



## **CITY OF MENIFEE**

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SUBJECT: Agreement Amendment with the City of Murrieta for Dispatch Services

MEETING DATE: May 1, 2024

TO: Mayor and City Council

PREPARED BY: Christine Booker, Budgets & Grants Analyst

REVIEWED BY: Chris Karrer, Police Chief

APPROVED BY: Armando G. Villa, City Manager

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### **RECOMMENDED ACTION**

1. Approve and authorize the City Manager to execute the First Amendment and Restatement of the Dispatch Service Agreement with the City of Murrieta, memorializing existing practices as they relate to the allocation of operational program costs and data access.

### **DISCUSSION**

In July 2019, the City of Meniffee entered into a Dispatch Services Agreement (“Agreement”) with the City of Murrieta to provide dispatch services through July 1, 2030. Under the terms of this Agreement, the City of Murrieta added personnel to respond to emergency / non-emergency calls for service in the City of Meniffee while operating the dispatch center serving both cities. This partnership enables both agencies to consolidate resources and gain operational efficiencies in providing police dispatch services.

In May of 2023 the first amendment to the Agreement was brought forward for consideration and approval. The proposed Amendment includes refinements to several provisions within the Agreement to better reflect existing operational costs as well as data retention, access, and support requirements. This includes more clearly defining the calculation used for establishing the fully burdened hourly rate associated with police dispatchers, dispatch supervisors, and support personnel including salaries, benefits and indirect overhead costs associated with dispatch operations. The amended Agreement also provides for activity-based cost allocation for dispatchers and dispatch supervisors based upon inbound and outbound emergency / non-emergency calls, and computer aided dispatch (CAD) entries, including self-initiated, dispatched, and not dispatched calls for service. This approach establishes an equitable distribution of costs based on actual dispatch center activity occurring between January 1 and December 31 of each year.

The proposed Amendment was presented at the May 17, 2023 City Council Meeting and approved, however when it went before the Murrieta City Council, a few minor changes pertaining to the CAD system upgrades and reporting requirements were requested. The proposed changes are reflected in Exhibit "A" of the revised amendment. The proposed changes include additional language clarifying aspects of the CAD system including after-hours support procedures, and the implementation of a new cloud-based storage solution. The changes outlined in Exhibit "A" will benefit both departments by illustrating expectations for responses, and outlining the need to upgrade the CAD and record management system (RMS) with the vendor recommended changes. The vendor recommended changes will allow for increased security of data, faster accessibility for data transfer to Menifee Police Department, and more flexibility working within the system. These upgrades will benefit both departments, creating a more conducive environment for data sharing and collaboration.

The amended Agreement presented for adoption, reflects the provisions mutually agreed upon by staff in both agencies, memorializing existing practices as they relate to the allocation of operational program costs and data access.

### **STRATEGIC PLAN OBJECTIVE**

Safe and Vibrant Community

### **FISCAL IMPACT**

Funding for police dispatch services under the terms of the Agreement are included in the Fiscal Year 2023/2024 operating Budget within Account No. 100-4911-52750 and 105-4911-52750. No additional budget appropriation action is required. Funding for future years will be budgeted in the appropriate Police Department accounts.

### **ATTACHMENTS**

1. First Amendment and Restatement Dispatch Service Agreement
2. First Amendment and Restatement Dispatch Service Agreement - Redlined
3. May 17, 2023 Draft First Amendment and Restatement Dispatch Service Agreement
4. May 17, 2023 Draft First Amendment and Restatement Dispatch Service Agreement - Redlined
5. Original Dispatch Service Agreement