



STAFF REPORT

MEETING DATE:	January 16, 2024
MEETING TYPE:	Council meeting
SUBMITTED BY:	S. Perry
AGENDA CAPTION:	Hutchins 911 next generation project. Presented by: S. Perry, B. Blanton, Thomas Marsh (Carbyne)

Background Information

The City of Hutchins 911 PSAP is hosted by AT&T. The last change to the 911 PSAP was in 2016.

At that time the 911 software was upgraded, and an additional layer of mapping was provided by AT&T. However now with commercial and residential growth the mapping has become antiquated.

The original contract with AT&T expired in 2023, and a new contract was presented and approved by City Council for a one-year term on October 16, 2023, by resolution # R2023-1149.

Section 771.059 of the Texas Health and Safety code establishes September 1, 2025, for all parts of the State of Texas to become "Next generation 911 compliant".

Next generation allows 911 centers to accept information from the public and responders, including text, images, video, and voice calls.

- GPS location tracking services
- Geospatial routing
- Multimedia sharing
- Cloud-based call handling systems
- IP-based Emergency Services IP Network (ES Inet)
- Incident mapping
- Cyber security capabilities

As the City has grown over the past ten years the landscape in Hutchins has changed.

Over Fourteen million square feet of warehousing space has been added on Wintergreen Road, and on West Cleveland Road, and

approximately 200 new homes have been built in the city, and 750 new homes in the Southaven addition are to be constructed over the next five years.

What was once farmland is now commercial development or new residences.

Our mapping has become outdated and does not show accurate locations due to these new developments.

Poor mapping or no mapping of these areas provides for longer response times from Police and Fire, and is a safety issue to our Police and Fire personnel and to the person(s) who may be needing lifesaving first aid or may be the victim of criminal conduct.

Thomas Marsh (Carbyne presentation)

Power point

Budget Implication

State funds received monthly through the commission of emergency communications.

General fund

Operational Impact

Becky Blanton:

Text to 9-1-1 service is soon to be a requirement nationwide. The speech and hearing-impaired communities have made move toward text to 9-1-1 technology as a preference over the TDD/TTY services we currently offer as it is more cost effective considering most everyone has access to a cellular phone without purchasing additional equipment for their homes, and for use on the go. Additionally, Carbyne offers real-time translation of more than 90 languages with more to come. The US average 9-1-1 call takes approximately 2 minutes to process. Calls utilizing language line currently average 6-9 minutes. The software provided by Carbyne helps to minimize this delay by providing dispatch with a real time translated transcription of what the caller and translator are saying to add another layer of redundancy to ensure accuracy in documentation and proper response. Carbyne also has an accuracy of approximately 12 feet when providing caller locations. We currently have a radius of over 3,000 meters. This too will expedite locating a caller when they are unsure of their location due to diminished mental capacity or injury related communication issues. This 9-1-1 software provider offers top notch technical capabilities including live streaming video and real time text communication. Carbyne is designed by and for first responders to provide the most up to date capabilities to benefit the health of the community and the safety of both the community and the responder. Our current system is so outdated that we are the very last customer our supplier has on this version of software which is nearing end of life. With the upcoming next gen 9-1-1 requirements, our systems inability to be updated requiring replacement, and the necessity to provide ALL our citizens with the best quality response possible, I believe the cost of this software will be more than justified given the improvement it provides. Those with language barriers and disabilities are required to receive the same quality of care and response as those who do not. This system will provide required updates as well as updates that will provide communications the ability to expedite response for calls and provide responders with links to live video feed, updates from callers who would otherwise not be able to speak directly to dispatch, and better locate callers who cannot provide locations.

Legal Review

N/A

Staff Recommendation

Presentation, Staff will bring back a final recommendation during the 2024/2025 budget process.

Supporting Documentation and Attachments

Spread sheet of 911 funds collected monthly.

Carbyne Quote