

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: CEO/Office of Emergency Services G. HANSON

BOARD AGENDA # *B-10

Urgent Routine

AGENDA DATE December 22, 2009

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval to Use \$137,281 of Emergency Services Public Facilities Fees (PFF) Funding for the Purchase of Network and Voice-Over Internet Protocol (VoIP) Telephone Equipment, Software and Services

STAFF RECOMMENDATIONS:

1. Authorize the use of \$137,281 of Emergency Services Public Facility Fees to fund the Office of Emergency Services Voice-Over Internet Protocol (VoIP) project.
2. Direct the Auditor-Controller to increase appropriations and estimated revenue in the amount \$137,281 from Public Facility Fees (PFF) for the Office of Emergency Services to complete a VoIP project, as detailed in the Budget Journal form.

FISCAL IMPACT:

The total project cost for the VoIP installation for the Office of Emergency Services is estimated to be \$137,281. During the last four years, approximately \$425,000 in technology has been installed that will integrate with the VoIP system. These funds were expended primarily from grants. Additionally, the Strategic Business Technology Department (SBT) will pay up to \$11,000 for the Customized Switch Metro Ethernet (CSME) improvements necessary for the implementation of this project.

BOARD ACTION AS FOLLOWS:

No. 2009-868

On motion of Supervisor Chiesa, Seconded by Supervisor Grover
and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Grover, Monteith, and Chairman DeMartini

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) Approved as recommended

2) Denied

3) Approved as amended

4) Other:

MOTION:



ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

Approval to Use \$137,281 of Emergency Services Public Facilities Fees (PFF) Funding for the Purchase of Network and Voice-Over Internet Protocol (VoIP) Telephone Equipment, Software and Services

DISCUSSION:

The Stanislaus County Office of Emergency Services (OES) operates in the facility at 3705 Oakdale Road, Modesto. This facility is shared with Stanislaus Regional 911, Modesto Police Department and Modesto Fire Department. OES manages the Emergency Operations Center (EOC) located at this facility. The EOC is used by Stanislaus County and the City of Modesto.

The Office of Emergency Services (OES) is responsible for the functional readiness of the primary and alternate emergency operations centers located in Modesto and Ceres. Continual evaluation and implementation of technology, maintenance of systems, training, and a state of readiness are critical to a successful response to any large scale emergency in Stanislaus County. The City of Modesto co-locates its emergency operations center the County EOC. The County EOC also serves as the alternate EOC for the city of Ceres.

With the influx of out-of-area residents and the resulting population growth, emergency services has had to provide a wide range of "all-risk" services on a regional basis. Since 1990 the Office of Emergency Services/ Fire Wardens Office has provided coordination and support for fires, flooding, heat events, agricultural disasters, freeze events, pandemic flu, and hazardous material incidents. Increased population places additional demands on an "all-risk" emergency response, including the EOC.

The telephone system at 3705 Oakdale Road was transferred from 1100 H Street when the Office of Emergency Services and the dispatch center moved to the building in 2000. It had been in use there for an unknown number of years. The system is antiquated and parts are difficult to obtain. However, the proposed project would not be a system replacement; it would be an implementation of a new technology. Some of the current PBX and Centrex lines will be maintained for facsimile machines and any other equipment requiring old technology. With the disconnection of unneeded PBX lines, and the implementation of Voice over Internet Protocol (VoIP) technology, the Office of Emergency Services expects to realize a significant monthly savings, based on the current telephone configuration.

The Office of Emergency Services has worked with the County Chief Information Officer and Strategic Business Technology (SBT) to determine costs and feasibility of this project. Cisco Voice over Internet Protocol (VoIP) is the County platform of choice, selected through an RFP process that was approved by the Board of Supervisors in 2006. County SBT Telecommunications has made significant investments in a highly available, full featured VoIP Infrastructure, involving multiple connections to the Public Switched Telephone Network, redundant voice gateways, Call Managers, and Voice Mail servers at two sites interconnected by a high-speed data network.

Approval to Use \$137,281 of Emergency Services Public Facilities Fees (PFF) Funding for the Purchase of Network and Voice-Over Internet Protocol (VoIP) Telephone Equipment, Software and Services

The VoIP will provide a much greater flexibility and mobility in the EOC. The new technology will allow personnel to take their number with them when moving within the building or to the alternate EOC in Ceres.

A VoIP system will allow OES the ability to use its emergency notification system more effectively to alert the public in the event of a local emergency. Currently, any telephone with caller ID, that blocks unidentified calls, cannot be notified through the existing telephone system; and the number of calls per hour the system can make are limited. Many citizens are being proactive by registering their cell phone numbers for notification; however, they still may be unable to receive the notification in the event of an emergency. The VoIP technology will correct these problems and increase the efficiency of the system. With the growing population, it is more important than ever to be able to use technology, rather than personnel, to notify large numbers of citizens at a time to evacuate, shelter in place, or apprise them of emergency conditions.

The total cost for the VoIP telephone equipment, software and services for the Office of Emergency Services, Emergency Operations Center, and the alternate EOC in Ceres, is estimated to be \$137,282. OES has expended more than \$425,000 in purchasing technology and infrastructure that will integrate with the new system. On November 19, 2009, the Public Facilities Fees (PFF) Committee recommended funding for the project.

POLICY ISSUE:

Approval of this request supports the Board's priorities of *A safe community* and *Efficient delivery of public services* by providing an effective method of communication, both internally and with the public, for day to day operations, as well as in emergency situations.

STAFFING IMPACT:

There is no staffing impact with this action. Existing staff at SBT and the Office of Emergency Services will work together with the vendor to implement the VoIP system.

**County of Stanislaus: Auditor-Controller
Legal Budget Journal**

Database
Set of Books

FMS11IDB.CO.STANISLAUS.CA.US.PROD
County of Stanislaus

Balance Type		Budget
Category	* List - Text	Budget - Upload
Source	* List - Text	
Currency	* List - Text	USD
Budget Name	List - Text	LEGAL BUDGET
Batch Name	Text	
Journal Name	Text	
Journal Description	Text	Establish Budget for OES VoIP Project
Journal Reference	Text	
Organization	List - Text	Stanislaus Budget Org

Upl	Fund	Org	Acc't	GL Proj	Loc	Misc	Other	Debit <small>incr appropriations decr est revenue (format > number > general)</small>	Credit <small>decr appropriations incr est revenue</small>	Period <small>Upper case MMM-YY LIST - TEXT</small>	Line Description <small>TEXT</small>
PB	0100	0015510	46615						137281	12/09	PFF OES
PB	0100	0015510	60402					35570			Comm Equip EOC
PB	0100	0015510	61600					3407			Maint Equip
PB	0100	0015510	62210					440			Annual Maint
PB	0100	0015510	62840					27416			Software non-asset
PB	0100	0015510	62861					2865			Comp eqp non-asset
PB	0100	0015510	65130					9738			rent/lse network
PB	0100	0015510	74011					6700			Telecommunications
PB	0100	0001510	82570					11664			Computer Equip
PB	0100	0015510	60402					10058			Alt EOC Comm Eqp
PB	0100	0015510	61600					1792			Maint eqp
PB	0100	0015510	62861					7643			Comp eqp non-asset
PB	0100	0015510	74011					4020			Telecommunications
PB	0100	0015510	82570					9133			Comp Equip
PB	0100	0015510	74011					6835			Telecommunications
Totals:								137281	137281		

Explanation: Establish funding and appropriations for the Office of Emergency Services to implement VoIP during FY 09-10

Requesting Department	CEO	Data Entry	Auditors Office Only	
Gary Hinshaw	<i>[Signature]</i>	Keyed by	Prepared By	<i>[Signature]</i>
Signature	Signature	Date	Date	Approved By
Date	12/17/09	Date	Date	12/18/09
	Date			Date