DATE: March 17, 2022

TO: 911 Emergency Response Advisory Committee

FROM: Clinte Bellamy, Deputy Chief, Sparks Police Department, cbellamy@cityofsparks.us

THROUGH: Chris Crawforth, Chief of Police

   SUBJECT: FUNDING REQUEST – Live911 SOFTWARE for CITY OF SPARKS PSAP: A review, discussion and possible action to approve, deny or otherwise modify a request for funding Sparks PSAP for Live911 SOFTWARE for a cost not to exceed $16,380.

SUMMARY

A review, discussion, and possible action to approve, deny or otherwise modify a request funding Sparks PSAP for Live911 SOFTWARE for a cost not to exceed $16,380.

NRS APPLICABLE:

NRS 244A.7645 provides approval of costs associated with maintenance, upgrade, and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholder is a primary Public Safety Answer Point (PSAP) – Sparks Dispatch.

PREVIOUS ACTION & BACKGROUND

The E911 Committee approved Fire First Due fire response software for all three fire agencies during this fiscal year. First Due was to assist Fire responders communicate real time data while responding to incidents.

Live911 software has a similar intent for law enforcement. This system allows Police Officers to hear a live 911 call while it is happening. This allows officers to hear, firsthand, information that influences a dispatchers decision making. This information allows officers prepare effective de-escalation techniques and provides information for situation awareness.

FISCAL IMPACT

The Enhanced 9-1-1 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding Sparks PSAP for Live911 SOFTWARE for a cost not to exceed $16,380.

POSSIBLE MOTION

Move to approve that the E911 Emergency Response Advisory Committee approve the funding Sparks PSAP for Live911 SOFTWARE for a cost not to exceed $16,380.

LIVE911™
Powered by HigherGround

live911.com

LIVESTREAM 911 CALLS DIRECTLY TO FIRST RESPONDERS

Improve situational awareness and decrease response times

Prepared by:

Mike Halliwell, VP Sales
818.456.1561
mhalliwell@higherground.com

HG
HIGHERGROUND

LIVE911 VISION

- Livestream 911 calls directly to first responders in the field, a simple yet undeveloped technology, can transform emergency police response

- Better response plan from obtained information

- Improve response times by eliminating delays

- Improve de-escalation techniques with additional information

- Live911 was developed to help save lives in your community

- Help keep officers safer with increased situational awareness

FIRST RESPONDER

LIVE911™
Powered by HigherGround

- Hear 911 calls in "real-time" at same time as call taker

- Monitor only 911 calls relevant to their location

- Increased information for effective de-escalation techniques

- Receive all details for increased situational awareness

- Use caller's tone to determine situation severity

- Provides a head start on the call, reducing response times

- Receive immediate updates in route as situation changes

LEADERSHIP

- Watch Commanders and EOC Centers

- Real-Time Crime Centers

- Drone as First Responder (DFR) Programs

- Instant awareness of hot spots

- Increased situational awareness

- Direct resources quickly & appropriately

LIVE911 SOLUTION

- Call audio is immediately available to First Responders

- Location based display of 911 calls for First Responders

- Display Live911 user's location relative to calls for simple force optimization

- Call location information and audio is immediately available to First Responders
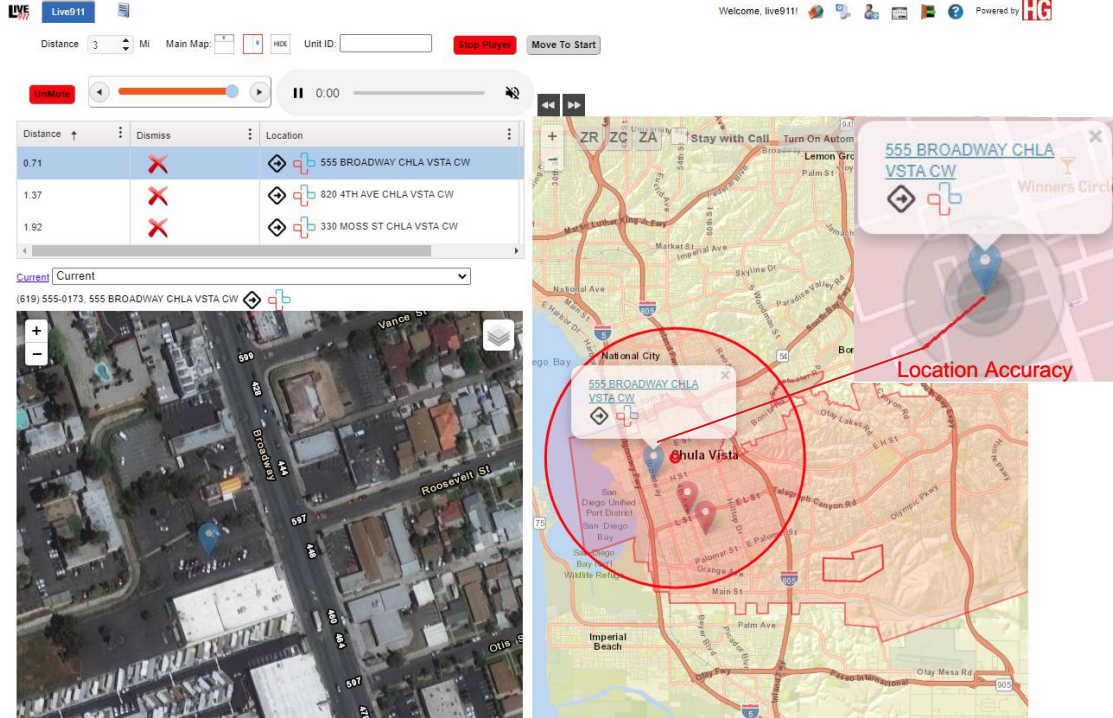
- RapidSOS location & profile data integration
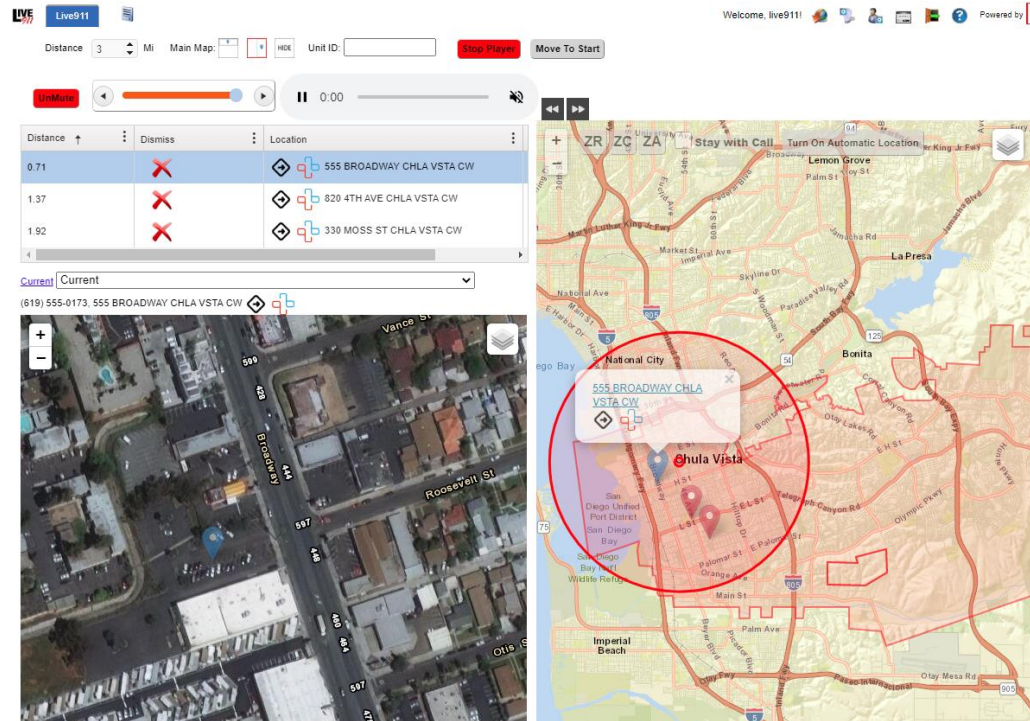
LIVE911 SOLUTION

- Distance filter eliminates calls out of range

- First responders monitor only calls relevant to their location

- Suspend streaming option

- Dismiss call

- Stay on current call

- Rewind live audio

- Location accuracy

LIVE911 SOLUTION

- Dark theme mode

CONFIGURATION

PSAP center:
- Live911 will need audio from the 911 Controller (IP consoles: Vesta, Avtec, Zetron, Intrado, Solacom, etc.) in the same manner as the existing logging recorder via port spanning
- We will need an ANI-ALI data feed
- We will need integration to RapidSOS if also used
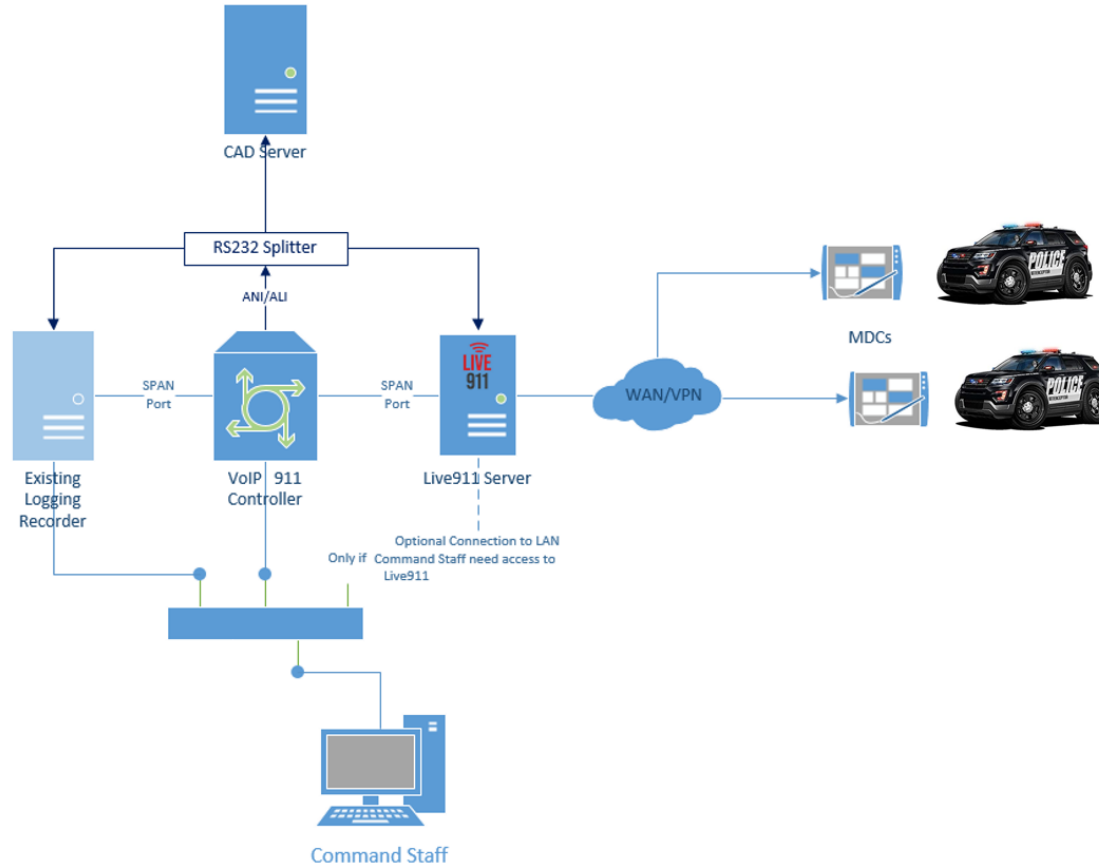- Installed on customer provided server

Police vehicles:
- MDC model for police vehicles
- Total number of field officers for Live911
- Number of concurrent – simultaneous field users per shift for Live911

Command Center:
- Watch Commander and EOC Center licenses
- DFR program – now or in the future
- Dispatch Center

NETWORK TOPOLOGY

PRICING

- Base Software and licensing (5 concurrent users): $ 6,000 (annually)

- Additional Licenses (per concurrent user): $ 900 (annually)

- Remote Software Installation: $ 785 (one-time cost)

- Remote Virtual Base Training: $ 595 (one-time cost)

- Customer Provided Server or Equivalent VM

- Annual subscription based pricing (software only)

HIGHERGROUND QUICK FACTS

HQ Office

- Canoga Park, CA (LA)

CEO: Terry Ryan

Founded: 1973

1,800+ Customers

Critical Communications Focus

Solutions

Customers

www.Live911.com

Mike Halliwell, VP Sales
818.456.1561
mhalliwell@higherground.com

SOLUTION PROPOSAL

Prepared for:

Sparks Police Department

Prepared by:

Mike Halliwell, VP Sales
Direct: 818.456.1561
E-mail: mhalliwell@higherground.com

Delivered: November 18, 2021

SOLUTION SUMMARY & PRICING

Live911 provides the ability for first responders in the field, as well as any support personnel such as Watch Commanders, UAS Operators (DFR), Real Time Crime Center (RTCC) Staff, Incident Commanders, EOC Staff, etc., to monitor the location and audio of incoming 911 emergency calls. The geotagged call is provided to those field personnel within a pre-determined radius. The intent is to provide first responders with the most immediate and complete information of an ongoing emergency incident.

Live911 Solution	Price
Software (annual recurring cost)	
Base Software and 5 Concurrent Licenses	$ 6,000
Additional Concurrent Licenses: 10 ($900 each)	$ 9,000
Total Annual Cost	**$ 15,000**
Professional Services (one-time cost)	
Remote Installation and Configuration	$ 785
Remote Virtual Basic Training	$ 595
Total One-Time Cost	**$ 1,380**
Total Initial Investment	**$ 16,380**

Initial payment terms: 100% due upon installation.

The Base License fee and the Additional License fee(s) are annual recurring charges ($15,000). If the renewal fees are paid, the service will continue. Maintenance and upgrades to the software are included in the renewal fees.

Customer to provide server or VM equivalent with minimum:

- Windows 2016 or 2019
- Intel Xeon Quad-Core or Better
- 32GB RAM
- Hard Drives:
    - 2 x 6GB/S SATA Drives in a RAID-1 Configuration (SSDs are recommended)
    - C: 100GB – Operating System and Supporting Applications
    - D: Remainder of available drive space with a minimum of 50GB
- Gigabit Server Grade Ethernet Ports (one for LAN, one or more dedicated for VoIP SPAN traffic)
- COM port (if necessary, for ALI feed)
- Internet connectivity to HigherGround licensing server using HTTPS port 443
- Live911 Audio: Up to 200 VoIP Call-Taker Positions
- Live911 Streaming: Up to 50 simultaneous Users

The customer is responsible for connecting the Live911 server to the dispatch answering positions audio via port spanning (IP consoles), ANI/ALI feed, RapidSOS and the local LAN.

VIRTUAL BASIC TRAINING PACKAGE

- Conducted by R&R Public Safety Consulting: Fritz Reber and Don Redmond

- Train the Trainer (SME Training): 2-4 hour virtual training session for up to 6 students, ongoing consulting, and customer care.

    - Includes:
        - Live911 Product Background and Overview
        - Operational Manual Review (hands on how-to)
        - Departmental/Operational Integration
            - Patrol
            - Dispatch
            - Tactics
        - Policies and Protocol Build
        - Public Relations/Community Engagement assistance
        - Ongoing non-technical consultation, customer care

NETWORK TOPOLOGY