



Calhoun County Consolidated Dispatch Authority

Serving Our Community One Call at a Time

DATE: Tuesday, January 15, 2013

TO: All Municipalities (Service Users)

FROM: Jeff Troyer, Executive Director
Calhoun County Consolidated Dispatch Authority

REF: Call for Service Formula Implementation Guidelines

The Calhoun County Consolidated Dispatch Authority (CCFDA) presents to all service users/municipalities the *Call for Service Formula Implementation Guidelines*. The guidelines cover all aspects of the alternative funding formula as well as the authority in which the formula is being implemented. As a matter of transparency for the implementation of this formula, section III (CCFDA Annual Budget) of the guidelines identifies a strict annual budget process to encourage service user participation and budgetary restrictions for fiscal years 2014, 2015, and 2016.

The CCFDA Governing Board of Directors would like to thank the Call for Service Formula Workgroup members for their dedication and participation in composing these guidelines:

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If you have any questions related to the *Call for Service Formula Implementation Guidelines*, please feel free to contact me at (269) 781-9713 or via email at jtroyer@calhouncountmi.gov.



Calhoun County Consolidated Dispatch Authority

Serving Our Community One Call at a Time

Call for Service (CFS) Formula Implementation Guidelines

I. INTRODUCTION

On July 17th, 2008, the Calhoun County Board of Commissioners, the cities of Albion, Battle Creek, and Marshall, and the Area Metropolitan Services Agency (AMSA) entered into an Interlocal Agreement which created the Calhoun County Consolidated Dispatch Authority (CCFDA) pursuant to the Urban Cooperation Act, MCL §124.501, et seq. The creation of the separate legal entity/independent authority resulted in delegation of management and control of 9-1-1 and public safety dispatch services in Calhoun County to CCCDA's Governing Board of Directors.

The Fiscal Administration section of the Interlocal Agreement (page 13) specified an Initial Funding Plan (section A) for the first five (5) years of operations; 2009-2013. The revenues specified in the Initial Funding Plan was comprised of a combination of state and local 9-1-1 surcharge monies, and general fund tax dollars which were contributed by the signatories of the Interlocal Agreement. The details of the Initial Funding Plan were outlined in an attachment to the Interlocal Agreement known as the Pro-forma Budget and included annual revenues of \$3,702,550.

The CCCDA Governing Board of Directors was tasked with implementing an Alternative Funding Plan in accordance with the Interlocal Agreement that would be implemented at the conclusion of or prior to the end of the Initial Funding Plan. The CCCDA Governing Board of Directors would determine the most appropriate, equitable and beneficial way to continue financing consolidated dispatch.

In accordance with the Interlocal Agreement, CCCDA's Governing Board of Directors spent a year and a half (April 2010 – November 2011) evaluating eight (8) different future funding options for consolidated dispatch. This included public forums and presentations to municipalities and citizens to gather feedback as to what they felt was "*Fair and Equitable*". As a result of the feedback received, the CCCDA Governing Board of Directors requested that a Local 9-1-1 Surcharge Proposal be placed on the August 7th, 2012 ballot by the Board of Commissioners to allow citizens to choose whether or not to fund 9-1-1 and public safety dispatch services entirely with surcharge monies or, if the proposal failed, to implement the alternative funding plan – Call for Service Formula. The educational message delivered by CCCDA was this ballot proposal was a choice between a surcharge and a Call for Service Formula. It was repeatedly stated that if the surcharge did not pass, the Call for Service Formula would be instituted.

The Local 9-1-1 Surcharge ballot proposal on August 7th, 2012 failed by 63 votes and the CCCDA Governing Board of Directors immediately thereafter approved the implementation of the Call for Service Formula effective July 1, 2013.

II. AUTHORITY

Michigan Public Act 32 of 1986, MCL §484.11101 et seq, as amended, authorizes Calhoun County to enact an E9-1-1 Service Plan that establishes a Service District in which enhanced 9-1-1 services are provided to callers requesting emergency medical, police, and fire services. The E9-1-1 Service Plan provides details regarding Technical, Operational, Managerial, and Fiscal considerations to implement said plan. On June 17th, 2010, the Calhoun County Board of Commissioners revised the Calhoun County E9-1-1 Service Plan to incorporate the consolidation of 9-1-1 services and delegation of management and control to CCCDA's Governing Board of Directors.

Similar to the Interlocal Agreement, the E9-1-1 Service Plan specifically addresses Operational Funding (page 10) for CCCDA in the event that millage and/or 9-1-1 surcharge monies are insufficient to cover the costs of financing consolidated dispatch. Thus, with the failure of the 9-1-1 Surcharge ballot proposal on August 7th, 2012, the plan authorizes CCCDA's Governing Board of Directors to:

"...set a service user fee at reasonable and fair levels in relation to the estimated cost of the services actually delivered to the service user or on his or her behalf or on behalf of a person or entity receiving the benefit of the emergency public and/or private services."

"The County Board and/or Authority Board may impose such fees through resolution or implementing ordinance, including authorization to the State of Michigan District Court system to collect such fees from the party adjudicated at fault for creating the emergency service condition through civil and criminal infraction proceedings. The County Board and/or Authority Board may authorize the initiation of civil court proceedings to collect any such service user fee."

All municipalities (cities, villages, townships, and Calhoun County) participating in the Calhoun County Emergency Telephone Service District FINAL PLAN shall be considered "Service Users" as each municipality determines the level of emergency service in their jurisdiction.

III. CCCDA Annual Budget

CCCDAs Governing Board of Directors has been and will continue to be dedicated to providing effective and efficient 9-1-1 and public safety dispatch service to all Service Users. Since taking over dispatch functions for Calhoun County, CCCDA's operational costs have been significantly less in comparison to costs incurred by Service Users prior to consolidation. As a matter of transparency

for the implementation of this formula, the CCCDA Governing Board of Directors will adhere to the following budgetary guidelines:

1. For fiscal years 2014, 2015, and 2016, the CCCDA operational budget shall not increase greater than the lesser of the following two options:
 - i. The previous year’s operational budget plus two percent (2%)
 - or,
 - ii. The previous year’s operational budget plus the Inflation Rate Multiplier determined by the State of Michigan’s Department of Treasury.

In the event the Inflation Rate Multiplier identified above is negative (deflation), CCCDA’s operational budget will remain constant.

2. During the month of November, all Service Users shall receive, via certified mail, a copy of CCCDA’s Proposed Annual Budget. This notification shall include the date and time of the public hearing for the Proposed Budget. This process is to encourage Service User feedback; written or in person at the CCCDA’s public hearing.

IV. FORMULA DEFINITIONS

Calls for Service

Calls for Service are defined as requests for service received by CCCDA that require CCCDA staff members to take a specific action or dispatch public safety resources. Calls for Service are based on the geographical location of the incident requiring the action or public safety resource. The geographical location must be in one or more of the service users’ boundaries.

Calls for Service Statistics

Calls for Service Statistics are maintained in CCCDA’s Computer Aided Dispatch (“CAD”) system. These statistics are agency specific; therefore, each agency/entity that is dispatched is calculated as a separate Call for Service.

Service User

A Service User shall be defined as each municipality (city, village, township, or Calhoun County) receiving services from CCCDA. The following is a list of service users:

Albion City	Albion Township
Athens Township	Athens Village
Battle Creek City	Bedford Township
Burlington Township	Burlington Village
Clarence Township	Clarendon Township
Convis Township	Eckford Township

Emmett Township	Fredonia Township
Homer Township	Homer Village
Lee Township	Leroy Township
Marengo Township	Marshall City
Marshall Township	Newton Township
Pennfield Township	Sheridan Township
Springfield City	Tekonsha Township
Tekonsha Village	Calhoun County

Each Service User’s calls for service are specific to its geographical boundaries except for Calhoun County. For the purpose of this formula, Calhoun County’s calls for service are specific to the incidents handled by the Calhoun County Office of the Sheriff.

Revenue to be Generated

The amount of Revenue to be Generated by the Call for Service Formula shall be determined by subtracting all unreserved revenues (FOIA fees, State Surcharge, Local Surcharge, etc) from CCCDA’s approved annual budgetary expenditures.

V. FORMULA IMPLEMENTATION

The Call for Service Formula will be implemented in the following manner:

1. CCCDA will send out quarterly invoices to service users. The quarterly invoice will be sent during the first ten (10) days of the month preceding the start of each quarter. Invoices are due ten (10) days after the start of the quarter for which the invoice is for. Please refer to the table below:

QUARTERLY INVOICE	INVOICE SENT BY	INVOICE DUE BY
April – June	March 10 th	April 10 th
July – September	June 10 th	July 10 th
October – December	September 10 th	October 10 th
January – March	December 10 th	January 10 th

2. A percentage (rounded to four decimal places) of total calls for service will be assigned to each Service User. This percentage will be valid for 12 months beginning April 1st of each year and running thru March 31st of the following year.

This will be based on an average of the Service User’s THREE (3) previous year’s calls for service and determined by CCCDA’s CAD system. The service user’s average is then converted to a percentage of total calls (illustrated below – orange column). For example:

Service User	2010	2011	2012	SUB-TOTAL	AVG. Per Yr.	% of Total CFS
City A	3017	2973	3139	9129	3043	71.4554%
ABC Township	570	479	527	1576	525	12.3390%
City B	725	633	712	2070	690	16.2056%
Totals	4313	4085	4378		4259	100.0000%
	12776					

A Service User’s percentage of total calls will be recalculated at the end of each calendar year. For the calculation, the oldest year’s statistics will be removed and the year that just ended will be added.

CCFDA will distribute the new percentage of total calls for service for each Service User after the numbers have been recalculated. This shall occur no later than January 15th.

3. A Service User’s quarterly invoice will be calculated by multiplying the Service User’s percentage of total calls (identified above) by the amount of revenue to be generated; divided by four (conversion to quarterly).
4. After the initial implementation of the Calls for Service formula, if a Service User’s estimated COST exceeds a ten percent (10%) increase of the COST for the previous year, the Service User may be eligible for a “**10% Cap Exemption**”. The Service User’s increase in COST must be directly related to an act of nature (natural disaster) or another type of mass emergency/casualty incident that occurred in the previous year.

NOTE - This exemption does not include an increase in cost as a result of a decision made by the Service User’s governing body or a department reporting to the governing body of the Service User, to alter/change the level of service provided to the citizens in the Service User’s jurisdiction.

Service Users may request the **10% Cap Exemption** by completing the following steps:

- i. A Service User’s governing body must submit a request in writing to the CCCDA Governing Board of Directors for the 10% Cap Exemption. The written request should identify the qualifying event(s) that resulted in the Service User’s estimated costs to exceed 10%.
- ii. The CCCDA Governing Board of Directors will consider each 10% Cap Exemption submitted at the normative February meeting.

iii. The CCCDA Governing Board of Directors can grant and implement the 10% Cap Exemption by a majority vote of the Directors present at the meeting.

a. If implemented, the Service User's cost for the forthcoming 12 months will be reduced from the original estimation to the previous year's cost plus 10%.

VI. AMENDMENTS

The guidelines herein may be amended by the CCCDA Governing Board of Directors in accordance with these procedural steps:

1. CCCDA Governing Board of Directors shall approve the "PROPOSED REVISED" Guidelines by a majority vote of the Directors present at the meeting. This does not constitute an amendment but initiates the comment period which will remain open for a minimum of 50 calendar days.
2. CCCDA will send a *certified* copy of the "PROPOSED REVISED" Guidelines to all municipalities' (cities, villages, townships, and Calhoun County) governing bodies. This shall serve as notice that the comment period is open and will remain open for a minimum of 50 calendar days.
3. At the conclusion of comment period, CCCDA Governing Board of Directors can formally approve and implement the AMENDED Guidelines by a majority vote of the Directors present at the meeting.