



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** INFORMATION SERVICES

**File #:** 19-423

Board Meeting Date: 5/14/2019

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Jon Walton, Chief Information Officer, Information Services Department

**Subject:** Agreement for E911 Routing Licensing and Support

**RECOMMENDATION:**

**Measure K:** Adopt a resolution waiving the Request for Proposal process and authorizing an agreement with AT&T Corporation to provide West Emergency Routing Service licensing and support for the term of thirty-six (36) months with a not to exceed amount of \$217,260.

**BACKGROUND:**

AT&T is the County's current communications service provider and has been selected to provide the County's Voice Over Internet Protocol (VoIP) service. AT&T VoIP service on its own can only route non-emergency calls. It cannot route e911 calls to the correct local 911 operator, also known as a Public Safety Answering Point (PSAP). Routing emergency calls by telephone number alone is not accurate and requires user data to be collected and referenced for routing to the correct PSAP.

**DISCUSSION:**

AT&T will partner with a third-party vendor to supply the routing service. The West Emergency Routing Service (WERS) application has been integrated with the AT&T VoIP system for emergency call routing. AT&T will deploy the application that pulls user location information used to route emergency calls. WERS will be responsible for receiving the caller data, determining the appropriate PSAP, and forwarding the user data with the call. The County will be responsible for maintaining accurate user location information associated with each phone number. AT&T will ensure WERS properly routes all e911 calls to the correct PSAP.

AT&T will supply continued support for maintaining the WERS application and accurate routing information. The proposed agreement includes three-years of licensing and support of the routing service.

County Counsel has reviewed and approved the resolution and agreement as to form.

Approval of this Resolution contributes to the 2025 Shared Vision of a Collaborative Community by both increasing staff and team efficiency and improving engagement with residents across the

county. This modern platform is designed to enhance public safety, better connect employees with one another, and better connect the County government to the residents it serves.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2017-18 Actual</b>	<b>FY 2018-19 Projected</b>
Availability of Core IT Services (Datacenter, Network, Radio, and PBX)	99.99%	99.99%
Percent of Customer Survey Respondents Rating Service Offered by this Program Good or Better	75%	75%

**FISCAL IMPACT:**

The term of the Agreement will be for thirty-six (36) months for an amount not to exceed \$217,260. Funding for this Agreement is provided through **Measure K**. Ongoing service costs will be included in the Core IT charges that are distributed to all customer departments.