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CITY OF DALLAS
E911 INFRASTRUCTURE UPGRADE

Public Safety Briefing June 19, 2006

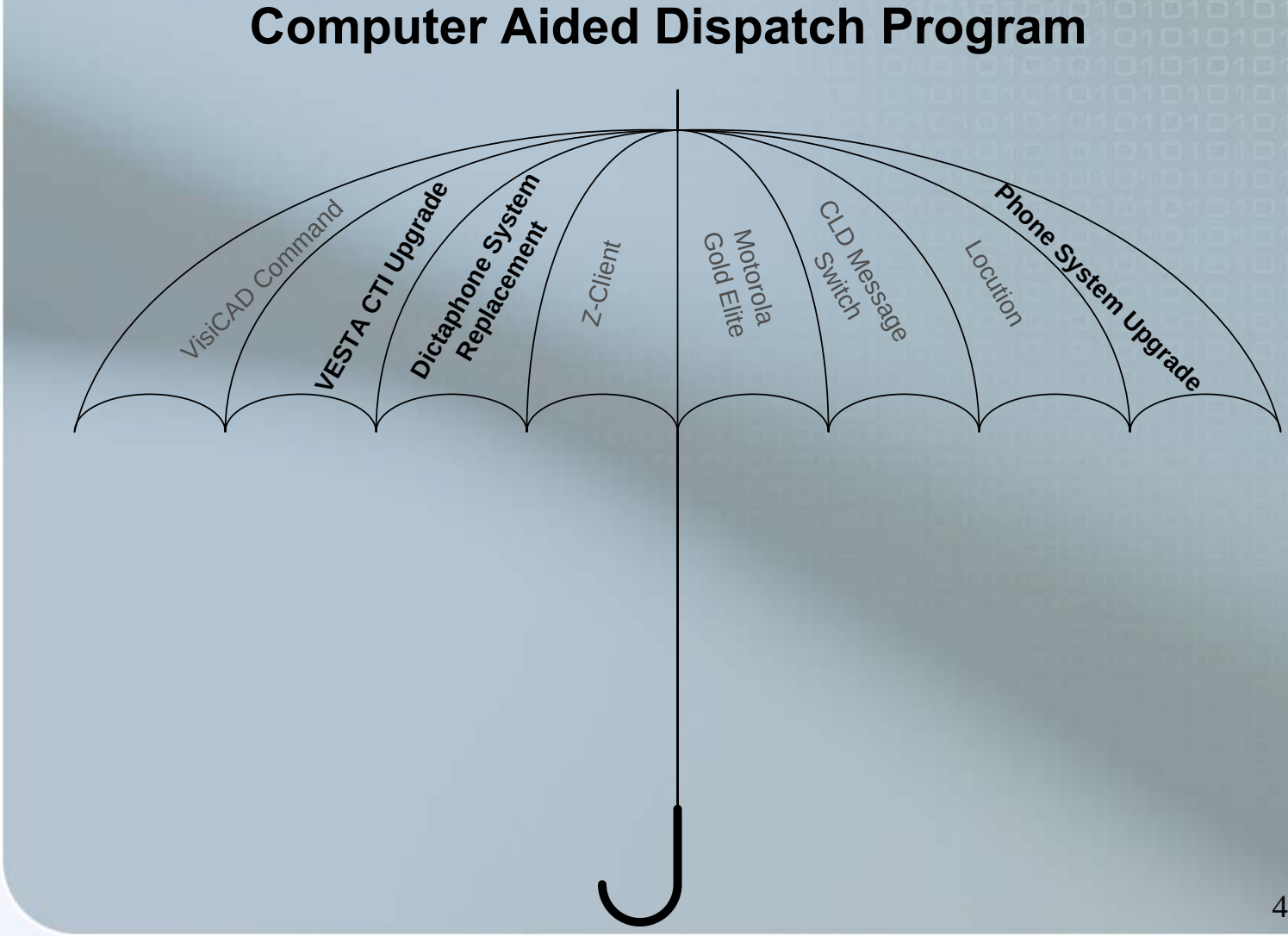
Agenda

- Introductions
- Purpose
- Overall Perspective
- Business Background
- City Departments Served
- Technical Components
- Project Approach
- Funding
- Schedule
- Next Steps

Purpose

- Bring the Public Safety Committee members up-to-date with the on-going activities and projects related to the E911 Infrastructure project.
- Recommend support and approval of Technology Equipment purchase described on the June 28th Council Agenda Item #48.

Overall Perspective



Business Background

- 2.2 million 9-1-1 calls annually
- 1.4 million 3-1-1 & WCS calls annually
- Calls automatically routed to appropriate call center groups
- Phone number automatically presented to call agent
- Location automatically presented to call agent & displayed on map

Business Background

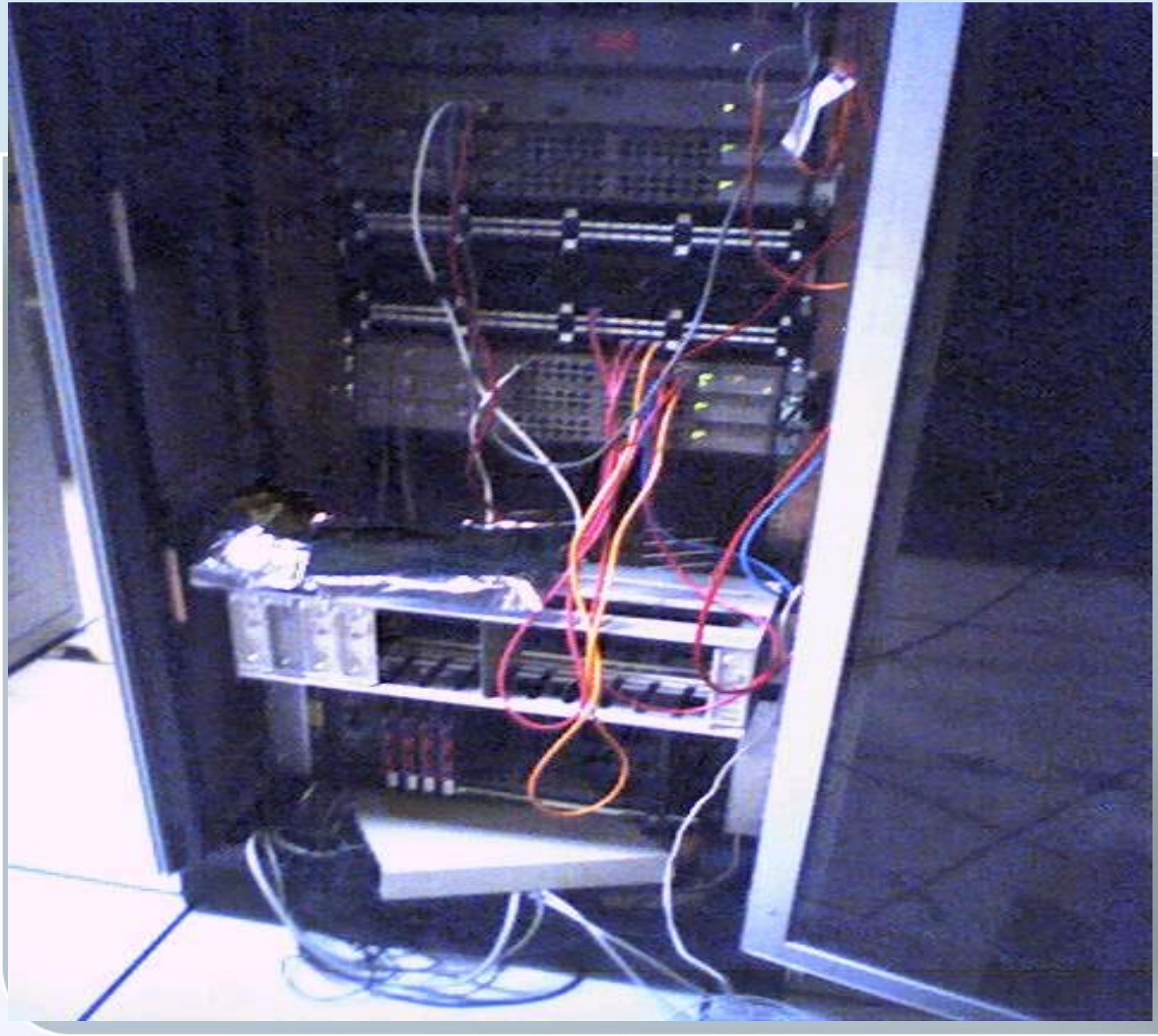
- City Call Centers are connected to the systems that support them including CAD and CRMS and CIABS
- Voice Recording System for 911
- Call Center Management

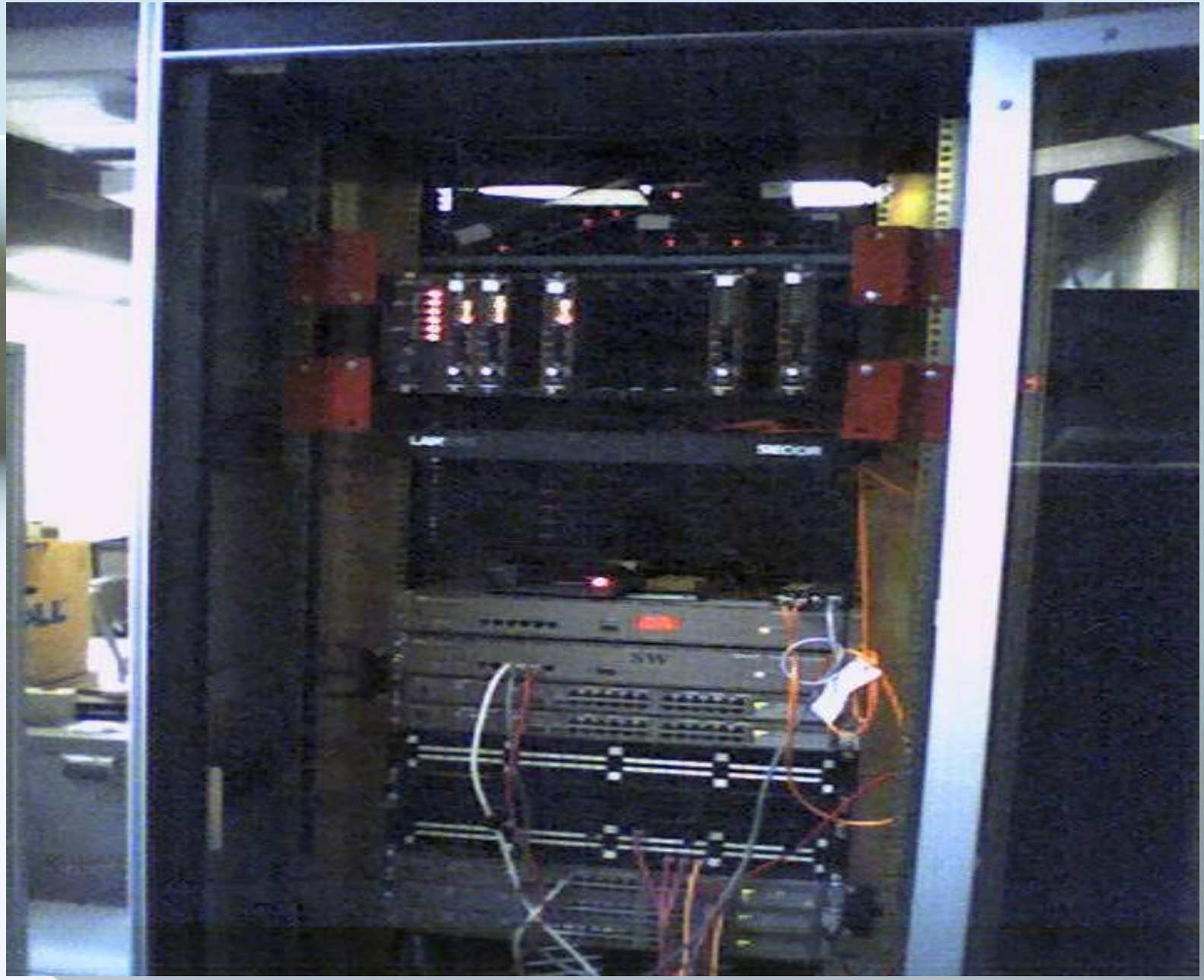
City Departments Supported

- Public Safety services
  - 9-1-1 Call Center
  - DPD Communications & Dispatch
  - DFR Dispatch
- Other City Services to citizens
  - WCS Call Centers
  - 311 Call Center

Technical Components

- Nortel Meridian PBX Phone Switch
- Computer-Telephony Integration (CTI) system
- Wiring Infrastructure
- Voice Recording system
- Call Center Management tools
  - Scheduling
  - Agent monitoring
  - Training & Feedback
  - Enhanced reporting




LAN
SECUR
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9-1-1 Call Agent View

- The interface between Vesta and TriTech will populate the ANI/ALI information (phone number, address) in the TriTech Call Taking Screen
- The interface will also place the call location on the MAP screen

VESTA Titlebar - Agent

File Options Window Help Friday, October 4, 2002 9:02

ALI Display

Retransmit | Options

Calling Number: (407) 690-6343

```
212
(407) 690-6343     09:40     05/11
UNIVERSITY CINEMA 6
 12300 UNIVERSITY BV
ORANGE COUNTY
ORANGE COUNTY       FL  239
BUSN

690-6343

ORANGE COUNTY SHERIFF'S OFFICE

ORANGE COUNTY FIRE DEPT

ORANGE COUNTY EMS
```

Current/Last ANI

Call Ctrl

Hold	Ready	Release
Park	Emergency	

Volume

Headset 1

Receiver

Mute Mic

Close

Headset 1
Headset 2
Playback
Ringer

Save

Restore

Auto Dial

TESC Police	WSP Bremerton	WSP Tacoma	WSP Vancouver
Lewis CO 911	Mason County 911 Ctr	Pierce Co. 911 LESA	Pierce Co. Firecomm
Grays Harbor Co 911	Kitsap Co. 911	Fort Lewis Fire	Poison Control
DNR	Coast Guard	Language Line	Crisis Clinic
No Hold Conf	Conference	Transfer	Flash

Dial

Line Status

911 CALL
4076906343

(407) 690-6343 07:39

ACD 2720	County 2741	City 2743
Supv 2749	OPD	WSP
3331	3332	3333
3334	3335	3336
3337	3338	7440
7441	7442	7443
7444	7445	7446
7447	2740	Custom
PSE Redmond	ADT PSE Olympia	Honeywell
Natl Guardian	County EOC	Alarm Mon
WA Alarm	Coroner	No Caller ID
GA Bldg	Call Trace	7420
Blank 1	Blank 2	Blank 3
Blank 4	Blank 5	Blank 6
Blank 7	Blank 8	Blank 9
Blank 10	Blank 11	Blank 12

Incident Viewer - Incident ID [110] Master Incident Number [2006-0000135]

Signal: 20 - Robbery

Priority: 2 - Urgent

Address: 7600 Fair Oaks Ave

Apt: 1176

Business: Fair Oaks Manor Apts

Cross Streets: PINELAND DR/MERRIMAN PKWY

Map Page: 26R

City: DALLAS

Phone: 214-555-1212

Ext:

License Plate Information

Plate	State
MYC6	CA

Add

Comments:

Save

Cancel

Notify

Add Agency

Update Address

Call Phase Q

ENTER CALL

Send/Exit

Cancel

Comp Name: MIKE SMITH

Caller Add/Ph

Additional Information | Assignments | Call Activities | Call Backs | Comments/Notes | Edit Log | Incident Times | Transport Info | User Data

Date	Time	Initial	Comment
06/15/2006	08:03:36	JH	HOME INVASION.....WM SUSPECT ARMED WITH A GUN, BLUE SHIRT BLACK PANTS BLONDE. TIE D UP COMP AND TOOK VEH. 2006 CHEVY CORVETTE WITH CALI TAGS.

Add

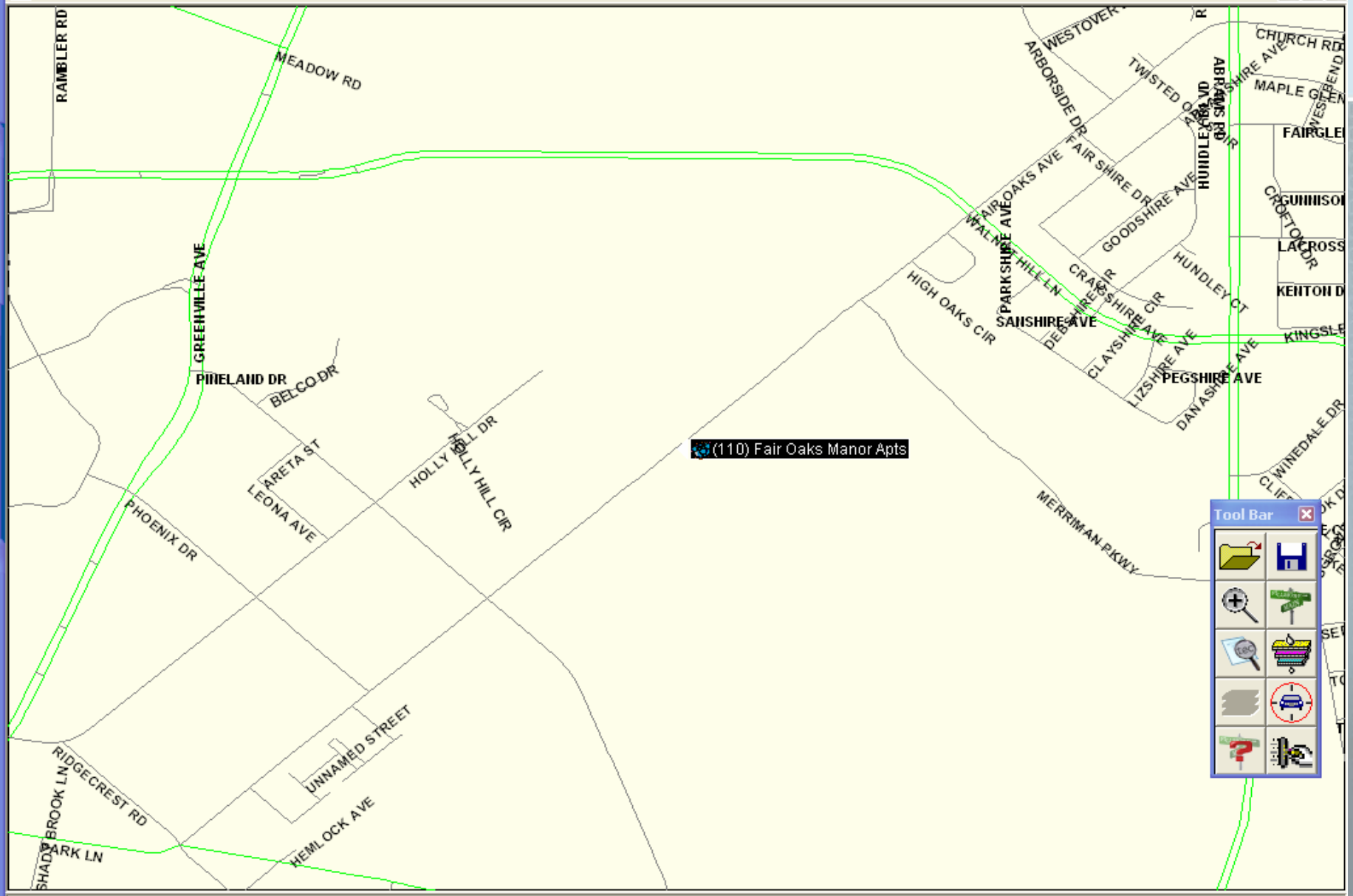
Cancel

Notify

Save

VisiCAD Explorer - [Theme]

File View Tools Window Help



Ready | Lat: 032°52'39 | Lon: 096°45'03 | N/S: 1.1 mi | E/W: 1.4 mi

Procurement Process

- RFCSP issued December 1, 2005
  - Solicitation included a pre-proposal conference with vendors
  - Issued 3 addendums to initial RFCSP to fully answer vendor questions
- Evaluation Criteria

Proposed Solution Tech Support Capabilities, Resources, and Experience in 911 Solutions/Responsiveness	30%
Training/Ease of Conversion for Users, Support Staff	25%
Total Cost of Ownership	20%
Elegance of solution (ease of use, ease of support, ease of integration, compatibility with current systems)	15%
Compliance with published standards/specifications	10%

Procurement Process

- Three proposals received January 27, 2006
  - One proposer, Commercial Electronics, deemed non-responsive due to lack of complete solution
- Remaining vendors AT&T and Positron held demonstrations last week of February
- Evaluation committee visited municipalities using the systems April 11th and 14th
  - AT&T – City of Carrollton
  - Positron – City of Irving

Procurement Process

- Key items Evaluation Committee assessed:
  - Functionality, Reliability, Supportability
  - Integration of all tool sets
  - Integration to new CAD system
  - Full Participation of DPD, DFD and CIS

Funding for CAD Program

- Grant Funding - $6.5 million – TriTech VisiCAD Command
- General Funds
  - FY 2005 – 2006 – Approved
    - $547,170 - Locution – Station Alerting
  - *FY 2005 – 2006 – Budgeted Capital Notes*
    - *$2,200,000 – PBX & VESTA Upgrade*
    - *$800,000 – Voice Recording System Replacement*
    - $300,000 – Radio System Upgrades

Schedule

Council Action	June 28, 2006
Contract Execution	July 7, 2006
Begin Implementation	July 12, 2006
CTI Go Live	November 2006
Voice Recording Go-Live	November 2006
Call Center Management Go-Live	December 2006

Next Steps

- Public Safety Committee recommendation for approval of Agenda Item 48
- Council Approval of June 28th Agenda Item
- ANY QUESTIONS?