To: **Bay Area UASI Approval Authority**

From: **Jeff Blau, Interoperability Project Manager**

Date: **October 10, 2013**

Re: **Item 7: South Bay Computer Aided Dispatch to Computer Aided Dispatch Project Update**

Staff Recommendation:

Discussion only

Action or Discussion Item:

Discussion only

Discussion/Description:

(a) **SVRIA - Dx** (Silicon Valley Regional Interoperability Authority – Data Exchange) is a data interoperability solution where the first application implemented will be a CAD-to-CAD project. Most Computer Aided Dispatch (CAD) systems within the County do not currently allow for data sharing between 9-1-1 centers, thus requiring telephone contact between centers and the re-entry of incident data, increasing response times. The CAD-to-CAD project will provide connectivity between disparate CAD systems by utilizing a data broker concept. This project is scheduled for 2013 implementation and will use EComm, Santa Clara County's Microwave Radio Network for data transport. The core data broker tool will serve as a platform for other future data sharing initiatives.

(b) Other similar project's in the Bay Area include the recently completed CAD interface between Oakland Fire and the Alameda County Regional Emergency Communications Center (ACRECC). In order to facilitate the dispatching of ambulances by ACRECC into the City of Oakland, a CAD to CAD system was put into place. When an incident is entered into either CAD system, it displays in both CAD systems so both centers know status. ACRECC dispatches for the contract ambulance firm in Alameda County so the CAD to CAD was imperative for operational efficiencies.

In the North Bay, The County/City of Napa and CAL FIRE are developing a software solution allowing the County/City of Napa's Intergraph CAD to work with CAL FIRE Northrop Grumman – Altaris CAD. The County of Sonoma Redwood Empire Dispatch

Communication Authority (REDCOM) dispatch center uses the Intergraph CAD as does the City of Napa for the County of Napa. This project will install the software interface developed by Intergraph Corporation with the County/City of Napa for the County of Napa and with CAL FIRE, allowing the County of Napa, CAL FIRE and the County of Sonoma to communicate with each other and act as backups to each other.

With us today are Bert Hildebrand, Director of Communications and Eric Tingom, Senior IT Project Manager from Santa Clara County will provide a project update and review of the SVRIA – Dx, CAD-to-CAD Project.

SVRIA - Dx Project Back Ground:

Activities occurring during daily public safety operations, acts of terrorism and natural disasters create a critical demand to have seamless integration and sharing of data and resources that can save precious minutes and dramatically enhance interagency coordination and effectiveness. An integrated data sharing solution between geographically related communities is a significant unmet need in emergency preparedness and response. At the moment of an incident or disaster, time spent calling for resources between communities can slow response and recovery efforts. The future of emergency resource management is based on integration between disparate dispatch systems to allow the display of resources from neighboring jurisdictions and assist in the dispatch of these resources.

The Computer Aided Dispatch (CAD) systems used to track and dispatch first responder personnel and resources in Santa Clara County communities are not fully linked and dispatchers in the thirteen primary 9-1-1 centers have no way to quickly and effectively share vital information. This results in time-consuming phone calls to communicate critical data and/or locate and request the dispatch of the closest available resources.

The Silicon Valley Regional Interoperability Project (SVRIA) proposed to link Public Safety Answering Point (PSAP) centers in both Santa Clara County and Santa Cruz County through their associated Computer Aided Dispatch (CAD) software. This was to allow electronic sharing of data across the multiple agencies and jurisdictions and improve the dispatching of fire and medical resources. In addition to two-way data sharing, part of the project's vision is to provide a visual common regional operating picture (CROP) or "Chief's View" of the Silicon Valley Interoperability Project Data Exchange (SVRIA-DX) infrastructure's presentation of active events and resources shared by all jurisdictions.

The following jurisdictions are schedule to participate through each of their respective public safety departments:

1. County of Santa Clara
2. County of Santa Cruz
3. City of Campbell
4. City of Gilroy
5. City of Los Altos
6. Town of Los Altos Hills
7. Town of Los Gatos
8. City of Milpitas
9. City of Monte Sereno
10. City of Morgan Hill
11. City of Mountain View
12. City of Palo Alto
13. City of San Jose
14. City of Sunnyvale
15. City of Santa Clara
16. City of Saratoga
17. South Santa Clara County Fire District (SSCCFD)
18. San Jose State University (SJSU)