

Dispatch Services

Lake Forest Park Police Department

August 2023

Chief Harden

Dispatch History

- **Prior to 1999 - LFP Dispatch Services**
- **Initial Agreement with Bothell Dispatch (May 1999)**
- **Software Solution Transition to Bothell Dispatch Services (June 2003)**
 - LFP decided to dissolve Lake Forest Park's dispatch unit and partner with Bothell for dispatch services
- **Integration of "New World" Software (2004-05)**
 - Collaboration with Kirkland, Bothell, and LFP in integrating "New World" software for CAD, RMS, and Mobile systems
 - Housing data on Bothell's servers



Bothell Dispatch

- **Bothell's Decision to End Dispatch Services (June 2023)**
 - For Bothell PD and LFPPD
- **Arrangement with Bothell**
 - History of cost-effective arrangements with Bothell
- **2018 Negotiations**



NORCOM - Overview

- **Consolidated 911 call taking and dispatching communications center**
- **Tyler Systems “New World” Software**
- **Governing Board (each agency has a vote)**
- **6 Police Agencies**
 - Bellevue Police Department
 - Clyde Hill Police Department
 - Kirkland Police Department
 - Medina Police Department
 - Mercer Island Police Department
 - Normandy Park Police Department)
- **14 Fire/EMT Agencies**
 - Our Shoreline Fire / Northshore Fire



Alternatives

- **Alternative Dispatch Systems - Challenges**
 - Lake Forest Park Dispatch
 - Redmond (Duvall)
 - Issaquah (Snoqualmie)
 - King County
 - Snohomish County
- **Barriers**
 - Cost
 - Software compatibility
 - Officer Backup (Distance)



Preparation and Costs

- **Current Costs - \$180,000 per year**
 - Dispatch services, equipment, and maintenance.
- **NORCOM Preparation**
- **Service Cost Estimate**
 - Incident volume and data calls 9,241 Incidents per year based on 3-year average.
 - Reduced to 9,172
 - Data Calls
- **BCFS (Billable Call for Service) Model**
 - One cost per call
- **Annual costs for dispatch services for the Lake Forest Park Police Department is \$463,560**
- **Data Conversion**
 - Additional costs and time required for data conversion.
 - Challenges

Expense Reduction

Reducing Expenses

- Modifying radio usage
- Potential concerns about officer safety
- Process and procedure changes with patrol
 - Self Dispatch



2023 / 2024 Budget

- **2023 Costs**

- Bothell Dispatch Budget for the 4th quarter 2023 is \$44,840 (remaining)
- We would be prorated for October 2023 services (\$14,947)
- The remaining budget (\$29,893) would be applied to NORCOM services for dispatch
- November 1, 2023, through December 31st, 2023, the City would pay NORCOM \$71,665 for providing PSAP services.
- Leaving an additional \$41,772 to be adjusted for the year 2023.

- **2024 Costs**

- Current Dispatch Budget - \$180,000
- NORCOM Cost - is \$463,560
- Leaving an additional \$283,560 to be adjusted.

Next Steps

- **Timeline and Urgency**
 - October 18th – November 1st
 - November 1st – On NORCOM
- **Letter of Intent**
 - Signed Tonight
 - Presented to NORCOM for approval at their scheduled board meeting tomorrow
- **Engage with NORCOM**
 - Work out ILA and All the dispatch/software processes
- **ILA at next Council Meeting**
 - September 14th



Questions