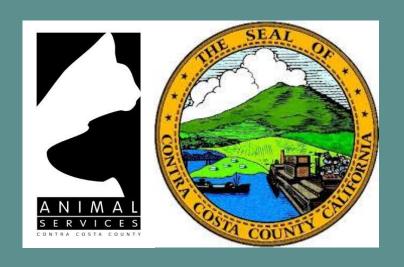
CONTRA COSTA COUNTY ANIMAL SERVICES

DISPATCH SERVICES UPDATE



History & Background

- **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 DolT



History & Background

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



Antioch Police Department

3 Year Cost: \$2.7 million*

Reporting System: RIMS

Estimated Start Date: March 1, 2025



San Ramon Valley Fire Protection District

o 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

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



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



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

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.



Questions?