



Corona Fire Dispatch Services



Brian Young
Fire Chief

September 29, 2021

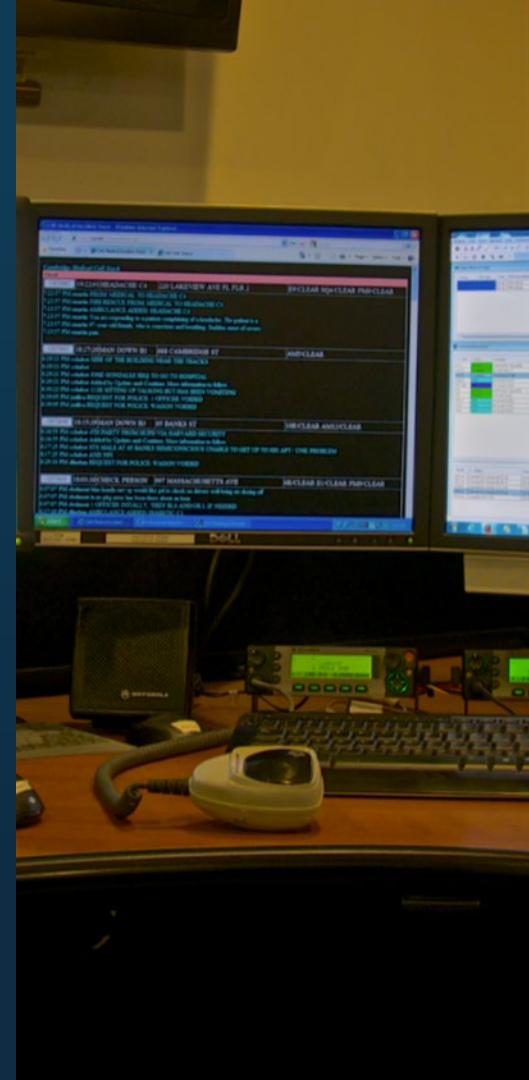


The ask?

- Consider alternatives to current dispatch services
- Enable Fire to meet their Strategic Plan objectives
- Provide staff direction on the path forward

Corona PD/FD Dispatch

- Public Safety Answering Point (PSAP)
- Emergency (911)
- Non-Emergency
- Computer Aided Dispatch (CAD)
- Emergency Medical Dispatch (EMD)

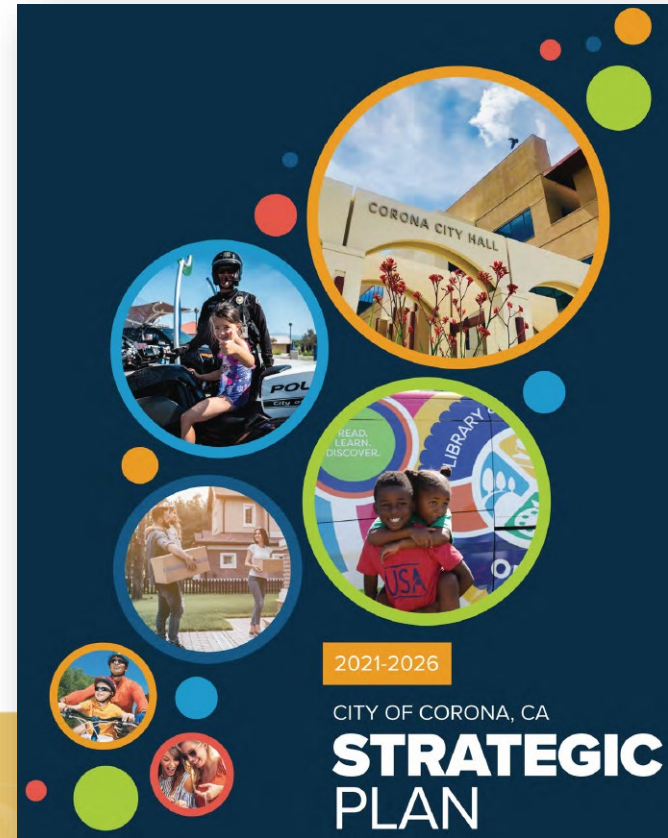


Objective:

- Improve Public Safety Services and Emergency Response: Improve the response time and increase the capacity of the City's emergency response teams

4. Safe Community

Protect our quality of life by ensuring the community is safe and clean.

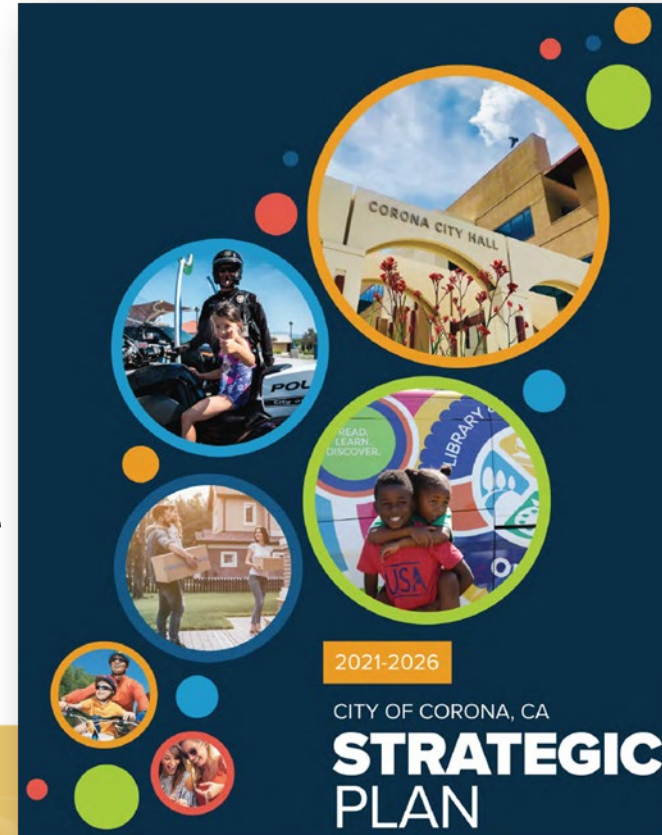


Strategies:

- Exploring opportunities to adopt best practices and computer aided dispatch systems
- Improve emergency response times to meet or exceed national benchmarks

4. Safe Community

Protect our quality of life by ensuring the community is safe and clean.



How can we accomplish these objectives?


- Implement a “cloud based” Computer Aided Dispatch(CAD)
- Fire-centric dispatch center
- Partnership and contracting



Strategic Partner

- City of Ontario Fire Department
- Fire-centric dispatch center
- Ontario Fire recently purchased a new cloud-based CAD called Soma
- Their CAD Implementation: \$2.95 million



CITY OF ONTARIO Agenda Report June 21, 2021		SECTION: CONSENT CALENDAR
Department: Information Technology	Submitted To: Council/OHA	
Prepared By: Toni McNaughton	Approved: _____	
Staff Member Presenting:	Continued To: _____	
Colin Fernandes, Executive Director Information Technology	Denied: _____	
Approved By: 	Item No: 4	

SUBJECT: AN AGREEMENT WITH SOMA GLOBAL, INC. FOR A NEW CITYWIDE PUBLIC SAFETY PLATFORM

RECOMMENDATION: That the City Council authorize the City Manager to negotiate and execute the following agreements related to the purchase and implementation of a new citywide Public Safety platform:

- Five (5) year master subscription agreement (MSA) with SOMA Global, Inc. for the cloud-based Public Safety as a service (PSAAS) platform subscription, in the amount of \$1,670,975.
- Professional service agreement with SOMA Global, Inc. for implementation and training services on the Public Safety as a service (PSAAS) platform, for an amount of \$471,977, including a 10 percent implementation contingency of \$47,198, and a total not to exceed amount of \$519,175.
- Amendment to the professional services agreement with National Public Safety Group to expand the scope of work to include project management services throughout the implementation of the SOMA Global platform for an increase of \$142,900, including a 10 percent contingency of \$14,290, and a revised not to exceed amount from \$57,150 to \$214,340.
- Authorize the City Manager to negotiate and execute contracts for equipment purchases and implementation services related to the Public Safety platform project, for a total not to exceed amount of \$604,660.

THE FOLLOWING COUNCIL GOALS ARE BEING ACHIEVED:
Maintain the Current High Level of Public Safety.
Operate in a Businesslike Manner.

FISCAL IMPACT: The total citywide Public Safety platform implementation cost of \$2,952,000 is included in the Fiscal Year 2021-22 Information Technology Internal Service Fund. This amount will include the annual subscription cost of \$1,670,975 for year one (1) through five (5) for the SOMA Global Platform; implementation and training services cost of \$519,175 provided by SOMA Global, Inc; project management services cost of \$157,190 provided by National Public Safety Group; and equipment and implementation expenses of \$604,660 to support the platform. Additional costs for future years of the SOMA Global platform subscription will be included in future Information Technology Agency budget approval requests.

BACKGROUND & ANALYSIS: The Computer-Aided Dispatch (CAD) system, utilized by City of Ontario Public Safety dispatchers in our Police and Fire Communication centers, is used to prioritize and record incident calls, identify the status and location of responders in the field, and effectively

Strategic Partner

- Accredited Fire/EMS dispatch center



- Enhanced Staffing
- Faster 911 call processing
- More radio frequencies



Strategic Partner

- Ontario Police and Fire historic perspective of their mission split
- Recruitment and retention of dispatch personnel
- Industry evolution and emerging standards in dispatching
- Emergency Communication Nurse System (ECNS)



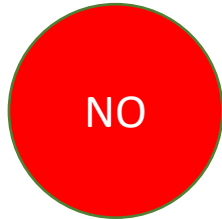
Jordan Villwock
Director: Fire
Administration
Ontario Fire

Operations Perspective- Internal Suvey

*Would you recommend Spillman CAD
to another fire agency?*



"0" respondents



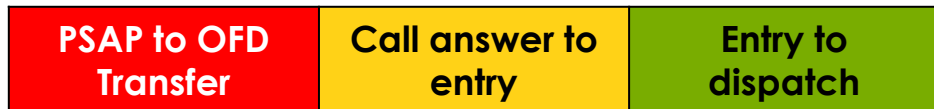
"26" respondents



Proposed New Model: Positive Community Impacts

Better emergency response routing

Enhanced call processing times



Supports service delivery evolution

Benefits to Police dispatch



Ontario proposal to Corona

Technology (\$100K*)

Cloud based CAD

Radio connectivity

\$7/call*

Dispatch Services (\$400K*)

\$29/call*

*Annually: \$500K**

Based on 14,000 calls



* approximately

Comparatives



Verdugo Fire
\$89/call

North Comm
\$65/call

Downey Fire
\$63/call

Metro Net
\$54/call

Con Fire
\$46/call

LA County
\$40/call

Multi-agency dispatch

Possible cost offset

Overtime(OT) savings: \$111,000*
With the removal of Fire Dispatch
reduction of 2,080 hours of OT

Non fiscal impact:
Decreased mandatory overtime
Improved work/life balance

*example from FY20



The path forward

	Option 1 Current	Option 2 Ontario Fire	Option 3 Duplicate in Corona
CAD & Frequencies	Spillman 1/2	Soma 3/4	Soma 3/4
Peak Staffing	2	4	Hire minimum of 8 FTE
ECNS	No	Yes	Extensive evolution (more FTEs)
	PD Funded	\$500K	\$2.9M CAD \$850K+ FTEs





Recommendation: Option 2

Partnership with Ontario Fire

- Meets identified objectives within our Strategic Plan
- Enhanced efficiency and effectiveness
- Fiscally prudent alternative for systemic evolution

Direct staff to continue working on project

- FY23 Budget Process

