of Dunwoody subscribing to ChatComm was initiated.

As an example of how this dispatching could work, if there is an accident on I-285 both police and Fire/EMS services will be required. Using option A described above, ChatComm answers the call, as soon as it recognized as a call requiring a response from DeKalb Fire/EMS the dispatcher will transfer the call to the County and stay on the line to listen to the call. As soon as enough information is obtained by the County about the incident, ChatComm will use silent dispatch to send the Dunwoody Police to the scene.

In order to determine the preferred methodology for Fire/EMS dispatching several conversations and discussions would need to take place with DeKalb Fire Department officials. If Dunwoody does move to an alternative service delivery strategy, those decisions and conversations with DeKalb Fire would be part of the six month transition process.

Finally, regarding dispatching, a concern has been raised regarding whether or not Dunwoody would not receive dedicated dispatch services. The negotiated IGA with ChatComm clearly states that the City would be provided 24/7 dedicated dispatch services. Additionally, staff has received written confirmation from Sandy Springs City Manager, John McDonough, that "there [will] be a dedicated 24x7x365 Dunwoody police dispatcher on duty at ChatComm" if we enter into the negotiated IGA with ChatComm.

## **RECOMMENDATION**

Staff recommends that Council review the information presented in this memorandum and information that has been presented in previous meetings. Staff concludes that the ChatComm agreement provides for better police dispatch services.

Staff also concludes that it will cost more money to utilize ChatComm services and that Fire/EMS services will be delayed due to the required transfer of Fire calls from ChatComm to DeKalb County.

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This is a policy choice for City Council to weigh. Staff has provided all of the information required for City Council to make a proper decision.

March 23, 2010

**DEKALB COUNTY – SPECIAL SERVICES TAX DISTRICTS;  
TAX MILLAGE RATE  
No. \_\_\_\_ (House Bill No. \_\_\_\_).**

**AN ACT**

To amend an Act to impose certain requirements and limitations upon ad valorem taxes levied by DeKalb County to finance the provision of certain governmental services, known as the “DeKalb County Special Services Tax Districts Act,” approved April 12, 1982 (Ga. L. 1982, p. 4396), as amended, so as to change the definitions of district services and to provide a declined governmental services option; to provide for applicability; to repeal conflicting laws; and for other purposes.

**BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:**

**SECTION I.**

An Act to impose certain requirements and limitations upon ad valorem taxes levied by DeKalb County to finance the provision of certain governmental services, known as the “DeKalb County Special Services Tax Districts Act,” approved April 12, 1982 (Ga. L. 1982, p. 4396), as amended, is amended by deleting Section 2(4) in its entirety and inserting, in lieu thereof, a new Section 2(4), and adding a new Section 2(5) to read as follows:

**Section 2.**

\* \* \*

- (4) “District services” means the following governmental services provided by DeKalb County to DeKalb municipalities and the unincorporated area, as defined in Section 2(2) and 2(3) of the Act,:
- (A) Basic police services comprised of services performed by the uniform division, traffic unit, park patrol, criminal investigations, and crime scene investigations unit of the DeKalb County police department;
  - (B) Non-basic police services comprised of services performed by the aerial/helicopter unit, SWAT team, bomb squad, intelligence and permits, K-9 division, gang task force, drug task force, and homeland security (emergency management) of the DeKalb County police department;
  - (C) Parks, recreational areas, programs and facilities; and

- (D) Street and road maintenance, including the maintenance of curbs, sidewalks, streetlights, and devices to control the flow of traffic on streets and roads, or any combination thereof.
- (5) “Declined governmental services” means any governmental service identified in Section 2 (4) (A), (B), (C), or (D), that a DeKalb municipality specifically elects to exclude from district services by means of a fully executed, valid resolution of its governing body, which declined governmental service therefore will no longer be performed by DeKalb County for that DeKalb municipality.

## SECTION II.

An Act to impose certain requirements and limitations upon ad valorem taxes levied by DeKalb County to finance the provision of certain governmental services, known as the “DeKalb County Special Services Tax Districts Act,” approved April 12, 1982 (Ga. L. 1982, p. 4396), as amended, is amended by deleting Section 4 in its entirety and inserting, in lieu thereof, a new Section 4 to read as follows:

**Section 4.** Special services tax districts. Each DeKalb municipality shall constitute a special services tax district composed of that portion of DeKalb County lying within the corporate limits of each respective DeKalb municipality, and the unincorporated areas shall constitute a special services tax district composed of all the unincorporated areas of DeKalb County. For the purposes of this Act, each such special services tax district shall be designated by the name of its respective DeKalb municipality, except that portion of DeKalb County lying within the corporate limits of the City of Atlanta, which shall be designated “Atlanta in DeKalb,” and the unincorporated area, which shall be designated “DeKalb.”

## SECTION III.

An Act to impose certain requirements and limitations upon ad valorem taxes levied by DeKalb County to finance the provision of certain governmental services, known as the “DeKalb County Special Services Tax Districts Act,” approved April 12, 1982 (Ga. L. 1982, p. 4396), as amended, is amended by adding a new Section 6.1 to read as follows:

**Section 6.1.** Particularized millage rates for governmental services.

- (a) Particularized millage rate. After the county determines the adjusted district services ad valorem tax millage rate for each DeKalb municipality as provided in Sections 5 and 6 of this Act, then the county shall calculate a particularized millage rate applicable to each DeKalb municipality for each governmental service. The particularized millage rate shall be used to reduce a DeKalb municipality’s adjusted district services ad valorem tax millage rate in the event the municipality declines governmental services(s).

March 23, 2010

- (b) Standardization for parks and road governmental services. In determining a particularized millage rate for parks and roads governmental services, as defined in Section 2(4)(C) and (D) of this Act, the county shall establish a standardized particularized millage rate so that annually each DeKalb municipality is subject to the same standardized particularized millage rates for parks and road governmental services. The standardized particularized millage rates for parks and road governmental services may fluctuate annually based on budgetary levels, but the rate charged to the DeKalb municipalities shall not exceed the rate charged to DeKalb.
- (c) Calculation. The county shall calculate the particularized millage rate in the following manner. The county shall determine the total budgeted appropriations for district services for all special services tax districts, and then divide the budgeted appropriations allocated to each governmental service by the total budgeted appropriations. Each resulting number is the percentage of appropriations allocated to each governmental service which shall then be multiplied by the adjusted district services ad valorem tax millage rate for each DeKalb municipality reflected in Section 6(b.1) of this Act. The resulting numbers are the raw particularized millage rates. The county shall use the raw particularized millage rates for parks and roads governmental services to assist in establishing the standardized particularized millage rates for parks and roads governmental services. The county shall deduct the standard particularized millage rates for parks and roads governmental services from the adjusted district services ad valorem tax millage rate for each DeKalb municipality, and for each municipality shall separate the resulting number into a particularized millage rate for basic and non-basic police governmental services based on the proportion that the budgeted appropriation for each police governmental service bears to the total police governmental services budgeted appropriations. The particularized millage rates for each governmental service may fluctuate annually based on budgetary levels.

#### SECTION IV.

An Act to impose certain requirements and limitations upon ad valorem taxes levied by DeKalb County to finance the provision of certain governmental services, known as the "DeKalb County Special Services Tax Districts Act," approved April 12, 1982 (Ga. L. 1982, p. 4396), as amended, is amended by deleting Section 9 in its entirety and inserting, in lieu thereof, a new Section 9 to read as follows:

**Section 9.** Declined governmental services. Each DeKalb municipality comprising a special services tax district shall receive all district services, and shall be subject to the adjusted district services ad valorem tax as calculated in Sections 5 and 6 of this Act, unless the governing body of any DeKalb municipality declines governmental service(s) as follows:

- (1) Beginning with the year 2011, the governing body of any DeKalb municipality may decline to have DeKalb County perform any or all district services, defined in Section 2(4) of this Act, by delivering to DeKalb County a fully executed, valid resolution of its governing body identifying the declined governmental service(s). Such DeKalb municipality resolution shall be delivered to the chief executive officer and each commissioner of DeKalb County, via certified United States mail or private delivery service such as UPS or Federal Express, prior to 5:00 p.m. on or before September 30, 2010. If a fully executed, valid resolution is received by the chief executive officer and commissioners of DeKalb County in the manner required by this paragraph, then the county shall reduce that municipality's adjusted ad valorem tax millage rate for district services by the particularized millage rate(s) for the declined governmental service(s), effective beginning January 1, 2011, and continuing thereafter from year to year unless modified in the manner provided in paragraph (2) below;
- (2) After January 1, 2011, if a DeKalb municipality chooses to decline a district service, whether alone or in addition to already declined district services, the governing body of any DeKalb municipality may deliver to DeKalb County a new resolution identifying any declined governmental services. Such DeKalb municipality resolution shall be delivered to the chief executive officer and each commissioner of DeKalb County, via certified United States mail or private delivery service such as UPS or Federal Express, prior to 5:00 p.m. on or before June 30th. In the event a fully executed, valid resolution is received by the chief executive officer and the commissioners of DeKalb County in the manner required by this paragraph, then in the new year following receipt of the resolution the county shall reduce that municipality's adjusted ad valorem tax millage rate for district services by the particularized millage rate(s) for the declined governmental service(s).
- (3) If any DeKalb municipality fails to enact a resolution in accordance with the requirements of paragraph (1) or (2) above, then the adjusted district services ad valorem tax for that DeKalb municipality shall be calculated in the manner set forth in Sections 5 and 6 of this Act. If the county ceases entirely to perform one of the district services identified in Section 2 (4), then each DeKalb municipality will have its adjusted ad valorem tax millage rate for district services reduced by the particularized millage rate for that discontinued service.
- (4) If any DeKalb municipality enacts a resolution as provided in paragraph (1) or (2) above, DeKalb County shall provide no declined governmental services to that DeKalb municipality unless and until DeKalb County agrees to restore a previously declined governmental service in the manner provided in paragraph (5) below.
- (5) The governing body of any DeKalb municipality may request that the county perform a previously declined governmental service by forwarding a written request to the chief executive officer and each commissioner of DeKalb County

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identifying with specificity the governmental service sought. The request must be forwarded via certified United States mail or private delivery service such as UPS or Federal Express, prior to 5:00 p.m. on or before June 30th. The governing authority of DeKalb County may, in its sole discretion, decide whether it will provide the previously declined governmental service to the DeKalb municipality. The county may decline or agree to provide the requested governmental service. The finance director shall forward the county's decision in writing to the mayor of the affected DeKalb municipality within fifteen business days of the decision being made by the county, and the county shall make its decision within ninety (90) days of receiving a DeKalb municipality's request. If the county agrees to provide the previously declined governmental service, the county shall begin providing the governmental service on January 1<sup>st</sup> of the new year following receipt of the resolution and an increased adjusted ad valorem tax millage rate for district services shall be determined and levied in conformity with the applicable requirements of this Act.

#### **SECTION V.**

An Act to impose certain requirements and limitations upon ad valorem taxes levied by DeKalb County to finance the provision of certain governmental services, known as the "DeKalb County Special Services Tax Districts Act," approved April 12, 1982 (Ga. L. 1982, p. 4396), as amended, is amended by deleting Section 10 in its entirety and inserting in lieu thereof a new Section 10 to read as follows:

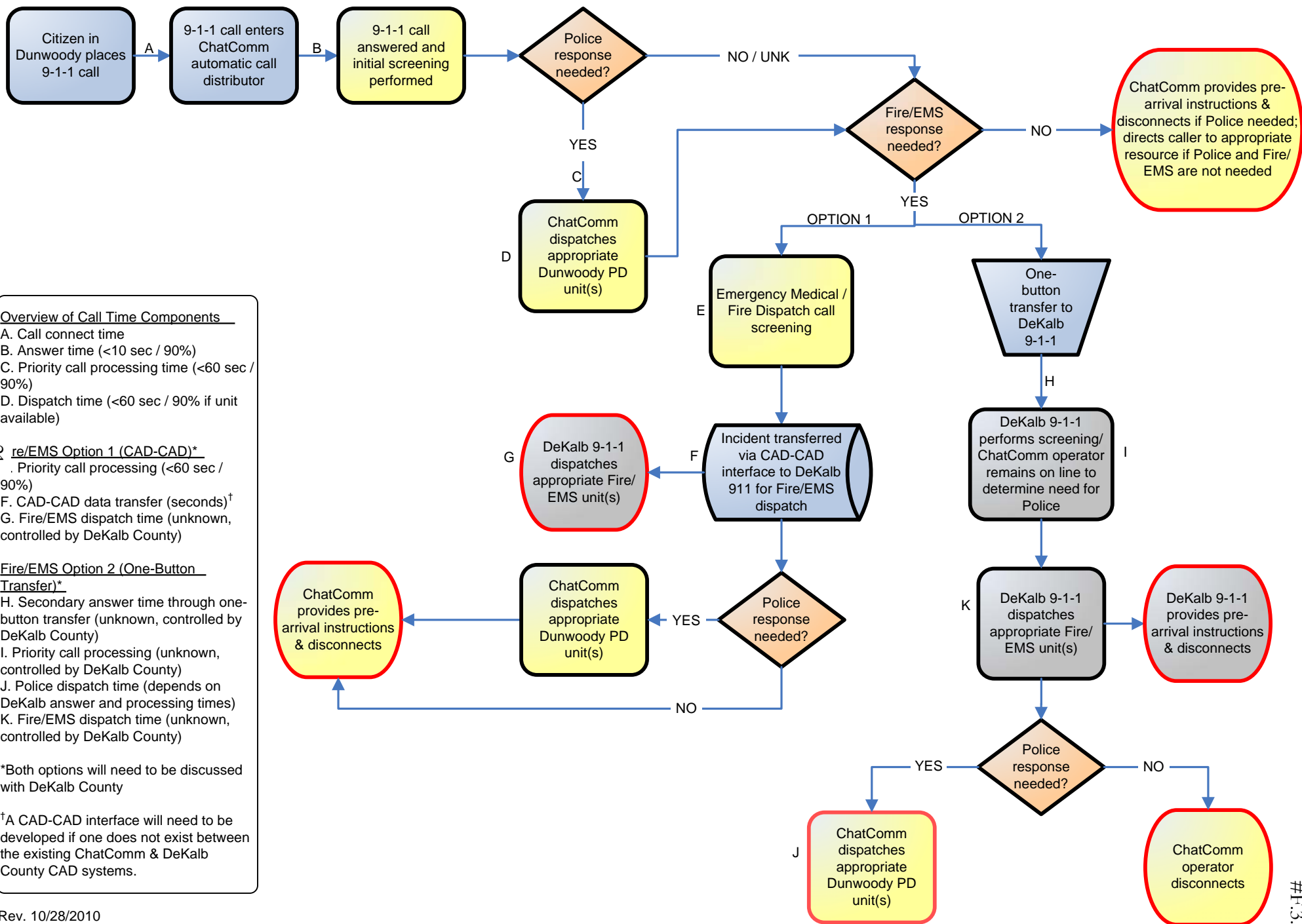
**Section 10.** Effective date. This Act shall become effective upon approval by the Governor or upon its becoming law without such approval.

#### **SECTION VI.**

An Act to impose certain requirements and limitations upon ad valorem taxes levied by DeKalb County to finance the provision of certain governmental services, known as the "DeKalb County Special Services Tax Districts Act," approved April 12, 1982 (Ga. L. 1982, p. 4396), as amended, is amended by adding a new Section 11 to read as follows:

**Section 11.** Repealer. All laws and parts of laws in conflict with this Act are repealed.

# Dunwoody Call Processing (Two Options for Fire/EMS)



**Overview of Call Time Components**

- A. Call connect time
- B. Answer time (<10 sec / 90%)
- C. Priority call processing time (<60 sec / 90%)
- D. Dispatch time (<60 sec / 90% if unit available)

**Fire/EMS Option 1 (CAD-CAD)\***

- E. Priority call processing (<60 sec / 90%)
- F. CAD-CAD data transfer (seconds)†
- G. Fire/EMS dispatch time (unknown, controlled by DeKalb County)

**Fire/EMS Option 2 (One-Button Transfer)\***

- H. Secondary answer time through one-button transfer (unknown, controlled by DeKalb County)
- I. Priority call processing (unknown, controlled by DeKalb County)
- J. Police dispatch time (depends on DeKalb answer and processing times)
- K. Fire/EMS dispatch time (unknown, controlled by DeKalb County)

\*Both options will need to be discussed with DeKalb County

†A CAD-CAD interface will need to be developed if one does not exist between the existing ChatComm & DeKalb County CAD systems.