

3-1-1 Business Plan Committee Update

Management Committee

April 11, 2012





Presentation Goals

- **Review committee goals**
- **Define assumptions**
- **Summarize findings and discussion**
- **Request direction**



3-1-1 Related Committees

3-1-1 Business Plan Committee

- Type of System
- Review Funding Options
- Participation by 911 Oversight Team Representative

Technology Advisory Group

- Use existing MAG Committee
- Recommends appropriate technologies to Business Plan Committee
- Participation by Public Safety Answering Point Managers Group



Committee Goals

- **Recommend whether to proceed with a regional implementation**
- **Recommend the type of implementation**
- **Recommend funding options**



Assumptions / Caveats

- **Cost estimates are very high level**
- **Internal agency costs were not estimated**
- **Cost savings were also not estimated**



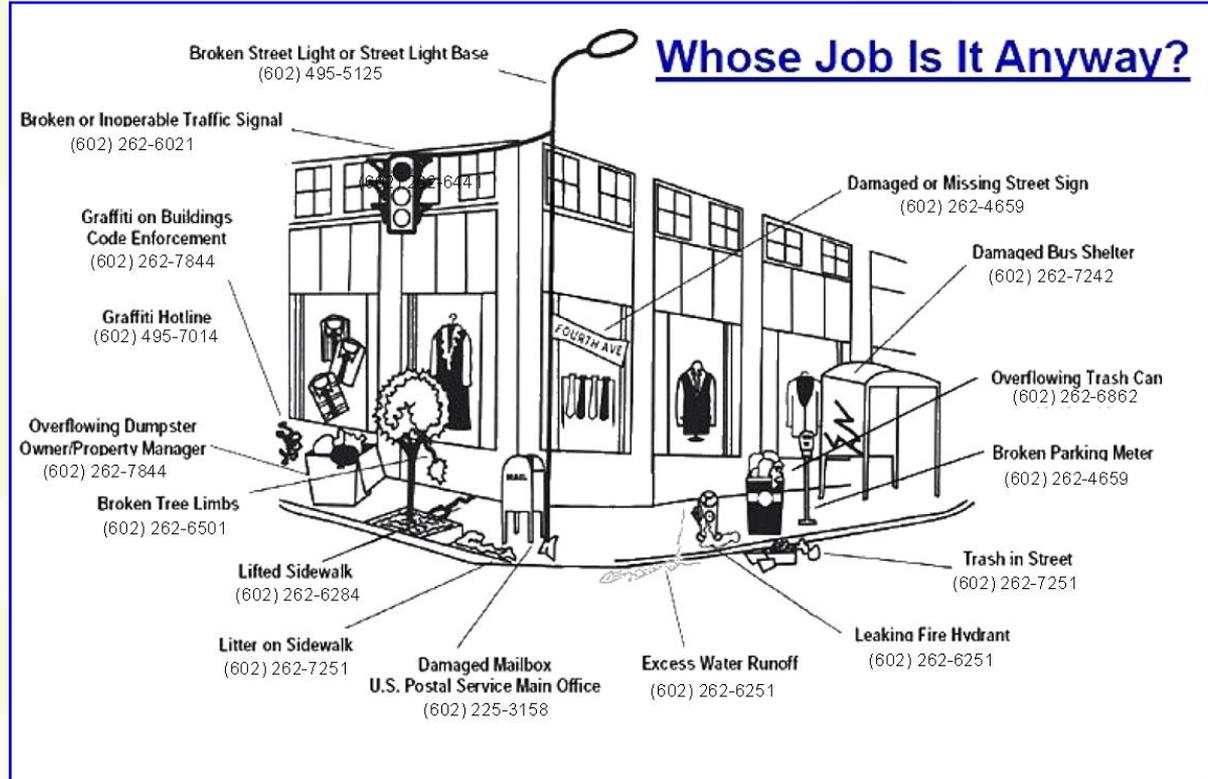
Findings

- **Most systems are not created to save money and therefore do not track savings.**
- **We are unique.**
- **3-1-1 increases call volume, but most calls are informational.**
- **Successful systems are multiplatform and executively driven.**



The Problem

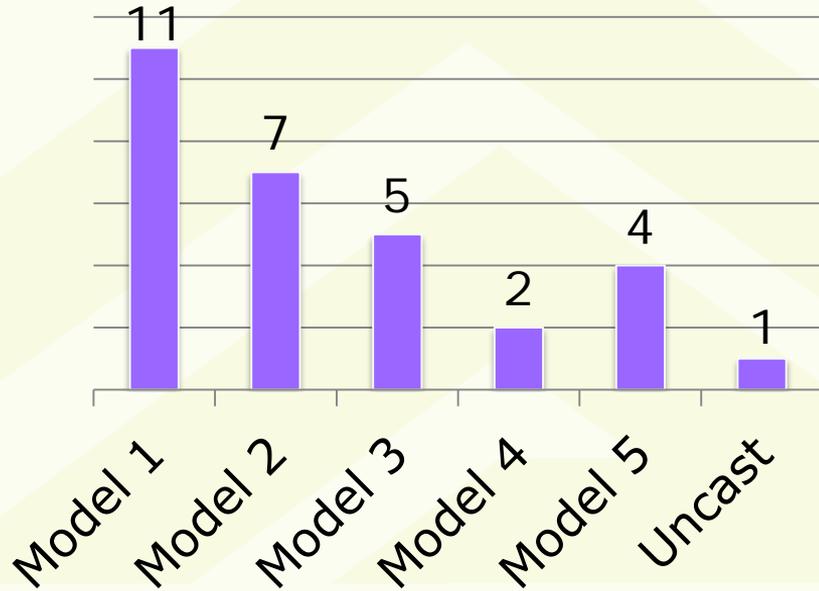
Citizens may have difficulty determining what number to call to access city services.



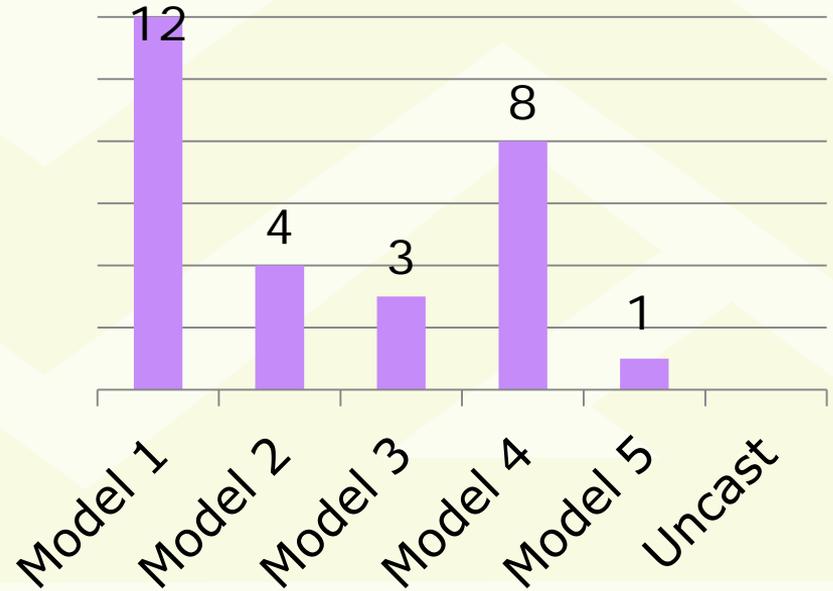


Straw Polls

November 29, 2012 (15 Agencies)



March 27, 2012 (14 Agencies)



Note: Each agency in attendance received two stickers to indicate priorities.



Committee Discussion

- Two straw polls taken
- Now vs. Later
- Agency readiness
- Philosophy



Discussion / Direction

- Do we continue to move forward?
- Can the philosophical divide be addressed?
- How much weight should we give cost?



Questions?

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