



CITY OF NOVI CITY COUNCIL
APRIL 13, 2026

SUBJECT: Approval to enter into an Agreement with Carbyne, Inc. for the replacement of the Novi Police Department 911 Center phone system.

SUBMITTING DEPARTMENT: Public Safety – Police Department

KEY HIGHLIGHTS:

- Current phone vendor for the Novi Police Department 911 Center is Motorola Callworks. The phone system was installed in 2017
- Motorola Callworks is at end of life
- Oakland County has selected Carbyne to be the replacement vendor
- CLEMIS Crash-Citations funds were set aside for this project
- The County has moved up the timeline for PSAP Adoption Agreements to FY 2025-26 with initial payment due upon execution of the contract

FINANCIAL IMPACT

	FY 25/26	FY 26/27	FY 27/28	Total
EXPENDITURE REQUIRED	\$ 52,741.35	\$ 64,462.13	\$ 57,171.52	\$ 174,375.00
BUDGET				
1. Emergency Communication Service (218-326.00-851.200)	\$ 0	\$ 0	\$ 0	\$ 0
2. Emergency Comm Phone Maintenance (101-301.00-851.201)	\$ 0	\$ 0	\$ 57,500.00	\$ 57,500.00
APPROPRIATION REQUIRED	\$ 52,741.35	\$ 64,462.13	\$ N/A	\$ 117,203.48
FUND BALANCE IMPACT	\$ N/A	\$ N/A	\$ N/A	\$ N/A
• CLEMIS-Crash/Citation Funds used for this project in Year 1 • General Fund used for warranty in Years 2-5 and included in annual budgets				

BACKGROUND INFORMATION:

The current phone vendor for the Novi Police Department 911 Center is Motorola Callworks. Motorola Callworks, formerly known as Emergency Callworks, processes all emergency and non-emergency calls in and out of the Communications Center. Additionally, Callworks maps the location of all emergency 911 calls, and provides for efficient transfer to ambulance services and other law enforcement agencies. Installed in 2017, Motorola Callworks is at end of life.

Through the RFP process, Oakland County has selected Carbyne to be the replacement for Motorola Callworks. Carbyne will perform all of the functions currently provided by Callworks. Carbyne is a cloud native solution based in AWS GovCloud.US (government cloud). Carbyne includes redundant and diverse network connectivity with multiple data centers located in east and west regions of the United States. Oakland County plans on beginning install of Carbyne by mid-2026 with the goal of having all 18 Oakland County Dispatch Centers online with Carbyne by the end of 2026.

The initial contract term with Carbyne was negotiated by Oakland County and is five years in length, beginning at install and continuing through January 31, 2032. The City of Novi install date will occur in FY 2026/27. Year 1 Costs (Subscription + One Time + Hardware) are \$117,203.48. Year 2-5 costs will be \$57,171.52 annually and have been included in future budgets. 1st payment of Year One invoiced upon contract execution.

In FY 2025-26 the City of Novi Police Department received \$183,298, which was the balance of the Novi Police Department's Crash-Citation Funds being held by Oakland County CLEMIS. The funds were held for the replacement of the 911 phone system. This revenue-sharing money is generated by the Novi Police Department's participation in the CLEMIS e-Commerce site for payment of CLEMIS Crash Reports and/or CLEMIS Citations. These funds are intended for use by the police agency for law enforcement costs at the discretion of the Chief of Police.

Legal counsel has reviewed this agreement and opines that there is no legal impediment that precludes the City from executing this agreement.

RECOMMENDED ACTION: Approval to enter into an Agreement with Carbyne, Inc. for the replacement of the Novi Police Department 911 Center phone system for \$117,203.48, the approved vendor for Oakland County for deployment in FY 2026/27 with annual costs/warranty in Years 2-5 of \$55,171.52 and amend the budget.