San Ramon Valley 911 Communications Center
Great Ideas Starts with a Cup of Coffee
San Ramon Valley 911

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

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
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

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 17th

June
- Police go-live – June 1st
Teamwork

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

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

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

- 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)

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

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

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

<table>
<thead>
<tr>
<th>STARTUP COSTS</th>
<th>ACTUAL $</th>
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<tbody>
<tr>
<td>TRITECH CAD/RMS SOFTWARE</td>
<td>$833,706</td>
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<tr>
<td>CAD HARDWARE/SOFTWARE</td>
<td>$188,317</td>
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<td>STAFFING/TRAINING</td>
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<td>RMS/DR HARDWARE</td>
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<td>PHONE SYSTEM/AUDIO LOGGER</td>
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<td>RADIO</td>
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<td>TOTAL EXPENDITURES</td>
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<td>INITIAL PROJECTION</td>
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Questions?