ATTACHMENT B.1

Department Unique Operations

(REVISED UNDER BULLETIN # 2)

NOTICE TO POTENTIAL PROPOSERS

THIS DOCUMENT DOES NOT STAND ALONE AND IS INTENDED TO BE USED AS A REFERENCE TO APPENDIX B (SOLUTION REQUIREMENTS RESPONSE MATRIX).

1.0 Dispatching Model (Current Operations)

This Paragraph is intended to provide potential Proposers with a description of the Department's current dispatching model.

The Department is currently utilizing a hybrid centralized/decentralized dispatching model. At the station level, there is an initial call-taker and station dispatcher (SD) as well as a Watch Deputy (WD). The SD (physically located at the station with the call-taker) does not voice any dispatch communications but is responsible for digital assignment. The WD does not modify incident data, only reviews data to assist in any decision-making. Any calls that require voice dispatching are the responsibility of the Public Response Dispatcher (PRD). The PRDs are physically located at the Sheriff's Communication Center (SCC). The following is a brief overview of the call-taking and dispatching process:

All emergency calls are initially received at the station-level's complaint desk. As part of a call receipt, a call is assigned a radio code(s), and is additionally assigned one of four priorities:

- Routine,
- Priority,
- Digital and Voice (D+V), or
- Emergent.

When the call is entered and subsequently transferred by the call-taker, one of the following will take place:

- If it is a Routine call, the complaint desk routes the call to the SD via the CAD System. The SD then assigns a unit(s) to the call digitally via the CAD System, which is transmitted to the unit's mobile data computer (MDC). There is no voice transmission, only a digital message is sent.
- If it is a Priority or D + V call, the complaint desk routes the call to the SD. The SD then assigns a unit(s) to the call digitally via the CAD System, which is transmitted to the unit's MDC. After assignment, the call is routed via the CAD System to a PRD who verbally voices the call to the unit(s) over the radio System.
- If it is an Emergent call, the complaint desk routes the incident to the PRD and SD via the CAD System simultaneously. The PRD will immediately broadcast the call over the radio System in order to determine which units are available to take the call. Units will indicate their proximity to the call and an appropriate unit will accept the assignment. The SD will then assign the responding unit(s) to the call digitally.

Field personnel also have the ability to self-assign to any dispatched call for their station area.

A vast majority of the alarm calls are initially received by the SCC, however some alarm calls are received by the individual station. If the call is received at SCC, the PRD who is handling the alarm call will do the following:

- Ascertain the pertinent information for the alarm call,
- Assign the call to the station based on the address given,
- Route call to the SD, who will then assign personnel using one of the four priorities listed above, and
- At any time during this process, the PRD or call-taker can update the call as needed and have it re-sent to the SD for dispatching to the unit(s).

Each participant provides a unique and vital role in the call-taking and dispatching process:

- The call-taker receives the call and obtains the information from the caller. They provide the initial point of entry into the CAD System and determine the subsequent call flow based on the call classification. The actual routing of the incident is determined by the CAD System. If the phone call must be routed to another agency (e.g., fire emergency), the call-taker will transfer the caller to the other department, staying on the line until the parties are connected. No other participant involved in the dispatching process speaks to the caller.
- The SD is responsible for managing information in the CAD System after the initial call is entered and sent to them via the call-taker and assisting units through each station's tactical radio channel. The SD manages a call digitally but does not voice calls.
- The PRD is responsible for providing voice dispatch, verbally coordinating field unit responses over the dispatch channel, as well as monitoring CAD traffic from the field (e.g., warrant hits, stolen vehicle hits, etc.). In addition to potentially coordinating with outside agencies and other stations, the PRD is also responsible for organizing communication with the relevant station Watch Commander to determine the appropriate response. No other individual will operate the dispatch channel (excluding field personnel).

While call-takers and SDs are dedicated to their assigned stations, PRDs service all stations within the County. A complex interface between the CAD and radio System continually transfers voice dispatch responsibilities for a particular station. The interface takes into account a PRD's workload (Workload Algorithm) to determine which PRD is responsible for managing a station's dispatch channel. A station's dispatch channel includes voice radio traffic, dispatched calls-for-service, inquiries via the MDC by field units assigned to that station, as well as other items related to that station's field and desk personnel.

It is the Department's intent to transition to a centralized dispatching model [refer to Paragraph 2.0 (Dispatch Model (Future Operations) below].

2.0 Dispatching Model (Future Operations)

This Paragraph is intended to provide potential Proposers a description of the Department's future dispatching model.

The County intends to transition to a centralized dispatching model, in which all call-takers and dispatchers will be housed at a single Public Safety Answering Points (PSAP) location. The County envisions a phased transition:

- During Phase 1, all dispatchers will be moved to a single Communications Center (location unknown at this time), and
- During Phase 2, all call-takers will be moved to the Communications Center.

All stations will have front-desk personnel and will receive direct calls from the public. It has not yet been determined what the process will be for entering emergency calls that are received at the station (e.g., enter into the CAD System or transfer caller to the Communications Center). All stations will need access to view CAD operations. Although the County desires for stations to have the ability to create calls and/or dispatch units, that functionality may not be implemented as part of the Contract.

The County intends to eliminate the Workload Algorithm and transition to a geographic dispatching model. Dispatchers will be assigned a beat and/or station(s). This assignment will be static and will not be impacted by workload. That said, in the event of a high priority incident, it's likely that dispatching assignments will change rapidly.

3.0 Mobile Operations

Calls are digitally transferred to a deputy's MDC (typically either a Panasonic Toughbook CF-31 or CF-19), which runs on the MS Windows platform (Windows 10 and above). Provided the user is logged into the CAD application, the call-for-service (CFS) is transferred onto their home screen. The call itself will be placed into a queue that shows all calls assigned to that deputy (Dispatch Index). The Dispatch Index can hold up to five dispatched calls, while additional call details are displayed in a separate queue (Dispatch Detail). Further information is contained within an additional queue (Message Detail).

Within the CAD application, users can provide status updates via touch screen (e.g., Clear Screen, Acknowledge, En-Route, Arrived on Scene (10-97) and Finished Assignment (10-98) as well as creating a self-initiated observation (OBS) without requiring initial dispatch (e.g., traffic stop)). Other functionality within the mobile system allows for messaging and queries related to vehicles, persons and other information. As a supplement to the Mobile application, users also have

access to a mapping application from Geospatial Technologies, Inc. (GST Mapper) that provides location and routing information.

When deputies complete their shift, they are also responsible for completing the Deputy Daily Worksheet (DDWS). Built within the current CAD application, the DDWS provides an electronic capture of time associated with providing service to specific Reporting Districts (RDs). This information is then utilized by the Department to generate reports confirming that the Department is providing the appropriate level of service to each contract city.

4.0 Technology

The Department utilizes a custom-developed CAD application that has been in use since the 1980s. The application is written in two legacy-based languages, Transaction Application Language (TAL) and COBOL (Common Business-Oriented Language), a programming language that relies on a flat-file database structure and lacks a graphical user-interface (GUI), which limits the ability to enhance CAD functionality. The System also uses legacy hardware, which has presented challenges for the Department.

Data within the CAD System is stored for a maximum of ten days. During this time, users are able to re-open incidents and modify information as necessary, with each change being captured and logged. After ten days, information is archived, with no further modifications allowed to any of the incidents falling within the ten-day window of incidents stored within the CAD System. Each night, all the data for that day as well as the data from the modified incidents are loaded via a manual File Transfer Protocol (FTP) process into another application called the Regional Allocation of Police Services (RAPS), where it is used for reporting and querying purposes. Hazard information related to CFS are purged via a separate automated retention and purge process. Hazard information is automatically retained for two years, after which it is purged; however, each time the data is updated, the two-year retention period restarts.

The CAD System processes a high volume of information, including up to 50,000 System inquiries, 3,000 calls-for-service, and 5,200 observations daily. In addition to the CAD application, the Department also uses the following Systems:

- a VESTA 9-1-1 call handling System to receive 911 calls and associated Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information,
- a conventional analog voice radio System to verbally broadcast dispatch calls to units, and
- GST Mapper which provides incident location and routing information.

Field personnel utilize MDCs that run a Mobile CAD client and the GST Mapper application. In total, there are nearly 3,000 Mobile clients being used by the Department. In addition to providing unit assignments and CFS information, the Mobile application also collects a significant amount of a deputy's field activity. This information is not limited to CFS, but also includes observations and patrol time.

4.1 CAD Incident Number

The CAD incident number's current syntax is comprised of the following four components:

- Station Element (SSS)
  - A three-letter identifier for each station (e.g., ELA – East Los Angeles, SLA – South Los Angeles). This is an alpha value.
- Current Year (01)
  - Two number identifier of the current year (00-99). This is a numeric value.
- Julian Day of the Year (001)
  - The Julian day of year (001 – 366). This is a numeric value.
- Incident Number (0001) – AKA Tag Number.
  - The sequential number of incidents for the date, specific to each station (0001 – 9999). After each day, starting at 0000 hours, the number resets to 0001. This is a numeric value.
  - Tag Numbers are unique to each station. As such, any call transferred across stations will have multiple incident numbers. It's critical that these incident numbers can be cross-referenced.

    Example: Tag number associated to East Los Angeles Station would be ELA20275-0219 (StationYearJulian Date – Incident Number)

Ideally, the future CAD incident number will match the current CAD incident number syntax. The Department will consider a new syntax, provided the numbering System can:

- Identify the relevant station,
- Contain the date, and
- Does not repeat

4.2 Radio Code (aka Call Types)

Radio codes are used by dispatch at call creation. Radio codes are used not only to describe the event type, but also describe the activities/requests for the deputy on-scene. When an incident is created, the dispatcher may assign multiple radio codes to a single incident. For example, a call-taker may use the radio codes 415N (Disturbance Neighbor) and 911A (See the person). In this scenario, the former

radio code identifies the type of call, whereas the second radio code indicates the activities that should be taken by the responding unit.

The Department requires the ability to locally develop and modify all radio codes. In addition, the Department requires the ability to assign multiple radio codes to a single incident.

4.3 Unit Recommendation and Assignment

The CAD System does not utilize unit recommendations, but there is a desire to utilize System recommendations in the future. In regard to assignment, the Department may assign multiple incidents to a unit, even if they are assigned to another incident. When an incident is dispatched to a unit, they must acknowledge (ACK) the call prior to going en-route (ENR), arriving on-scene (10-97), and subsequently clearing the call or finishing the assignment (10-98).

The CAD System must present relevant information to a CAD operator (e.g., visualization of unit locations, ongoing activity/workload, etc.) as well as provide a unit recommendation, but still allow the dispatcher to modify the unit recommendations. The CAD System must allow for multiple incident assignments per field unit, whether they are from a deputy, or other Department member (e.g., security officer, crime scene investigator, or volunteer on patrol). The CAD System must allow field units to accept these assignments (i.e., “acknowledge”), but have unit response be a separate function (i.e., a unit can “acknowledge” a call, but it is a separate process/status to “en-route” to said call).

4.4 Unit Log-On

When logging on, units are required to document a series of information as noted in Appendix B (Solution Requirements Response Matrix). With regards to equipment, users must not only identify the type of equipment (e.g., portable radios), but also the unique identifier associated with that piece of equipment. In some instances that equipment is unique Department-wide (e.g., portable radios), whereas others are unique per that station (e.g., weapons may be numbered per station) and thus may be repeated.

The Department envisions a log-on process that takes into account a combination of drop-down menus and free form fields for data entry, as well as System tools to prevent the entry of invalid data (e.g., a user would only be able to select from the Department’s pre-defined list of vehicle IDs, stations, and available shifts, whereas they can free form enter the total mileage of the vehicle). In the event that a piece of equipment is already logged-in, the Department envisions the CAD System being able to prevent a user from logging that data (e.g., user attempting to log in as 12A will be presented with an error message if a second user is currently logged on as 12A).

4.5 Incident and Unit Assignment Tracking, and Deputy Daily Worksheet

For each incident, the Department tracks the amount of time expended by deputies. The time spent begins when a unit goes ENR, up until a call is cleared plus any anticipated report writing time. For example, a unit goes ENR at 0100 hours, arrives on-scene at 0105 hours, clears the call at 0200 hours, and anticipates a report writing-time of 30 minutes. This would result in a total time accounting of 90 minutes for that incident (0100 hours to 0200 hours = 60 minutes; 60 minutes + 30 minutes of report writing time = 90 minutes total).

The time calculation is not only for the primary unit, but also every assisting unit as well. In this instance, if an assisting unit's ENR to call clearance was 15 minutes (with no report writing time), the total time on the incident would be 105 minutes (90 minutes + 15 minutes).

During a deputy's shift, they must account for their total shift time as follows:

- 480 minutes (8 Hour Shift), or
- 600 minutes (10 hour shift), or
- 720 minutes (12 hour shift).

For every incident logged, their total time spent on the incident is deducted from their total shift time. At the conclusion of their shift, the time spent on their incidents cannot exceed their allotted minutes.

This time is critical to track, since the Department provides services to a number of contract cities. For every incident a unit is assigned (which would include observations), the time expended by deputies must be accounted for and correlate to a Reporting District (and associated contract city, if applicable). At the conclusion of each month, the Department must produce statistics that aggregates these statistics department-wide to show the amount of service provided.

In addition, the CAD System also compiles each unit's activity in the DDWS. Via their MDC or the CAD application via computer, information from the call clearance summary is compiled into the DDWS to account for all activity during each deputy's shift. For example, the DDWS will tally all arrests made, provide a listing of their incident assignment history, and account for their total time allocated (e.g., time spent on report writing, time spent on patrol, etc.)

Timekeeping is of critical importance to the Department. The CAD System must have the ability to generate monthly reports, which specify the amount of time expended. Specific to each incident, the CAD System must be able to adequately account for time during major points in the call-taking/ dispatching response process, specifically:

- Time received/entered,
- Time call dispatched to unit,
- Time for unit to acknowledge,
- Time for unit to go ENR,
- Time for unit to arrive on scene,
- Time for unit to manage call to clearance, and
- Time for unit to complete call (e.g., call clearance time plus anticipated report writing time).

For each of these times, the Department must be able to generate specific reports at any intervals to determine time spent on an incident. Additionally, the CAD System must account for times specific to an incident. When units are switching between incidents, their unit activity must align with the appropriate incident they are responding to (e.g., if a unit is going ENR to incident 100, but is pre-empted and goes ENR to incident 101, call times and activities must be transferred to 101). Additionally, the CAD System must account for a user's activity as compared to their total shift time (i.e., they cannot have time that exceeds their total shift length of 480/600/720 minutes).

The CAD System must allow for incident data to be aggregated on a daily, weekly, and monthly basis to provide statistics per Reporting District on the level of service provided.

Lastly, the CAD System must be able to record information at the deputy level, identifying their specific workload and summarization of activity per shift (e.g., number of arrests made, time spent writing reports, etc.). The CAD System must allow information previously recorded to automatically populate a deputy's DDWS (e.g., information captured at log-on or at call clearance is automatically transferred to their DDWS) and allow for a deputy to modify that data as necessary.

4.6 Call Clearance

When clearing an incident, deputies are required to document a significant amount of information, dependent on the incident-type and outcome of the incident. When a deputy goes to clear a call, they are presented with a form to complete, which includes information such as: number of arrests, sex/age of arrestees, citations issued, etc.

When a call is cleared from a mobile unit, it is deposited in a "Completed Incident Queue" for review by the appropriate SD or WD. An SD or WD can open the incident and review the provided call clearance details provided by the deputy. The SD or WD can modify call details as necessary.

The Department intends to continue to use the CAD application to document and store this information. As part of a call clearance, the Department is seeking to

define the type of information that is collected (e.g., define the data fields, define the acceptable inputs) as well as incorporate business logic where available. For example, based upon the assigned clearance code, the corresponding data fields to be completed are appropriately presented (e.g., if a clearance code determines contact information is to be collected, contact information fields are presented; if a clearance code does not require contact information, that information is never presented to an end-user).

Further, the Department envisions incorporating the AB 953 Contact Form into the Mobile application. When a user enters a clearance code that requires a completed Sheriff's Automated Contact Reporting System (SACR) form (or when a user indicates that a contact form will be completed), the CAD System will present the user with relevant data fields to complete.

4.7 Peer-to-Peer Monitoring

LASD utilizes a peer-to-peer monitoring system for field units. From the Mobile applications, users can select which other units they would like to monitor. All activity associated with a monitored unit is available to the monitoring unit.

The Department must have the ability to continue peer-to-peer monitoring. Users should have the ability to monitor and be monitored by any number of units simultaneously. The Department envisions a dedicated queue, window, or similar functionality that provides a visual portal into the ongoing activity of the monitored unit. This functionality allows an additional layer of deputy safety and increased situational awareness.

4.8 Court Services Transportation (CST)

The Department is responsible for transporting inmates, via bus, from County custody facilities to multiple locations throughout the County and outside jurisdictions within California. Most of these buses have standard routes that both begin and end at Men's County Jail (MCJ) or Twin Towers Correctional Facility (TTCF), while other buses are used in more of an ad hoc function. When arriving at a location, deputies utilize a hardcopy "Load Sheet" that provides identifying information for each inmate (e.g., name, booking number, race, etc.) as well as their destination for that day. Deputies will annotate the hardcopy "Load Sheet" to note both, who has been picked up and what bus they are being transported in. Within the MDC, one of the deputies will be responsible for the following:

- Updating unit status (arrival and departure at location),
- Logging body count for pick-ups and drop-offs at each location (Male/Female, Adult/Juvenile), and
- Beginning/Ending mileage.

Each trip to a new location is logged as a new incident within the CAD application and given its own unique identifier (e.g., incident number begins with TST). Deputies commonly include remarks associated with each incident, which may range from tasks associated with a vehicle (e.g., gas fill up) or logging information of individuals (e.g., for high-risk inmates, logging specifically which individual was picked-up/dropped-off).

The Department, at a minimum, must maintain the ability to track information related to each inmate transport (e.g., pickup/drop-off location, body count information, trip duration, etc.) and have that information easily accessible from a management perspective. Additionally, the CAD System must allow for real-time data access, so that the Department is aware of vehicle location in real-time, as well as number of inmates currently on board.

In logging load count (both drop-offs and pick-ups), the Department is interested in exploring a bar code scanner that can automatically tally accurate counts. Regardless of how counts are logged (i.e., manual or via an automated process), the CAD System must have a way to accurately log these numbers and ensure accuracy (e.g., at the end of shift, the number of inmates off-loaded cannot exceed the number of inmates up-loaded).

Lastly, the Department would like the ability to have a unique Mobile configuration that is designed specifically for the needs of CST.

4.9 Unusual Occurrence

Certain incidents fall under an “Unusual Occurrence” (UO) designation. The purpose of the UO is to cross-reference an incident (typically multiple incidents) so that they may be queried at a later time. For example, an earthquake may be labeled as an UO; both during incident entry and later, users must have the capability to cross-reference applicable incidents to a single UO number. The Department then utilizes the UO number to identify all associated incidents and generate reports as necessary.

The UO designation must allow for up to ten alphanumeric characters. The designation must be a supplement to the actual incident number as opposed to a replacement. Users must have the ability to label an incident as a UO, both during and after call entry. The Department must be able to generate reports by the UO and aggregate incident information.

ATTACHMENT B.2
PSAP AND DISPATCH LOCATIONS

NOTICE TO RFP PROPOSERS

THIS DOCUMENT DOES NOT STAND ALONE AND IS INTENDED TO BE USED AS A REFERENCE TO APPENDIX B (SOLUTION REQUIREMENTS RESPONSE MATRIX).

1.0 LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

The Los Angeles County (County) Sheriff's Department (Department) is the largest Sheriff's department in the world. This document provides a description of the units and divisions that make up the Department. For more information please visit the Department's website at: https://lasd.org/wp-content/uploads/2021/05/LASD_Org_-Chart_PUBLIC_050221.pdf

1.1 Custody Operations Division

Custody Operations is tasked with providing security and support services to the County's Superior Courts. Custody Operations is the second largest Division in the Department, consisting of over 1,100 sworn members and over 500 civilians. Their tasks include staffing bailiffs, operating courthouse lock-ups, and serving and enforcing civil and criminal processes. The Division provides these services for 48 courthouse locations throughout the County.

Custody Operations Division is comprised of the following:

- Men's Central Jail (MCJ)
- Century Regional Detention Center (CRDF)
- East Facility Pitchess Detention Center
- North County Correctional Facility
- North Facility Pitchess Detention Center
- South Facility Pitchess Detention Center
- Twin Towers Correctional Facility/LA County Medical Center
- Administration
- Education Based Incarceration Bureau
- Food Services
- Inmate Services Bureau
- Inmate Reception Center and Medical Services Bureau

1.2 Patrol Operations Division

Patrol Operations Division is responsible for the performance of the basic police tasks of protecting life and property, preserving the peace, preventing and suppressing crime, and the apprehension of violators of the law. Regional operations are carried out in the unincorporated areas of the County and within the geographical boundaries of those incorporated cities, which contract with the County for law enforcement services. Upon request, the regions may provide law enforcement assistance to other incorporated cities within the County. Each station is responsible for the performance of basic police tasks within its jurisdictional area. Stations which serve contract cities are also responsible for providing the necessary administrative, supervisorial, and clerical services

required. Stations perform the following four basic service functions: patrol, traffic, investigation, and jail management. The responsibilities in each of these areas are outlined in the following Paragraphs, all of which are supported by internal operations.

The following locations are Public Safety Answering Points (PSAP) for the Department:

a. North Patrol Division

- Lancaster Station
  501 West Lancaster Blvd
  Lancaster, CA 93534
- Malibu / Lost Hills Station
  27050 Agoura Rd
  Calabasas, CA 91301
- Santa Clarita Station
  23740 Magic Mountain Pkwy
  Santa Clarita, CA 91355
- West Hollywood Station
  780 N. San Vicente Blvd.
  West Hollywood, CA 90069

b. Central Patrol Division

- Avalon Station
  215 Summer Ave.
  Avalon, CA 90704
- Century Station
  11703 Alameda St.
  Lynwood, CA 90262
- Compton Station
  301 S. Willowbrook Ave.
  Compton, CA 90220
- East Los Angeles Station
  5019 E. 3rd St.
  Los Angeles, CA 90022
- Marina Del Rey Station
  13851 Fiji Way
  Marina Del Rey, CA 90292
- South Los Angeles Station
  1310 W. Imperial Hwy.
  Los Angeles, CA 90044

c. South Patrol Division

- Carson Station
  21356 S. Avalon Blvd.
  Carson, CA 90745
- Cerritos Station
  18135 Bloomfield Ave.
  Cerritos, CA 90703
- Lakewood Station
  5130 Clark Ave.
  Lakewood, CA 90712
- Lomita Station
  26123 Narbonne Ave.
  Lomita, CA 90717
- Norwalk Station
  12335 Civic Center Dr.
  Norwalk, CA 90650
- Pico Rivera Station
  6631 Passons Blvd.
  Pico Rivera, CA 90660

d. East Patrol Division

- Altadena Station
  780 E. Altadena Dr.
  Altadena, CA 91001
- Crescenta Valley Station
  4554 Briggs Ave.
  La Crescenta-Montrosa, CA 91214
- Industry Station
  150 Hudson Ave.
  City of Industry, CA 91744
- San Dimas Station
  270 S. Walnut Ave.
  San Dimas, CA 91773
- Temple Station
  8838 E. Las Tunas Dr.
  Temples City, CA 97180
- Walnut / Diamond Bard Station
  21695 Valley Blvd.
  Walnut, CA 91789

e. Countywide Operations Division

Countywide Services Division provides support to all Units within the Department and mutual-aid assistance to outside agencies via its various bureaus and details.

Countywide Services Division is comprised of the following:

- Community College Bureau (Dispatch operation)
  320 W. Temple St.
  Los Angeles, CA 90012
- County Services Bureau (Dispatch operation)
  320 W. Temple St.
  Los Angeles, CA 90012
- Parks Bureau (Dispatch operation)
  320 W. Temple St.
  Los Angeles, CA 90012

f. Court Services Division

Court Services Division is responsible for carrying out the duties of the Sheriff as the Chief Ministerial Officer of the Superior Court of the County. Division Personnel provide courthouse, courtroom, and prisoner security to the Superior Courts. Division personnel also serve and enforce civil and criminal processes issued by the courts and submitted by attorneys and litigants.

The following units within Court Services Division utilize the CAD System to dispatch calls-for-services to their respective field units, and also for the field units to enter in observations:

- Court Services Transportation Bureau
  441 Bauchet St.
  Los Angeles, CA 90012

- Civil Management Bureau
  110 N. Grand Ave.
  Los Angeles, CA 90012

The following URL link provides locations that utilize CAD to monitor their personnel:

http://civil.lasd.org/CourtLocation/branchlocator.aspx?3.

ATTACHMENT B.3
TOTAL CALLS RECEIVED

NOTICE TO RFP PROPOSERS

THIS DOCUMENT DOES NOT STAND ALONE AND IS INTENDED TO BE USED AS A REFERENCE TO APPENDIX B (SOLUTION REQUIREMENTS RESPONSE MATRIX).

TABLE 1: CALLS RECEIVED, BROKEN DOWN BY PSAP LOCATION

Station	911 Calls	Admin Calls	Total
Carson Sheriff Station	49,719	128,699	178,418
Century Sheriff Station	101,551	170,499	272,050
Cerritos Sheriff Station	10,379	58,856	139,382
Compton Sheriff Station	80,526	143,440	223,996
Cresenta Valley Sheriff Station	16,205	56,762	72,967
East Los Angeles Sheriff Station	65,959	207,089	273,048
Industry Sheriff Station	57,643	136,148	193,791
Lakewood Sheriff Station	86,360	172,341	258,701
Lancaster Sheriff Station	111,221	212.168	323,390
Lomita Sheriff Station	21,214	55,504	87,567
Lost Hills / Malibu Sheriff Station	32,0683	111,174	143,237
Marina Del Rey Sheriff Station	17,137	48,633	65,770
Norwalk Sheriff Station	57,212	139,412	196,624
Palmdale Sheriff Station	89,016	193,355	282,371
Pico Rivera Sheriff Station	28,880	95,008	120,888
San Dimas Sheriff Station	14,935	93,365	113,300
Santa Clarita Sheriff Station	61,404	172,146	233,550
South Los Angeles Sheriff Station	43,334	115,333	158,667
Temple Sheriff Station	47,225	148,691	174,741

Walnut / Diamond Bar Sheriff Station	26,050	84,557	112,392
West Hollywood Sheriff Station	27,835	84,028	111,863

TABLE 2: TOTAL CALLS AT LASD PSAP

Totals for 2020	911 Calls	Admin Calls
	1,042,868	2,632,209