



# POLICE DEPARTMENT

CHARTER TOWNSHIP OF WHITE LAKE

*DANIEL T. KELLER*  
CHIEF OF POLICE

March 1, 2025

Rik Kowall, Township Supervisor  
White Lake Township

RE: EMERGENCY CALL WORKS PURCHASE UPDATE

In March of 2022, the White Lake Township Police Department was in need of a hardware and service contract upgrade for Emergency Call Works, also known as ECW. ECW is the trunk line/hardware provider for our entire emergency 911 operating system. The system also allows us to control access for our administrative lines. All agencies in Oakland County that have their own public safety answering points (PSAPs) transitioned to the ECW system to be compatible with the Oakland County system and allow for full integration. The initial proposal was brought before the Township Board of Trustees and the proposal was approved in the amount of \$27,063.63. This price point was for the installation of hardware and operating software for two dispatch consoles. The service contract side of the proposal was separate and billed by the company on an annual basis. Since the installation, Oakland County entered into negotiations with ECW for better pricing. Due to this negotiation process, all PSAPs were advised to hold off paying the contract price. As such, we put the payment on hold. That contract has since been settled and ECW has changed their billing matrix to now include the service contract in the initial billing. Because of this the billing has increased to a total contract price of \$34,530.72. This is an all-in price. We already have the equipment in place and have been receiving service on it since 2022.

It is requested that the Township Board of Trustees now approve the current contract/pricing in the amount of \$34,530.72, which will bring our original contract from 2022 to a paid in full status.

Sincerely,

Daniel T. Keller  
Chief of Police