Kensington Police Protection and Community Service District

Interim General Manager and Chief of Police Report

Subject: Report on Dispatch

Summary

After contacting seven nearby law enforcement agencies for providing dispatch and related services as described below, the two most viable options are contracting with Albany or a combination of the Contra Costa Sheriff and Albany. In addition, for officer safety, Kensington police must be on the same radio channel as an adjacent jurisdiction. This allows the police in each agency to listen to each other's calls and provide back up support. For the reasons presented below, Albany is the preferred option although it will be more expensive initially because of the purchase of software.

The attached table details the cost estimates that we have received to date.

Background

At present, the City of Richmond provides Kensington with three essential services: dispatch, record management system and Record Department Services on a 24/7 basis. Each of these services are described below. Richmond will end its contract with Kensington and several other cities as of June 30, 2017. While Kensington could continue under a modified contract with Richmond, Kensington police would not be on the same radio channel as an adjacent jurisdiction.

Dispatch

Dispatch refers to the Computer Assisted Dispatch (CAD) service for emergency and non-emergency calls to 911 and dispatch for emergency medical, fire and police service as well as calls to dispatch by police. The dispatcher takes the call and then transfers the call to the appropriate agency.

Record Management System

All conversations with dispatch as well as updated added by police are recorded in a computer data base. The hosting and maintenance of servers is the Record Management System.

Records Department Services

Record Department Services refers to the ability on a 24/7 basis to enter and access data into the California Law Enforcement Telecommunications System (CLETS). CLETS contains data on missing persons, stolen vehicles, DMV records, and relevant law enforcement data. Importantly, by law, officers must enter certain data (e.g., warrants, missing child or person at risk) into the Records Department within specified times from a call from dispatch. This must be done at a secured computer with reliable access to the Internet.

Options

1. **Richmond.**

Richmond is willing to provide CAD/RMS but only limited Record Department Services as of July 1, with an increase cost of approximately $128,000 from the previous cost of $119,000. There have been some

complaints, however, with Richmond dispatch. Because of new limitations by Richmond on Record Department Services, Kensington will need to install a full access terminal and have its officers trained and approved for full access to CLETS. In addition, Richmond may switch to RIMS software for its RMS instead of its current New World/Tyler Tech software. As discussed below with Albany, there will be a cost associated with this switch.

However, because Kensington would not be on the same radio traffic with Albany or El Cerrito. Consequently, Richmond is not a viable option for KPPCSD.

2. New Consortium.

Hercules, Pinole, and San Pablo have recently formed a consortium for dispatch, RMS, and Record Department Services. However, because it is just starting up and there have been recent changes in management at these agencies, there is some concern on the reliability and long term feasibility of the consortium. An early estimate, if El Cerrito would be joining, Kensington's cost would be about $96,000 without taking into consideration costs to transfer of data and implementation. Significantly, because El Cerrito will not be joining, the cost is likely to go up and Kensington police would not be on the same radio channel as an adjacent jurisdiction.

3. UC Berkeley

We have not had a response from UC Berkeley as of yet.

4. Berkeley

Interim Chief Andrew Greenwood advised that at the present time, Berkeley is unable to provide dispatch to Kensington.

5. Sheriff.

The Contra Costa County Sheriff (Sheriff) is willing to provide dispatch services for 911 and police dispatch but will only offer Record Department Services under exigent or emergency services. The Sheriff will not offer RMS services. If KPPCSD were to contract with CCC Sheriff for CAD, Kensington would need to contract with another agency or vendor for RMS and Records Services.

The Sheriff would put Kensington on the same radio channel as El Cerrito, El Sobrante, Rodeo, and Crockett.

Because the Sheriff uses different CAD software, Kensington would incur start up costs for licensing as well as implementation and project management costs.

6. El Cerrito

El Cerrito plans to contract with the Sheriff for dispatch. It has an IT department and will house its dispatch RMS data on its servers. El Cerrito has also has a Records Department that can perform Record Department Services during day time hours. For off hours, it will contract with a vendor to provide a software interface and train its officers to enter any time sensitive data for Record Services. El Cerrito is willing to provide servicers for RMS and limited Record Department Services (only during normal business hours). This would mean that Kensington will need to find a way to fulfill its obligations to timely enter or remove time sensitive CLETS entries.

El Cerrito also mentioned that it would like to changes its RMS software in the near future to RIMS because RIMS is user friendly, can create needed reports more efficiently, and can provide useful analyses.

7. Albany.

Albany had done dispatch previously for KPPCSD until the Richmond consortium was established. During that time, Albany dispatch has had consistent good reviews. Albany is willing to provide Kensington with dispatch, CAD/RMS and Records Department services on a 24/7/365 basis. Because Albany is on RIMS software, we would need to purchase RIMS software. Albany is willing to provide Kensington with its existing mobile equipment for police cars at a nominal cost.

Estimated Cost for Dispatch
(Estimated Cost)

Service/License	First Year			Next Year		
	Sheriff	El Cerrito	Albany	Sheriff	El Cerrito	Albany
Dispatch/CAD	$59,801	N/A	($77,673)	$59,801	N/A	$77,673
License for CAD software	$28,500	N/A	Incl.	$5,130	N/A	$7,578
Implementation Fee	$7,700			N/A	N/A	N/A
Project Management Fee	$7,511	N/A		N/A	N/A	N/A
Data Interface between Sheriff CAD and RMS (New World)	$15,000-30,000 (Note 1)	(Note 1)	N/A	N/A	N/A	N/A
Data Migration from Richmond	N/A	(Note 2)	$40,000-45,000	N/A	N/A	N/A
RMS and Record Service	N/A	$8,000	Included in Dispatch	N/A	$8,000	Included in Dispatch
License for 4 Mobile and 4 Department Computers	$12,000	N/A	Included in software cost	$12,000	N/A	Included in CAD license
New World Contract	N/A	$9,000	$9,000	N/A	$9,000	N/A
Initial Software	$56,157	N/A	$85,000	N/A	(Note 3)	N/A
Training for CLETS full access	N/A	N/A	N/A	N/A	N/A	N/A
Single Agency Total	($171,669) (Note 4)	$17,000	(202,673-207,673) (Note 5)	$76,931	$17,000	$85,251
Total for Needed System	($188,669) (Note 4)		($211,673-216,673) (Note 5)	$93,931 (Note 3)		$85,251 (Note 5)

Notes

1. It is unclear how much of this cost we would be asked to pay
2. El Cerrito will have all data from Richmond migrated over. It is unclear if we will need to share in the cost
3. We may need to swith to RIMS at a cost of $125,000-139,000 and spend $16,000 for MDCs in four vehicles
4. See Note 1
5. Does not take into account the savings of officer and staff time in preparing monthly Uniform Code Reports