Summary Title: Tri-Cities Joint CAD Project

Title: Public Safety Systems Virtual Consolidation Project

From: City Manager

Lead Department: Police

RECOMMENDATIONS

Continue to work cooperatively with the Cities of Mountain View and Los Altos towards the virtual consolidation of public safety technology.

BACKGROUND

Currently, the cities of Palo Alto, Mountain View and Los Altos operate separate public safety technology systems including computer aided dispatch (CAD) and records management systems (RMS). At present, none of these systems communicate with each other. In 2007, in an effort to leverage purchasing power and share costs, the three Cities embarked on an effort to consolidate police and fire department ancillary systems, computer aided dispatch, records management systems and Police and Fire Mobile applications. Representatives from the three cities have been working collaboratively towards the goal of sharing a single set of shared public safety systems, as opposed to each city procuring and supporting separate and disparate systems from different suppliers.

The three Cities shared the cost of consulting services for the first phase of the project. A Request for Qualifications (RFQ) was released to the vendor community in 2007 and from that, selected vendors were invited to participate in a Request for Proposal (RFP) process in 2008. After a thorough analysis of the proposals received, including an objective analysis by the project’s consultant and system demonstrations, the proposal submitted by the Intergraph Corporation was identified as representing the best choice for the three Cities.

In August 2010, Intergraph Corporation conducted a detailed system design process with project stakeholders from the three Cities in order to validate the proposed system design and ensure that all three Cities' requirements would be met or exceeded. This process included a hands-on demonstration period for the end-users as well as validation of over one thousand functions required in the RFP. The project team members have been working with Intergraph to further refine the scope of the project and to ensure all required features, functions, and interfaces will be present in the proposed system. The representatives from the three municipalities and Intergraph have agreed on the required scope for the project and are...
engaged in the final contract negotiations. The City of Mountain View's Purchasing Agent is the lead cost negotiator for the tri-cities.

DISCUSSION

With shared cost savings in mind, the goal for the tri-city consolidation is for real-time communication and collaboration between the three cities for the day-to-day delivery of public safety services as well as regional emergencies. Furthermore, it is anticipated that implementation of a shared CAD/RMS system will result in increased efficiencies, reduced response times, and improved service delivery through redundancy and leveraged resources. It is anticipated that there will be personnel savings once the project is complete. The goal for operational implementation is July of 2012.

Another significant development in 9-1-1 and emergency dispatch service delivery is the advent of "Next Generation 9-1-1" (NG9-1-1). For the past 40 years, 9-1-1 calls have depended upon traditional, low-speed, analog telephone infrastructure. While the remainder of the business and consumer world has embraced and adopted the use of the Internet and wireless technologies, the 9-1-1 infrastructure has remained essentially unchanged. 9-1-1 Centers in California and across the Country have been unable to accommodate (for example) emergency requests from text messages, Internet-based text messaging clients, video-based clients, etc. The goal of the three Cities in this virtual consolidation project is to adopt a common 9-1-1 emergency telephone system that will allow us to be well-prepared to accommodate NG9-1-1 features and functionality. The use of a common 9-1-1 emergency telephone system amongst all three Cities will be a cornerstone to the virtual consolidation project, allowing flexible call routing and handling, as activity levels vary and special situations warrant.

In addition, the tri-city project team is working to identify grant opportunities for a shared, law enforcement mutual aid channel through. This additional feature would enhance the flexibility of call routing and handling. Additionally, all three agencies could operate as back-up 9-1-1 centers should any of our centers become inoperable.

RESOURCE IMPACT

The Cities are equally sharing a total of $77,120 in consulting services and $60,000 in design phase costs. The City of Los Altos’ portion for these two costs was $45,681 ($25,681 for consulting and $20,000 for detailed design review).

In 2009, the City of Palo Alto established a capital improvement project (CIP) with a budget of $1.3 million for the acquisition of the combined public safety CAD, RMS, and supporting systems (CIP TE09000). Mountain View has budgeted approximately $1.3 million and Los Altos has encumbered $740,000. Los Altos has a smaller population and does not dispatch Fire or EMS resources. Together, the three cities anticipate a final acquisition cost of approximately $3 million for the joint public safety systems. Funding for the replacement of the Cities’ 9-1-1
emergency telephone systems is primarily funded by the State 9-1-1 program (via the 9-1-1 surcharge on wireless and landline telephones). Partial funding for a common radio channel has been allocated by the State Homeland Security Grant Program (SHSGP) and a frequency has been identified and approved by the FCC.

**TIMELINE**

Estimated timeline and milestones:

- **2011**
  - 2Q – Sign contract for joint public safety systems (CAD, RMS, AFR, and supporting systems)
  - 2Q – Initiate 9-1-1 telephone system replacement with State 9-1-1 Emergency Communications Office
  - 2Q-4Q – Prepare for new public safety systems (map development, hardware installation, system configuration, training, and testing)

- **2012**
  - 2Q – Joint public safety systems go live
  - 3Q – 9-1-1 Emergency telephone system replacement
  - 4Q – Connect/merge 2-way radio systems between the three Cities

**POLICY IMPLICATIONS**

Expenditure of funds are consistent with City policy.

**ENVIRONMENTAL REVIEW**

This project is not subject to CEQA pursuant to Title 14 California Code of Regulations Section 15061(b)(3), and it can be seen with certainty that there is no possibility of a significant effect on the environment.

Prepared By: Charles Cullen, TSD Coordinator