



MEMORANDUM

Council Agenda
Item No. IX. BF
11/5/2024

The City of OKLAHOMA CITY

Mayor and City Council

TO:

FROM: Craig Freeman, City Manager

Resolution authorizing the sole source purchase and approving Services Agreement with TTEC Government Solutions, LLC, professional services to evaluate and implement Amazon Connect and/or act as a reseller of Amazon Web Services for 911 AutoDirect Service to manage non-emergency calls, estimated cost \$139,800, November 5, 2024 through November 4, 2025.

Background:

Currently, many afterhours non-emergency calls are directed to the City's 911 communication center and are answered by 911 call takers whose primary responsibilities and expertise are intended to be a resource for residents experiencing emergency situations. Examples of non-emergency calls being answered by 911 include; calls for animal welfare where there is no threat to public safety; traffic lights are malfunctioning or out; my electricity is out.

Using best practice and leveraging technology, staff is recommending the use of Artificial Intelligence (AI) assistance for residents reporting non-emergency issues to 911. Initially, AI will be used for non-emergency animal welfare calls but will be expanded to other non-emergency calls and other departments.

The intent of this interface is to allow residents reporting non-emergency issues to interact with an AI assistant so all information can be input into our Computer Aided Dispatch (CAD) system with little to no interaction with 911 personnel. Through AI, the call information will be auto-populated and provided to the appropriate responding agency via a direct link to CAD.

The use of AI as described is intended to add capacity to the 911 communications center so that 911 call takers can be more available to take calls of a true emergency in nature.

This technology is sole source to TTEC Government Solutions, LLC and is customized for enhanced 911 services.

Estimated Cost:

\$139,800

Source of Funds:

EMER MGMT E-911-CMTD – 911 Communications – Maintenance and Operations – IT Systems/Software (1691-4200620-11054-54164001)

Review:

Police Department

Recommendation: Resolution be adopted.