



Sacramento Regional Fire/EMS

Communications Center

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STAFF REPORT

DATE: April 5, 2017

TO: Board of Directors

FROM: Chief Executive Director

PREPARED FOR PRESENTATION AT: Special Board Meeting – April 5, 2017

REFERENCE AGENDA ITEM: Action Item

SUBJECT: Live MUM 2.0 Application

EXECUTIVE SUMMARY

There is an interest in streamlining the process for management of field unit movement in real time to alleviate coverage “holes”.

- Increasing call volume increases field unit response and thereby increases the number of apparatus dispatch personnel must manipulate to ensure adequate coverage in all service areas.
- Automated algorithms incorporating AVL and unit status may aid in determining the appropriate move up which, when combined with historical data, will assist the dispatcher in determining the most appropriate course of action.
- The use of technology may result in improved response times to incidents.
- Demonstrations have been made for both the CAD Coordinator and Sacramento County Fire Chiefs; both received favorable comments.

BACKGROUND

Increasing number of calls for service has necessitated an increased number of responses by field units resulting in potential holes in coverage for certain areas. The call volume has also affected our use of mutual aid to maintain minimum coverage standards. The units being dispatched had been manually managed by dispatchers on the floor and the need to move units to cover field workload can become increasingly difficult. In order to help expedite unit responses and cover subsequent response shortages the value of additional technology became apparent. Live MUM 2.0 utilizes historical CAD data to evaluate previous response times, standard workloads and other geographical factors in order to make recommendations for the most efficient movement of equipment.

ANALYSIS

Deccan International has been a valued partner for SRFECC and our constituents since the mid 1990's. Currently, they provide the Box-area Automated Run-card Builder (BARB) application, which ensures street connectivity and routing accuracy; CAD Analyst which utilizes past history/data from the CAD; and Apparatus Deployment Analysis Module (ADAM) that uses historical CAD data, GIS maps and an algorithm to forecast future deployment/response time impacts and workload. These tools are essential in assisting with data analysis and strategic planning for our future needs. Deccan International has consistently refined their products in response to our business needs and Live MUM 2.0 is no exception.

Live MUM 2.0 is a web browser based technology, which utilizes an ESRI platform, that is easily accessible by the field units and provides real time unit location information. It requires no propriety supplemental equipment and relies on our CAD data. All that is necessary for access to Live MUM 2.0 is a web browser. Updated CAD data is transmitted to Deccan International twice a year to analyze and refine move up recommendations based on our historical data.

As a service provider Deccan International has been a sustainable company providing analytical tools customized to the fire service and supporting their products after purchase with exemplary customer service.

FISCAL IMPACT

The initial cost of \$353,160 for Live MUM 2.0 is based on 89 stations in the service area and includes: configuration, project management, the interface with new CAD, Live MUM server, wall map, installation, on-site training, twelve (12) full licenses and six (6) view only licenses and one year of maintenance. The cost for Live MUM 2.0 is not included in the SRFECC operating budget.

The maintenance costs for the next four years are as follows:

Maintenance Cost for Year II	\$60,626
Maintenance Cost for Year III	\$62,445
Maintenance Cost for Year IV	\$64,318
Maintenance Cost for Year VI	\$66,247

CAD interface with New World is as follows:

Cost of Interface	\$52,000
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IMPACT ON STAFF

The impact for Live MUM 2.0 installation (included in price quote) and maintenance would be very minimal. The GIS team has already established in-house processes to configure CAD data to a readable format for the existing Deccan applications. No new processes need be developed for implementation of this product.

ENVIRONMENTAL REVIEW

Not applicable.

APPLICABLE POLICY OR LAW

Not applicable.

ATTACHMENTS

1. [Deccan International Cost Proposal - #20170303-LM2-C](#)
2. [Minimum Coverage Standards for County](#)

RECOMMENDATION

Live MUM 2.0 provides a dynamic real time operational module to aid in move up recommendations. It is a scale-able module with customized business rules that reflect agency coverage policies.

The use of Live MUM 2.0 decreases the amount of time required by dispatchers and field personnel to make unit move up recommendations, resulting in more rapid dispatch of field units and a more efficient use of available units.

Respectfully submitted,

Teresa Murray, CED