



## Legislation Details (With Text)

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Agenda Date: 03/28/2017  
ID # 17-76

Subject:  
Fire Dispatch Discussion

Presented By: Chris Armstrong, Fire Chief

### **POLICY QUESTION:**

Does city council support contracting dispatch services with South Metro Fire Rescue (SMFR)?

### **BACKGROUND:**

At its March 7 meeting, Chief Armstrong briefed council on discussions concerning the possible unification of fire dispatch operations with SMFR.

### **STAFF ANALYSIS:**

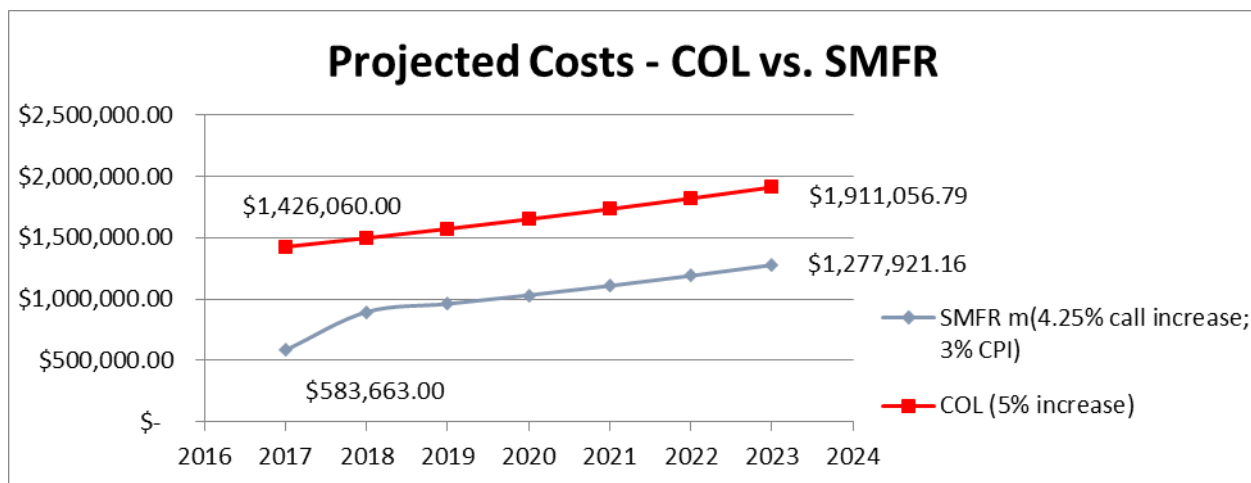
This presentation will provide additional information for council consideration including financial, operational, performance standards, facility capabilities, and compensation. A memorandum from Littleton Human Resources Director, Erich WonSavage, is attached to this council communication and details options and alternatives relating to LFR's dispatch center.

The 2017 budget for dispatch services is \$1.4 million dollars (does not include Area Operating Funds/E-911 (AOF)).

The SMFR dispatch proposal quotes a cost of \$583,663 for service June 1, 2017 through December 31, 2017. The 2018 estimate for dispatch services is \$895,666, which results in a savings of \$230,394 (excludes revenue from AOF and Cunningham Fire Protection district (CFPD)). The 2018 estimate is calculated on 15,321 incidents (2016 incidents) at a cost per call of \$58.46.

Future cost calculations for dispatch services would be based on a three-year rolling average of LFR's

emergency incidents and a percentage equal to the Consumer Price Index (CPI) added to the 2017 cost per call. The chart below compares LFR 2017 budget with a 5% annual increase vs. SMFR 2017 proposal with an annual 4.25% increase in call volume, and an annual 3% CPI added.



## OPTIONS/ALTERNATIVES

- Status quo** - Increased costs for the city and its partners, limited dispatch center capabilities, high turnover and retention rates, and non-competitive salaries.
- Increase compensation** - This would result in a minimum increase of approximately \$100,000 annually for the dispatch budget. Increasing compensation for fire dispatchers may also require additional compensation for LFPD dispatchers and other city employees. This would increase costs for the city and our fire partners, and does not address the limitations of the dispatch center.
- Pipeline additional dispatchers** - This alternative would anticipate the turnover by “over staffing” or “pipelining” a number of FTEs that is roughly equal to the turnover rate. This would result in a minimum cost increase of approximately \$100,000. This would not address issues of hiring and retention, compensation disparities nor the limitations of the dispatch center. This would increase costs for the city and our fire partners, and does not address the limitations of the dispatch center.
- Contract with JeffCom** - JeffCom is operated by West Metro Fire and built on a CAD platform specific for law enforcement dispatching with added fire capabilities. This is significantly different from other dispatch centers whose CAD is built specifically for Fire and EMS response. Additionally, this is a newly established dispatch center is not fully operational. Costs are unknown as they are pursuing a ballot initiative for funding the center. Since this center operates on a much different CAD platform, transition time would be lengthy and have a much higher cost to the city and our fire partners.
- Contract with SMFR** - Immediate and long-term cost savings for the city and our fire partners, provides improved service and additional capabilities such as GIS and incident dispatch teams (IDT's), CAD system is built specifically for fire and EMS response and allows a quick transition due to compatible systems, LFR has existing mutual/auto aid agreements, employee are protected and guaranteed employment. Contracting also creates additional space for Littleton's police dispatch.

## FISCAL IMPACTS:

Using the 2018 contracted cost proposal would result in a savings of \$230,394 from the LFR 2017 budget. If the 2018 LFR budget had any increases the savings would be greater.

## STAFF RECOMMENDATION:

Staff recommends developing an Intergovernmental Agreement with SMFR for emergency dispatch services.

**PROPOSED MOTION:**

N/A