



UCA/911 Committee

Computer Aided Dispatch Restricted Account
Grant Request for the Salt Lake Integrated Public Safety Initiative

July 2016

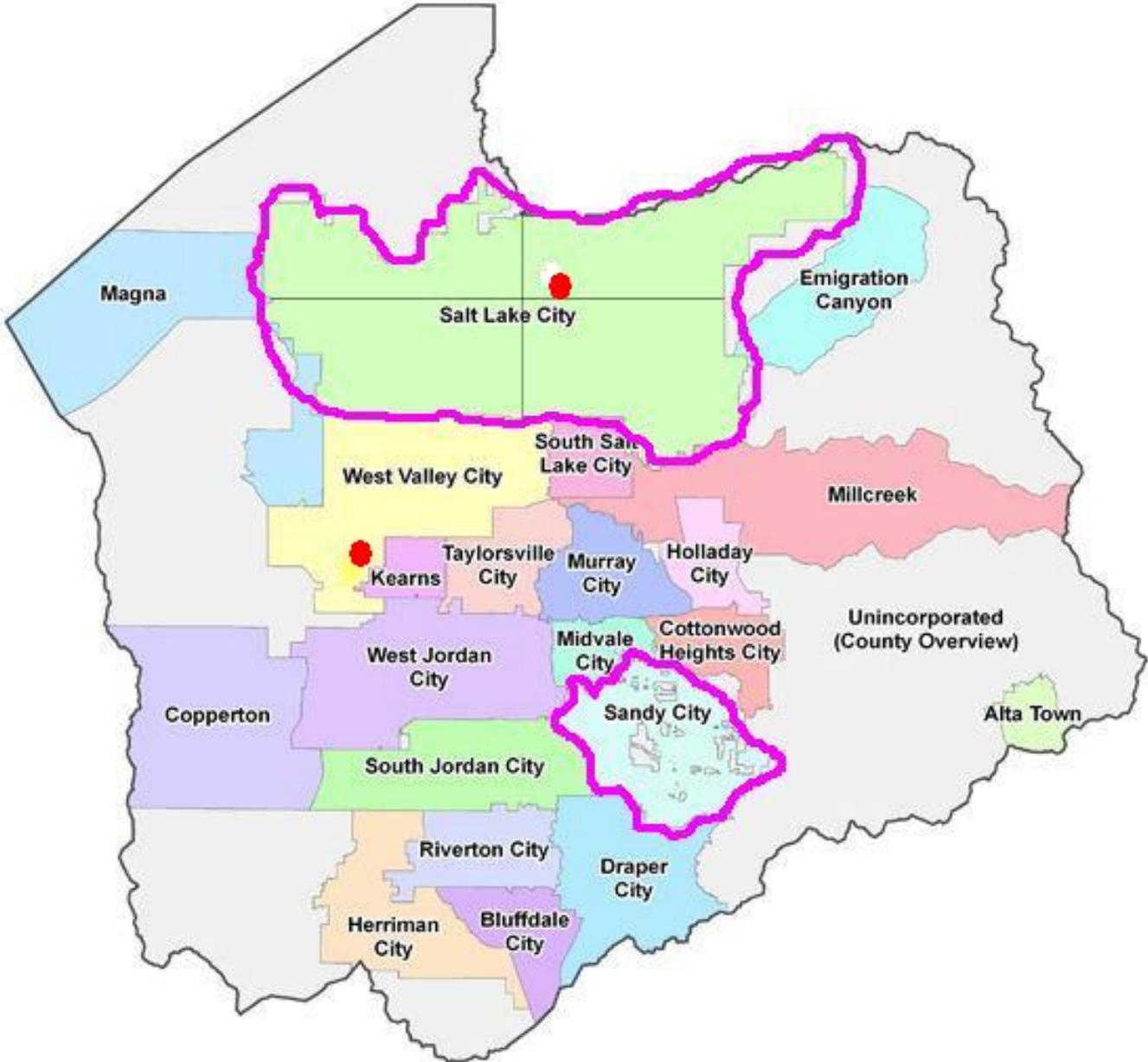


How We Got Here

- In process for 20 years
 - Originally Sheriff's Office and VECC members to combine
 - UPD as third PSAP
 - GeoComm study
 - UPD and VECC combine
 - Sandy leaves VECC
 - COG desires single CAD platform
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- ▶ TWO PSAP's (receives 911 calls directly)
 - ▶ VECC and SLCPD process more than 1.2 million calls per year and transfer 150,000 calls to secondary PSAPs

 - ▶ 5 Secondary PSAP's (Receives transferred 911 calls from PSAP)
 - ▶ Unified Police Department (member of VECC), Salt Lake City Airport Authority, Utah Highway Patrol TOC, University of Utah, Granite Police Department, Utah Transit Authority



Vendor Response

Six Qualified Firms Responded to our RFP with Qualifying Proposals:

- FatPot
- Intergraph
- Motorola
- Spillman
- TriTech
- Versaterm





CAD Timeline

- Proposal Submission Deadline – 01 May 2015
- Identification of Semi-Finalist – 15 May 2015
- Demonstrations
 - Intergraph – 27-28 May 2015
 - Spillman – 08-09 June 2015
 - Versaterm – 15-16 June 2015
 - TriTech – 18-19 June 2015
- Semifinalist requiring further investigation:
 - **Intergraph and TriTech**
- Peer to Peer assessments and due diligence - August 2015 through April 2016
- Contract negotiations - January through June 2016



Vendor Response

- ▶ Four Firms were invited to make two full day demonstration of their CAD solutions.
- ▶ 60 to 80 participants attended eight days of demonstration with intense Q & A by dispatchers, fire fighters, paramedics, law enforcement personnel and IT personnel.
- ▶ Two firms earning the highest scores were further evaluated contacting users of the respective CADS and peer-to-peer visits to PSAPs using the two products
- ▶ Both firms provided Best and Final Offers, and negotiations on Statement of Work, Contracts and price resulted in award of contract to Hexagon/Intergraph.



CAD Grant Application Background Information



PSAP INFORMATION:

PSAP Name:

**Joint Application Salt Lake City 911 (SLC911) and
Salt Lake Valley Emergency Communications Center (VECC)
Salt Lake Integrated Public Safety CAD Technology Initiative**

Date of Application: **24 June 2016**

PSAP Contact Person:

Scott Freitag

John Inch Morgan

Email: Scott.Freitag@slcgov.com

jmorgan@vecc9-1-1.com

Phone: 801-779-4167

801-840-4001

Fax: 801-779-3038

801-840-4040

Address: 475 So. 300 E

5360 S Ridge Village Drive

City: Salt Lake City, Utah

West Valley City, Utah

ZIP: 84114

84118

**1.0 Total amount of this request: \$6,570,158, to be drawn down
over three years.**

2.0 Describe the Component(s) of the Application

Component	Description	Cost	PSAP Match	Match Percent of Total
CAD Software:	Computer Aided Dispatch Platform (CAD) Software Includes One Year Extended Warranty	\$5,811,800	\$1,213,517	20.88%
Equipment:	Hardware and Operating System Software	\$1,764,038	\$123,483	7.00%
Professional Services:	Implementation Project Manager	\$330,000	\$0	n/a
Other:	S&H, Escrow	\$1,320	\$0	n/a
	Total:	\$7,907,158	n/a	n/a
	Applicable Grant Match:		\$1,337,000	100.00%
	Total Amount Of This Grant Application:	\$6,570,158		

3.0 Please include all applicable quotes or estimates germane to this request.

3.1 This is an integrated CAD project that includes the two Salt Lake County PSAPs (SLC911 and VECC) and the following public safety agencies:

3.1.1 Salt Lake City 911 serving:

- 3.1.1.1 Salt Lake City Police Department
- 3.1.1.2 Sandy City Police Department
- 3.1.1.3 Salt Lake City Fire Department
- 3.1.1.4 Sandy City Fire Department

3.1.2 Salt Lake Valley Emergency Communications Center (VECC) serving:

- 3.1.2.1 Town of Alta Marshall
- 3.1.2.2 The City of Cottonwood Heights Police Department
- 3.1.2.3 Draper City Police Department
- 3.1.2.4 Murray City Police Department
- 3.1.2.5 South Jordan City Police Department
- 3.1.2.6 South Salt Lake City Police Department
- 3.1.2.7 Unified Police Department serving:
 - 3.1.2.7.1 Copperton Township
 - 3.1.2.7.2 Granite Township
 - 3.1.2.7.3 Herriman City
 - 3.1.2.7.4 The City of Holladay
 - 3.1.2.7.5 Kearns Township
 - 3.1.2.7.6 Magna Township
 - 3.1.2.7.7 Midvale City
 - 3.1.2.7.8 The City of Millcreek
 - 3.1.2.7.9 Riverton City
 - 3.1.2.7.10 The City of Taylorsville
- 3.1.2.8 West Jordan City Police Department
- 3.1.2.9 West Valley City Police Department

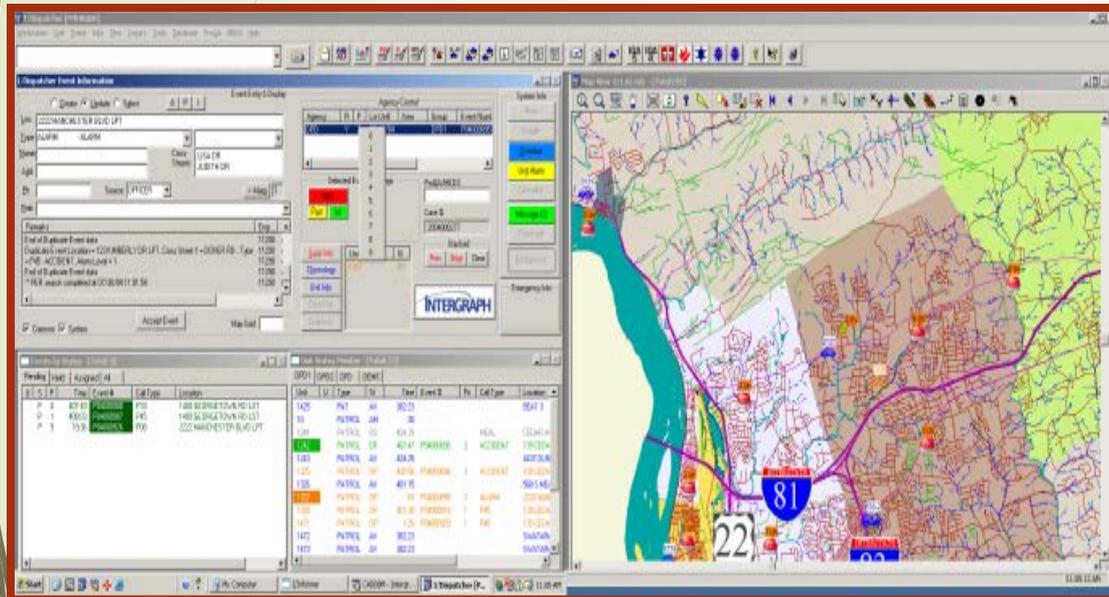
- 3.1.2.10 The City of Bluffdale Fire Department
- 3.1.2.11 Murray City Fire Department
- 3.1.2.12 South Jordan City Fire Department
- 3.1.2.13 Unified Fire Authority serving:
 - 3.1.2.13.1 The Town of Alta
 - 3.1.2.13.2 Copperton Township
 - 3.1.2.13.3 The City of Cottonwood Heights
 - 3.1.2.13.4 Draper City
 - 3.1.2.13.5 Granite Township
 - 3.1.2.13.6 Herriman City
 - 3.1.2.13.7 The City of Holladay
 - 3.1.2.13.8 Kearns Township
 - 3.1.2.13.9 Magna Township
 - 3.1.2.13.10 Midvale City
 - 3.1.2.13.11 City of Millcreek
 - 3.1.2.13.12 The City of Riverton
 - 3.1.2.13.13 The City of Taylorsville
- 3.1.2.14 West Jordan City Fire Department
- 3.1.2.15 West Valley City Fire Department

Salt Lake City 911 and VECC are the two primary PSAPs answering all 911 and a significant portion of non-emergency calls for all law enforcement, fire and emergency medical services serving 1.1 million residents plus more than 1 million visitors each year.



Features and Capacities of Hexagon/Intergraph

Hexagon's Integrated Suite of Products



- **COMPUTER AIDED DISPATCH**
 - I/CAD
 - I/Netviewer
 - I/NetDispatcher
 - I/Tracker AVL
 - Incident Analyst
 - Security Infrastructure
- EdgeFrontier
- Mobile for Public Safety
- Mobile Responder
- WebRMS
- Field Based Reporting
- Business Intelligence

Hexagon's Integrated Suite of Products

The screenshot displays the Hexagon's Integrated Suite of Products software interface, which is a complex GIS and data management application. The interface is divided into several main sections:

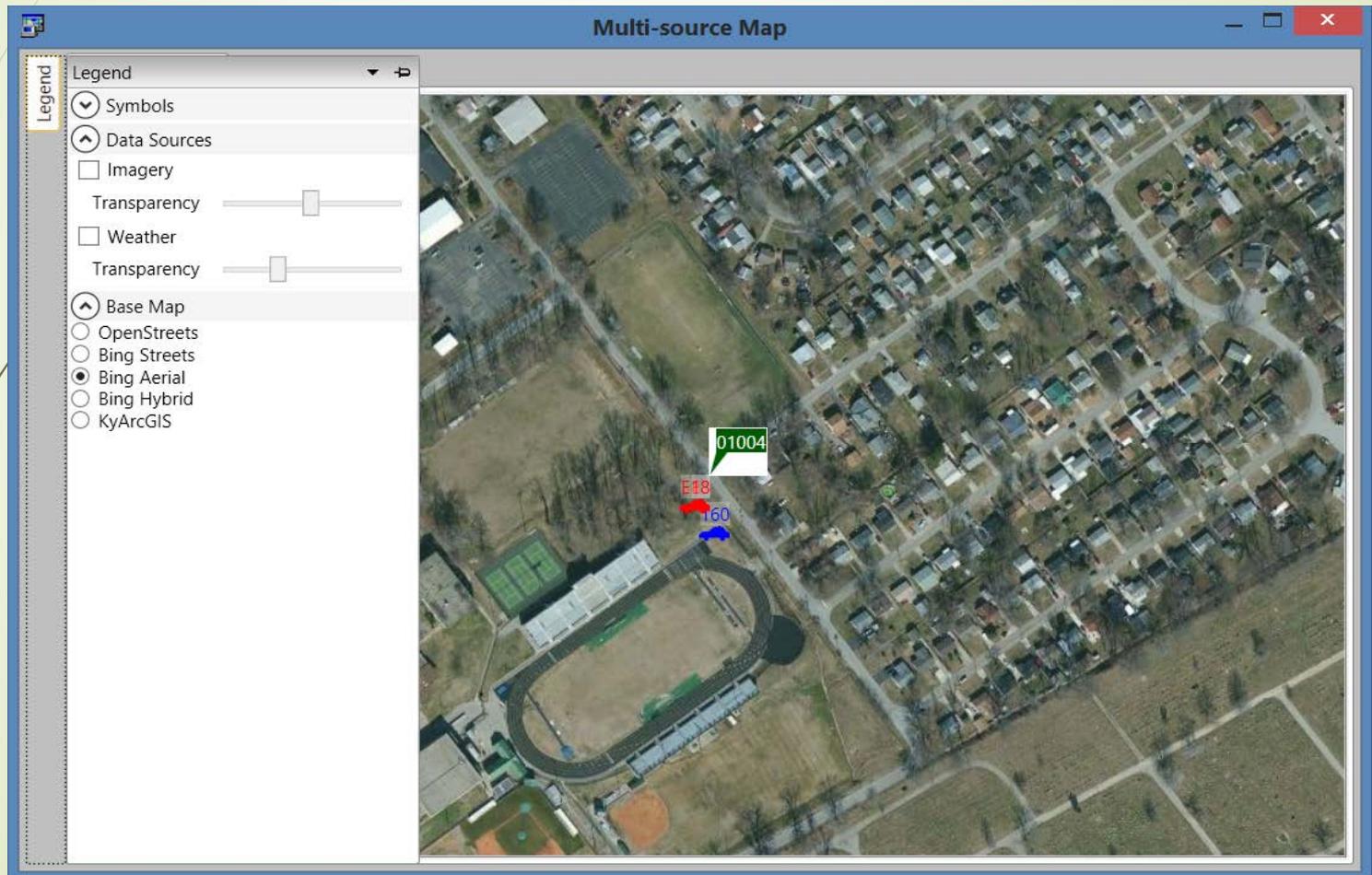
- Top Panel:** Contains a menu bar and a toolbar with various icons for navigation and editing.
- Left Panel (Information):** Displays 'Computation Point Information' for a specific point (ID: 22244444444444444444). It includes fields for 'Layer', 'Name', 'Code', 'Agency', and 'Status'. Below this, there are 'Properties' and 'Agency Control' sections.
- Right Panel (Map):** Shows a detailed map of a geographic area, likely a city or town, with a river and various infrastructure elements. The map is overlaid with a grid and various data points.
- Bottom Panel (Data Tables):** Contains two data tables. The left table is a 'Point List' with columns for 'ID', 'Name', 'Code', 'Agency', and 'Status'. The right table is a 'Point Properties' table with columns for 'ID', 'Name', 'Code', 'Agency', 'Status', 'X', 'Y', 'Z', 'Elev', 'Type', 'Cell Type', and 'Location'.

The software interface is running on a Windows operating system, as indicated by the taskbar at the bottom. The taskbar shows several open applications, including 'Hexagon - Inter...', 'Hexagon - P...', and 'Hexagon - P...'. The system clock in the bottom right corner shows the date '11/01/01' and the time '11:01 AM'.

CAD FEATURES

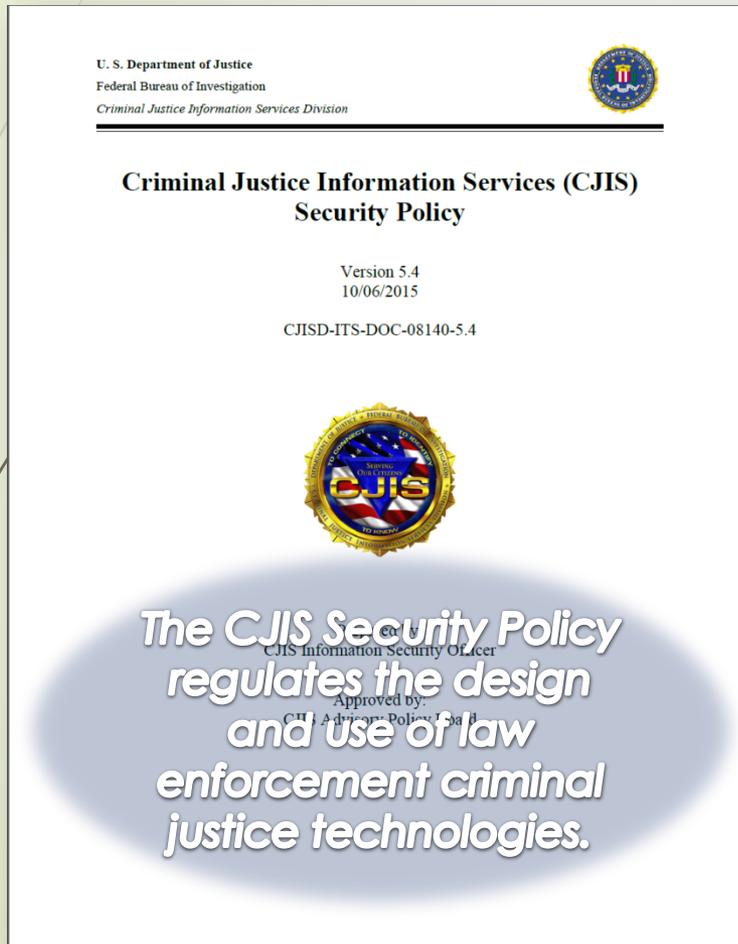
Multi-source Map

- Includes the capacity to pull in public map sources in addition to our existing Cad Map.



Map Sources include, but are not limited to: Mapbox®, OpenStreets®, ArcGIS®, and Bing Maps.

FBI CJIS Security Policy



Intergraph is the only vendor that is 100% compliant with the latest edition of the FBI's Criminal Justice Information Services Security Policy (CJIS).

Computer Aided Dispatch Features

The screenshot displays the Intergraph Communications Controller (ICC) software interface, which is used for managing emergency calls and dispatching resources. The interface is divided into several sections:

- Control Panel:** Located at the top, it features a red header with "Overdue Calls (1)" and a set of call management icons: Answer, Disconnect, Redial, Dial Pad, Text/TTY, and Directory.
- My Calls:** A central panel showing call status filters: Active (0), Abandoned (0), and Disconnected. It includes a "Caller Location" field.
- Waiting Calls:** A section on the left and bottom showing call queues. It includes "Emergency (0)" and "Non-emergency (1)" categories. A specific call with number "304" is highlighted in green.
- Message Call (1):** A prominent window in the foreground showing a text message from "(405) 832-7201". The message content is: "Theres 2 car accident at corner of Warren and Berry". Below the message is a text input field labeled "Enter message" and a "Send" button.
- General Information:** A section within the Message Call window containing a list of questions for the caller: "911, what is the exact location of the incident?", "What is your call back phone number?", "Are you able to place a voice call?", "What type of emergency is it?", "What time did the incident occur?", "Can you use plain language?", and "Do you speak English?".
- Dispatch Options:** At the bottom of the Message Call window, there are radio buttons for "Police", "EMS", and "Fire".

Computer Aided Dispatch Features

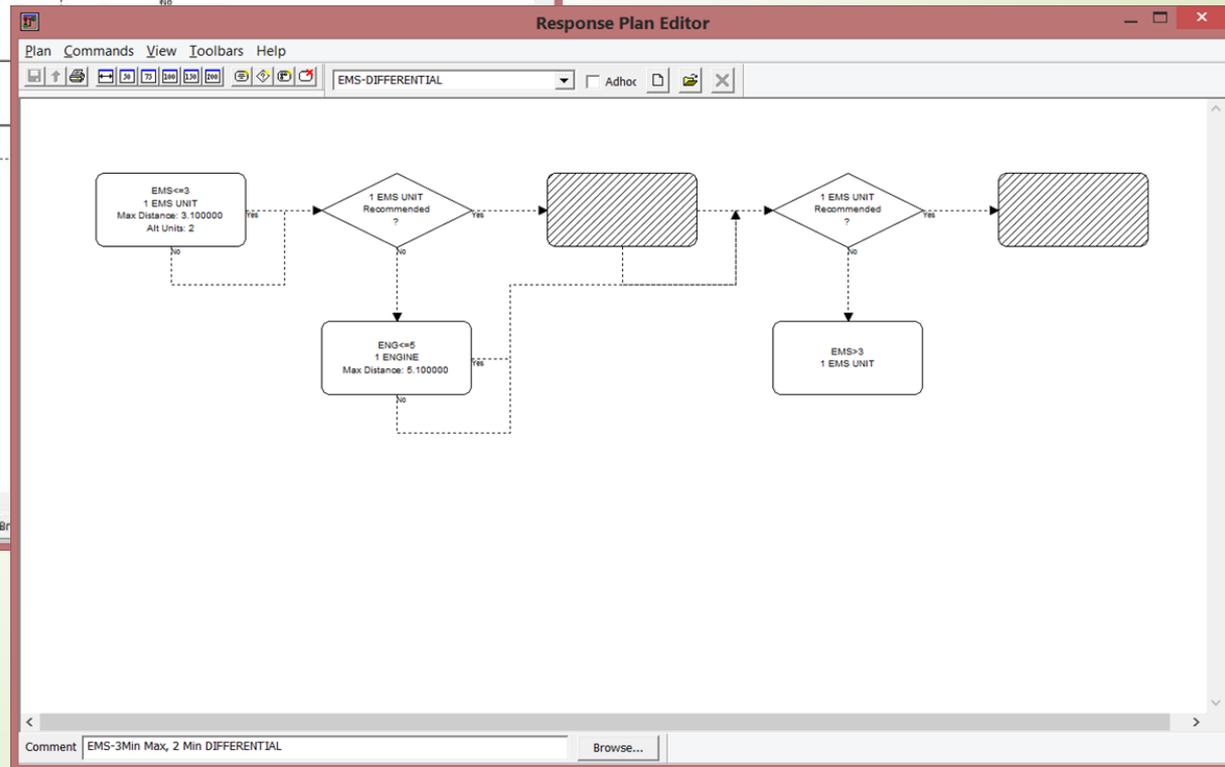
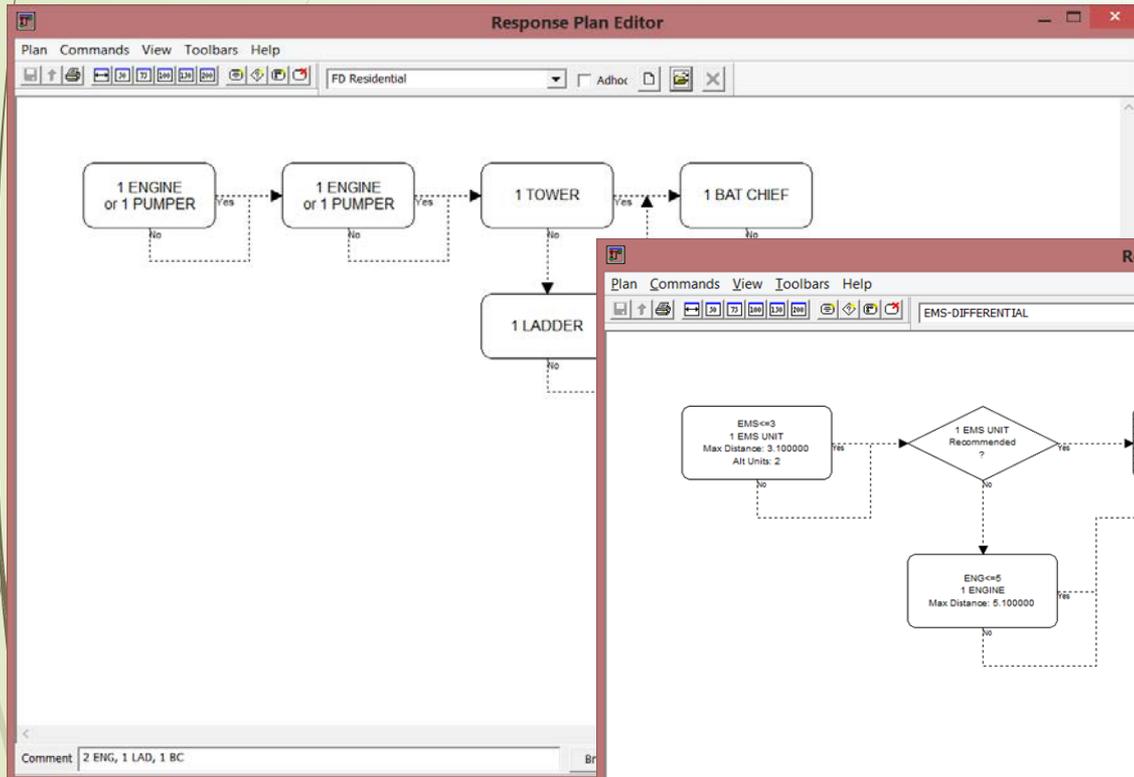
- **Person-Level Tracking**
 - The ability to track personnel in a unit through multiple devices, has been added to the I/Dispatcher, I/NetDispatcher, I/Netviewer, MPS.



Previously only a unit was track-able by means of the AVL-ID or MDT-ID using AVL. Now the means of tracking devices such as radios or cell phones, managed by I/Tracker is now possible.

CAD FEATURES

- Dynamic Response Plans
 - Response plans can be built on the fly with built in logic



Mobile For Public Safety



Mobile For Public Safety

Commercial Building Fire



Traffic Accident



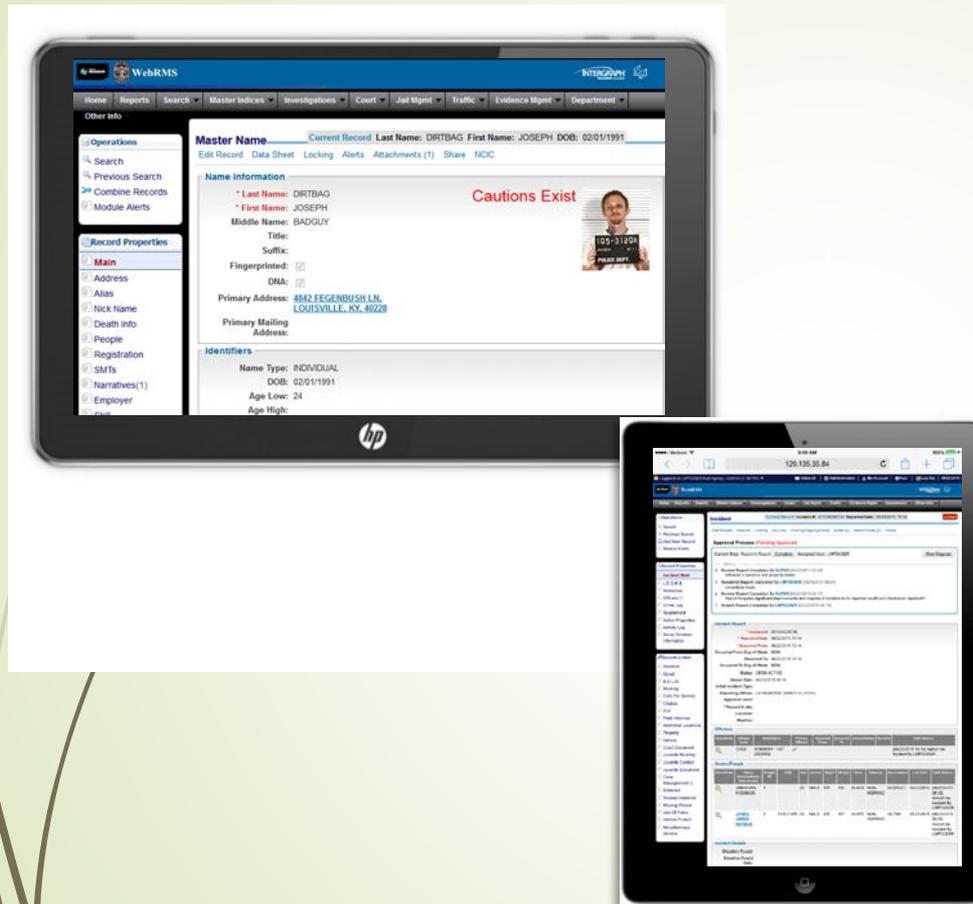
Multiple configurations available for Law Fire and EMS



► Overview of WebRMS

WebRMS provides an enterprise level Records Management Solution to manage extensive volumes of information across a law enforcement agency's operational environment. It provides an easy to use application accessed via standard web browser, and in addition, WebRMS is highly configurable and simple to administer

WebRMS Technology



- **Flexible and Configurable**
 - No software to load on local workstations
 - Robust features for automated alerts & notifications on RMS Activity
 - Configurability
 - Secure, remote login from any computer
 - No client Browser or OS Dependencies
 - Support for Android, Apple iOS, Windows
 - Works with SQL Server or Oracle database
 - Cloud Deployable
 - Ease of Language Translation via Configurable System Property Files
 - Analytical and Reporting tools to support agency operations

WebRMS Features

Case Management Automation

- Automated Task Notifications to Assignees
- Manage Complex Investigations
- Support of Task Prioritization
- Log and Assign Work
 - Interviews
 - Case Follow Up
 - Associated Names
 - Track Completion of Tasks

Case Management Current Record Case Management ID: CM-000080 Date/Time Logged: 06/23/2015 11:33 Case Type: AGGRAVATED ASSAULT

Release Record Data Sheet Locking Security Alerts (1) Attachments (0) Share

Task Actions:

Task Status

Status: COMPLETE Assignee: DETECTIVE, CRIMES
Hours Worked: 1

Task Info

* Tracking Number: (Auto-Generate if New) Priority: HIGH
Task Type: LETTER Due Date: 06/23/2015 16:00
Description: send a letter to the magistrate
3,969 characters remaining

Related Info

Related Name: [JONES, AARON](#)
Name Relation To Case:
Related Location: Enter Number and Street
Location Type:
Source of Lead:
Lead Received:
Assigned By:
Completion Date:
Percent Complete:
Start Date:

Task History

Created by LMPDUSER [06/23/2015 11:35]
Status updated by DETECTIVE [06/23/2015 11:36]
Status: COMPLETE

WebRMS Features

Alert Features

- WebRMS Supports Configuring Alerts for EVERY WebRMS Module
- WebRMS Supports Configuring Multiple Alerts for each Module
- Alerts supports Notifications based on Record Creation, Data Changes, or Both

The image shows two screenshots from the WebRMS interface. The top screenshot is the 'Alert Trigger' configuration page for the 'Incident' module. It displays a table of 15 records with columns for Operations, Name, Table, Display Group, Order, Fire On Change, and Fire On Create. The bottom screenshot shows a 'Messages (2)' list with columns for Compose, Delete, and message details including subject, sender, and date.

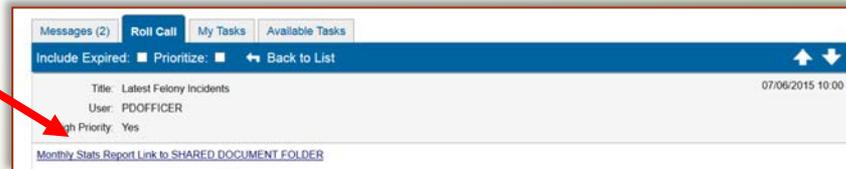
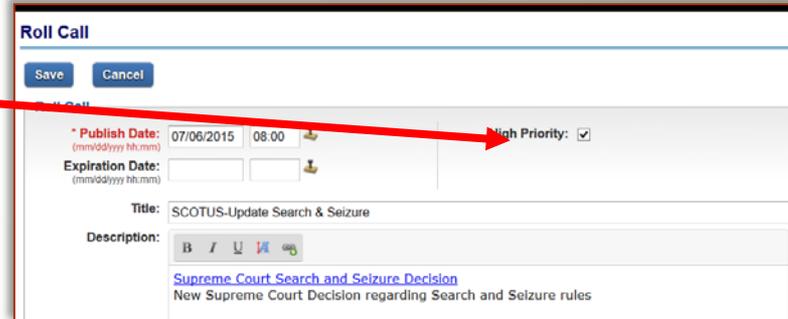
Operations	Name	Table	Display Group	Order	Fire On Change	Fire On Create
	ROBBERY INCIDENT ALERT	INCIDENT_OFFENSE	FELONY INCIDENTS	1	✓	✓
	MAJOR ARSON ALERT	INCIDENT_OFFENSE	FELONY INCIDENTS	2	✓	✓
	BIASED INCIDENT HAS OCCURRED	INCIDENT_OFFENSE	HATE/BIAS CRIMES	1	✓	✓
	DISTRICT FILTER FOR INCIDENTS (ENTER)	INCIDENT	LOCATION FILTERS		✓	✓
	DISTRICT 1 FILTER	INCIDENT	LOCATION FILTERS		✓	✓
	DISTRICT 2 FILTER	INCIDENT	LOCATION FILTERS		✓	✓
	DISTRICT 3 FILTER	INCIDENT	LOCATION FILTERS		✓	✓
	INCIDENT WITH FIREARM	INCIDENT_OFFENSE	MODUS OPERANDI INFOR	3	✓	✓
	M.O. FORCED ENTRY (MULTI)	INCIDENT_OFFENSE	MODUS OPERANDI INFOR	3	✓	✓

Compose	Delete	Message	Date
<input type="checkbox"/>	<input type="checkbox"/>	Alert on Case Management record: CM-000088, triggered by: CASE MANAGEMENT REC	10/12
<input type="checkbox"/>	<input type="checkbox"/>	Alert on Field Interview record: EFC-20150133, triggered by: GANG UNIT NOTIFICATION	10/01
<input type="checkbox"/>	<input type="checkbox"/>	Alert on Incident record: 201500000762, triggered by: INCIDENT MULTI-CONFIG (HANDGUN)	08/28
<input type="checkbox"/>	<input type="checkbox"/>	Alert on Incident record: 201500000761, triggered by: DISTRICT 3 FILTER,ROBBERY INCIDEN	08/28
<input type="checkbox"/>	<input type="checkbox"/>	Alert on Case Management record: CM-000082, triggered by: CASE MANAGEMENT RECORC	08/28
<input type="checkbox"/>	<input type="checkbox"/>	Alert on Missing Person record: 10000002, triggered by: SILVER ALERT	06/29
<input type="checkbox"/>	<input type="checkbox"/>	Alert on Missing Person record: 10000001, triggered by: AMBER ALERT	06/29
<input type="checkbox"/>	<input type="checkbox"/>	Alert on Incident record: 201500000744, triggered by: BIASED INCIDENT HAS OCCURRED	06/23
<input type="checkbox"/>	<input type="checkbox"/>	Alert on Incident record: 201500000733, triggered by: INCIDENT MULTI-CONFIG (PROP VALUI	06/12

WebRMS 3.7 New Features

New Roll Call Window

- Supports basic information for officer viewing at logon
- Displays Low and High Priority data in the "Roll Call" Window
- Support of external web links
 - Shared Network Documents
 - URL web addresses



WebRMS 3.7 New Features

Modus Operandi (Method of Operation) Queries

- Incident Search results contain “Hover” feature to view Unknown Suspect Details
- Investigative MO Queries
 - Existing Reported Incidents
 - Unknown Suspects
 - Reported Names

Search MO

Perform Search On

Master Name: Incident: Search Suspect-linked Names:

MO Info

Point Of Entry: FRONT <input type="text"/> Point Of Entry: DOOR <input type="text"/> Entry Type: FORCIBLE <input type="text"/> Entry Method: <input type="text"/> Entry Area: <input type="text"/> Point Of Exit: WINDOW <input type="text"/> Point Of Exit: <input type="text"/>	Action 1 To Premises: RANSACKED <input type="text"/> Action 2 To Premises: <input type="text"/> Action 3 To Premises: <input type="text"/> Action 1 On Victim: <input type="text"/> Action 2 On Victim: <input type="text"/> Action 3 On Victim: <input type="text"/>
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8 records found, displaying all records.

Operations	Point Of Entry	Entry Type	Entry Method	Entry Area	Point Of Exit	Instrument Used	Targeted Area	Time Of Entry
EI131100325	FRONT							MORNING
IN-123456-2013	FRONT	FORCIBLE	FORCIBLE	OTHER	FRONT	OTHER		
20120210001	FRONT	NONE	CUT GLASS/SCREEN	REAR	FRONT	PRY BAR	BASEMENT	EVENING
S T Unknown Person #2117	FRONT	UNLOCKED POINT	TWISTED KNOB	FRONT	UNKNOWN		OTHER	
S T ROONEY, WAYNE THOMAS, JUNIOR	FRONT	UNLOCKED POINT	TWISTED KNOB	FRONT	UNKNOWN		OTHER	
S T Unknown Person #2122	FRONT	OTHER	UNKNOWN	FRONT				
N BUTTERWICKE, ARDATHE KATHERINE, ESQUIRE	FRONT	FORCIBLE	BODILY FORCE	FRONT	REAR	BOLT CUTTER	ATTIC	AFTERNOON

CAGIS Analytics for WebRMS

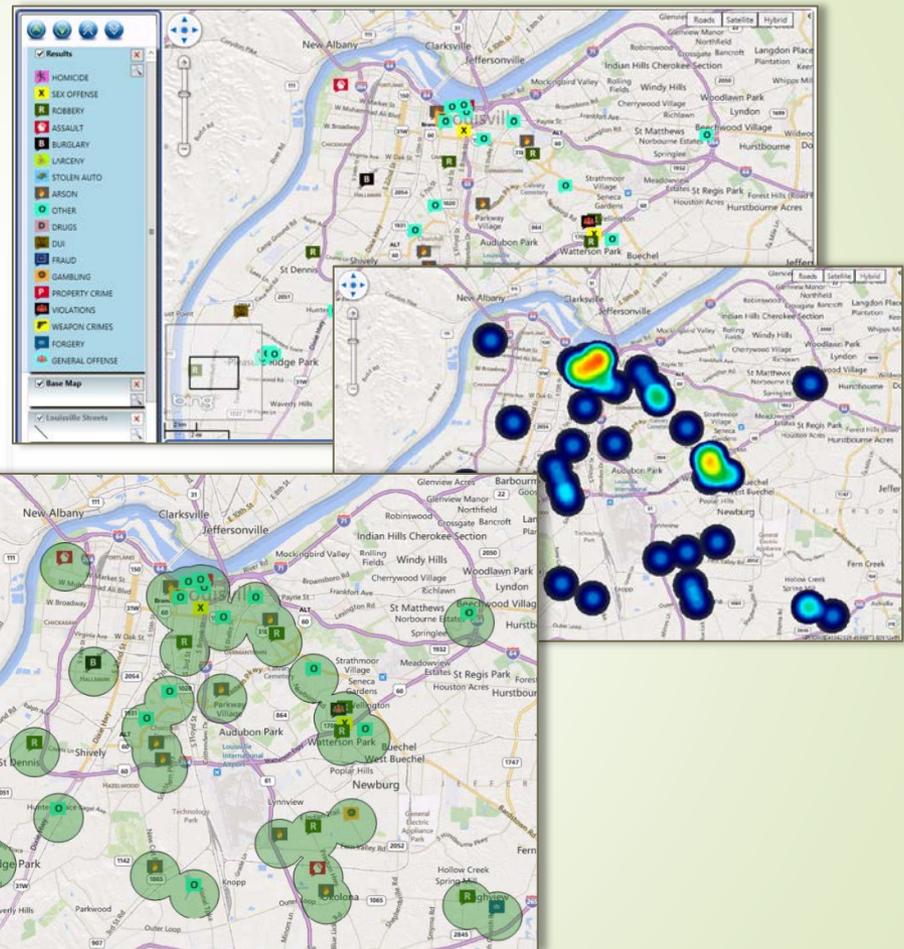
Robust Map Analytics Tool

Visualize Crime Trends Within Their Own Jurisdictions

- Show Heat Maps
- Generate Thematic Maps for Pre-Defined or Ad-Hoc Data Layers
- Establish Thematic Layers for Time/Change Visualization
- Apply Buffer Zones to Points on the Map Display
- Pin Map Events, Incidents, and Arrests

Provides the ability to identify and analyze crime data

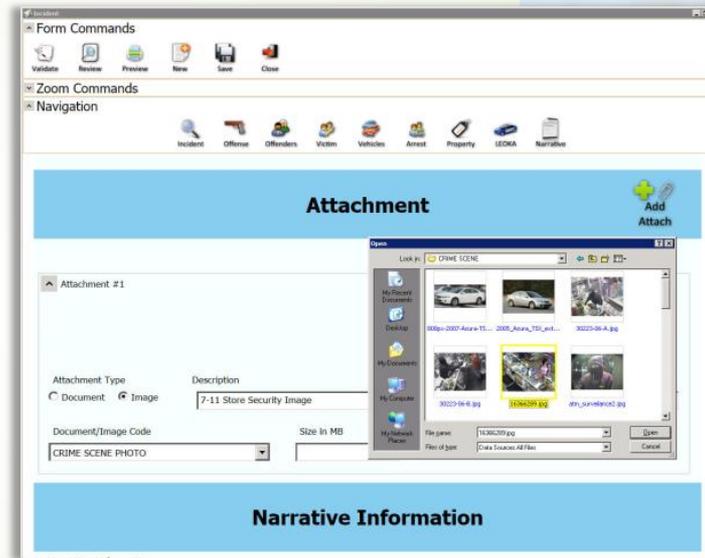
- Assists Crime Analysts
- Police Officers
- Shift Commanders
- Detectives
- Administrative Officials



inPURSUIT Field Based Reporting

Seamless Integration with other Intergraph Products

- The FBR provides the option of receiving CAD Call Dispatch information and NCIC/State Query Returns
- FBR provides the ability to query against the RMS or WebRMS to retrieve data
- CAD data prefills the FBR Report Form



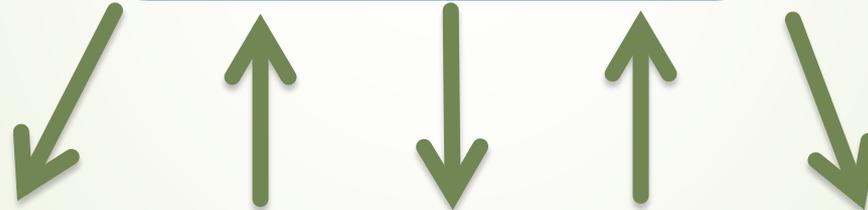
EdgeFrontier – The Interfacing Solution

30
2-Way Integration between CAD/RMS and External Systems

CAD & RMS



- Point & Click
- Graphical Interface
- Business Rules
- Easier Upgrade
- Client access
- Remote Access
- Swiss Army Knife



Ambulance RMS	Fire RMS	Court Systems	Traffic Accident Management	Jail Phone Systems	Outside RMS	Property RFID	Citations	CAD
Video Management	Access Control	Compliance Managements	Evidence Management	Predictive Analysis	Security Systems	Legacy Applications	Telemetry	Court Systems
Radar	Video Analytics	CRM Systems	Crisis Management	Public Alert Systems	Private Enterprise	Mobile Platforms	SCADA	and more...