Mayor's Office : Council Agenda Item Request Form
This form and supporting documents (if applicable) are due the Wednesday before the COW meeting by noon.

Date Received (office use)	

Date of Request	4/4/18
Requesting Staff Member	Carlton Christensen/Rick Graham
Requested Council Date	April 10, 2018
Topic/Discussion Title	Update on 911 CAD system update and integration, including the integration of a county wide records management system
Description	Salt Lake County through the Regional Development Fund, provided the local funding necessary to match State of Utah Grant Money that facilitated the acquisition and implementation of a new 911 CAD that creates a more effective 911 system for Salt Lake County residents. This joint effort between Salt Lake County, Valley Emergency Communication Center (VECC) and Salt Lake City 911 was done through an interlocal agreement with VECC being the lead agency.
Requested Action[1]	None, information only
Presenter(s)	John Morgan, VECC; Lisa Burnett, SLC 911, Carlton Christensen & Rick Graham -SL County
Time Needed[2]	20 minutes – 10 minutes for presentation 10 for discussion
Time Sensitive[3]	No
Contact Name & Phone	Carlton Christensen x87032
Please attach the supporting documentation you plan to provide for the packets to this form. While not ideal, if supporting documents are not yet ready, you can still submit them by 10 am the Friday morning prior to the COW agenda. Items without documentation may be taken off for consideration at that COW meeting.	A copy of the presentation will be available in a few days

Mayor or Designee approval: _Kim Barnett_

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[1] What you will ask the Council to do (e.g., discussion only, appropriate money, adopt policy/ordinance) – in specific terms.
[2] Assumed to be 10 minutes unless otherwise specified.
[3] Urgency that the topic to scheduled on the requested date.

Salt Lake County Council

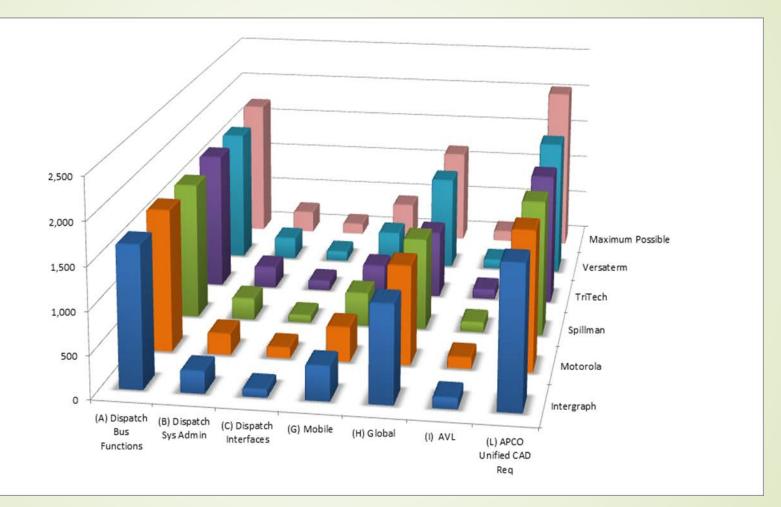Salt Lake Valley Integrated Public Safety Technology Initiative

10 April 2018

Vendor Response

Six Qualified Responded with Qualifying Proposals:

- FatPot

- Intergraph

- Motorola

- Spillman

- TriTech

- Versaterm

Preliminary Evaluation

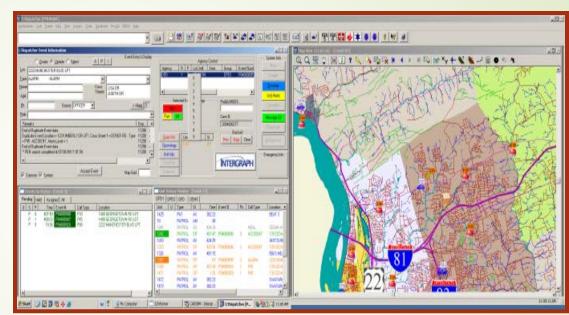Graphical Representation of Common CAD Platform Specifications only

End User Confidence

		FINALIST VENDORS		CURRENT PROVIDERS	
#	CAD Evaluation Criteria	Intergraph	TriTech	Spillman	Versaterm
1	Overall Solution (Technology and Services)	8.4	8.8	5.9	5.5
2	Qualifications of the Company	8.6	8.8	6.4	6.4
3	Qualifications of the vendor's People	8.5	8.8	6.4	6.5
4	Specific Approach Toward the CAD Project	8.6	8.5	6.1	5.4
5	Proposed Software "Look and Feel"	8.6	8.3	6.5	4.8
6	Integration/Interface Between Proposed Product(s)	8.5	8.1	6.8	6.1
7	Responses to Your Questions	8.6	8.5	6.3	5.4

Features and Capacities of Hexagon/Intergraph

Hexagon's Integrated Suite of Products
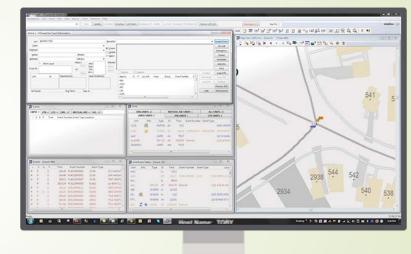
- **COMPUTER AIDED DISPATCH**
  - I/CAD
  - I/Netviewer
  - I/NetDispatcher
  - I/Tracker AVL
  - Incident Analyst
  - Security Infrastructure
- EdgeFrontier
- Mobile for Public Safety
- Mobile Responder
- WebRMS
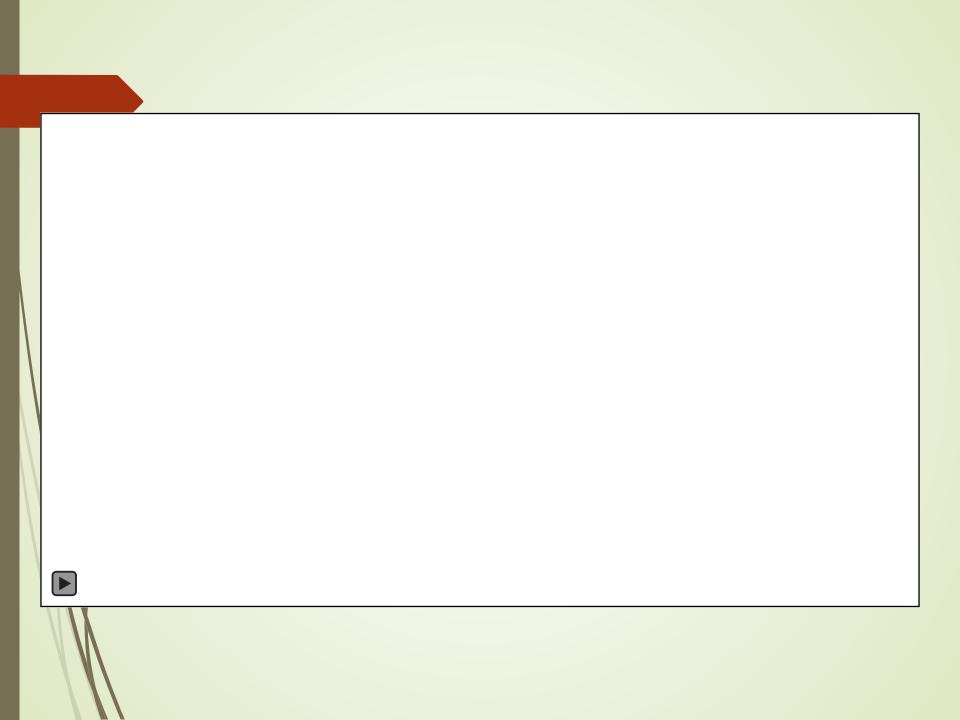- Field Based Reporting
- Business Intelligence

I/CAD Incident Management Software Suite

Integrated Capabilities:

➡ Call-Taking/Call Handling

➡ Dispatching

➡ Intelligent mapping

➡ Field Communications
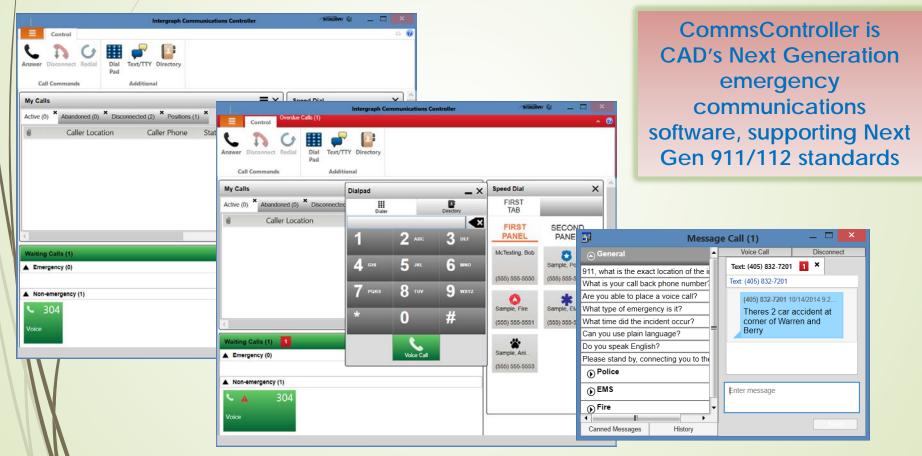
➡ Data Reporting and Analysis

Computer Aided Dispatch Features

- **Intergraph Communications Controller:**
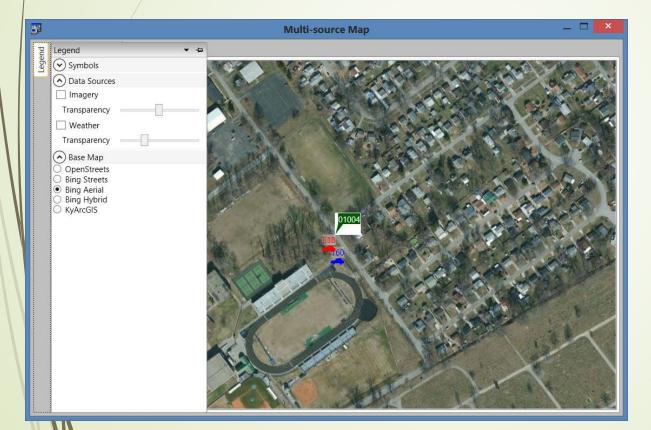 - The Intergraph Communications Controller (CommsController) Server and Client are two new products that are being delivered.

CommsController is CAD's Next Generation emergency communications software, supporting Next Gen 911/112 standards

CAD FEATURES

- **Multi-source Map**

  - A new map display has been created and is now included within the I/Dispatcher and I/Calltaker GUI. It allows the ability to pull in public map sources in addition to our existing Cad Map.

Map Sources include, but are not limited to:

Mapbox®, OpenStreets®, ArcGIS®, and Bing Maps.

CAD FEATURES

- **Person-Level Tracking**

  - The ability to track personnel in a unit through multiple devices, has been added to the I/Dispatcher, I/NetDispatcher, I/Netviewer, MPS.
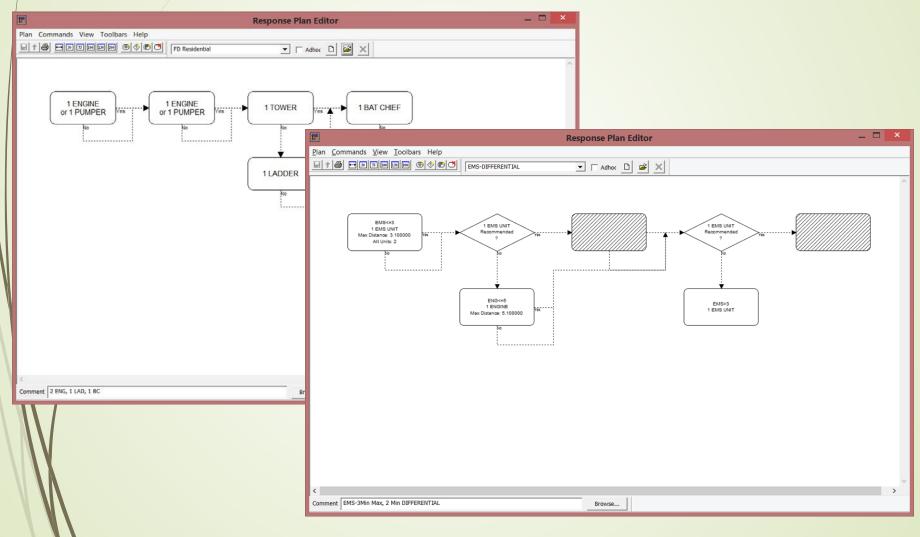

Previously only a unit was track-able by means of the AVL-ID or MDT-ID using AVL. Now the means of tracking devices such as radios or cell phones, managed by I/Tracker is now possible.

CAD FEATURES

- **Dynamic Response Plans**
  - Response plans can be built on the fly with built in logic

Mobile For Public Safety

Commercial Building Fire

Traffic Accident

Multiple configurations available for Law Fire and EMS

HEXAGON SAFETY & INFRASTRUCTURE

➡ Overview of WebRMS

WebRMS provides an enterprise level Records Management Solution to manage extensive volumes of information across a law enforcement agency's operational environment. It provides an easy to use application accessed via standard web browser, and in addition, WebRMS is highly configurable and simple to administer

WebRMS Technology

➡ Flexible and Configurable

- No software to load on local workstations

- Robust features for automated alerts & notifications on RMS Activity

- Configurability

- Secure, remote login from any computer

- No client Browser or OS Dependencies

- Support for Android, Apple iOS, Windows

- Works with SQL Server or Oracle database

- Cloud Deployable

- Ease of Language Translation via Configurable System Property Files

- Analytical and Reporting tools to support agency operations

WebRMS Features

Case Management Automation

- Automated Task Notifications to Assignees

- Manage Complex Investigations

- Support of Task Prioritization

- Log and Assign Work
  - Interviews
  - Case Follow Up
  - Associated Names
  - Track Completion of Tasks

WebRMS Features

Alert Features

- WebRMS Supports Configuring Alerts for EVERY WebRMS Module

- WebRMS Supports Configuring Multiple Alerts for each Module

- Alerts supports Notifications based on Record Creation, Data Changes, or Both

Alert Trigger — For Module: Incident

Module: Incident | List All | Clear

Save | Add New

15 records found, displaying all records.

Operations	Name	Table	Display Group	Order	Fire On Change	Fire On Create
🗑	ROBBERY INCIDENT ALERT	INCIDENT_OFFENSE	FELONY INCIDENTS	1	✔	✔
🗑	MAJOR ARSON ALERT	INCIDENT_OFFENSE	FELONY INCIDENTS	2	✔	✔
🗑	BIASED INCIDENT HAS OCCURRED	INCIDENT_OFFENSE	HATE/BIAS CRIMES	1	✔	✔
🗑	DISTRICT FILTER FOR INCIDENTS (ENTER)	INCIDENT	LOCATION FILTERS		✔	✔
🗑	DISTRICT 1 FILTER	INCIDENT	LOCATION FILTERS		✔	✔
🗑	DISTRICT 2 FILTER	INCIDENT	LOCATION FILTERS		✔	✔
🗑	DISTRICT 3 FILTER	INCIDENT	LOCATION FILTERS		✔	✔
🗑	INCIDENT WITH FIREARM	INCIDENT_OFFENSE	MODUS OPERANDI INFOR	3	✔	✔
🗑	M.O. FORCED ENTRY (MULTI)	INCIDENT_OFFENSE	MODUS OPERANDI INFOR	3	✔	✔

	Messages (2)	My Tasks (1)	Available Tasks
	Compose	☐	🗑 Delete

Inbox	☐	SYSTEM	Alert on Case Management record: CM-000088, triggered by: CASE MANAGEMENT REC	10/12
Mail	☐	SYSTEM	Alert on Field Interview record: EFC-20150133, triggered by: GANG UNIT NOTIFICATION	10/01
Alerts	☐	SYSTEM	Alert on Incident record: 201500000762, triggered by: INCIDENT MULTI-CONFIG (HANDGUN)	08/28
NCIC	☐	SYSTEM	Alert on Incident record: 201500000761, triggered by: DISTRICT 3 FILTER,ROBBERY INCIDEN	08/28
Sent	☐	SYSTEM	Alert on Case Management record: CM-000082, triggered by: CASE MANAGEMENT RECORD	08/28
	☐	SYSTEM	Alert on Missing Person record: 10000002, triggered by: SILVER ALERT	06/29
	☐	SYSTEM	Alert on Missing Person record: 10000001, triggered by: AMBER ALERT	06/29
	☐	SYSTEM	Alert on Incident record: 201500000744, triggered by: BIASED INCIDENT HAS OCCURRED	06/23
	☐	SYSTEM	Alert on Incident record: 201500000733, triggered by: INCIDENT MULTI-CONFIG (PROP VALU	06/12

WebRMS 3.7 New Features

New Roll Call Window

- Supports basic information for officer viewing at logon

- Displays Low and High Priority data in the "Roll Call" Window

- Support of external web links
  - Shared Network Documents
  - URL web addresses

WebRMS 3.7 New Features

Modus Operandi
(Method of Operation) Queries

- Incident Search results contain "Hover" feature to view Unknown Suspect Details

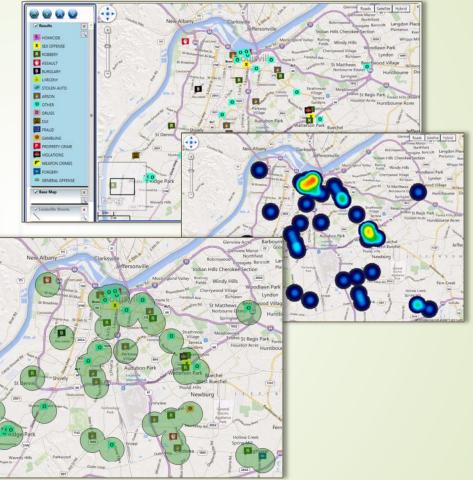- Investigative MO Queries

  - Existing Reported Incidents

  - Unknown Suspects

  - Reported Names

Search MO

Search | Clear

Perform Search On

Master Name: ☑   Incident: ☑   Search Suspect-linked Names: ☑

MO Info

Point Of Entry:	FRONT	Action 1 To Premises:	RANSACKED
Point Of Entry:	DOOR	Action 2 To Premises:	
Entry Type:	FORCIBLE	Action 3 To Premises:	
Entry Method:		Action 1 On Victim:	
Entry Area:		Action 2 On Victim:	
Point Of Exit:	WINDOW	Action 3 On Victim:	
Point Of Exit:			

8 records found, displaying all records.

Operations	Point Of Entry	Entry Type	Entry Method	Entry Area	Point Of Exit	Instrument Used	Targeted Area	Time Of Entry
O EI131100325	FRONT							MORNING
O IN-123456-2013	FRONT	FORCIBLE	FORCIBLE	OTHER	FRONT	OTHER		
O 20120210001	FRONT	NONE	CUT GLASS/SCREEN	REAR	FRONT	PRY BAR	BASEMENT	EVENING
S T Unknown Person #2117	FRONT	UNLOCKED POINT	TWISTED KNOB	FRONT	UNKNOWN		OTHER	
S T ROONEY, WAYNE THOMAS, JUNIOR	FRONT	UNLOCKED POINT	TWISTED KNOB	FRONT	UNKNOWN		OTHER	
S T Unknown Person #2122	FRONT	OTHER	UNKNOWN	FRONT				
N BUTTERWICKE, ARDATHE KATHERINE, ESQUIRE	FRONT	FORCIBLE	BODILY FORCE	FRONT	REAR	BOLT CUTTER	ATTIC	AFTERNOON

CAGIS Analytics for WebRMS

Robust Map Analytics Tool

- Visualize Crime Trends Within Their Own Jurisdictions
  - Show Heat Maps
  - Generate Thematic Maps for Pre-Defined or Ad-Hoc Data Layers
  - Establish Thematic Layers for Time/Change Visualization
  - Apply Buffer Zones to Points on the Map Display
  - Pin Map Events, Incidents, and Arrests

- Provides the ability to identify and analyze crime data
  - Assists Crime Analysts
  - Police Officers
  - Shift Commanders
  - Detectives
  - Administrative Officials
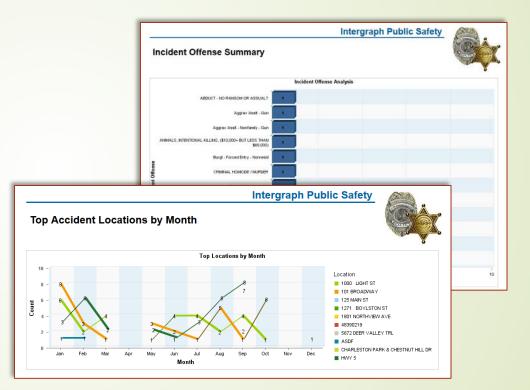
BI Direct for WebRMS Analytics

Incident, Accident, Arrests ….Analysis at your Fingertips!

BI Direct provides access to key information within your WebRMS application.

- Generate Simple, Summary Outputs

- Conduct Historical Comparisons

- Generate Analytical Charts and Graphs

- Customized Intergraph Delivered Reports and Templates to meet your

- Schedule Reports to be Generated to User's Email via PDF or to the BI Inbox

*in*PURSUIT Field Based Reporting

Seamless Integration with other Intergraph Products

- The FBR provides the option of receiving CAD Call Dispatch information and NCIC/State Query Returns

- FBR provides the ability to query against the RMS or WebRMS to retrieve data

- CAD data prefills the FBR Report Form

EdgeFrontier – The Interfacing Solution

2-Way Integration between CAD/RMS and External Systems

CAD & RMS

EDGE FRONTIER™

- Point & Click
- Graphical Interface
- Business Rules
- Easier Upgrade
- Client access
- Remote Access
- Swiss Army Knife

Ambulance RMS	Fire RMS	Court Systems	Traffic Accident Management	Jail Phone Systems	Outside RMS	Property RFID	Citations	CAD
Video Management	Access Control	Compliance Managements	Evidence Management	Predictive Analysis	Security Systems	Legacy Applications	Telemetry	Court Systems
Radar	Video Analytics	CRM Systems	Crisis Management	Public Alert Systems	Private Enterprise	Mobile Platforms	SCADA	and more...