



# POLICE DEPARTMENT

CHARTER TOWNSHIP OF WHITE LAKE

*DANIEL T. KELLER*  
CHIEF OF POLICE

March 2, 2022

Rik Kowall, Township Supervisor  
White Lake Township

RE: EMERGENCY CALL WORKS HARDWARE/SERVICE UPGRADE

Approximately five years ago, Oakland County opted to transition 911 providers to Emergency Call Works Next-Gen 911 system (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 (PSAP) transitioned to the ECW system to be compatible with the Oakland County system and allow for full integration. One feature that this allows for, is remote access to our system. This means that if something catastrophic were ever to happen to our station or service lines, one of our Dispatchers could respond to another PSAP, sign in, and be able to answer calls coming into White Lake without interruption. The ECW system was a complete overhaul of our hardware and operating software.

The system that was installed has now come to end of life. The hardware is no longer capable of handling the speeds of the networks and we find ourselves in need of a hardware upgrade. I received communication from the ECW representative, Mark Blaser. The system costs will break down as follows:

- Two (2) Dispatch Consoles with towers, monitors, and peripherals..... \$7,303.20
- Licensing and Virus Protection..... \$0.00
- Staging and Configuration Services @ \$110/hour for 8 hours.....\$880.00
- Networking Equipment Required to Access System..... \$10,521.30
- Project Management and Installation..... \$8,359.13
- **Total Installation and Project Cost .....\$27,063.63**

Due to various services received from Oakland County, as well as our contract through CLEMIS, we have only this option for a vendor. This call system allows our Communications Center to operate and without the upgrades listed above, we will no longer be able to answer 911 calls. I propose that the issue be taken to the White Lake Township Board of Trustees with a request to allocate funds in the amount of \$27,063.63 in order to complete the upgrades and keep our Communications Center operational. This project will not be complete until the end of the 3<sup>rd</sup> quarter of 2022, which is when funding would need to be available.

Daniel T. Keller  
Chief of Police