San Mateo County – Office of Public Safety Communications

PSC CAD GAP Project Steering Committee Meeting
Future State - Strategic Goals and Objectives

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Presentation Overview

- Project Status

- PSC CAD Gap Project Deliverables

- Strategic Goals and Objectives - Overall

- Future State Survey Results

- San Mateo County Specific Goals and Objectives

  - CAD

  - Mobile

  - Business Intelligence

- Next steps

- Request for Proposal (RFP) Process

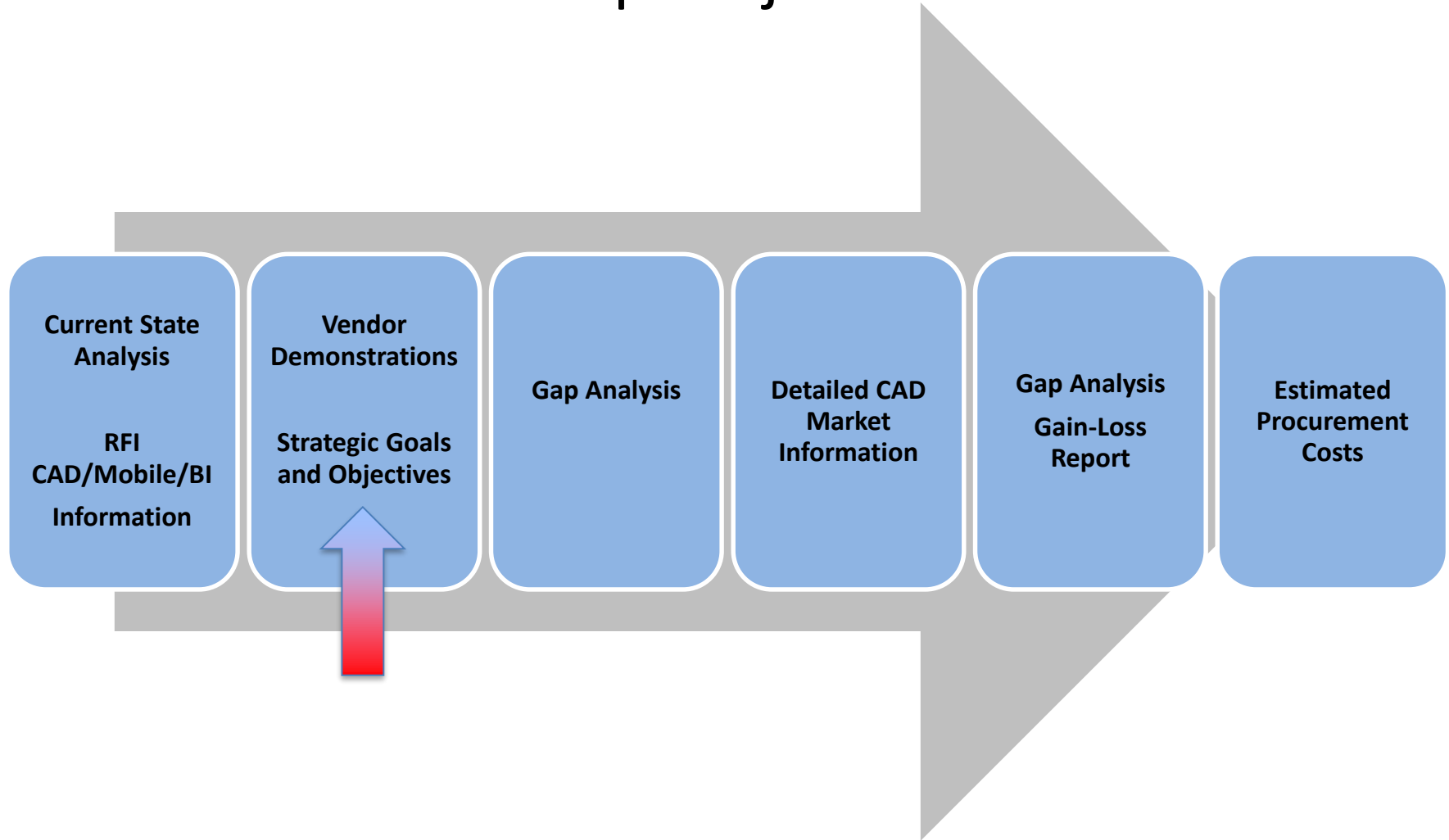- Discussion

Project Status

- Current State Analysis
  - Interviews
  - Technology systems
  - Documentation:
    - PRC CAD system
    - PSC applications and interfaces
    - System performance
    - Projects in-progress
    - Workload metrics
- Future State
  - RFI information – 12 CAD/Mobile/BI vendor responses
  - Vendor demonstrations - 11 CAD/Mobile/BI systems
- Strategic Goals and Objectives
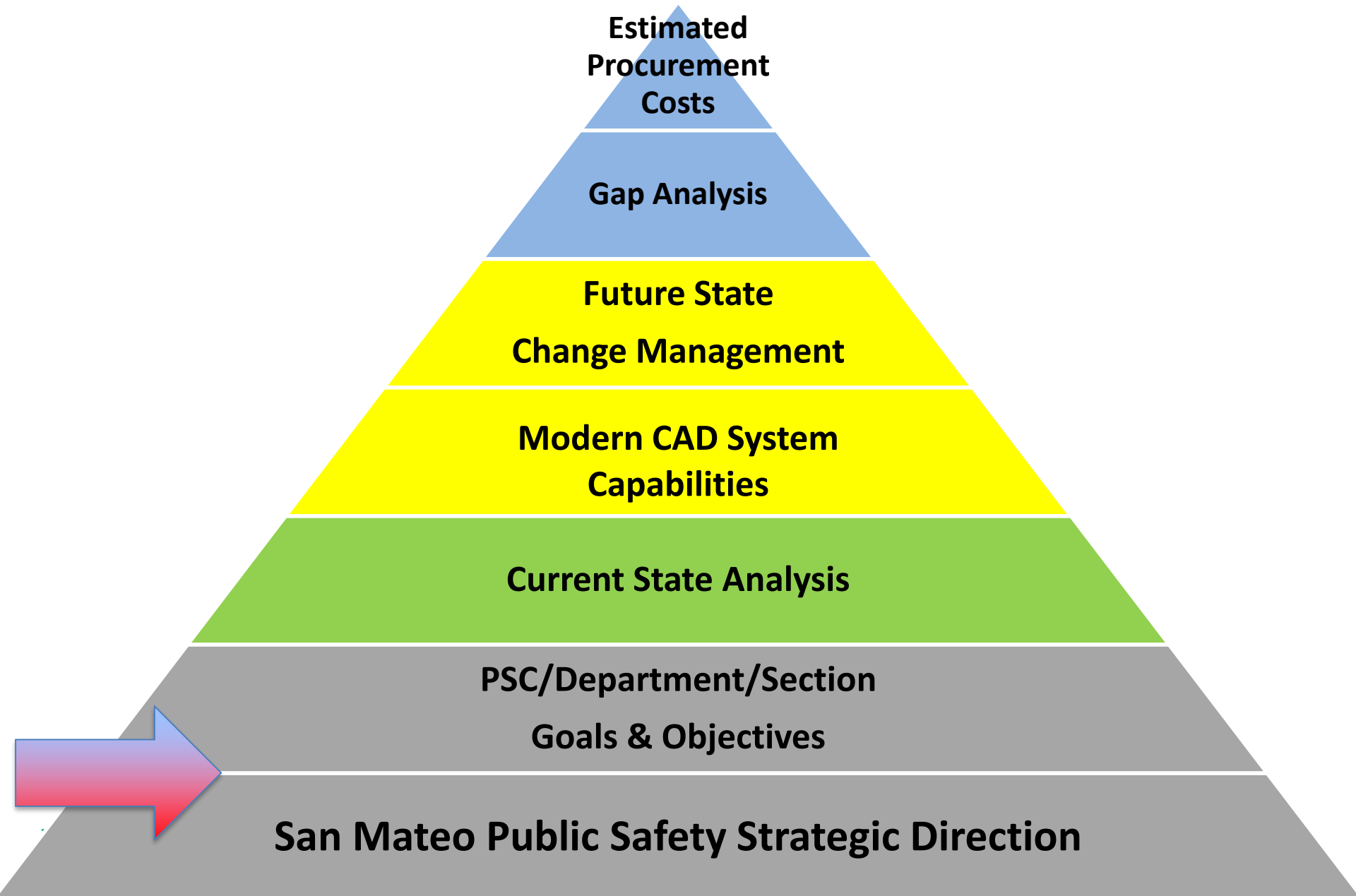 - Required for the gap analysis

Gap Analysis/Gain-Loss Report

San Mateo SOW Deliverables
- ~~Provide a detailed analysis of CAD functionality, capability, and performance~~
- ~~Detail an analysis of the existing CAD's maintenance records and current life expectancy status~~
- ~~Report all of the above analysis under 'The Current State' portion of the report~~
- **Report, in detail, what users, administrators and relevant stakeholders identify as the future state of a state-of-the-art CAD System and its nexus to the operational environment**
- Provide the nexus of the above rendering to the operations environment and how the existing CAD meets, does not meet or exceeds operational needs
- Provide a detailed itemization of the gaps that exists between current and future states
- Report factors responsible for contributing to existing gaps
- Provide recommendations of remedies to gaps identified
- Provide cost estimates of meeting the desired state, including but not limited to wholesale replacement of the current CAD system and components thereof
- Provide a written draft and written final reports.
- A presentation of relevant material to involved stakeholders and County officials

PSC CAD Gap Project Deliverables

Current State Analysis

RFI CAD/Mobile/BI Information

Vendor Demonstrations

Strategic Goals and Objectives

Gap Analysis

Detailed CAD Market Information

Gap Analysis
Gain-Loss Report

Estimated Procurement Costs

Sun Ridge Systems Update

Questions to Sun Ridge

1. What are the capabilities of the Sun Ridge CAD system regarding a CAD-to-CAD environment?
2. What are the capabilities of the Sun Ridge RIMS/RMS to interface with a different CAD/Mobile system?
3. Are there any existing similar type of interfaces currently in operation?
4. Are there any limitations to interfacing to a new CAD/Mobile system?
5. Is a middleware solution required?

RIMS RMS Interface to Another CAD System

- RIMS RMS has data sharing capabilities
- *"We currently have a live interface with Intergraph in Marin County, CA. There, the County utilizes Intergraph for all dispatching needs…"*

RIMS CAD Interface to Another CAD System

- RIMS CAD has data sharing capabilities
- No exiting CAD-to-CAD interface
- *"The capabilities would be as extensive as needed…From both of these scenarios, I hope you realize that we are certainly willing to come up with a solution that would work."*

CAD/Mobile/Business Intelligence Strategic Vision

- Improve public safety communication, collaboration and cooperation
- Improve Public Safety Operations Management:
  - Incident Processing – Time, Accuracy, Quality & Actionable
  - Situational Awareness
  - Command and Control
  - Allocation and deployment of personnel and resources
  - System Status Management
- Enhance employee productivity
- Improve the quality of PSAP, Law Enforcement, Fire, EMS and Emergency Management work products
- Improve safety for public safety personnel and citizens
- Improve Information Management
- Improve internal and external customer satisfaction
- Improve internal and external operational and administrative communication
- Measure the effectiveness of strategies and tactics in a timely manner
- Improve ability for statistical analysis and forecasting

Future State Survey Results

- 18 responses
- 14 participated in the vendors demonstrations
  - 13 of the 14 advised the vendor demonstrations provided value to the process
- Not everyone answered every question
  - *I do not know what this means*
  - *Not my area of expertise*
- Of those who answered the questions, nearly 100% across the board checked "**definitely needed**" for CAD/Mobile/Business Intelligence system functional and technical capabilities

Future State/Strategic Goals and Objectives

CAD System

1. NG9-1-1 capable
2. E9-1-1 and Phase II wireless support
3. Multi-jurisdictional functionality for law enforcement, Fire and EMS
4. Agency defined response plans
5. Automatic address (geo-file) verification
6. Integration with federal, state and local databases (i.e., Local warrants, State, NCIC)
7. Information sharing capable: CAD-to-CAD, CAD-to-LE RMS, CAD-to-Fire/EMS RMS
8. Highly configurable
9. Windows navigation/GUI/mouse – Drag and drop
10. Command line functionality
11. Web application for real-time CAD incident information (i.e., Web CAD monitor)
12. Integration with fire station alerting systems and group toning/paging
13. Incident and status generated automatic notifications via text, email, etc.
14. Incident and Unit status monitors

Future State/Strategic Goals and Objectives

CAD Technical

1. Stable platform/guaranteed 99.999% uptime
2. Virtualization for high availability and disaster recovery
3. Scalable
4. Industry standard SQL server
5. CJIS security standards compliant
6. Interface to other systems
7. Agency defined permissions
8. Role based security profiles
9. User friendly functionality and features

Future State/Strategic Goals and Objectives

CAD/AVL/ARL – Proximity Dispatching

1.	Dynamic unit recommendations based on unit/resource proximity and defined protocols

CAD/GIS/Mapping

1.	Integrated ESRi mapping – CAD, Mobile and Business Intelligence system

2.	Integrated Pictometry mapping

3.	Ability to layer external feeds onto the map (i.e., weather)

CAD/Premise Information

1.	Access to premise pre-plans, hazards, alerts and critical information

Future State/Strategic Goals and Objectives

CAD/Mobile Integration

1. Designed for multiple devices – Laptop, tablet and smartphone
2. Real time clear and concise dispatch information
3. Full situational awareness – Law Enforcement, Fire and EMS
4. Real time activity information – County/City/District/Zone/Beat, Unit, CFR, etc
5. Embedded ESRi mapping
6. Turn by turn directions
7. Ability to complete modified/silent dispatching
8. Access to federal, state and local databases

Future State/Strategic Goals and Objectives

Business Intelligence

1. Capable of supporting an intelligence led public safety initiative
2. Robust decision support system
3. Key Performance Indicator (KPI) reports
4. Simplified ad hoc reporting
5. Intelligence displayed in web-based grids, reports, graphs and charts
6. Capable of complex calculations
7. Pivot and drill down reports
8. Role based dashboards for real-time information
9. Role based reports
10. Ability to automatically generate cyclical reports (i.e., tour, daily, weekly, monthly)
11. Integrated mapping – Heat maps, patterns and trends
12. Capable of advanced analytics
13. Exportable to Microsoft Office, Crystal and other applications

Strategic Goals and Objectives

- Any additional CAD/Mobile/Business Intelligence strategic objectives?

- Any topics not discussed that require attention?

CAD Gap Project Next Steps/Deliverables

- June/July Time Frame
    - Report iteration process
    - Provide drafts for input
- Project Deliverables
    - Current State Assessment Report
    - Future State Assessment Report
    - Gap Analysis Report
    - Final Report and Presentation

Request for Proposal Process

- Leverage work completed for the PSC CAD Gap Project
  - Significant running start
  - Current state technical information
  - Improved understanding of the capabilities of a modern CAD/Mobile/Business Intelligence system
- RFP objectives:
  - Formal procurement process – Specific rules apply to all personnel
  - Open process to all CAD/Mobile/BI vendors
  - Obtain all necessary information required for San Mateo County stakeholders to make the best decision

High Level RFP Phases

- Phase 1
  - Strategic goals and objectives – Clearly explain to the vendors what San Mateo County Public Safety want to achieve with the new system
  - Requirement versus criteria – Level set
  - Functional requirements and criteria
  - Technical requirements and criteria
  - San Mateo County environment
    - Demographics, growth, industries, service population, etc.
    - Technical infrastructure and networks
  - Formal RFP evaluation process and scoring
- Phase 2
  - Publish RFP – Allow 45 to 60 days for a response
  - Q & A period
- Phase 3
  - RFP response assessment – Time consuming process if completed correctly
  - Formal scoring process to obtain top two vendors
  - Scripted demonstrations – Top two (One week each)
  - Final scoring and selection
- Phase 4
  - Contract negotiations

San Mateo County Interim State Plan

Current State   **Interim State**   **Future State**

| PRC CAD and related applications | **Stakeholder Involvement**
Strategic Planning
Total Cost of Ownership
Change Management
Staffing/Roles & Responsibilities
New PSC Facility
Changes to Current Systems | CAD
GIS/Mapping
Mobile
Business
Intelligence | **CAD System Interfaces**
RIMS RMS
Fire/EMS RMS
9-1-1
Logging & Recording |

Feb 2016   03/16   04/16   06/16   Q3-Q4/16   Q1/17   Q2/2018

- 12 CAD/Mobile RFI responses
- Use RFI for desired functionality, features and capabilities

- Vendor Demonstrations
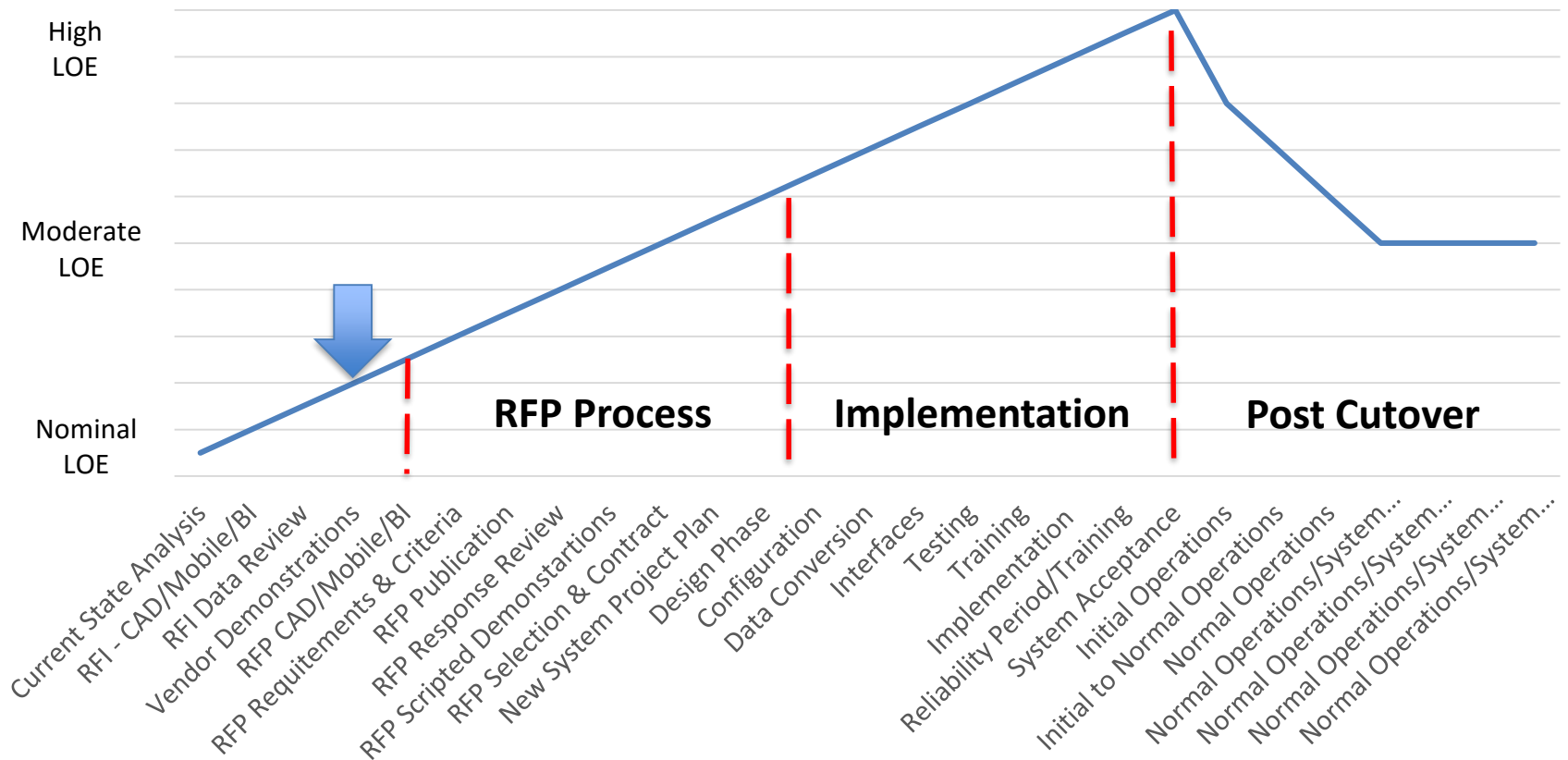- Focus on functionality, features and capabilities

- Future Vision
- CAD GAP Project completed

- Develop CAD/Mobile RFP
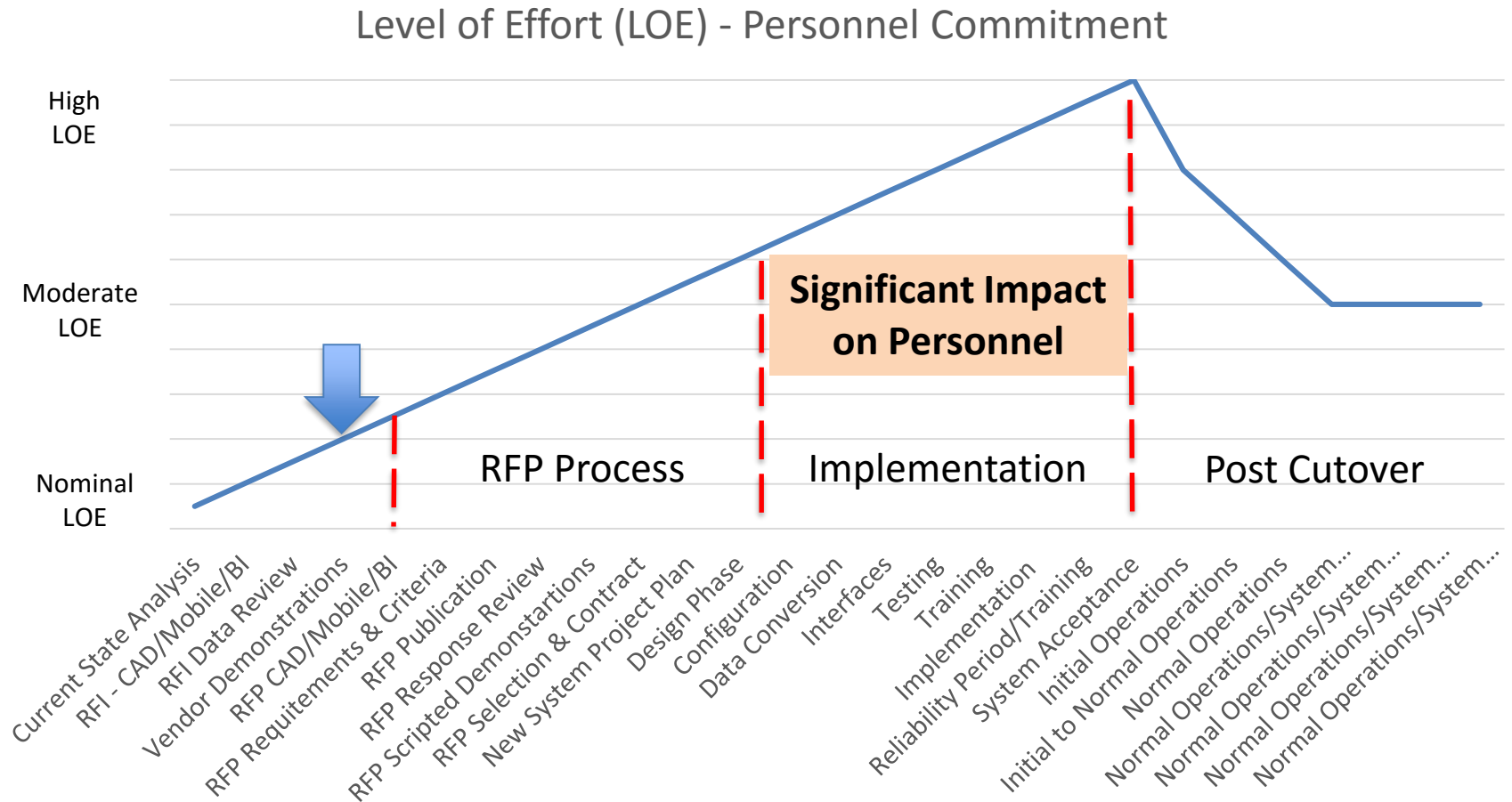- Response assessment

- Contract approved
- Estimated 12 – 14 months
  - Design
  - Configure
  - Test
  - Train
  - Implement
  - Support

Understanding of Level of Effort to Successfully Complete the Project

Level of Effort (LOE) - Personnel Commitment

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Level of Effort (LOE) - Personnel Commitment

Discussion

Thank you for your time and attention

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