



911 Shared/Hosted Call Handling System Project

Report and Recommendation

Public Safety, Civil Rights and Emergency
Management Committee

02/12/14

Heather Hunt, Director of Emergency
Communications

MESB Public Safety Communications Program

Regional
GIS

Enhanced PSAP
Connectivity
& WAN

NENA i3
Architectural
Standard

Multi-media
Features

Shared/Hosted
Call Answering

Shared/Hosted
Logging
Recording

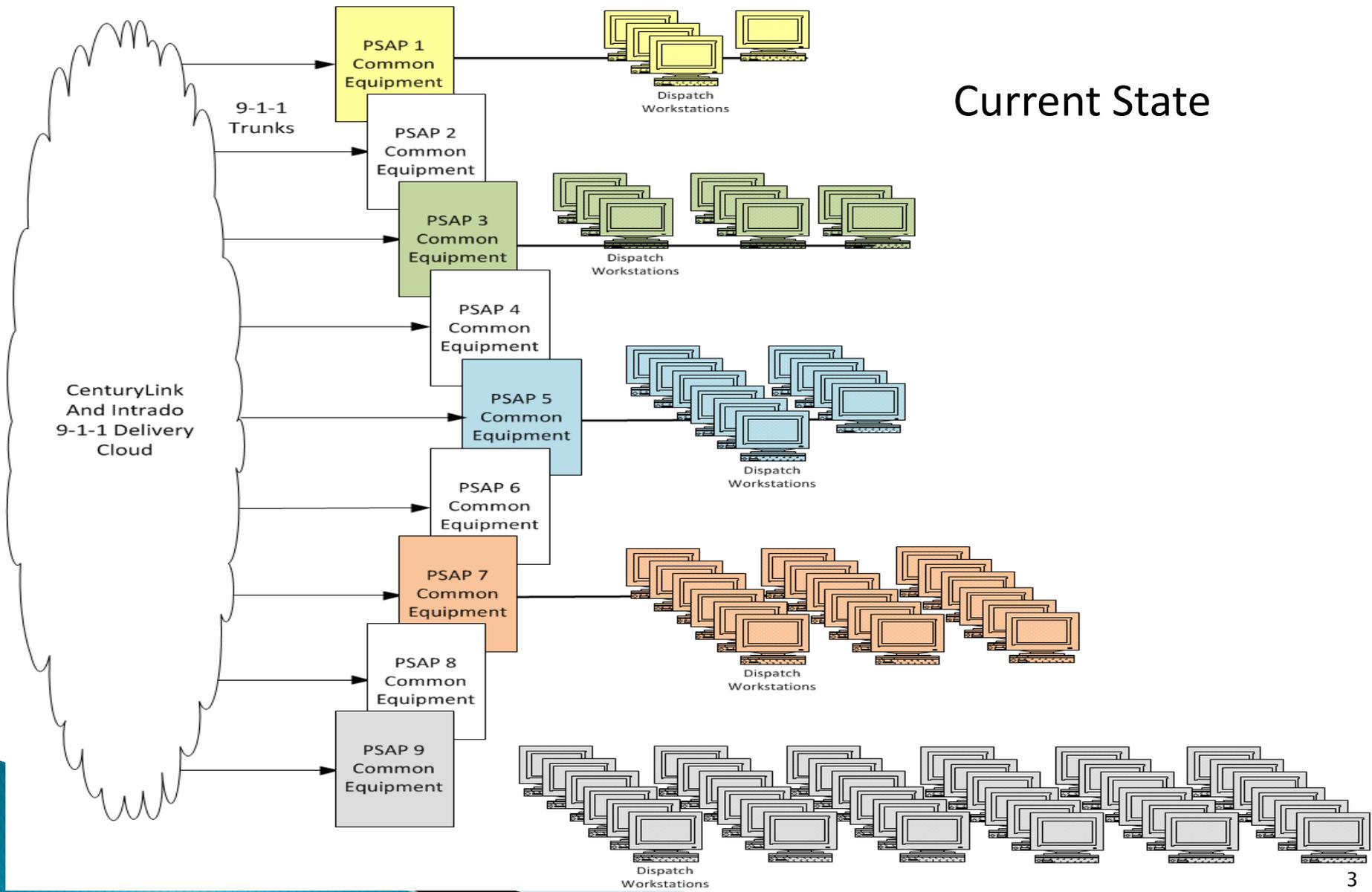
Text to 9-1-1

ARMER Radio
Console Upgrade

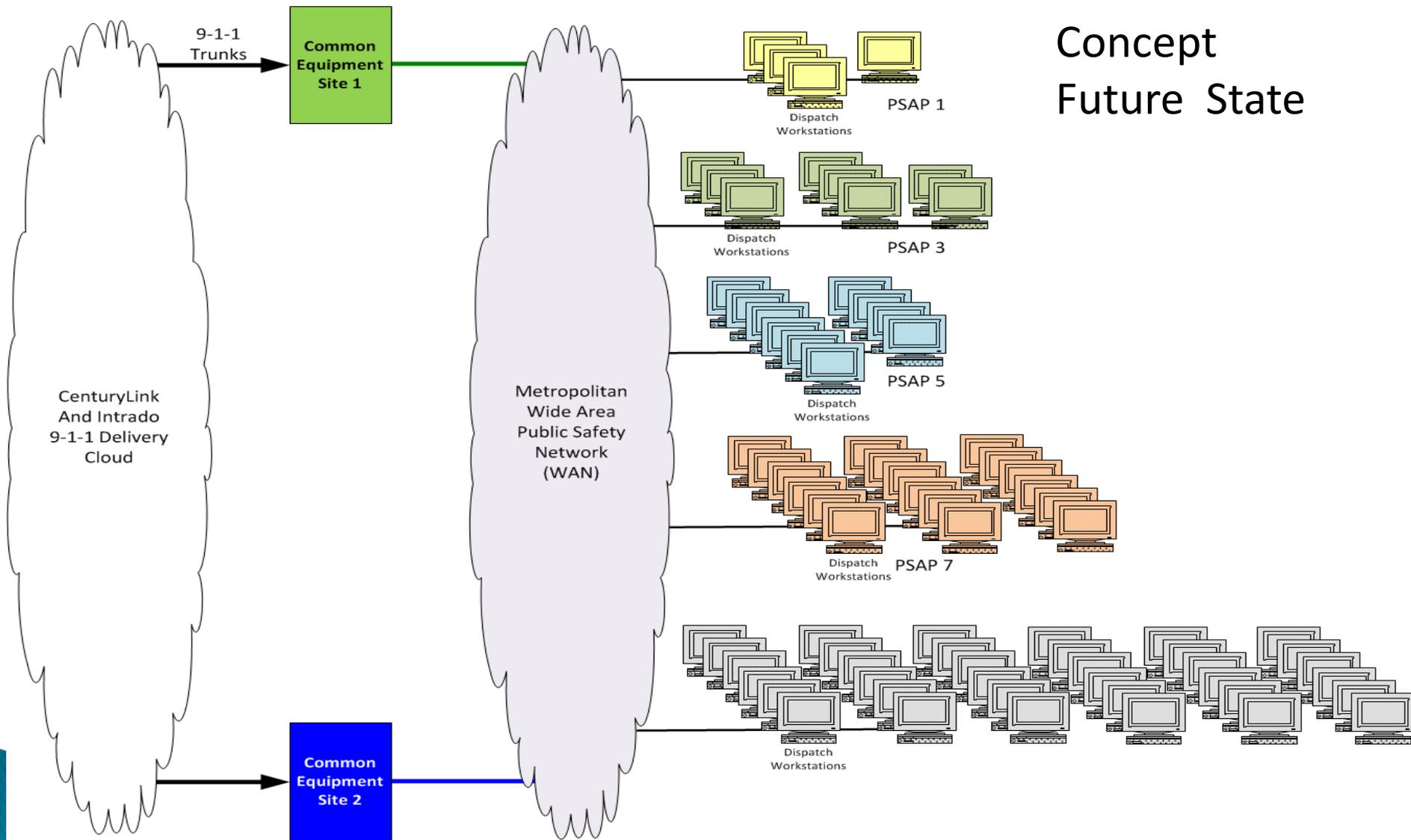
NENA NG9-1-1
Basic Building Blocks

NENA
NG9-1-1 Stakeholders

Additional Metro
NG9-1-1 Stakeholders



Current State



Concept
Future State

**Designed to Permit Future
Expansion for all Metro PSAPs**

Shared/Hosted 911 Call Handling System Project

- ▶ Driven by desire to virtualize equipment and improve interoperability
- ▶ Multi-agency entity consortium formed in 2012 to plan strategic replacement of end-of-life legacy 911 telephone systems
 - Regional, Shared/Hosted concept
 - Retain individual options
 - Room for future partners

Benefits of Shared/Hosted System

- ▶ Interoperability between PSAPS
 - Ease of transferring calls between PSAPS
- ▶ No single point of failure
- ▶ Streamlined training
- ▶ No multiple maintenance contracts
- ▶ Common operating picture
- ▶ Based on the Statewide Radio System Approach

Progress to date

- ☑ Council passed resolution authorizing MESB to facilitate RFP Process
- ☑ RFP Issued
- ☑ Responses Received
- ☑ Evaluation of Responses
- ☑ Vendor chosen
- ☑ Cooperative Agreement drafted
- ▶ Phase 1 group of 5 ready to move forward
 - Finalize & execute a cooperative agreement
 - Negotiate purchase agreement with vendor (through MESB)

Phased Approach

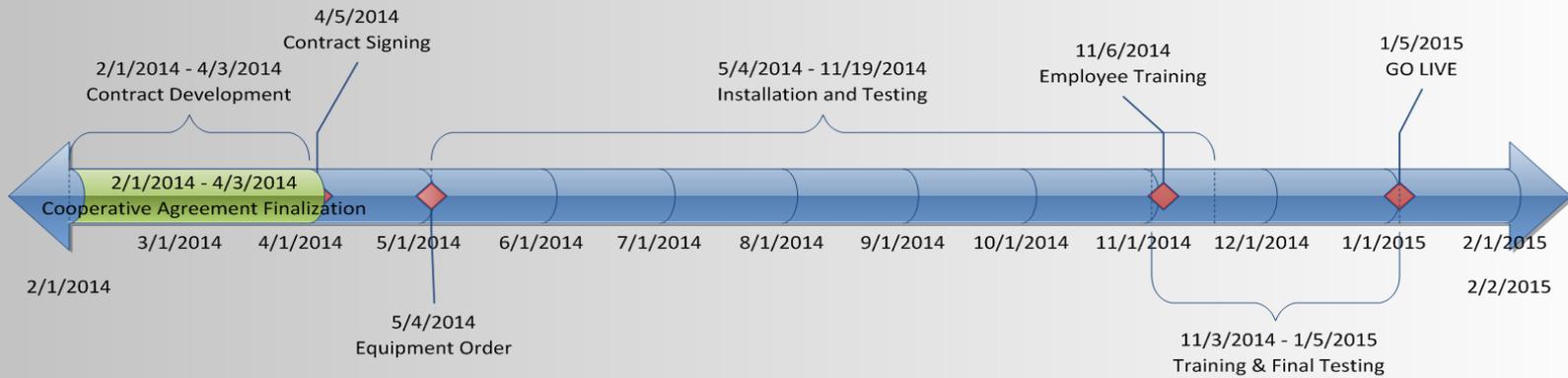
- ▶ Minneapolis
- ▶ Hennepin County
- ▶ Allina EMS
- ▶ Edina
- ▶ Hennepin EMS
- ▶ Ramsey County
- ▶ Dakota County
- ▶ Carver County
- ▶ Ridgeview
Medical Center

Phase 1 Group

Future Partners

911 Shared/Hosted System Implementation Timeline

February 12, 2014



Recommendation

- ▶ Authorize staff to participate in the finalization of a cooperative agreement for the parties of shared/hosted system consortium, as an alternative to individual purchase.
- ▶ Authorize staff, in conjunction with the parties and the Metropolitan Emergency Services Board (MESB), to begin contract negotiations with the selected vendor for the specific final configuration. The MESB will act as contract manager and fiscal agent for the parties.

911 Shared/Hosted Call Handling System Project

Questions?

- ▶ Heather Hunt
- ▶ 612-673-5921
- ▶ Heather.Hunt@minneapolismn.gov