

**OELWEIN POLICE DEPARTMENT
CITY OF OELWEIN, IOWA**



MEMORANDUM

FROM: Jeremy P. Logan, Chief of Police

DATE: March 24, 2020

TO: City Administrator Dylan Mulfinger – Mayor Brett DeVore – Oelwein City Council

SUBJECT: Dispatch Upgrade – Cost Increase

During the January 9, 2020, weekly update, council was advised of some adjustments in the grant funding and overall project for the Oelwein Public Safety 911 Communications Center. As a reminder, we were previously approved for \$140,000 to upgrade the critical components or the “brains” of the dispatch console and 911 answering system. With the discovery that some of the hardware and software was older than originally thought by the state, the costs for the project increased. We were able to secure an additional \$43,000 from the state to bring the total funding from the state to \$183,000.

In order for the new system to coordinate with our present in-house phone system, the in-house system has to be brought current on firmware and software licensing. The quote received for this tasks is \$6,455.00. The state will not cover this portion of the project and we were not told of this possibility until now.

The option is there to not interface the systems together. If that is the option that is selected, the following features would be lost:

- The ability for Dispatching to answer & manage admin Calls on the call taking screen. This includes, call in, call out, answer, park, hold, and transfer of admin calls.
- Ability for the new 911 system to make outbound phone calls. If the PSAP has a dropped or lost 911 call, the PSAP must wait for Caller to call back through the CT system to continue call, or the dispatcher would have to use desk phone to call number to re-engage caller.
- IRR (Instant Record Reply) – Admin calls would not be able to be instantly replayed for dispatch. This feature is utilized to verify information provided or that was difficult to hear/understand.
- MIS Reporting Connection – Would not be able to run reports on admin call.

These features are paramount for the safe and proper utilization of a 911 call center. I would respectfully seek approval for the \$6,455.00 for this project.