

Request for Board Action Details

File #: 2020-453

Type: Administrative Item **Status:** Passed

In control: Board of Commissioners

On agenda: 10/27/2020 **Final action:** 10/27/2020

Title: Ramsey County Emergency Communications 911 Phone System Refresh

Sponsors: Emergency Communications

Indexes:

Code sections:

Attachments: 1. Ramsey County Phone System Refresh, 2. Resolution

Date	Ver.	Action By	Action	Result
10/27/2020	1	Board of Commissioners	approved	Pass

Sponsor: Emergency Communications

Title

Ramsey County Emergency Communications 911 Phone System Refresh

Recommendation

1. Approve the use of the Emergency Communications Center Equipment Fund Balance to replace the 911 Phone system at the cost of \$742,749.
2. Authorize the County Manager to establish the Emergency Communications 911 Phone System Refresh Project Fund.
3. Authorize the County Manager to transfer \$742,749 from the Emergency Communications Center Equipment Fund Balance to this project.

Background

Ramsey County Emergency Communications Center (ECC) installed a new 911 phone system during the summer of 2015. For this installation the County purchased all new hardware and software for both the primary phone system at the ECC and the Arden Hills backup location. The existing infrastructure for both of these systems has reached their five year life expectancy and needs to be replaced. The Ramsey County Dispatch Policy Committee concurred with the ECC Director's request to use the Emergency Communications Center Equipment Fund balance to replace the current aging phone system hardware.

The cost for hardware and services for the ECC and Arden Hills phone system is \$742,749 which includes the following:

Item	Cost
Hardware Replacement (Servers, Switches, Workstations)	\$375,535
Project Management, Implementation, and Training	\$201,784
Heads Up Display (For real-time performance metrics)	\$76,495
One year of Tier 1 Support	\$72,000
Extended Warranties (five years)	<u>\$16,935</u>

\$742,749

With the new phone system the ECC will be able to utilize the most up to date phone line technology, have greater access and reliability, and allow the backup site to become an extension of the primary site which eliminates a forty minute transfer process in the event of a system failure. The new system will also allow the County to move its administrative lines off of old copper phone wires and adds redundancy by providing the County with multiple access points for non-emergency lines.

County Goals (Check those advanced by Action)

☒ Well-being ☐ Prosperity ☐ Opportunity ☒ Accountability

Racial Equity Impact

There is no direct racial equity impact linked with this project. The 911 phone system refresh will increase the County's capabilities to response to the public which serves the entire community.

Community Participation Level and Impact

This action is to inform the community of an update to the emergency communications system. The County provides information on this action through the County Board documentation at <https://www.ramseycounty.us/your-government/leadership/board-commissioners/board-meetings-information>.

☒ Inform ☐ Consult ☐ Involve ☐ Collaborate ☐ Empower

Fiscal Impact

The Emergency Communications Center Equipment Fund Balance was established to cover the cost of future replacement and upgrades to technology systems that support the ECC. The current fund balance is \$5,830,271 which is sufficient and will fully cover the cost of \$742,749 for this project. The new phone system annual maintenance cost of \$149,258 will be funded through the Emergency Communications Department operations budget, which is subject to the 60/40 cost-share between the County and communities using dispatch services.

County Manager Comments

The use of the ECC Equipment Fund Balance supports the County's effort to use strategic investments to enhance the County's communication capabilities while maintaining transparency.

Last Previous Action

On October 14, 2014, the County Board approved Independent Emergency Services, Inc. to install a 911 call handling system at the Emergency Communications Center and upgrade the backup center at Arden Hills. (Resolution 2014-324).

Attachments

1. Ramsey County Phone System Refresh Proposal from Motorola