

City of Calistoga

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Staff Report

TO: Honorable Mayor and City Council Members
FROM: Mitchell Celaya, Chief of Police
DATE: August 21, 2018
SUBJECT: Consideration of adopting a resolution to approve the purchase and installation of the Avtec Scout Dispatch System at a cost not to exceed \$90,000.00, from the Equipment Replacement fund 15-4970-4821.

APPROVAL FOR FORWARDING:



Dylan Felk, City Manager

1 **ISSUE:** Consideration of adopting a resolution to approve the purchase and
2 installation of the Avtec Scout Dispatch System at a cost not to exceed \$90,000,
3 from the Equipment Replacement fund 15-4970-4821.
4

5 **RECOMMENDATION:** Adopt Resolution.
6

7 **BACKGROUND / DISCUSSION:** The current police department radio system,
8 Positron Power Radio System, is approximately 15 years old and is failing. The
9 Positron Power Radio is an integrated radio system that manages various
10 functions in addition to controlling radio transmissions to officers such as
11 facilitating the dispatchers' ability to answer the 911 and business phones,
12 controlling the department's electronic door lock system (front door, back door,
13 and jail door) and sally port gates, and sending out the fire alert tone (to notify
14 Fire Personnel of an impending fire/medical call).
15

16 The current system is not covered under a maintenance contract due to its age,
17 the vendor no longer makes parts for the system, and there are no used parts
18 available. The AT&T technicians who provide maintenance service have
19 described the need to replace the dispatch radio console system as critical. The
20 radio system is failing as dispatchers intermittently lose their ability to answer the
21 911 and business line phone system. Dispatchers in these cases have to
22 scramble to exchange the battery in the headset to connect to the call. The
23 telephone handset which is a secondary option to answer 911 and business

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24 phone lines no longer works. The same intermittent issues occur when
25 dispatching calls to officers or responding to requests from officers via the radio.

26
27 These issues cause unnecessary delays and pose a public and officer safety
28 risk. There are two other ways for dispatchers to communicate with officers when
29 there is a failure with the radio console, 1) using a portable radio which does not
30 have same level of transmission range or 2) using the county desktop console
31 which is older than the Positron Radio console and only has the radio capability
32 to broadcast on our channel, meaning we have no radio interoperability with
33 other allied agencies or our own Fire Department via their channel.

34
35 As a result of the condition of our current radio system, the police department
36 identified three radio console systems and obtained bids. The systems identified
37 were the Telex Csoft Console, the Motorola MIP5000 Console, and the Avtec
38 Scout Dispatch System (see attached specifications & quotes). In addition to
39 Calistoga Police Department (CPD) dispatch staff, the three specifications were
40 reviewed, and input provided by Napa County Communications and AT&T
41 technicians who assist in trouble shooting and providing some level of
42 maintenance service between the dispatch radio console, 911 & phone lines, and
43 other allied radio channels.

44
45 Napa County Communications and AT&T technicians who are familiar with all
46 three systems unanimously recommended the Avtec Scout system as it is the
47 system that Napa County Communications and St. Helena Police dispatch use.
48 The AT&T technicians added that they worked with the other two systems and
49 found that they encountered a number of glitches and integration issues with the
50 911 and phone line functions which required multiple maintenance visits to
51 troubleshoot ongoing problems. CPD dispatch staff support the recommendation
52 provided by both Napa County Communications and the AT&T technicians
53 assigned to our area.

54
55 **CONSISTENCY WITH CITY COUNCIL GOALS AND OBJECTIVES:** This
56 request supports and furthers the City Council's Goal of "Offer excellent
57 professional services to all customers".

58
59 **FISCAL IMPACT:** The cost of purchasing, installing, and training staff on the
60 Avtec Scout System is approximately \$89,293.60. The need to replace the aging
61 and failing dispatch radio console system was presented at the Fiscal Year 2018-
62 19 budget workshop and included in the FY2018-19 budget as a Capital
63 Improvement Program Project for approximately \$90,000. The funds were
64 encumbered in Equipment Replacement fund 15-4970-4821.

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ATTACHMENTS:

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1. Draft Resolution

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2. Avtec Scout Dispatch System quote

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3. Telex Csoft Console system quote

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4. Motorola MIP5000 console system quote

RESOLUTION NO. 2018-XXX

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CALISTOGA, COUNTY OF NAPA, STATE OF CALIFORNIA, AUTHORIZING THE PURCHASE OF THE AVTEC SCOUT DISPATCH SYSTEM FOR THE POLICE DEPARTMENT DISPATCH CENTER

Authorizing Agreement No. ____ (if applicable)

1 WHEREAS, the Police Department is in need to replace its aging and failing
2 dispatch radio console system; and

3
4 WHEREAS, the purpose of this system is to ensure the police department can
5 provide consistent and excellent police public safety services; and

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7 WHEREAS, the dispatch radio console system is critical to the police department's
8 ability to immediately respond to and keep the community safe; and

9
10 WHEREAS, the dispatch radio console is critical to the safety of police personnel;
11 and

12
13 WHEREAS, the Avtec Scout Dispatch system was identified as the best and reliable
14 system to meet the needs of the Police Department;

15
16 NOW, THEREFORE BE IT RESOLVED that the City Council of the City of Calistoga
17 hereby authorizes the City Manager to purchase and install the Avtec Scout Dispatch
18 System in the amount not to exceed \$90,000.00 from the budgeted Capital Improvement
19 Project Equipment Replacement Fund, 15-4970-4821.

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21 PASSED, APPROVED, AND ADOPTED by the City Council of the City of Calistoga
22 at a regular meeting held this 21st day of August 2018, by the following vote:

- 23
24
25 AYES:
26 NOES:
27 ABSTAIN:
28 ABSENT:
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32 _____
33 CHRIS CANNING, Mayor

34 ATTEST:
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37 _____
38 KATHY FLAMSON, Deputy City Clerk