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2016 NOV -3 PM 5:08

AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: David Downing
Assistant Chief of Police

SUBJECT: OPD 911 Systems Upgrade

DATE: October 21, 2016

City Administrator Approval

Date:

11/3/16

RECOMMENDATION

Resolution Authorizing The City Administrator Or Designee To Accept 9-1-1 Customer Premise Equipment (CPE) And Related Technology, Valued At Six Hundred Thirty Five Thousand Dollars (\$635,000) Funded By The California Governor's Office Of Emergency Services (CalOES) California 9-1-1 Emergency Communications Branch) To Support The Modernization Of The Oakland Police Department's (OPD) 9-1-1 Communications Technology.

EXECUTIVE SUMMARY

The Oakland Police Department (OPD) recommends that City Council approve of a resolution authorizing the City Administrator to accept a grant of customer premise equipment (CPE) and related equipment from the California Governor's Office of Emergency Services (CalOES) California 9-1-1 Emergency Communications Branch. The CPE upgrade is for the OPD Communications Center which receives emergency 9-1-1 calls for service. The CalOES 9-1-1 Branch is committed to moving forward with next generation 9-1-1 (NG9-1-1) which is an initiative aimed at updating the 9-1-1-service infrastructure in California cities to improve public emergency communications services in an increasingly wireless mobile phone society. CalOES is prepared to pay vendors directly for the technology valued at no more than \$635,000. No City of Oakland funds are required to implement this project.

BACKGROUND / LEGISLATIVE HISTORY

In 2005, the City implemented a new 9-1-1 system at its Edgewater Drive facility which became the main Public Safety Answering Point (PSAP) to receive and process 9-1-1 calls for emergency police service generated within the City. The PSAP is managed by OPD's Communications Section (Communications).

On July 30, 2010, the CalOES California 9-1-1 Emergency Communications Branch (9-1-1 Branch) published the California 9-1-1 Strategic Plan to emerge as a nationwide leader in the 9-1-1 community. Ultimately NG9-1-1 systems will enable the public to transmit text, images, video and data to the 9-1-1 center / PSAP. The report titled, "Implementing a Text-to-

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9-1-1 System," dated December 7, 2015 and presented to the Public Safety Committee on February 23, 2016, provided a recent update on NG9-1-1 testing which is occurring statewide. On October 4, 2011, the City Council approved Resolution No. 83581 C.M.S., which authorized a grant of \$800,820 from CalOES for CPE and related equipment, to upgrade the Communications' CPE system. This technology implementation helped OPD Communications better align with the 9-1-1 Branch vision for a modern NG9-1-1 system.

In 2007 the City implemented a new secondary PSAP 9-1-1 system at its Oakland Fire Department (OFD) Dispatch/Emergency Operations Center (EOC). This OFD PSAP received a recent technology upgrade. On November 19, 2013, the City Council approved Resolution No. 84715 C.M.S., which then authorized the acceptance of a CPE technology grant from CalOES, designed and installed by AT&T (the State vendor). This grant allowed the City to upgrade the existing system to then-current NG9-1-1 standards with modern software.

ANALYSIS AND POLICY ALTERNATIVES

CalOES has now awarded OPD a grant of CPE and related technology valued at \$635,000, based upon CalOES's evaluation of Communications' 9-1-1 call volume. CalOES will purchase the equipment directly from a to-be-determined vendor for installation at the OPD Communications PSAP. New CPE and related equipment and software will enable the PSAP to be equipped with better telephonic equipment. The new systems will provide modern NG9-1-1 equipment for each of the 20 Communications operators who receive 9-1-1 calls and then route the calls to OPD dispatchers, the OFD PSAP, or to other services. This new CPE will actually allow the operators to directly connect to OFD in the case of a catastrophic event.

Communications will work with CalOES, if the City Council approves this resolution, to formulate the exact premise technology specifications. CalOES will choose a vendor for the technology and installation plan. The system upgrade will include the replacement of the peripheral equipment such as monitors, accessories, ergonomic work stations and other related equipment. All equipment purchased by the State 9-1-1 funds, can only be used at the OPD Communications PSAP. Communications and CalOES will collaborate on implementing the system. The \$635,000 in technology funding will include all maintenance costs for five years – through 2022. OPD will again be eligible to apply for new CPE technology upgrade after five years of this new technology upgrade.

FISCAL IMPACT

All funds for this project are paid by the State of California 9-1-1 program. The funds for the CPE equipment, services, and five years of maintenance are paid directly by CalOES to the chosen to-be-determined vendor.

PUBLIC OUTREACH / INTEREST

There was no public outreach for the preparation of this report. However, resources from this grant will be utilized to strengthen and expand existing enforcement operations.

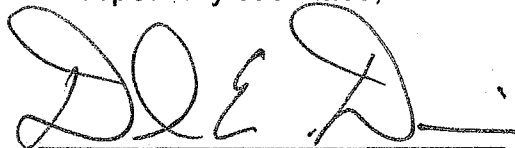
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ACTION REQUESTED OF THE CITY COUNCIL

Resolution Authorizing The City Administrator Or Designee To Accept 9-1-1 Customer Premise Equipment (CPE) And Related Technology, Valued At Six Hundred Thirty Five Thousand Dollars (\$635,000) Funded By The California Governor's Office Of Emergency Services (CalOES) California 9-1-1 Emergency Communications Branch) To Support The Modernization Of The Oakland Police Department's (OPD) 9-1-1 Communications Technology.

For questions regarding this report, please contact Eugenia Oliver, Acting Police Services Manager, at (510) 777 8897

Respectfully submitted,



David E. Downing
Assistant Chief of Police
Oakland Police Department

Reviewed by:
Eugenia Oliver, Acting Police Services Manager
Communications Section, OPD

Ahsan Baig, Deputy CIO
Information Technology Department

Prepared by:
Bruce Stoffmacher, Legislation Manager
Research and Planning, OCOP, OPD

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OFFICE OF THE CITY CLERK
OAKLAND**OAKLAND CITY COUNCIL**

City Attorney

2016 NOV -3 PM 3:00
RESOLUTION No. _____ C.M.S.

**RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR OR
DESIGNEE TO ACCEPT 9-1-1 CUSTOMER PREMISE EQUIPMENT
(CPE) AND RELATED TECHNOLOGY, VALUED AT SIX HUNDRED
THIRTY FIVE THOUSAND DOLLARS (\$635,000), FUNDED BY THE
CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES
(CALOES) CALIFORNIA 9-1-1 EMERGENCY COMMUNICATIONS
BRANCH), TO SUPPORT THE MODERNIZATION OF THE OAKLAND
POLICE DEPARTMENT'S (OPD) 9-1-1 COMMUNICATIONS
TECHNOLOGY**

WHEREAS, the call center of the OPD Communications Section (Communications), known by CalOES as a Public Safety Answering Point (PSAP), receives and processes 9-1-1 calls for emergency police service generated within the City; and

WHEREAS, Communications also takes fire and medical care emergency service by rerouting those calls to the Oakland Fire Department's (OFD) separate call center; and

WHEREAS, in 2014, Communications received 587,904 calls, including 44,137 priority 1 calls, and is now preparing for an increased call volume as wireless calls currently routed to the California Highway Patrol (CHP) call and dispatch center begin to be rerouted directly to Communications; and

WHEREAS, through Resolution No. 86019 C.M.S., approved by the City Council on March 1, 2016, Communications received a grant of 9-1-1- Geographic Information Systems (GIS) mapping software and related technology valued at \$180,000 from CalOES to allow for the precise mapping of locations 9-1-1 emergency callers to Communications, as well as provide invaluable information for dispatchers trying to connect callers to emergency services; and

WHEREAS, a 9-1-1 GIS mapping system integrated into the current Communications infrastructure will allow OPD to phase-in the re-routing of wireless calls currently routed to CHP's call and dispatch center, such that they connect directly with OPD Communications; and

WHEREAS, Communications uses customer premise equipment (CPE) which are terminals and associated telephonic equipment used for receiving high volumes of 9-1-1 calls, at its Edgewater Drive facility in East Oakland; and

WHEREAS, on October 4, 2011, the City Council previously approved Resolution No. 83581 C.M.S., which authorized a grant of \$800,820 from CalOES for CPE and related equipment, to upgrade the Communications' CPE systems; and

WHEREAS, the City Council approved Resolution No. 84715 C.M.S. on November 19, 2013, which authorized a grant of \$336,000 in CPE technology for the Oakland Fire Department's separate 9-1-1 call center; and

WHEREAS, CalOES has now awarded OPD a grant of CPE and related technology valued at \$635,000, based upon CalOES's evaluation of Communications' 9-1-1 call volume; and

WHEREAS, CalOES is prepared to directly purchase the equipment from the vendor, for Communications, once Communications and CalOES choose a qualified vendor; and

WHEREAS, CalOES will rescind this technology grant valued at \$635,000 on June 30, 2017, if the City of Oakland has not yet begun its grant acceptance process by authorizing this resolution; and

WHEREAS, CalOES requires that Communications, as the local Oakland PSAP, will maintain 24 hours a day, seven-days-a-week 9-1-1 emergency call service for at least five years as a condition of this grant; and

WHEREAS, the technology grant will cover all maintenance costs for the first five years of the technology implementation; therefore be it

RESOLVED: that the City Administrator or designee is hereby authorized to accept 9-1-1 Customer Premise Equipment (CPE) and related technology, valued at Six Hundred Thirty Five Thousand Dollars (\$635,000), funded by the California Governor's Office of Emergency Services (CalOES) California 9-1-1 Emergency Communications Branch), to support the modernization of the OPD Communications Technology; and be it

FURTHER RESOLVED: That the City Administrator, or designee, is hereby authorized to complete all required negotiations, certifications, assurances, agreements, and documentation required to accept, modify, extend and/or amend the grant award.

IN COUNCIL, OAKLAND, CALIFORNIA, _____, 20____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, CAMPBELL WASHINGTON, GALLO, GUILLEN, KALB, KAPLAN, REID, and
PRESIDENT GIBSON MCELHANEY

NOES -

ABSENT -

ABSTENTION -

ATTEST: _____
LaTonda Simmons
City Clerk and Clerk of the Council of the
City of Oakland, California