



Office of the City Manager

CONSENT CALENDAR

October 27, 2026

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: David Sprague, Fire Chief

Subject: Contract: Insight Public Sector, Inc. dba Aurelian for non-emergency call-taking software

RECOMMENDATION

Adopt a Resolution authorizing the City Manager or their designee to enter into a “piggyback” contract with Insight Public Sector, Inc. dba Aurelian for non-emergency call taking software for the Emergency Communications Center and services using the cooperative purchasing organization Omnia Partners Contract No. 23-6692-03. The contract base period will begin on December 1, 2026, through April 30, 2028, and will not exceed \$197,642.

FISCAL IMPACTS OF RECOMMENDATION

The total cost, covering the period from December 1, 2026, through April 30, 2028, will not exceed \$197,642. All funds required to pay for this contract will be paid for by Measure FF (Fire & Emergency Services, 2020).

CURRENT SITUATION AND ITS EFFECTS

The Emergency Communications Center handles approximately 196,000 incoming and outgoing police and fire calls annually. Only about one-quarter of this telephone workload consists of incoming 911 calls; the remainder includes calls received through the City’s non-emergency and administrative lines, as well as outgoing calls made by dispatch staff in the course of their work. This is consistent with the City Auditor’s 2019 Dispatch Workload report (911 Dispatchers: Understaffing Leads to Excessive Overtime and Low Morale), which found that total telephone activity increased from approximately 184,000 calls in 2013 to more than 256,000 in 2017, including 55,587 911 calls, and concluded that “the majority of this increase came from a rise in non-emergency calls into the Center and outbound calls.” Current data continue to show that most of the Center’s telephone workload occurs outside of incoming 911 calls.

The Fire Department seeks to improve how non-emergency and administrative calls are processed. Aurelian products analyze non-emergency calls in real time and transfers them instantly when an emergency is detected. It also captures caller details, location, incident type, and key statements to help dispatchers process the call. This creates a

warm handoff, saves time, eliminates duplicative questions, and moves critical information to the right place faster.

This item is consistent with the City Strategic Plan goals to “create a resilient, safe, connected, and prepared city,” to “be a customer-focused organization that provides excellent, timely, easily accessible service and information,” and to “attract and retain a talented and diverse City government workforce.”

BACKGROUND

Responsibility for dispatch modernization was assigned to the Fire Department through the Reimagining Public Safety initiative. The Dispatch Needs Assessment prepared by Federal Engineering, Inc., was presented to the Public Safety Policy Committee on May 15, 2023, and provided to the full Council on October 29, 2024 (Appendix J)¹. The subsequent analysis by Mission Critical Partners, LLC was also provided to Council on October 29, 2024 (Appendix J). Each identified that call-handling modernization is necessary to improve consistency and reduce attrition. To this end, the non-emergency call taking software offered by Aurelian reduces the number of non-emergency and administrative calls, reducing overall call volume, so dispatchers can focus on 911 calls.

Aurelian’s non-emergency call taking software consists of two components:

- The software solution can answer the City’s ten-digit non-emergency phone lines, route misdirected callers to the correct department, text relevant resources, monitor every call for indications of an emergency and transfer those callers immediately to a live telecommunicator, and collect information from routine reports to prepare a call for service. The software also supports the languages spoken in the Berkeley community.
- The proposed solution also provides real-time assistive support on handling emergency calls detected from the non-emergency phone tree. The system starts documenting key information for a warm handoff from the phone tree to the dispatcher.

The City is utilizing Omnia Partners contract and procurement process for the Request for Proposals, following the standard public procurement. The Cobb County Department of Procurement issued RFP 23-6692 on August 26, 2022. On October 13, 2022, the Department received 17 proposals. A committee evaluated the proposals using the criteria established in the RFP; the committee elected to enter into negotiations and contract with five firms, including Insight Public Sector, a firm that manages contract and RFP services for Aurelian. The contract term is for 60 months and runs from May 1, 2023 through April 30, 2028.

¹ <https://berkeleyca.gov/sites/default/files/documents/2024-10-29%20Special%20Item%2001%20Reimagining%20Public%20Safety%20Status.pdf>

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

This administrative action to purchase dispatch software has no direct environmental or climate impacts. The project supports efficient deployment of emergency resources, which may indirectly reduce unnecessary vehicle responses and emissions.

RATIONALE FOR RECOMMENDATION

Aurelian provides a tested call-handling solution that can reduce the volume of non-emergency and administrative calls requiring direct dispatcher attention, creating additional capacity for Emergency Communications Center staff to complete training and implement standardized call-processing protocols. This approach is consistent with the modernization work previously identified through the City's Reimagining Public Safety initiative. Both the Federal Engineering, Inc. Dispatch Needs Assessment, and the subsequent Mission Critical Partners analysis identified call-handling modernization as necessary to improve consistency and reduce attrition. The proposed Aurelian implementation, together with the previously approved ProQA protocol dispatch system, advances those consultant recommendations by reducing avoidable call-handling workload while standardizing the processing of emergency calls.

Staff recommends procuring the Aurelian system through the OMNIA Partners cooperative purchasing agreement rather than conducting a separate City solicitation. The cooperative contract was established through a competitively solicited public procurement process and allows the City to leverage previously negotiated pricing and contract terms while avoiding the additional time and administrative expense of conducting a duplicative request for proposals. Using the cooperative agreement will allow implementation to proceed more quickly while retaining the benefits of a competitive procurement process.

ALTERNATIVE ACTIONS CONSIDERED

The City could choose not to implement a call-screening tool and continue current dispatch practices. Under this alternative, the Emergency Communications Center would continue to receive thousands of non-emergency and administrative calls each month that require attention from professional Telecommunicator staff, reducing the time available for 911 call handling, training, protocol implementation, and other modernization work.

The City could also conduct a separate competitive solicitation for a call-screening solution. Staff does not recommend this approach because it would delay implementation during a critical period of forward progress in the Emergency Communications Center, including implementation of other consultant-recommended operational and call-processing improvements. Agencies using virtual call-handling tools such as Aurelian or similar products have reported substantial reductions in the volume of administrative and non-emergency calls reaching 911 call takers.

CONTACT PERSON

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Shanalee Gallagher, Principal Program Manager, Fire Department, 510-981-3473

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

AUTHORIZING A CONTRACT WITH INSIGHT PUBLIC SECTOR, INC. DBA
AURELIAN FOR NON-EMERGENCY CALL TAKING SOFTWARE

WHEREAS, the City of Berkeley Emergency Communications Center provides emergency communications services for the Berkeley Police and Fire Departments and handles approximately 196,000 incoming and outgoing calls annually; and

WHEREAS, the City seeks to modernize call handling in the Emergency Communications Center by reducing the number of non-emergency and administrative calls requiring direct attention from telecommunicators, thereby increasing capacity for 911 call handling, training, and implementation of standardized call-processing protocols; and

WHEREAS, the Dispatch Needs Assessment prepared by Federal Engineering, Inc. and the subsequent analysis by Mission Critical Partners, LLC identified call-handling modernization as necessary to improve consistency and reduce attrition in the Emergency Communications Center; and

WHEREAS, Aurelian provides non-emergency call automation and assistive call-taking technology that can route callers to appropriate City resources, identify and transfer emergency calls to live telecommunicators, collect information for routine reports and calls for service, and provide real-time support to telecommunicators; and

WHEREAS, Insight Public Sector, Inc. provides contract and procurement services for Aurelian and was selected through a competitively solicited procurement conducted by Cobb County, Georgia, under OMNIA Partners Contract No. 23-6692, which is available to the City through cooperative purchasing; and

WHEREAS, use of the OMNIA Partners cooperative purchasing agreement allows the City to utilize competitively established pricing and contract terms while avoiding the time and administrative expense of conducting a duplicative solicitation.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager or their designee is authorized to enter into a contract with Insight Public Sector, Inc. dba Aurelian for non-emergency call taking software for the Emergency Communications Center and services using the cooperative purchasing organization Omnia Partners Contract No. 23-6692-03. The contract base period will begin on December 1, 2026, through April 30, 2028, and will not exceed \$197,642.

AND BE IT FURTHER RESOLVED that the total cost, covering the period from December 1, 2026, through April 30, 2028, will not exceed \$197,642. All funds required to pay for this contract will be paid for by funding sources that include but are not limited to Measure FF (Fire & Emergency Services, 2020)

