

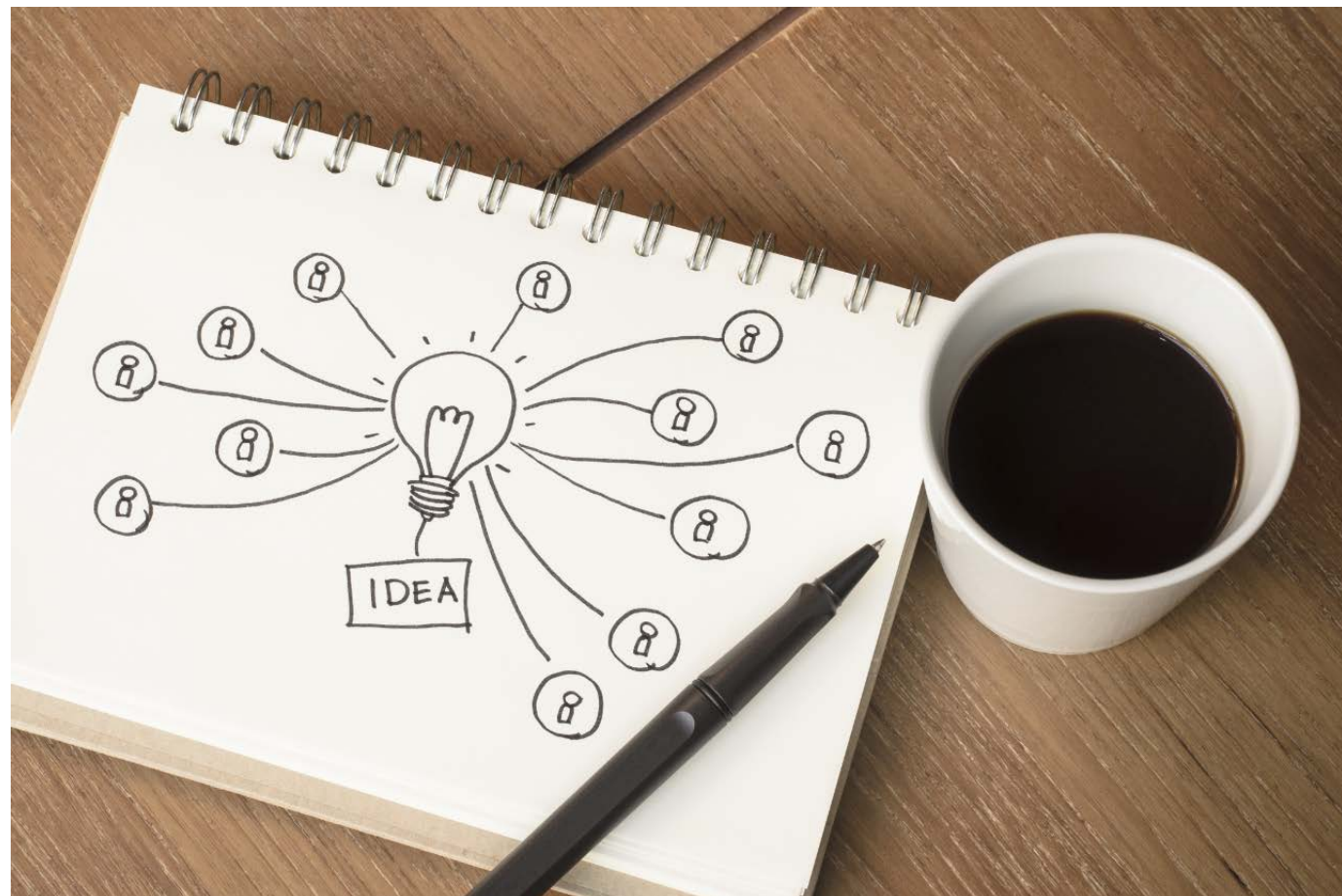


# San Ramon Valley 911 Communications Center

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# Great Ideas Starts with a Cup of Coffee





# San Ramon Valley 911

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Service area encompasses 155 square miles and population of 169,900

- Areas include the **City of San Ramon** as a Primary PSAP, the Town of Danville, Alamo, Diablo, Blackhawk, southern area of Morgan Territory and Tassajara Valley as a secondary PSAP

Approximately 75,000 calls for service annually

9 Public Safety Dispatchers, 3 Dispatch Supervisors

State of the art phone, radio and TriTech CAD/RMS software

Accredited Center of Excellence (ACE) Emergency Medical Dispatch Program

Dispatch Police, Fire and EMS and provide EMD



# Journey to Partnership - 2015

April/May/June/July

- Project feasibility analysis
- Presentations to Fire Board and City Council
- Vendor demos and site visits
- Final technical specifications and project cost estimates







# Journey to Partnership - 2015

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## August/September/October

- Project kickoff and Initial hardware purchases
- Letter to State 911 Office requesting Primary PSAP status
- Request to EBRCSA for additional radio workstations
- Application submitted to DOJ for California Law Enforcement Telecommunications System (CLETS) access
- Application to Police Officer Standards and Training (POST)
- Meet and Confer between labor and management



# Journey to Partnership - 2015

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## November/December

- Review of Contra Costa County requirements to access criminal information systems
- Training site setup for CAD, Mobile and RMS workshops
- Dispatch Supervisor promotional assessment
- Communications Center remodel scope of work and RFP
- Approved by DOJ to access all criminal justice databases



# Journey to Partnership - 2016

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## January/February

- Public Safety Dispatcher recruitment
- Public Safety Technician recruitment
- POST Training for dispatchers

## March/April

- CAD/RMS/Mobile workshops completed
- Communications Center remodel initiated

## May

- Fire go-live – May 17<sup>th</sup>

## June

- Police go-live – June 1<sup>st</sup>



# Teamwork

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Involve people

Vision/purpose

Communication

Accountability

Admit mistakes - Bring solutions

Positive, can-do attitude

Get the job done – We will make it happen







# Police Department Service Enhancements

## 24-hour Emergency Callouts

- SWAT
- Disaster Response
- Major Traffic Accident Investigations
- Public Works





# Police Department Service Enhancements

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## Technology

- Records Management System
  - Automated required Crime Stat Reporting (UCR/NIBRS)
  - Enhanced Crime Mapping Analysis
  - Automated Metric Reports
  - Richer data capabilities – add photos, videos, audio to RMS
  - Customized to specific San Ramon needs



# Police Department Service Enhancements

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## After business hours services

- Warrant Confirmations
- Computer Entries
- Non-urgent Teletype messages

## Reduction in required Records Staffing and Hours of Operation

- Reduced 2 Full Time Employee's

Future development of Police/Public emergency notification system and social media interactions (Police apps/Twitter, etc.)



# Fire District Service Enhancements

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- Transition from Secondary PSAP to Primary PSAP (City of San Ramon)
- Mobile phone calls within City of San Ramon routed directly to SRV911 Comm. Center
- First point of contact with public for emergency services
- Improved call processing with reduced response times
- Protects District's Communications Center



# Geographic Information Systems (GIS)

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Access to detailed maps of San Ramon Valley

Local updates to map for new developments and address changes

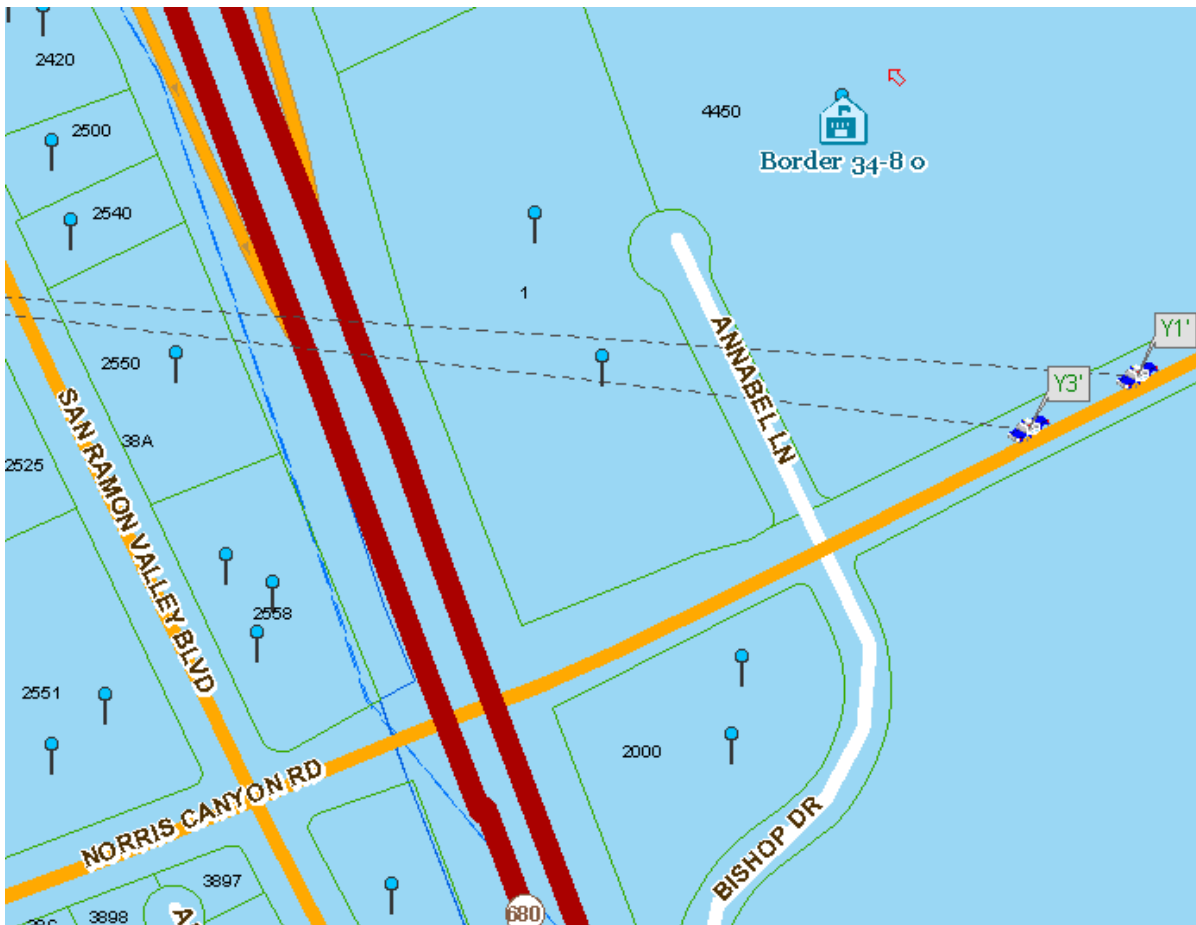
Comprehensive beat and reporting district mapping for the Police Department

Accurate owner and occupant data for the City of San Ramon





# Automated Vehicle Location (AVL)



- View current location of all MDC-equipped units
- Locations updated in near real-time
- Dispatch closest resource available
- Location info available in mobile software
- Supervisors able to view location of officers



# Summary

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Leverage existing investment

Keep local tax dollars local

Enhanced communication and coordination between police and fire

Local communications center - Dispatchers familiar with geography and landmarks of the City



# Summary

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Transition from Secondary PSAP to Primary PSAP (City of San Ramon)

Mobile phone calls within City routed directly to SRV911  
Communications Center

Reduce response times

**Increase level of service while keeping costs down**



# Startup Costs = \$1.40 M

STARTUP COSTS	ACTUAL \$
TRITECH CAD/RMS SOFTWARE	\$833,706
CAD HARDWARE/SOFTWARE	\$188,317
STAFFING/TRAINING	\$180,000
RMS/DR HARDWARE	\$72,264
PHONE SYSTEM/AUDIO LOGGER	\$43,104
NETWORK	\$31,293
BACKUP	\$15,075
OTHER	\$20,060
RADIO	\$17,697
<b>TOTAL EXPENDITURES</b>	<b>\$1,401,516</b>
<b>INITIAL PROJECTION</b>	<b>\$1,393,481</b>



Questions?

