

SPLOST 2020

Capital Project Requests Athens-Clarke County Police Department

#43: E911 Phone System Replacement

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Project Description

- Replacement of the entirety of E911 communications phone system operating core/platform
- Proves the point of handoff between the community and public safety
- Required to receive and process information for all emergency service calls and public safety responses including police, fire, and EMS disciplines
- Scheduled replacement required due to wear, age, as well as the need to interface with future infrastructure improvements / capacities (e.g., Next Generation E911)

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Established Need

- Necessary to maintain critical capacities essential for the continued operation of the E911 call function
- Will ensure integration of new technologies available to 911 Communications Centers
- Will help to facilitate enhanced levels of interaction between citizens and public safety personnel
- May reduce attrition and thus allow for the continued retention of highly-qualified and experienced communications officers

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Community Impact

- Absent a phased replacement of the E911 phone system:
 - Equipment will prove unreliable
 - Support costs will increase
 - Next Generation capacities will not be realized
 - Data sharing efficiencies will not be realized
 - Attrition will likely appreciate as the department moves away from best practice
- The department's ability to effectively address call volume would be reduced
- Information sharing capacities among public safety stakeholders would be hindered

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Ongoing Operational Budget & Capital Impacts

Estimated Capital Cost

\$767,000

Annual Operating

\$150,000

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Questions ?