Enhanced 9-1-1 System and Center Upgrades

RECOMMENDATIONS:

Council:
1. Approve and appropriate the use of $154,000 in California 9-1-1 Emergency Communications Office funding for upgrades to the Public Safety Communications Center in accordance with the spending plan; and,
2. Approve purchase from, and authorize the City Manager to execute a contract with, Vesta Pallas for Version 5.0 Software Upgrade and a five-year software maintenance contract for the Communications Center at a cost of $66,498.52; and,
3. Authorize the Director of Administrative Services to make budget adjustments increasing revenues and expenses in the amount of $154,000.

DISCUSSION:

The State of California awarded the City of Atascadero $154,000 to procure equipment and maintenance agreements to upgrade the City’s current Emergency 9-1-1 phone system. The State of California’s 9-1-1 Program provides funding for dispatch centers to replace equipment every five years to keep current with advances in technology. Atascadero’s communication center was last upgraded in late 2006 and is due for system enhancements.

Staff carefully evaluated the options for which the funding could be used and created a spending plan based on the highest priority needs. About two-thirds of the funds will be used for technology upgrades in the communications center. The remaining third will provide ergonomic furnishings and workstation improvements.

Under Section II, 2.0, c.3. of the City’s Purchasing Policy, the City is eligible to participate in vendor contracts that have been competitively bid by other agencies. The State 9-1-1 Program has competitively bid for products and services related to the 9-1-1 call center upgrades and has executed a Master Purchase Agreement (MPA) with eligible vendors. The vendors available through the MPA provided proposals to the
State under stringent guidelines, setting maximum allowable fees for products and services as well as ensuring product approval for funding under the 9-1-1 Program requirements.

Police Department staff has considered numerous vendors and products during the selection process. The focus was on service, cost, ease of use and system reliability. One option was a significant upgrade to the existing software system, Vesta Pallas, which will enhance the system to receive the next generation technology afforded by growing cell phone use and expanded functionality. Vesta Pallas competitively bid on the State’s MPA.

Product selection was made jointly by City’s Information Technology and Police Department staff that will be using the system.

Two primary advantages favored the selection of the upgrade to the current Vesta Pallas ATT system:

1) An outstanding service record by ATT personnel, which our department members enjoy and our citizens depend upon.

2) Compatibility with systems used by allied agencies, including the San Luis Obispo Sheriff’s Office and the Paso Robles Police Department. Interoperability is a key operations function in law enforcement and little additional training is needed if personnel are shared between agencies during staffing shortages or emergencies.

The second system funded by this proposed upgrade is a voice logging system (including a five-year maintenance plan) to record all phone and radio communications from the center. The current system is approximately 12 years old and in need of replacement. The selected product was chosen after demonstrations of a number of available systems by the City’s IT staff along with Police personnel who will be utilizing the product. Remaining funds will be used to replace the failing hydraulic stations and ergonomically rated 24/7 chairs for the center. All vendors chosen are approved through the State’s MPA as well.

The plan for use of funds is attached as a Spending Plan. The Government Code requires the City Council to appropriate and approve the use of these funds.

FISCAL IMPACT:

No net impact on the General Fund. General Fund expenditures in the amount of $154,000 will be reimbursed by the State of California’s 9-1-1 Program.
ALTERNATIVE:

The City Council could decline State funding and rely upon the General Fund as funding source or defer both projects. Neither alternative is recommended due to significant benefit gained from leveraging improved technology without impact to the General Fund.

ATTACHMENT:

1. Draft Spending Plan, 9-1-1 Communication Center Upgrade
The proposed spending plan below is based on quotes and research completed by staff. There may be slight variations in cost between the two categories below to adjust for conditions that arise during installation and upgrade.

<table>
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<tr>
<th>Amount Estimated</th>
<th>Description of Cost Item</th>
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| $105,000         | • Vesta Pallas 5.0 Software Upgrade as outlined in attached Statement of Work, including five-year maintenance contract  
|                  | • Voice Print International, Inc. digital voice logger and five-year maintenance contract  
|                  | • AT&T Maintenance contract |
| $49,000          | Furniture for two workstations, hands-free telephone headsets and accessories, and flooring replacement |
| $154,000         | GRAND TOTAL |