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MEMORANDUM

To: Mayor and City Council

From: Billy Grogan, Acting City Manger

Date: May 12, 2014

Subject: **Renewal of IGA with ChatComm**

ITEM DESCRIPTION

Staff recommends renewal of the Intergovernmental Agreement (IGA) with the Chattahoochee River 911 Authority (ChatComm) for 911 call-taking and police-dispatch services.

BACKGROUND

In March 2011, the Mayor and City Council approved an IGA with ChatComm for the 911 call-taking and police dispatch. After a six-month transition, ChatComm began providing service to the city in October 2011. The IGA includes two service level metrics. ChatComm must answer all calls in 10 seconds or less and process 90% of high priority calls within 60 seconds or less. Since the transition, ChatComm has met or exceeded these metrics each and every month except the winter storm event of January 28-29, 2014. During that 18 hour period, they received more 911 calls than they do in a typical week of 24-hour a day service.

Our existing IGA expires on August 31, 2014. In January 2014, we received a letter from ChatComm Authority Chairman Wendell Willard offering two options for renewal. Discussed briefly at the Annual Strategic Planning Retreat, the first option was to join as a member of ChatComm with a capital contribution and an annual membership fee of \$1,075,000. The second option was to continue as a subscriber at the rate of \$1,200,000 a year.

UPDATE

After staff discussion and speaking with members of the City Council, it was determined that joining as a member of ChatComm, given the required capital contribution, was not a viable option. As directed by Council at the Retreat, staff has continued to pursue the subscriber option and worked to negotiate a lower increase in the annual subscription fee. At this point in the negotiations, the Authority did not agree to staff's request for an annual rate of \$1,075,000 per year and has suggested an annual rate of \$1,125,000.

Additionally, since the Council's discussion in January, several notable contracts have been signed by and for ChatComm. The cities of Johns Creek and Sandy Springs have renewed the ChatComm partnership for another five years (original partnership expires on August 31, 2014). ChatComm has renewed its contract with iXP (the firm that staffs and manages ChatComm). And the city of Brookhaven has joined ChatComm as a subscriber.

FUNDING

The FY 2014 Budget was prepared in awareness of the current IGA's expiration. The approved budget includes the existing annual rate (or \$89,583.33 per month) through



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August 2014 as well as a 5% increase (or \$94,062.50 per month) for the final four month of the year. The presently proposed increase is 4.7% or \$50,000 per year over the existing cost. The budgeted inflation/escalation was not based on any discussions or negotiations with ChatComm. However, as presently proposed, the \$1,125,000 fee would fit within the existing budget.

ALTERNATIVES

As discussed both at the 2014 Retreat and as part of the 2011 decision to move to ChatComm, alternatively, the Mayor and City Council could consider transitioning back to DeKalb County for police call-taking and dispatching or could start our own 911 Center. Both of these options have benefits and challenges and could be further explored if there is support on the Council.

RECOMMENDED ACTION

At this time, staff recommends pursuing the renewal of our IGA with ChatComm as a subscriber. If the Mayor and Council support this recommendation, staff will work with outside legal counsel to update the IGA and bring it back for the Council's consideration as part of a future Council Meeting.