

SANTA BARBARA COUNTY BOARD AGENDA LETTER



Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Agenda Number:
Prepared on: 3/30/05
Department Name: Sheriff
Department No.: 032
Agenda Date: 4/12/05
Placement: Administrative
Estimate Time:
Continued Item: NO
If Yes, date from:

TO: Board of Supervisors

FROM: Sheriff Jim Anderson
Sheriff's Department

STAFF CONTACT: Lt. Laz Salinas
Sheriff's Department 681-4144

SUBJECT: Request for a Waiver of Competitive bid to purchase TriTech Computer Aided Dispatch System

Recommendation(s):

That the Board of Supervisors:

Authorize the Sheriff's Department through the County Purchasing Agent to utilize TriTech Software Systems of San Diego, California as the prime contractor to procure a TriTech Computer Aided Dispatch System including Mobile Application software, Systems Hardware, Records Management System and Radio Backbone system without being required to conduct a formal bid process.

Alignment with Board Strategic Plan:

The recommendation(s) are primarily aligned with Goal No. 2. A Safe and Healthy Community in Which to Live, Work, and Visit.

Executive Summary and Discussion:

The Santa Barbara Sheriff's Department currently operates the County of Santa Barbara's Public Dispatch Center which is the Public Safety Answering Point (PSAP) for 911 calls for the unincorporated areas of the county as well as the Contract Cities of Carpinteria, Goleta, Buellton, and Solvang. The Center dispatches Law Enforcement, Fire and Emergency Medical Services for multiple stakeholders utilizing a Tiburon Computer Aided Dispatch (CAD) version 6.3 supported by International Business Machine RS/6000-H50 model computers with AIX version 5.1 operating software.

The Tiburon CAD was installed in 1999 and has not been upgraded to Tiburon's latest version release 7.3. The Sheriff's Department Tiburon's CAD does not have a latitude/longitude mapping configuration to

support the emergence of cellular telephone 9-1-1 calls. Tiburon does not have CAD software deployed in the United States that is capable of accepting cellular 9-1-1 telephone calls in accordance with phase II FCC requirements. A CAD system needs to translate the longitude / latitude axis into geographical locations as required by the Federal Communications Commission. In the very near future, the County of Santa Barbara will begin accepting cellular 9-1-1 calls from the public and will need a CAD system capable of meeting this requirement.

Approximately one third of the calls for service generated at the Center involve dispatching ambulances on behalf of the County of Santa Barbara, Public Health Department, Emergency Medical Services Agency who contracts with American Medical Response (AMR). Through the recently negotiated ambulance contract, the Center must use a Systems Status Management (SSM) program to recommend ambulance resources located throughout the county. This feature enables the CAD to determine available ambulances and recommend the movement of ambulances to pre-identified geographical areas where they can provide coverage while other ambulances are tasked with calls for service. It also assists in advising a dispatcher which ambulance is the closest resource to a call for service. This module allows American Medical Response to evenly distribute ambulances throughout the County so they can reduce response time in compliance with the contract's agreed upon performance measures. The current Tiburon CAD has not been able to meet this requirement falling short in delivering a product capable of working in the northern area of the County. Recent talks with Tiburon regarding this component reveal they are reluctant to make this a module on newer releases due to a lack of customers seeking this feature. Any future upgrade of the Tiburon CAD would require customization of the system to implement any Systems Status Management module.

In January 2005 The County of Santa Barbara and American Medical Response (AMR) entered into a multi-year contract for ambulance service. Within the contract language, American Medical Response is providing 33% of the funding for a TriTech CAD to the Sheriff's Department and partial payment is due to the County by July 1, 2005. In the contract, AMR is also responsible for installing Mobile Display Computers (MDC) in each ambulance to receive data from the Computer Aided Dispatch Center. In addition, County Fire is responsible for installing MDC's into transport ambulances operated by County Fire personnel. This additional burden of providing data to AMR and County Fire cannot be supported by the Sheriff's Departments current Radio backbone. The current Motorola 800 MHz radio backbone system broadcast data at 9.6 kilobytes per second. The system is no longer supported by the vendor and in the event of system failure would be difficult to repair. In order to meet the new demand for transmitting data to AMR and Fire MDC's, the department favors a system capable of broadcasting data over either the 700 or 800 MHz frequencies utilizing TCPIP technology with transmissions speeds of 32 kilobytes per second, upgradeable to 128 kilobytes per second as technology advances.

The current hardware and operating system supporting the Tiburon CAD is obsolete and will no longer be supported in the near future. The IBM RS/6000-H50 computer, currently used in the CAD was withdrawn from marketing effective December 1, 2000. The hardware maintenance agreement from IBM ends effective December 20, 2005. Maintenance support will be available on a best effort basis from that time forward because of parts availability. The RS/6000 has been replaced by later generations of technology called the pSeries of processors.

The Operating System, AIX 5.1, which supports the model H50, and also supports the Tiburon software, is being withdrawn. AIX is currently at the 5.3 level which supports only the new pSeries of technology.

IBM intends to withdraw AIX 5.1 from marketing April 29, 2005. Support for AIX 5.1 will continue for 1 year (April 2006). AIX 5.1 is the last version to support microchannel (H50 series) systems.

The Sheriff's Department must immediately upgrade the hardware that supports the CAD to maintain mission critical software and hardware vital to ensuring the safety of the public and those that serve them.

In April of 2004, the Sheriff's Department began attending or hosting Computer Aided Dispatch demonstrations anticipating the upgrade for Phase II E-91-1, offered by the following vendors:

- Versitem
- TriTech
- New World
- Motorola
- Tiburon
- Intergraph
- Plant

With the exception of Tiburon, most vendors were capable of Phase II wireless connectivity. Only TriTech Software Systems was capable of Phase II compliance and had the Systems Status Management module that they use to support American Medical Response ambulances throughout the West Coast of the United States. The Sheriff's Department has completed five site visits of the TriTech CAD system in the City of Santa Barbara, San Diego, Oceanside, County of San Luis Obispo, and Travis County, Texas. The site visits confirmed that TriTech is capable of supporting a Computer Aided Dispatch system for Law Enforcement, Fire, and Emergency Medical Services which are Phase II compliant and in production. TriTech also demonstrated the Systems Status Management module that is capable of making move-up and closest ambulance recommendations as required by the County Public Health Department, Emergency Medical Services Agency.

If the department were to complete a Request for Proposal (RFP) and formal bid process the results of the RFP may take up to two years to identify a vendor and negotiate a contract. By accepting TriTech as the sole source primary contractor, the department may be able to implement a Phase II capable CAD system prior to the December 2005 FCC mandate and the expiration of IBM hardware and operating systems support.

Pursuant to County Code Section 2-39, we are requesting your Board to waive the requirement for a competitive bid for purchase of a TriTech Computer Aided Dispatch system to include Mobile Application software, Radio Backbone and a Records Management System and necessary computer hardware.

Mandates and Service Levels:

The wireless E911 program is divided into two parts - Phase I and Phase II. Phase I requires carriers, upon appropriate request by a local Public Safety Answering Point (PSAP), to report the telephone number of a wireless 911 caller and the location of the antenna that received the call. Phase II requires wireless carriers to provide far more precise location information, within 50 to 300 meters in most cases.

The deployment of Phase II E911 requires the development of new technologies and upgrades to local 911 PSAPs, as well as coordination among public safety agencies, wireless carriers, technology vendors, equipment manufacturers, and local wireline carriers. The FCC established a four-year rollout schedule for Phase II, beginning October 1, 2001 and to be completed by December 31, 2005.

The Board of Supervisors approved a contract between Emergency Medical Services Agency and American Medical Response which directs a TriTech Computer Aided Dispatch system be implemented within the County Public Safety Dispatch Center. The County will begin receiving funding from AMR for the system in July, 2005.

Fiscal and Facilities Impacts:

The fiscal impacts associated with identifying TriTech Software systems as the sole source primary contractor for a Computer Aided Dispatch, Mobile application, Radio Backbone, Records Management System and necessary hardware cannot be determined until contract negotiations are complete. At that time, the Sheriff's Department will follow-up with an additional Board letter and contract identifying the total cost of the purchase for Board of Supervisor's approval.

Special Instructions:

Clerk of the Board: Please return one copy of the executed document plus a Minute order to the department, attention: Laz Salinas, Lieutenant, Technological Services Bureau and Purchasing Agent.

Concurrence:

Steve Underwood, County Counsel _____ Date _____

Bobbie Overgaard, Risk Management _____ Date _____

Luci Rogers, Auditor-Controller _____ Date _____

John McMillin, Purchasing Agent _____ Date _____

Mark Schmitt, S.B. County Fire _____ Date _____

Elliot Schulman, MD, Public Health _____ Date _____

RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COUNTY OF SANTA BARBARA,
STATE OF CALIFORNIA

IN THE MATTER OF DESIGNATING) RESOLUTION NO. _____
THOSE AUTHORIZED TO SEEK)
FINANCIAL ASSISTANCE THROUGH THE)
STATE HOMELAND SECURITY GRANT)
PROGRAM, LAW ENFORCEMENT)
TERRORISM PREVENTION PROGRAM)
AND EMERGENCY MANAGEMENT)
PERFORMANCE GRANT ON BEHALF OF)
THE SANTA BARBARA OPERATIONAL)
AREA)

WHEREAS, the United States Department of Homeland Security, Office for Domestic Preparedness, State Homeland Security Program provides financial assistance; and

WHEREAS, the County Office of Emergency Services has coordinated a county-wide needs assessment to determine threat potential, vulnerability, and emergency responder capability; and

WHEREAS, the County Office of Emergency Services will coordinate grant funds to enhance emergency management agency capabilities, and the capabilities of first responders; and

WHEREAS, the State Homeland Security Grant Program, Law Enforcement Terrorism Prevention Program, and Emergency Management Performance Grant are administered through the California Office of Homeland Security; and

WHEREAS, the grant program requires that jurisdictions applying for funding designate Authorized Officials who may execute applications and documents for the purpose of obtaining financial assistance;

NOW, THEREFORE, IT IS HEREBY RESOLVED that the positions listed below are hereby designated as Authorized Officials and are authorized to execute for and on behalf of the Santa Barbara Operational Area, a public entity established under the laws of the State of California, any actions necessary for the purpose of obtaining federal financial assistance under the State Homeland Security Grant Program, Law Enforcement Terrorism Prevention Program and Emergency Management Performance Grant.

County Executive Officer

Deputy County Executive Officer

Fire Chief, Santa Barbara County Fire

Deputy Fire Chief, Santa Barbara County Fire

Fiscal Manager, Santa Barbara County Fire

Manager, County Office of Emergency Services

PASSED, APPROVED, AND ADOPTED by the Board of Supervisors of the County of Santa Barbara, State of California, this _____ day of _____, 2005, by the following vote

AYES:

NOES:

ABSTAIN:

ABSENT:

ATTEST:

Chair, Board of Supervisors
County of Santa Barbara

ATTEST:
MICHAEL F. BROWN
CLERK OF THE BOARD

By: _____

APPROVED AS TO FORM:
STEPHEN SHANE STARK
COUNTY COUNSEL

By: _____

APPROVED AS TO ACCOUNTING FORM:
ROBERT W. GEIS, C.P.A.
AUDITOR-CONTROLLER

By _____