



BOARD OF COMMISSIONERS

AGENDA REQUEST & STAFF REPORT

MEETING DATE: December 7, 2022

SUBJECT: Agreement with Noble 911 for 9-1-1 Phone System Upgrade

RECOMMENDED MOTION:

Move approval of Chair Signature on Document No. 2022-948, Agreement with Noble 911 for upgrades to the County's 9-1-1 phone system.

BACKGROUND AND POLICY IMPLICATIONS:

Deschutes County 9-1-1 is upgrading its phone system. The agreement with Noble 911 includes new hardware and software, all required installation services and ongoing support. The maintenance contract is for seven years with the option to extend based on available state program funding or the vendor-supplied end-of-life for the new system equipment.

BUDGET IMPACTS:

The cost of the 9-1-1 phone upgrade and new maintenance contract was included in the 710 budget for FY23. The total cost over seven years is \$1,992,644.81.

The 9-1-1 District is reimbursed by Oregon Department of Emergency Management (OEM) each year based on a standardized call center calculation formula. For the first year of the contract, OEM will reimburse the District \$542,202.47 for the cost of the upgrades. Thereafter, OEM will provide annual reimbursement of approximately \$32,000 for years two through seven.

ATTENDANCE:

Sara Crosswhite, Director, 9-1-1 Service District
Jonathan Spring, Manager, 9-1-1 Technical Systems