

# SVRIA-DX CAD Integration / Common Regional Operating Picture

Bay Area UASI  
Approval Authority Meeting  
October 10, 2013



# Agenda

- Project Overview
- Current Status
- Demonstration
- Issues and Challenges
- Next Steps

# Project Overview:

## The System:

- Satisfies the SVRIA and Participating Agencies immediate needs and has the capacity to expand to meet future needs
- Designed integration and linking of various CAD systems will achieve:
  - The ability and capacity for participating PSAP CAD systems to automatically export event and resource data to, and import similar information from, other CAD systems
  - NIEM standardization of system data to improve data sharing, analysis and reporting capabilities
  - Improve Situational Awareness
    - Web-based presentation of event and resource data on common GIS map with local control will allow PSAPs and Agencies greater customization of their views to improve local situational awareness and promote use
    - Web-based browser display is available to anyone with authorized right to view data (e.g., field responders, administrative/management, EOC, etc.)
  - Creates flexible data exchange platform that will support future expansion and incorporation of additional data exchange projects (e.g., Record Management System (RMS), etc.)



## CAD-to-CAD/CROP DX Project Goals & Objectives

**Goal:** To improve regional interoperable information data sharing between fifteen (15) Public Safety Answering Points (PSAPs) disparate Computer Aided Dispatch (CAD) systems.

**Objectives:** To design, develop, and implement an integrated system that:

- Creates the ability and capacity for each participating PSAP CAD system to export, import and display event and resource data created for or received from one or more other PSAP CAD systems
- Supports law enforcement, fire and medical core business objectives
- Enhances and facilitates interoperable cross-agency sharing of information
- Streamlines dispatch operations and improve operational efficiencies which result in reduced service response times
- Supports local and regional automated resource sharing such as auto and mutual aid
- Provides better access to and display of event and resource status data for improved situational awareness and decision making by dispatch and field personnel
- Provides a flexible data exchange portal solution that will provided a basis for future expansion and incorporation of additional data exchange projects.



## Project Background (continued):

### Participating Public Safety Answering Points (PSAPs) and Agency Disciplines:

1. County of Santa Clara - Primary & Secondary PSAP – SO, FD & Medical (EMS/Rural Metro)
2. County of Santa Cruz - Primary & Secondary PSAP – Consolidated PD, FD & Medical
3. City of Campbell – Primary PSAP - Campbell PD
4. City of Gilroy – Primary & Secondary PSAP – Gilroy PD & FD
5. City of Los Altos – Primary PSAP – Los Altos PD
6. Town of Los Gatos/City of Monte Sereno – Primary PSAP – Los Gatos PD
7. City of Milpitas – Primary & Secondary PSAP – Milpitas PD & FD
8. City of Morgan Hill – Primary PSAP – Morgan Hill PD
9. City of Mountain View - Primary & Secondary PSAP – Mt. View PD & FD
10. City of Palo Alto - Primary & Secondary PSAP – Palo Alto PD, FD & Medical
11. City of San Jose - Primary & Secondary PSAP – San Jose PD & FD
12. City of Santa Clara - Primary & Secondary PSAP – Santa Clara PD & FD
13. City of Sunnyvale - Primary & Secondary PSAP – Sunnyvale PD & FD
14. South County Fire Protection District – Secondary PSAP – CAL FIRE (MH FD)
15. San Jose State University – Primary PSAP - San Jose State University PD



# SVRIA-DX: What is included

- **Portal**  
(stakeholder access point)
- **CORE**  
(Brain for all exchanges)
- **CAD2CAD**  
(Dispatcher to Dispatcher Network)
- **GIS**  
(Single Base Map for Common Regional Operating Picture)

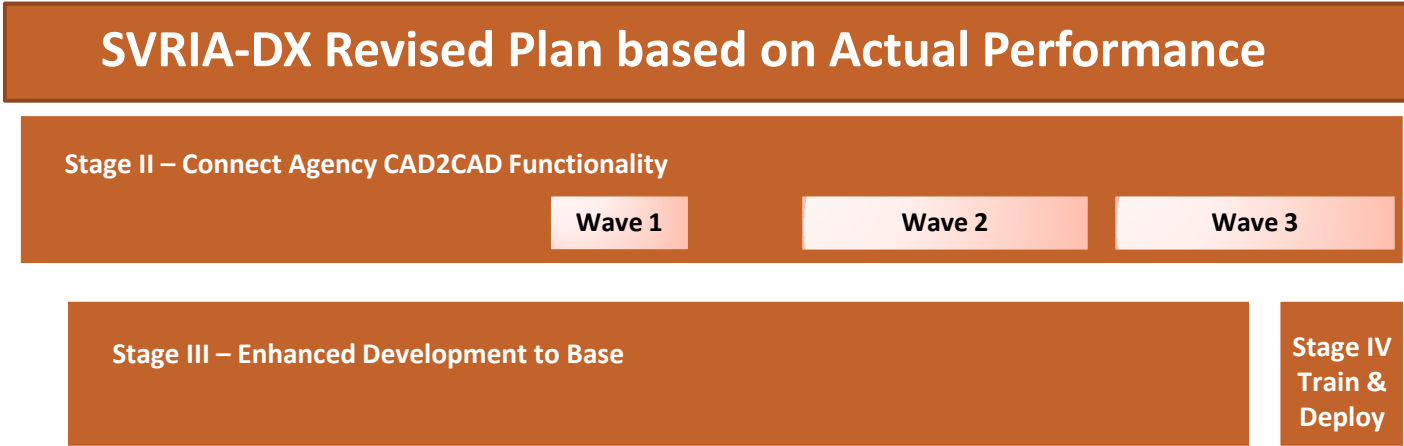
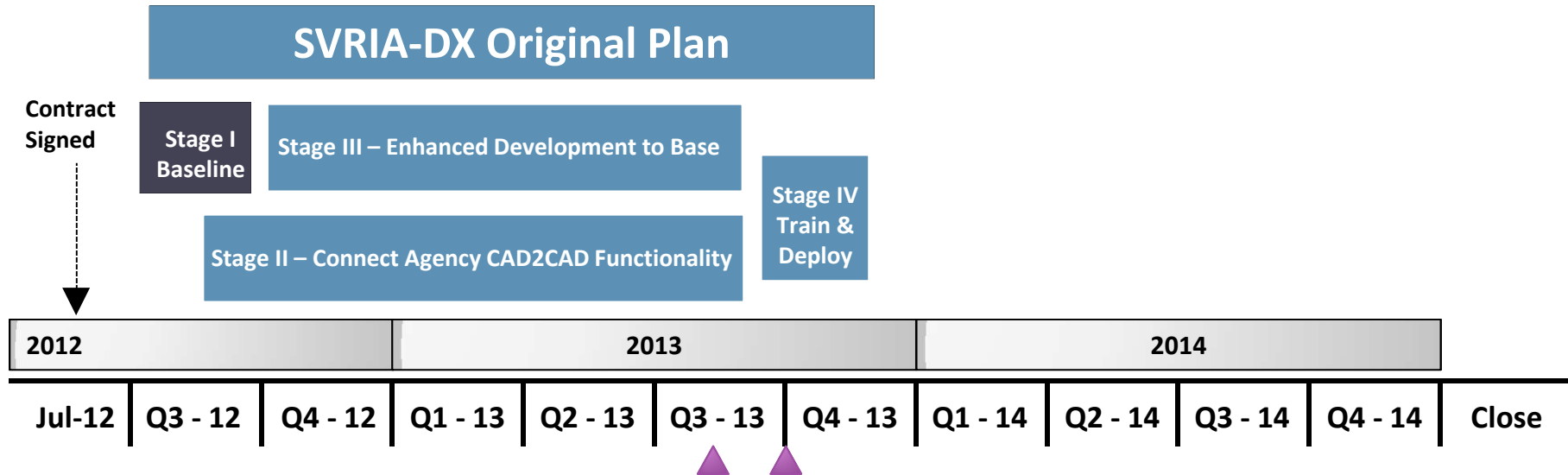
- **Grant Funding Covers all RFP Requirements – Development, Testing, Deployment, Training and 1 year Maintenance**



# Demonstration of Portal



# SVRIA - DX Timeline Original vs. Revised



▲ Milestone(s) – 8/31/2013 and 10/28/2013



# SVRIA - DX Project Status As Of September 2013

1. **First Wave PSAP integration – by November 2013**
  - County of Santa Clara (SO, FD, and Medical)
  - City of Milpitas (PD and FD)
  - City of San Jose Fire (FD)
  - South Santa Clara County Fire District - CAL Fire - Morgan Hill (FD)
  
2. **Basic Common Regional Operating Picture (CROP) Portal– by November 2013**
  - Events, Resources, Status on a Common GIS Map
  
3. **Second Wave PSAP integration & CROP Enhancements – June 2014**
  - County of Santa Cruz (Consolidate PD, FD, and Medical)
  - CAL Fire – Felton (FD)
  - Town of Los Gatos/ City of Monte Sereno (PD and FD)
  - City of Morgan Hill (PD)
  - City of Santa Clara (PD and FD)
  - City of Sunnyvale (PD and FD)
  
4. **Third Wave PSAP integration & CROP Enhancements – December 2014**
  - City of Campbell (PD)
  - City of Gilroy (PD and FD)
  - City of Los Altos (PD)
  - City of Mountain View (PD and FD)
  - City of Palo Alto (PD, FD and Medical)
  - City of San Jose (PD)

# Remaining Challenges

- **Multi Agency Information Sharing And Business Process Issues**
  - Implement PSAP Participation And Reimbursement Agreements (SLA/MOU)
  - Implement JPA Cost Recovery For Future Core System Technology Sustainment
- **On-going Funding Needs**
  - One-Time Grant Funding vs. Sustainable Funding Support Models
- **Local Agency Gaps**
  - Technology
  - Budgets
  - Competing Resource Needs
  - Major Metropolitan vs. Smaller Rural Areas
- **PSAP Vendor Availability**
  - Vendor Scheduling Issues vs. Project Timelines
  - PSAP On Differing CAD Versions
  - National Standards Awareness

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# Questions?

