



# COUNCIL STAFF REPORT

CITY COUNCIL of SALT LAKE CITY

**TO:** City Council Members

**FROM:** Jennifer Bruno & Brian Fullmer  
Council Staff

**DATE:** November 26, 2014 at 6:38 AM

**RE:** E-911/CAD System Resolution

**PROJECT TIMELINE:**

Briefing: 12/2

Set Date: n/a

Public Hearing: n/a

Potential Action: 12/9

Council Sponsor: **Council Member Kyle LaMalfa**

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## ISSUE AT-A-GLANCE

Attached is a draft resolution, forwarded by the Salt Lake County Council of Governments (COG) supporting a single computer-aided 911 dispatch platform.

Currently, Salt Lake City 911 and Valley Emergency Communications Center (VECC) operate on different technical platforms to respond to calls. In the recent past, this has caused some technical difficulties resulting in longer-than-necessary wait times for constituents. At a previous COG meeting, several suggested that communities demonstrate their belief in the benefit of, and commitment to the process of eventually getting to a single platform, through a joint process involving all stakeholders. It should be noted that the process of getting to a single CAD system will continue with or without the Council adopting the proposed resolution, although demonstrated support is appreciated.

The Administration indicates that Salt Lake City 911 and VECC are well on their way with this process, and would welcome the positive message that the Council adopting this resolution would send.

The Administration, including representatives from the City's 911 Communications Bureau (SLC Dispatch) will be at the City Council work session to answer any questions.

Salt Lake County has adopted this resolution. Staff is not aware that other Salt Lake County cities have considered or adopted this resolution.

**Goal of the briefing:** *Understand the process to determine a single CAD system, and determine if the Council supports adopting the proposed resolution.*



## **POLICY QUESTIONS**

1. The Council may wish to request a briefing once the RFP/RFQ Consultant's process is complete.

## **BACKGROUND**

The Administration provided the following background on this issue for the Council's information:

In the 2014 legislative session, the legislature passed HB155. HB155 amended portions of the 911 Act, specifically adding a provision to provide funding to connect 911 Public Safety Answering Points (PSAPs) together through common computer aided dispatch (CAD) programs. HB155 also identified Salt Lake County (as a county of the 1<sup>st</sup> Class) as a county that needed to have the two 911 PSAPs (SLC911 and VECC) on the same CAD platform.

The intent of the sponsors of HB155 is to improve the coordination and sharing of emergency information between PSAPs, particularly when a 911 call is received by the incorrect PSAP. The percentage of calls received by a 911 center from cell phones is approaching 70%. Because the routing of 911 calls through the cellular network from cell phones is not 100% accurate, it is vital to get the caller, or the caller's information, to the correct PSAP as soon as possible.

Currently, SLC911 and VECC utilize two different CAD systems. SLC911 uses Versaterm and VECC uses Spillman. As part of the Sandy City transition to SLC911, a CAD-to-CAD interface was created between SLC911 and VECC. Before Sandy moving to SLC911, there was no link between the two CADs. Today, the two CADs pass information between the two PSAPs. Unfortunately, the interface between the CADs does not meet the intent of HB155.

The Salt Lake Council of Governments has encouraged the two PSAPs to enter into an agreement to procure a standard CAD. The Salt Lake County Council, Mayors Becker and McAdams, and a number of City Councils in the county expressed support for a single CAD system. The COG and the Salt Lake County Council are encouraging all city councils to pass a resolution expressing support for a single CAD system.

An interlocal agreement has been signed between Salt Lake City and VECC to procure a single CAD. A committee has been established between SLC and VECC to engage a consulting firm to establish all of the costs associated with both PSAPs moving to the same CAD. The consultants will also be used to issue an RFP for a CAD system, including all of the components that connect to the CAD such as records management, mobile data, station alerting, patient care reports, etc.

**\*\*draft\*\* Resolution Supporting a Single  
Computer-Aided Dispatch Platform**

**WHEREAS,** *the Salt Lake City Council is committed to providing critical, lifesaving, public safety communications (911); through the establishment of a single Computer-Aided Dispatch (CAD) system in all of Salt Lake County for all those who live, work, visit and play in Salt Lake County; and*

**WHEREAS,** *House Bill 155, Utah Communication Agency Network and Utah 911 Committee Amendments, was enacted during the 2014 Utah Legislative session, which establishes, in part, the Computer-Aided Dispatch Restricted Account; and*

**WHEREAS,** *the Computer-Aided Dispatch Restricted Account was created by the Legislature to be used exclusively to enhance public safety efforts within the state by funding the procurement of a single Computer-Aided Dispatch system for public safety agencies within counties of the first class, when authorized through an interlocal agreement between Salt Lake County's two primary Public Safety Answering Points (PSAPs); and*

**WHEREAS,** *the Salt Lake County Council has budgeted up to 1.37 million dollars to purchase software and train public safety personnel on a single Computer-Aided Dispatch system; and*

**WHEREAS,** *Salt Lake City Corporation and the Valley Emergency Communications Center Board of Trustees have determined that it is in the best interests of the inhabitants of their respective jurisdictions to enter into an Interlocal Cooperation Agreement to jointly engage a consultant through a Request for Proposals/Request for Qualifications (RFP/RFQ) process, intended to lead to the execution of a contract, and, in cooperation with the CAD selection committee, recommend the selection of a single Computer-Aided Dispatch system.*

**NOW, THEREFORE BE IT RESOLVED**

*The Salt Lake City Council resolves to fully support and abide by the recommendations of the RFP/RFQ Consultant, in coordination with the CAD selection committee, whose purpose shall be to select a vendor or vendors to provide a single CAD system capable of achieving the above stated goals of establishing an efficient and effective 911 system in Salt Lake County and meeting the requirements of House Bill 155.*

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*Charlie Luke, Chair*  
*Salt Lake City Council Member, District Six*

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*Luke Garrott, Vice Chair*  
*Salt Lake City Council Member, District Four*

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*James Rogers, District One*  
*Salt Lake City Council Member*

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*Kyle LaMalfa, District Two*  
*Salt Lake City Council Member*

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*Stan Penfold, District Three*  
*Salt Lake City Council Member*

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*Erin Mendenhall, District Five*  
*Salt Lake City Council Member*

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*Lisa Adams, District Seven*  
*Salt Lake City Council Member*