



DATE: April 1, 2014

CATEGORY: Consent

DEPT.: Police

TITLE: **Service Level Agreement for the
Silicon Valley Regional
Interoperability Authority
Computer-Aided Dispatch Interface**

RECOMMENDATION

Authorize the City Manager or his designee to execute a Service Level Agreement between the City of Mountain View and the County of Santa Clara on behalf of the Silicon Valley Regional Interoperability Authority for a Computer-Aided Dispatch interface.

BACKGROUND

The Silicon Valley Regional Interoperability Authority (SVRIA) is coordinating communication and data sharing projects between public safety agencies in Santa Clara County. One of the data sharing projects the SVRIA is implementing is a connection between the various Public Safety Answering Points' (PSAP) Computer-Aided Dispatch (CAD) systems in the County. The "Data Exchange/CAD-to-CAD" project imports and displays event and resource data for incidents and public safety units entered into CAD systems within the County. The project is intended to give law enforcement, fire, emergency medical, and emergency management agencies improved awareness of the availability of resources in the region, reduce the replication of data entry when requesting resources for life safety emergencies, and better coordinate deployment of emergency services in the County. The system complies with the National Information Exchange Model (NIEM) standards for public safety.

The County of Santa Clara is the fiduciary agent for the SVRIA, and is coordinating the approval of agreements and disbursement of grant funding for the project.

ANALYSIS

The City recently implemented its virtual consolidation of CAD systems with the cities of Los Altos and Palo Alto. This project will integrate the new CAD system for the three cities with other emergency communications centers throughout Santa Clara

County, satisfying immediate needs for resource sharing while laying the groundwork for future data exchange projects as needed.

The SVRIA is using the services of Thinkstream, a vendor who has CAD integration experience in the State of California, and has worked with the City's CAD vendor on similar projects. Thinkstream provides full implementation services for the installation and configuration of solution hardware and software.

The SVRIA, through the County, will reimburse the City for the initial expense of about \$58,000 to establish the necessary interfaces with the three cities' CAD system. The ongoing maintenance and support cost will be shared by the City and its virtual consolidation partners. The first year's maintenance and support fee is estimated to be \$9,700, of which about \$3,900 would be the City's responsibility.

Participation in the project requires approval of a Service Level Agreement between the City of Mountain View and the County of Santa Clara on behalf of the SVRIA (Attachment 1).

FISCAL IMPACT

The installation cost of about \$58,000 will be funded from information technology Capital Improvement Project (CIP) 412450 and will be reimbursed by the County of Santa Clara after implementation. Estimated ongoing maintenance and support costs of about \$3,900 will be funded from the Police Department's operating budget.

ALTERNATIVES

Decline participation in the project.

PUBLIC NOTICING – Agenda posting.

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MB/5/CAM
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Attachment: 1. City of Mountain View Police and Fire Communications SVRIA-DX
CAD-to-CAD Interface Service Level Agreement