

**Item Title:** Amendment to Interlocal Agreement (ILA) between City of Raleigh and Wake County regarding the Computer Aided Dispatch (CAD) system; and Consent to Assignment of the financial responsibility for the TriTech Software Systems CAD contract from Wake County to the City of Raleigh.

**Specific Action Requested:**  
**That the Board of Commissioners:**

- 1. Authorizes the County Manager to execute an Amendment to the ILA between the City of Raleigh and Wake County which governs the joint ownership and ongoing support of the CAD system, subject to the terms and conditions acceptable to the County Attorney; and**
- 2. Authorizes the County Manager to execute a Consent to Assignment between the City of Raleigh, Wake County and TriTech Software Systems assigning the financial responsibility for the TriTech CAD software contract to the City of Raleigh, subject to the terms and conditions acceptable to the County Attorney.**

**Item Summary:**

**Purpose:** The ILA Between the City of Raleigh and Wake County by its terms requires the approval of the governing boards of both parties for an amendment changing the substantive or financial commitments of the parties.

**Background:** Wake County has a long-standing agreement with the City of Raleigh to provide 911 dispatch services. Raleigh uses a computer-aided dispatch system (CAD) to manage dispatch operations. Raleigh and Wake County entered into an ILA regarding the procurement, funding, and ownership of the CAD system for interoperable public safety communications on May 1, 2017. The intent of the CAD system ILA was to establish roles and responsibilities the selection, procurement, long-term maintenance, required upgrades of the CAD system used by the Raleigh Wake Emergency Communications Center ("RWECC").

Recently, the State 911 Board determined it would only reimburse the City for CAD improvement expenses. The recommended Board actions transfer financial responsibility for maintaining the CAD system to the City of Raleigh, aligning CAD management with the State 911 Board's decision.

Board Goal: This action supports Public Safety Goal 3: Provide high-quality and sustainable public safety services to meet the community's current and future needs.

Fiscal Impact: This action is expected to reduce the County's overall cost sharing obligation for CAD expenses by allowing RWECC to receive the maximum reimbursement potentially available for eligible expenses from the 911 fund.

### **Additional Information:**

In 1998 the North Carolina General Assembly passed legislation which established the Enhanced 911 Wireless Fund and the State 911 Board. The 911 Board sets a uniform 911 service charge collected by all telephone and voice communication providers. Revenue from the service charge goes into the 911 Fund, from which the State 911 Board manages and distributes funds to eligible Public Safety Answering Points (PSAPs). The City of Raleigh serves as the primary PSAP for the Raleigh Wake Emergency Communication Center (RWECC).

The State 911 Board determines the allocation of phone fee revenues to jurisdictions across the State. Local governments rely heavily on these reimbursements to maintain and improve their CAD systems.

Raleigh and Wake County relied on the State reimbursements to install and implement a new CAD system in 2019. On June 29, 2017 after a competitive procurement process, the County executed a contract with TriTech Software Systems to replace the existing CAD system utilized by the RWECC. The CAD software and hardware enables the 911 center to receive emergency calls, determine the location of the emergency and then send the appropriate resources to the scene. As outlined in the City of Raleigh and Wake County CAD system ILA, software, hardware and implementation costs associated with the CAD system were jointly funded by the City of Raleigh and the County. The new CAD system went live in May 2019.

In a recent decision, the State 911 Board determined that the City as the primary PSAP, but not the County, was entitled to receive reimbursement for expenses relating to CAD system modules that are part of the 911 call taking process. The requested actions shift financial responsibility for the CAD software contract to the City of Raleigh as primary PSAP in order to maximize reimbursement eligibility from the 911 fund. The requested amendment similarly restructures contractual responsibility for future purchases and maintenance for the CAD system.

The Amendment to the ILA and the Consent to Assignment are being reviewed and finalized by attorneys for Wake County and the City of Raleigh. The Raleigh City Council authorized the Manager to execute the Amendment to the ILA and the Maintenance Contract Assignment at their June 15, 2021 meeting.

**Attachments:**

None