



News Release

September 10, 2013

Mayor McAdams Announces Solution To Regional 9-1-1 Computer System Discrepancies

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Salt Lake County, UT— Salt Lake County Mayor Ben McAdams, backed by strong support from a group of the county's mayors, will fund a long-sought initiative to implement a single Computer-Aided-Dispatch (CAD) system utilized by every 9-1-1 responder in the county.

The initiative means that, once it is implemented, all jurisdictions and departments-- including police, fire, and ambulance service— will have a visual of all deployed and deployable resources no matter which dispatch center receives the 9-1-1 call.

"In an emergency, seconds count. No police officer chasing a suspect in response to a 9-1-1 call from anywhere in this valley should have to stop and think about whether the information is complete. A regional 9-1-1 system is an important step forward to ensure a safe, streamlined, efficient response every time," said Mayor McAdams.

McAdams said that as population and demand for emergency services grew over the past 12 years, various emergency communications centers have purchased and installed different computer software systems that are used to pinpoint and dispatch the nearest available emergency responder. Sandy City, which contracts with Salt Lake City for 9-1-1 service, uses a different computer program than the one on the Valley Emergency Communications Center (VECC) screens that serve Draper and Midvale.

Public safety officials have had numerous discussions about how the disparity might be resolved.

Salt Lake County Emergency Services Director Jeff Gravier

said all sides recognize the benefit of streamlining the system, in order to save both time and money.

“One million 9-1-1 calls are made annually in this county. Everyone involved in public safety is dedicated to providing the best possible service. A regional communication solution benefits every emergency first-responder in the Salt Lake Valley. It just makes sense for all of us to partner, and tear down technology barriers, in order to achieve the most timely, efficient, cost-effective emergency service possible,” said Graviet.

McAdams highlighted the recent findings of research compiled for the emergency services subcommittee which includes representatives from entities throughout the county. As shared at a September 5th Council of Governments meeting, the subcommittee report concluded that multiple benefits and related savings would be achieved if a single Computer-Aided-Dispatch (CAD) software program was deployed across jurisdictions, including Unified Police Department, Unified Fire Authority and cities that field their own police or fire departments. Of the two existing software programs compared, the additional software licenses and professional services price for one product would be almost \$650,000 less than the other.

McAdams said the County Council has approved his request to contribute \$1.3 million towards the cost needed to standardize the technology platform. He said he would work cooperatively with all the mayors within the county to finalize the solution and implement the transition in a way that serves each jurisdiction’s needs.

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For more information see the Regional 9-1-1 Fact Sheet [here](#).