

CONTRA COSTA COUNTY ANIMAL SERVICES

DISPATCH SERVICES UPDATE



History & Background

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- **January 2023** – Met with SO dispatch. SO advised that they cannot sustain animal services dispatch services due to staffing and system incompatibility challenges
- **February 2023** – Issued letter to SO asking to continue dispatch services
- **March 2023** – Letter received from SO advising they can grant extension through 12/31/24
- **March 2023** – Attempts to resolve resource issues and system compatibility to align with SO
- **July 2023** – Evaluation of resource and compatibility options, determined that the cost and logistics to make necessary changes to stay with SO were prohibitive
- **August 2023** – Dispatch Needs Assessment conducted
- **September 2023** – Cost and staffing assessments for in-house dispatch completed
- **March 2024** – Engaged SRVFPD to begin discussion regarding dispatch services
- **September 2024** – Engaged Antioch PD to begin discussion regarding dispatch services
- **October 2024** – Discussed logistical barriers and solutions with Chameleon and DoIT



History & Background

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Agencies Considered

- Contra Costa County Fire Protection District
- Concord Police Department
- Brentwood Police Department
- 211 Contra Costa
- Pinole Police Department
- Antioch Police Department
- San Ramon Valley Fire Protection District



Current Options for Dispatch Services

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- **Antioch Police Department**
 - **3 Year Cost:** \$2.7 million*
 - **Reporting System:** RIMS
 - **Estimated Start Date:** March 1, 2025



- **San Ramon Valley Fire Protection District**
 - **3 Year Cost:** \$2.6 million*
 - **Reporting System:** Tiburon
 - **Estimated Start Date:** Jan. 1, 2025

*Average annual cost for 3-year contract period inclusive of cost escalators.

Cost Comparison

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Agency	Annual Average Cost	Three Year Cost	First Year Cost
San Ramon Valley Fire Protection District	\$866,667	\$2,600,000	\$800,000
City of Antioch	\$923,374	\$2,770,123	\$900,000

Pros & Cons – Antioch Police Department

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Pros

- Experience in Animal Services Dispatching
- Report writing capabilities via RIMS system

Cons

- Earliest start date would be 3/1/25
- Need to identify interim solution for the period of 1/1/25 – 2/28/25
- More costly option

Pros & Cons – San Ramon Valley FPD

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Pros

- Able to be able to start on 1/1/25
- Most affordable option
- Brings dispatch services into one of the Department's contract cities

Cons

- No animal services dispatch experience which will require additional training of dispatch staff
- Tiburon system will not integrate seamlessly

Recommendation

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Contra Costa County Animal Services Department recommends contracting with the San Ramon Valley Fire Protection District for dispatch services

- San Ramon Valley Fire Protection District would allow for the smoothest transition due to their ability to begin dispatch services on Jan. 1, 2025.
- San Ramon Valley Fire Protection District is the most affordable option.
- The approximate increase of annual costs for dispatch services with SRVFPD is \$558,667. The cost funding projections are approximately 33.64% from General Funds, 57.48% from contract cities, and 8.88% from licenses and fees for FY 2025/26.



Thank you!

Questions?