



Police Dispatch services

April 3, 2012



Police Dispatch Services

Dispatch services for Maricopa Police have been provided by Pinal County through an IGA since the City Police Department began.

Cost for FY 2011-12 is \$762,469

Last summer the Council had questions about the revised IGA, in particular about the calculations that led to the price the City would pay. This resulted in approving a budget with less than the \$762,469 for payment of dispatch services, with a request that staff return with answers to council questions about the increase in costs.

Police Dispatch Services

- Analysis of how Pinal County sets costs for Maricopa Dispatch includes:
 - Full cost to staff two seats with dispatchers at consoles 24/7 = 12 operators/dispatchers
 - 1.7 relief factor for each dispatcher
 - One supervisor
 - Overtime costs
 - Admin costs for Manager
 - Training, Equipment, Repair and Maintenance

Total cost = \$762,469

Police Dispatch Services

- Estimated difference in price between last fiscal year and this fiscal year
 - \$138,573.88
 - This transfer necessary to cover costs for this fiscal year includes estimated \$17,867.70 in overtime costs (based on prior billings)

Police Dispatch Services

Pinal County employs 40 dispatcher and Maricopa pays for 12 of them to fill two seats 24/7

Pinal Dispatch has only one console available as excess capacity, which is now being used to serve Maricopa, and the County will need that capacity to serve their own growth

Police Dispatch Services

City staff began to investigate options for other providers of dispatch services that use Spillman, the same CAD system as City of Maricopa:

- *Spoke to other Dispatch agencies, including GRIC, other cities, and the Valleywide RWC (the consortium of police and fire radio dispatch systems)*

Police Dispatch Services

What we learned:

- Phone line connections make it possible for dispatch services to be provided from another city
- Finding partner that uses same CAD system reduces cost of changing provider
- Significant benefits to being member of RWC
 - Broader and better radio coverage
 - Membership disperses costs & guarantees quality service

Police Dispatch Services

- Potential partner – City of Buckeye
 - Willing to become partner with Maricopa
 - They are currently building their dispatch center and could include consoles for Maricopa
 - Dispatchers already trained and use Spillman
 - Service costs discussed to date total \$573,945.90 (seven plus a supervisor and related expenses), which is less than the cost of service from Pinal County

Issues for Council to consider:

- Level of service
- Cost for service
- Ability to expand service
- Benefit of RWC
- Length of contract to include future plans

Staff recommendation:

- Council direct staff to return with an IGA for police dispatch services with City of Buckeye for FY 2012-13.

and

- Council approve the transfer of necessary funds from contingencies to cover the remaining costs this fiscal year for dispatch services from Pinal County.