

# Memorandum



DATE January 16, 2018

TO Honorable Members of the Public Safety and Criminal Justice Committee

SUBJECT **Proposed Back-up Communications Center Project**

On Monday, January 22, 2018, you will be briefed on the proposed back-up communications center by Rocky Vaz, Managing Director, Office of Emergency Management. The City of Dallas has recently upgraded the technology and equipment used in the primary 9-1-1 communications center, and has an opportunity to enhance capability and operations by moving its current back-up location to a new location. The overarching goal of this initiative is to establish a fully functional redundant communications center that mirrors and can operate simultaneously with the primary communications center. The attached presentation outlines the background and history of the current back-up communications center, the plans for moving to the new location, and details the two-phase approach and timeline for completing this important project.

The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Jon Fortune  
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council  
T.C. Broadnax, City Manager  
Larry Casto, City Attorney  
Craig D. Kinton, City Auditor  
Biliera Johnson, City Secretary (Interim)  
Daniel F. Solis, Administrative Judge  
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager

Jo M. (Jody) Puckett, Assistant City Manager (Interim)  
Joey Zapata, Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
Nadia Chandler Hardy, Chief of Community Services  
Raquel Favela, Chief of Economic Development & Neighborhood Services  
Theresa O'Donnell, Chief of Resilience  
Directors and Assistant Directors

# **Proposed Back-up Communications Center Project**

**Public Safety and Criminal Justice**

**January 22, 2018**

**Rocky Vaz, Managing Director  
Office of Emergency Management**



# Overview

- Background and History
- Current Location Limitations
- Goals/Upgrade Plans
- Phase I – Moving to a New Location with Enhanced Capability
- Phase II – Permanent Back-up Center with Full Capability
- Timeline

# Background and History

- Back-up Communications Center is currently located at the Dodd J. Miller Training Facility
- Jointly utilized by DFR and DPD between three training rooms – 911 Call center, Police Dispatch, Fire Dispatch
- Laptops, phones, radios, and printers are stored and ready to be deployed when activated

# Current Location Limitations

- Current back-up center is dependent on outdated technology
  - POTS (plain old telephone system) phones
  - Outdated call switching mechanism
  - Requires manual rerouting of 911 calls
  - Space (not dedicated)
- Distance from primary site
  - Staff has to be transported to site
- Requires manual setup of equipment

# Goals/Upgrade Plans

- Enhance capability and operations by moving backup communications center to a new location
- Integrate updated technology at new center
- Establish a fully functional redundant communications center that mirrors the primary center and can operate simultaneously

# Phase I

## Moving to a New Location with Enhanced Capability

- Establish an initial functional back-up center
  - Implement Vesta NG911 system
  - Shorter commute time to back-up site
- New location will be a “hot site”
- Police/Fire Dispatch will continue to operate without CAD at initial back-up location
- Intermediate step – Goal Spring 2018

# Phase II

## **Permanent Back-up Center with Full Capability**

- Create a communications center that would be fully functional for extended periods
- Site will mirror size and functionality of the primary center and could function as primary allowing City Hall to be used as back-up in the future
- Full CAD and NG911 capabilities
- Evaluate utilizing personnel at both the new facility and City Hall simultaneously
- Full service facility capability – Goal Winter 2018



# Timeline

Date	Action
January	Electrical assessments and budget completed for Phase 1 move
February	Current facility tenants vacate and relocate to new location EBS begins outfitting new facility for back-up communications move-in.
March/April	Back up Center move and set up.
April 1 <sup>st</sup>	Set up complete. Phase 1 back-up communications center functional.
April-December	Finalize and set up permanent back up communication center



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