CityofRedmond
WASHINGTON

AM No. 13-020

TO: Mayor John Marchione and Members of the City Council

FROM: Ron Gibson, Police Chief, 425-556-2528
Erik J. Scairpon, Police Operations Commander, 425-556-2611
Ralph Ashmore, Fire Battalion Chief, 425-556-2229

DATE: January 15, 2013

SUBJECT: **STAFF REPORT: Redmond Municipal Fire Communications Feasibility Study**

I. DESCRIPTION/PROBLEM DEFINITION

The City of Redmond currently maintains separate police and fire communications services; hosting an in-house police communications solution and contracting fire call-taking and dispatching service through NORCOM. There are concerns regarding cost and technical issues should the contract be continued with NORCOM for fire dispatch services. Our current contract expires December 31, 2014. Adding to the complexity of this effort is the on-going King County E911 consolidation study. It is anticipated that King County will have recommendations ready for consideration in the first part of 2013. In light of these concerns and timeframe, a team has been formed to study this issue and collect information so that the City can make an informed decision about the future of fire dispatch communications for Redmond.

The cross-departmental team formed to study this matter is sourced from the Finance and Information Services, Police, and Fire Departments. Team members are: Police Commander Erik Scairpon, Fire Battalion Chief Ralph Ashmore, Fire Captain Dave Knight, Firefighter Alison Hallifax, Police Communications Supervisors Jason Fisher and Robert Clemmons, Senior Systems Analyst Steve Eastham, Technical Systems Coordinator Dan Werr, and Finance Officer Joseph McGrath.

II. CRITERIA

The team will focus on examining cost of equipment and technology, personnel, training, mutual aid concerns, and identified opportunities for improvement (both for contracted and in-house communications services). In light of the significant work that would need to occur within our organizations (people, equipment and training), a rough timeline has been developed to give us a roadmap towards a decision point and destination. A significant effort will be placed on determining the most efficient and cost effective solution for providing fire dispatch services that meet the high standards of our community.

III. OPTIONS

The purpose of the feasibility team will be to identify options available to the Mayor and City Council for the future direction of fire communications services for the City of Redmond. Information from the 2007 Delta WRX Study will be considered as a point of origin, since many similar issues remain. Costs will be examined and updated for current consideration.

IV. RECOMMENDATIONS

This report is being brought to you in order to inform you that staff have been tasked with studying this issue and will be bringing additional information and specific recommendations before you for consideration in the near future.

Staff will be present at the March 26, 2013, City Council Public Safety Committee meeting to answer any questions that you have on the status and direction of our feasibility study, as well as collect additional feedback on our preliminary findings. Staff will be prepared to present final information at the May 14, 2013, City Council study session for a determination on the future direction of municipal fire communications by June 1, 2013.

More information will be presented to the Council as it becomes available. If you have questions prior to that time, please contact Commander Erik Scairpon at 425-556-2611 or Ralph Ashmore at 425-556-2229.