



Council Agenda Item

Meeting Date: 12/02/2025

Agenda Item: Communications Center Updates

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BACKGROUND

(Enter the who, what when, where, why)

With the recent completion of the county-wide radio upgrade, there are a few important Communications Center updates to be aware of:

- 1) Storm Siren Control System Upgrade: The new system links the siren system directly to the National Weather Service warnings for activation and also allows monitoring the readiness of the sirens. This will help ensure that human error factors will not contribute to delays in activating the sirens. Staff will still have the ability to activate the sirens manually if needed.
- 2) Storm Siren Testing Schedule: The storm sirens will now be tested on the third Wednesday of every month at noon.
- 3) Next Generation 911 (NG911): NG911 is a digital, IP-based system that replaces the analog 911 infrastructure. The practical change for the Communications Center is that all 911 calls originating from a cell phone within the geographic limits of the city will now be routed directly to our Communications Center rather than one of the county centers. This should reduce the number of transfers, and will increase the number of 911 calls our dispatchers receive directly.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS

(Dates, committees, action taken)

N/A

FINANCIAL IMPACT

(If none, state N/A)

N/A

STAFF RECOMMENDATION

N/A

ATTACHMENT(S) INCLUDED

(If none, state N/A)

1. Next Generation 911 Fact Sheet