



AGENDA REPORT

CITY OF SAN CLEMENTE

City Council Meeting

910 Calle Negocio
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San Clemente, California
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Meeting Date: 4/18/2023

Agenda Item: 9C

Department: Community Development
Prepared By Rick Loeffler, Chair of the Public Safety Committee
Adam Atamian, Deputy Community Development Director

Subject:
PUBLIC SAFETY COMMITTEE REPORT REGARDING ENHANCED FEATURES FOR 911 DISPATCH CENTER

Summary:

At the Public Safety Committee Meeting of February 28, 2023, the Committee received a presentation about Prepared 911, a software company that provides improved features for 911 dispatch centers. These features allow callers to submit real-time, actionable data, such as pictures, live video, and locational information, to dispatchers. The Committee desires to inform the City Council of this service, which the Orange County Sheriff's Department anticipates implementing in mid-2023.

Background:

Prepared 911 provides 911 dispatch centers with the ability to allow the public to share emergency information directly from mobile devices through the submission of photos, live video, and GPS location data. These features are provided to enforcement agencies free of charge and include implementation of the service, training for dispatchers, data storage and archiving, and on-going technical support. Currently, the Orange County Sheriff's Department is anticipating implementation of these features in mid-2023.

In addition to the free services provided, Prepared 911 also has enhanced capabilities that can be provided for a cost. These enhanced features allow the real-time information received by dispatchers to be transmitted to first responders at, or en route to, the location of an emergency situation, language translation services for communications received via text message, and the ability to remotely hide a caller's screen when they are filming to prevent others from knowing filming is taking place.

The Public Safety Committee reviewed this service at their February 28, 2023 meeting as part of their Disaster Preparedness and Communication Work Plan Project, and found that the enhanced features would be an added benefit to the City's public safety response efforts. While the implementation of this software occurs directly between Prepared 911 and the Orange County Sheriff's Department, the Committee desires to make the City Council aware of the benefit of the enhanced features in the event that future discussions with Orange County Sheriff's Department include this topic.

Council Options:

- Receive and file this report.
- Continue the Item with direction to provide additional information.
- Provide specific direction to City staff for further action.

Fiscal Impact:

None to receive and file this report. Direct costs related to the provision of Prepared 911's enhanced features is not known at this time, as implementation of these features would be on a County-wide basis, not on a city-by-city basis.

Recommended Actions:

Staff Recommendation

Staff recommends the City Council receive and file this report.

Attachment:

None.

Notification:

None.