



Request for City Council Committee Action

Date July 21, 2005

To Ways and Means Committee

Prepared by Nancy Larkey Phone 673-5494

Submitted by Karl Kaiser _____

In concurrence with John DeJung _____

Approved for Submittal John Moir _____

Subject E-911 Telephone System

Presenters in Committee Thomas Donohoe

Recommendation: Authorize issuance of a Request for Proposal for Managed Services of the E-911 Telephone System

Financial Impact (Check those that apply)

- No financial impact (If checked, go directly to Background/Supporting Information)
- Action requires an appropriation increase to the Capital Budget
- Action requires an appropriation increase to the Operating Budget
- Action provides increased revenue for appropriation increase
- Action requires use of contingency or reserves
- Other financial impact (Explain):
- Request provided to the Budget Office when provided to the Committee Coordinator

Background/Supporting Information

In 2004 the Minneapolis Emergency Communications Center (MECC) answered a total of 670,000 telephone calls from the 911, police 347 and police 348 numbers. The MECC currently uses a 911 system from Qwest. Qwest resells Plant Equipment, Inc. public safety communications systems. MECC has 29 E-911 call taker positions 14 of which have call recording capability.

MECC and BIS realize that the existing E-911 system effectiveness has declined. The aged system will not interface well with improved technologies in connecting systems and will not utilize some well-needed features now available. To improve emergency service delivery, the new system will

- Cross-talk with the 311 City Center that will handle call overflow.
- Admit cellular calls into the E-911 environment and be ready for direct Voice over the Internet (VoIP) calls.
- Integrate with the City's upgraded telephone system.
- Perform agent management and performance management functions.
- Add new features and functionality such as automated call distribution (ACD) which will speed the call answer time for 911 callers.

The Request for Proposal seeks a qualified company to provide the above within the context of the surrounding environment. To do the winner proposer will conduct a system traffic study and work with City staff to enable better methods to respond to emergency communications.

BIS developed an RFP to engage an industry leader with the technological competence to develop this system.

Funding is derived from Federal Urban Area Initiatives grant (\$1 million earmarked) and state 911 surcharge revenues. Estimated cost of system is \$1.5 million.