Safe City Update

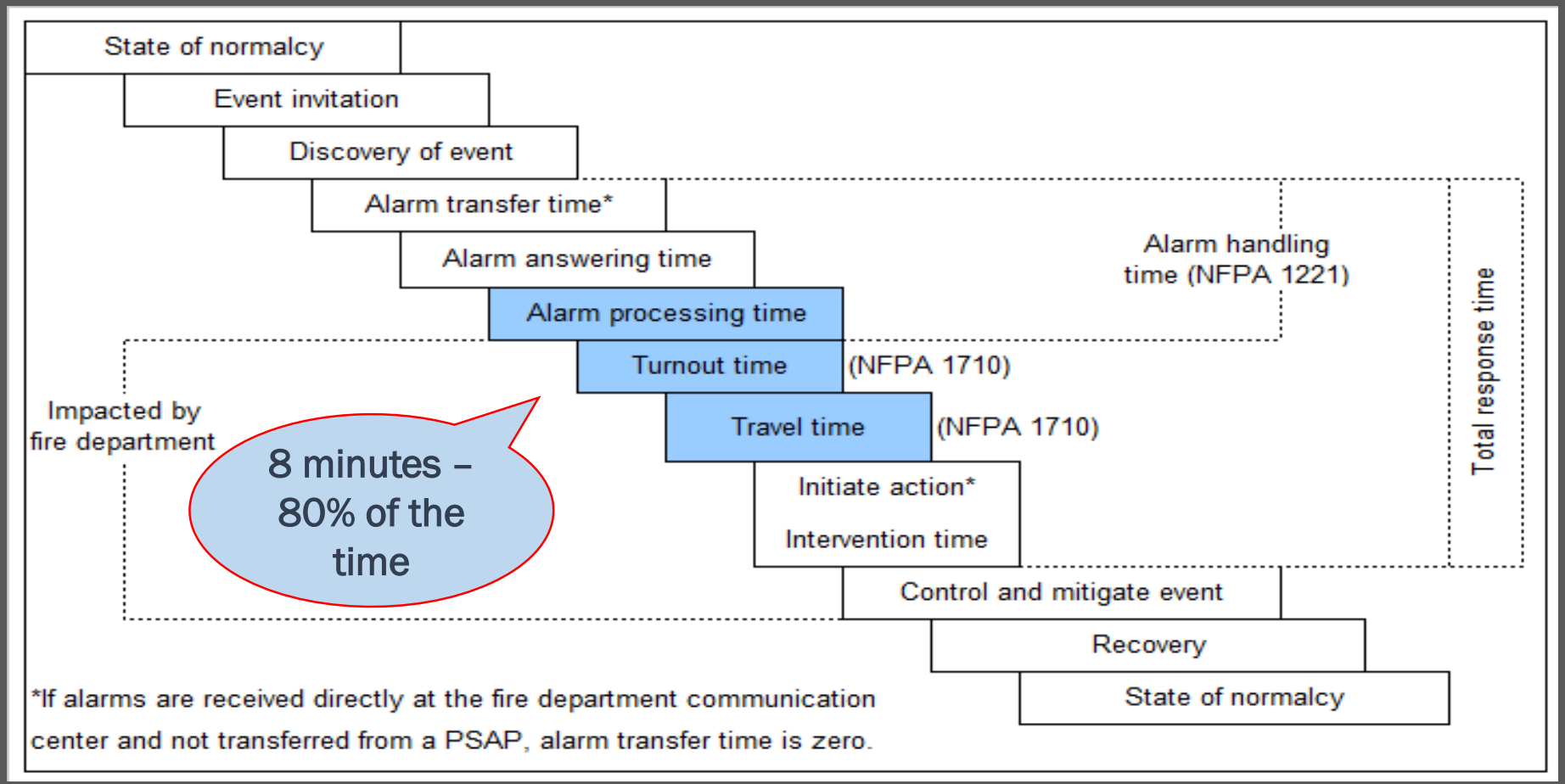
Datacentric solutions within and across Police, Fire, and Emergency Management

City of San José
Smart Cities and Services Improvement Committee
December 6, 2018

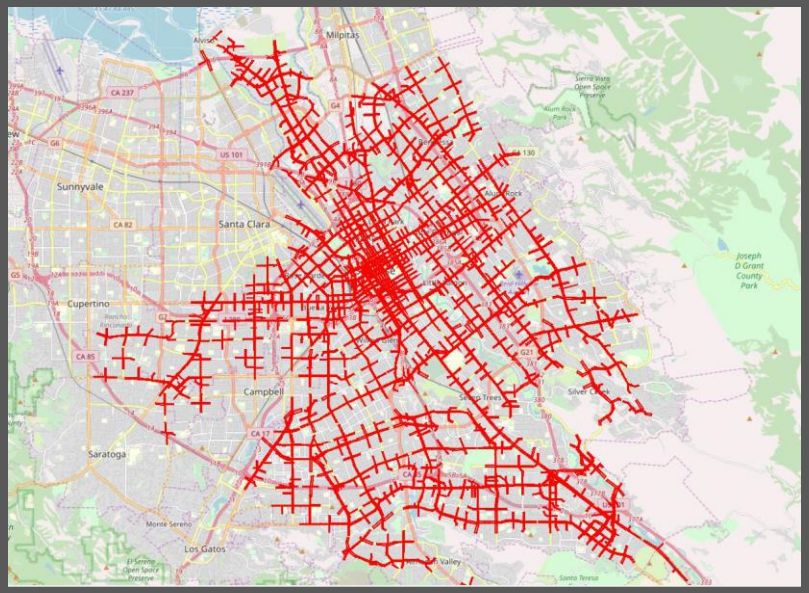
Safe City Update Agenda

1. Overview
2. Improving Response Times – Fire Department
3. Real-time Crime Analysis – Police Department
4. Mass Public Notification – Office of Emergency Management
5. Next Steps

Fire Department
Improving Response Times



Fire Department
Emergency Vehicle Preemption



Project Timeline:

- Initiated project in FY 2016-2017 with one-time funding of 1.2 Million.
- CEVP pilot enable on 41 selected intersections. (July/Aug 2018)
- Go Live – Began citywide deployment to production. (September 2018)
- Completed deployment 896 out of 955 City intersections.
  - 52 pending hardware replacement. January 2019
  - 7 not part of CEVP – no network connectivity.

Fire Department
Business Intelligence

Project Timeline:

- Initiated project in FY 2015-2016. RFP Released (May 2016)
- **Phase 1 – Creation of data warehouse** (Completed August 2017)
- **Phase 2 – Extract data, Transform, and Load (ETL)** (Completed September 2017)
- **Phase 3 – Enterprise Resource Planning & ETL** interfaces (Estimated December 2018)
  - Performed data mapping for CAD, Fire RMS, PD RMS, and Fire staff scheduling software to the target tables in the BI Schema documented.
  - Verification of Production Data– Fire CAD and PD RMS pending.
- Roll-out plan to deploy end-users is estimated beginning of 2019.
- Department technical and power user program-level staff completed training on Microsoft Azure, Data warehouse, ETLs, Power BI Pro, and datasets.

Fire Department
Fire Station Alerting System

Project Timeline:

- $1.3 million allocated in 2016-2017.
  - Contract period Oct. 24, 2017- April 30, 2024.
- System hardware delivered Feb. 1, 2018.
- Public Works installed all station controllers. (Completed September 2018)
- IT Department testing redundant network connectivity required to ensure 24/7 operation.
- Fire Station network components and system configuration. Pending testing outcome.
- Go Live – Estimated March 2019

Fire Department
On the Horizon

Closest Unit Dispatch Project:

- Dual Network Connectivity of Fire Apparatus (Coverage)
- CAD Configuration
- Policy Development
- Operationalize / Process and Procedure

Police Department
Real-time Crime Analysis

Police Department

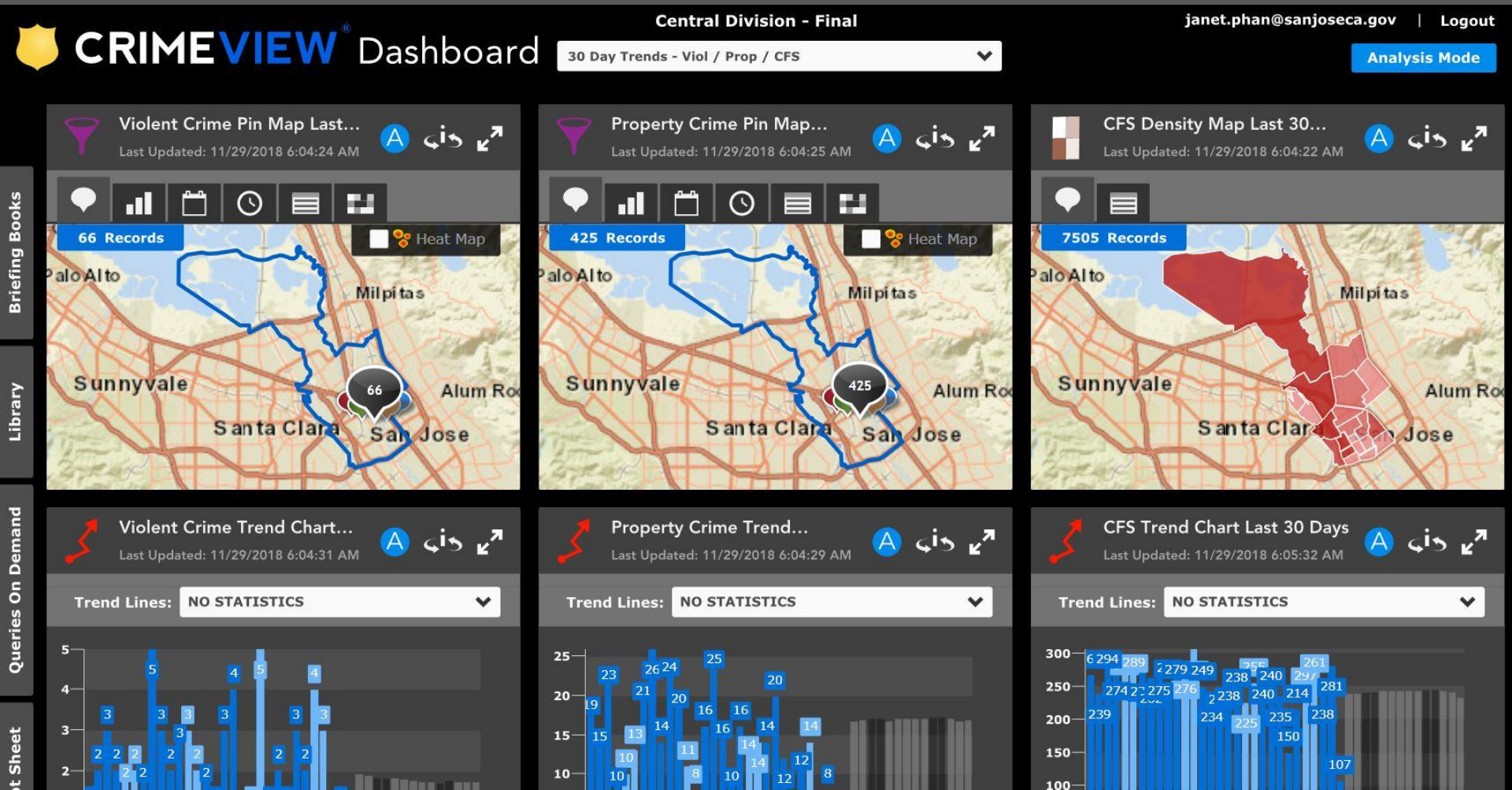
Crime View Dashboard

Crimemapping.com

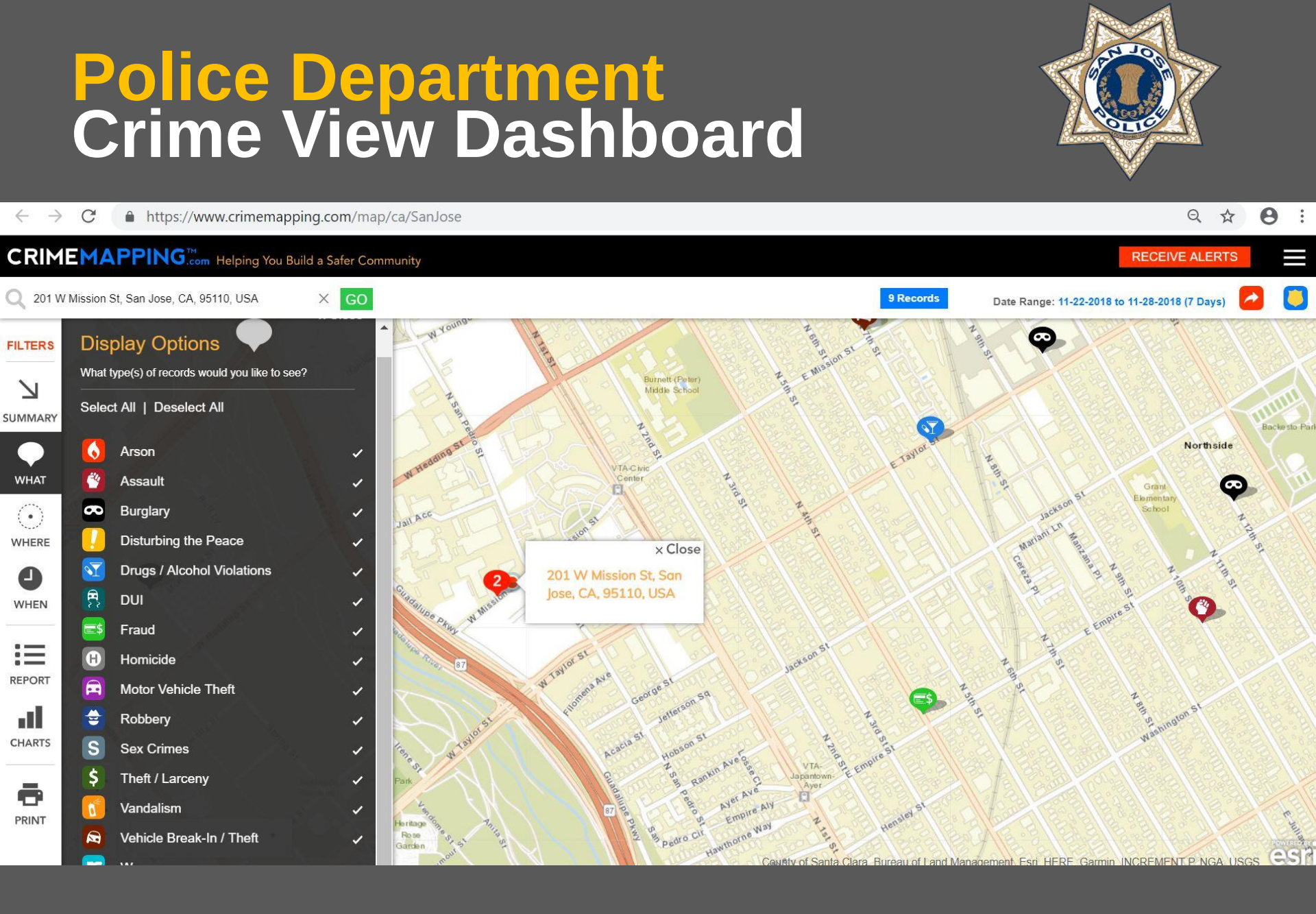
The Advanced Reporting Module

Predictive Mission

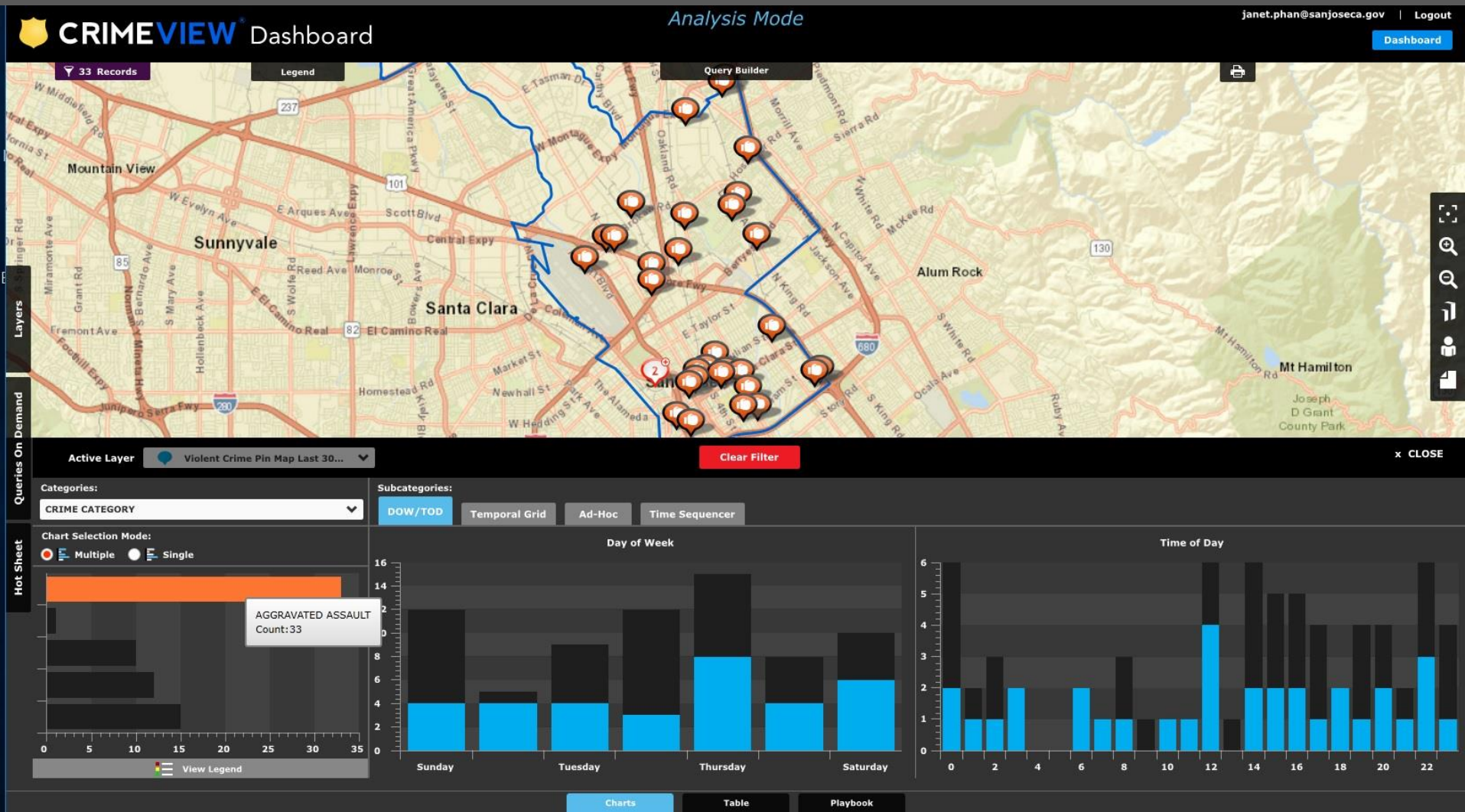
Police Department
Crime View Dashboard



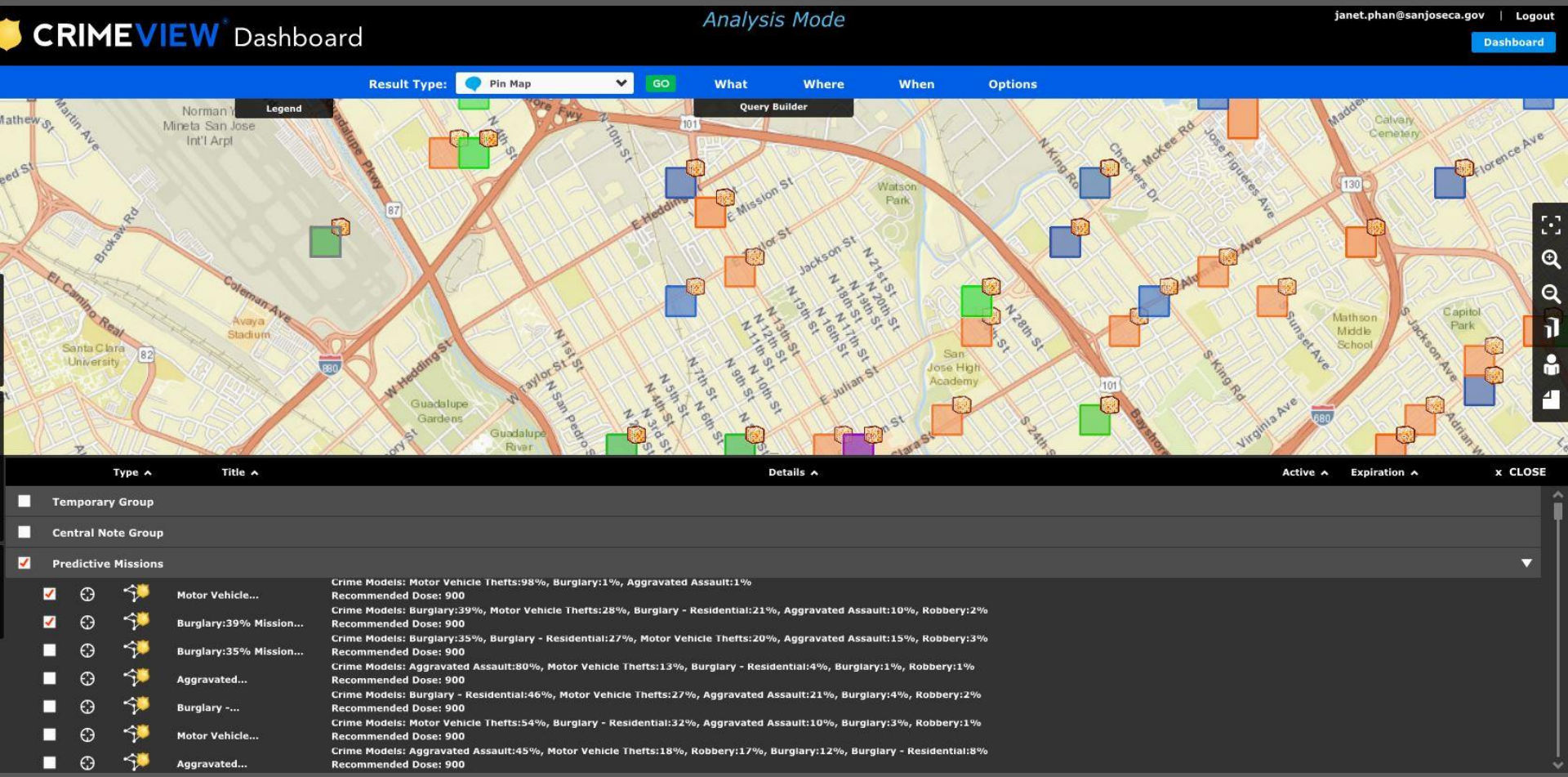
Police Department
Crime View Dashboard



Police Department
Crime View Dashboard



Police Department
Crime View Dashboard

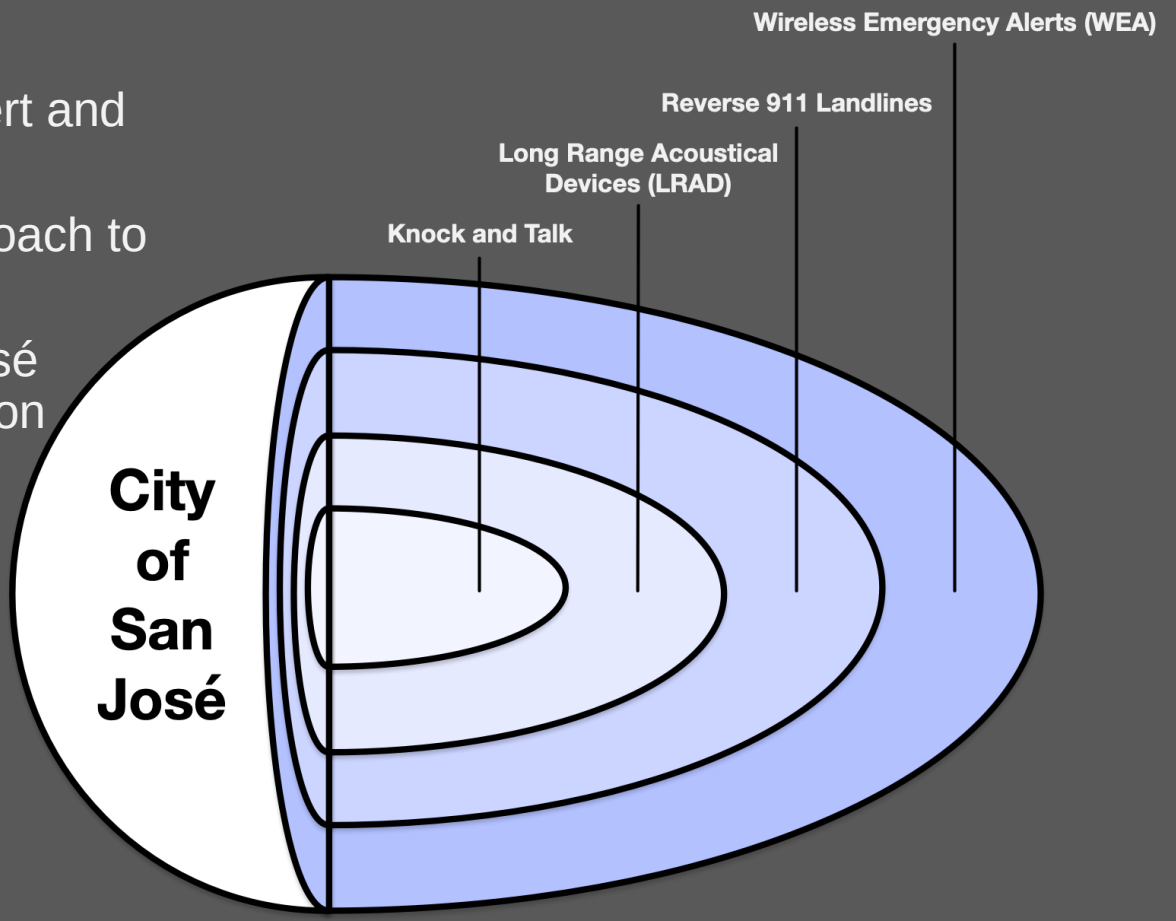


Emergency Management
Mass Public Notification

Emergency Management
Mass Notification System

2018 Goals

- Increase our capability to alert and notify San José residents.
- Develop a multilayered approach to emergency notifications.
- Encourage Opt-In of San José residents and allow notification language selection.



Emergency Management
Mass Notification System

Common Communication Methods:

- **Wireless Emergency Alert (WEA):** When wireless phone carriers broadcast to cellphones in a specific geographic area on behalf of government agencies to send you an alert with a distinctive sound. An example is an Amber Alert.

- **Reverse 911:** When 911 operators call you, mostly to landline telephones.

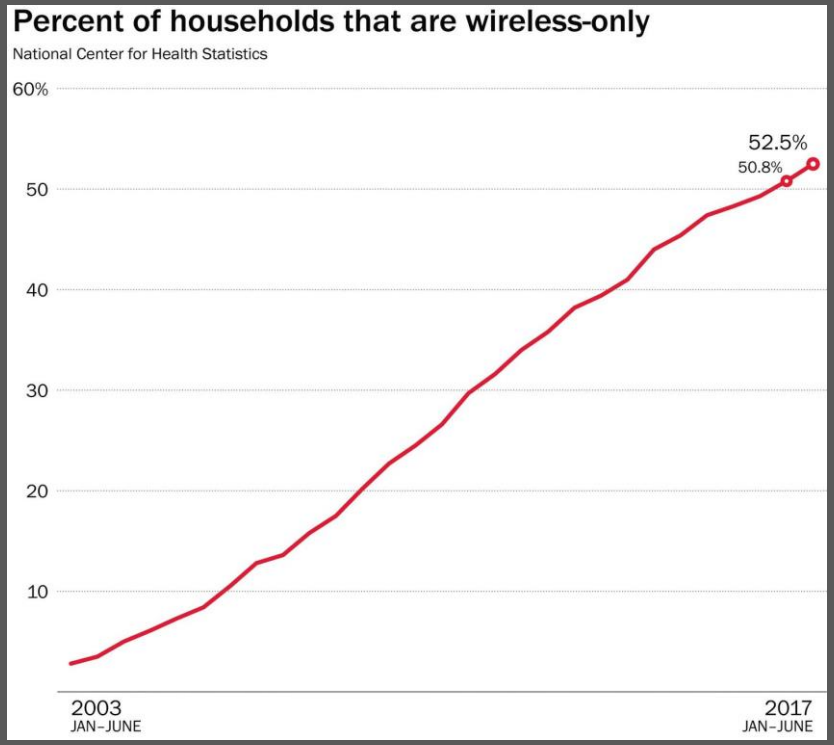
- **AlertSCC :** An opt-in system that is similar to reverse 911 that can send alerts to landline telephones, mobile phones, email, and text message. Multiple languages are supported (English, Spanish and Vietnamese).

- **Nixle:** An anonymous opt-in system using zip codes that many county agencies, including Sonoma and Santa Clara, use to contact residents via text and email alerts.

Emergency Management
Mass Notification System

The importance of Wireless Emergency Alerts (WEA) has increased significantly.

- 53.9% of households in the U.S. are now using only wireless telephones instead of landlines.
- Reverse 911 does not include wireless telephones and most Voice Over IP (VOIP) telephones.
- WEA messages can reach approximately 75% of the U.S. population within minutes.



Emergency Management
Mass Notification System

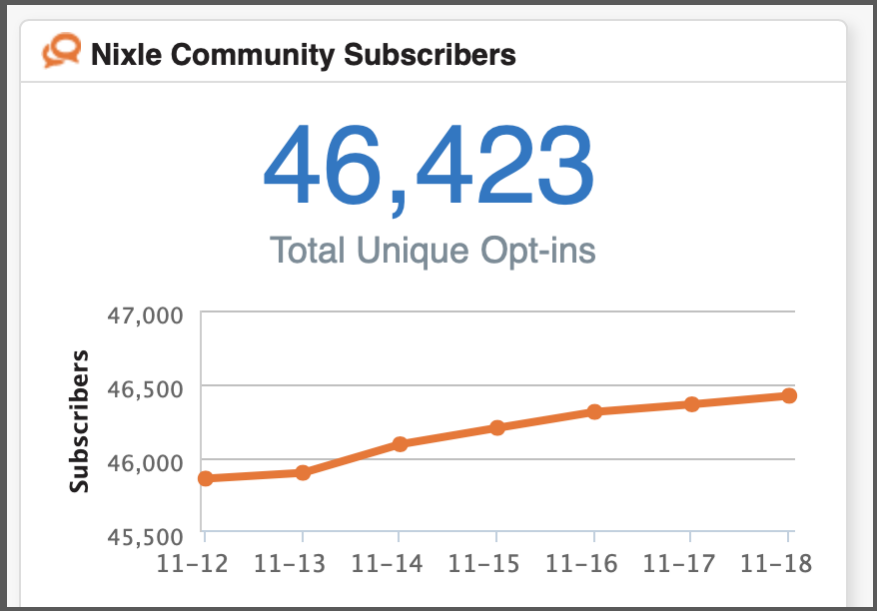
2018 Achievements:

- 1 full-time Alert & Warning Coordinator hired by Office of Emergency Management.
- 6 life-safety uses of the Alert Santa Clara County (AlertSCC) and Integrated Public Alert And Warning System (IPAWS) by the City of San José.
- 77% increase since 2017 of City of San José AlertSCC opt-in, with a language choice of English, Spanish, & Vietnamese notifications.
- 138 monthly tests and exercise notifications made by authorized Public Safety Answering Point Supervisors, Bridge Seniors, and Office of Emergency Management Staff.

Emergency Management
Mass Notification System

Nixle Signup

- Up 14% in Santa Clara county since 2017
- Easy and anonymous to sign up just text your zip code to 888777.



Emergency Management
Mass Notification System

How can you help? Encourage your residents to sign up!

Sign up on **www.AlertSCC.org** and you can choose additional languages (English, Spanish, and Vietnamese)

Safe City Strategy

Next Steps

1. Build City Capacity
2. Assess Public Safety Mobile Network Requirements
3. Update Safe City Strategy in 2019

Safe City Update

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