Memorandum

CITY OF DALLAS

The Dallas Fire-Rescue Department is experiencing intermittent delays with our fire station alerting system (Locution Systems Incorporated). We have been working with the City of Dallas' Information and Technology Services (ITS) and Give True Service (GTS) to resolve this issue.

The current system was implemented 20 years ago, was highly customized when put in place, is several software versions behind, and has several physical hardware components that are more than 10 years old. Additionally, the system is also overly complex, difficult to monitor in an automated fashion and tough to troubleshoot when a problem occurs.

In an effort to stabilize the current system, ITS has replaced the circuit board in the alerting system in each of our fire stations to handle the new station alert computers and Windows 10 software upgrade. Next, they worked to identify a working alert computer image to copy to all station computers, which was unsuccessful. Finally, the upgrade from the Windows 7 operating system to Windows 10 was also unsuccessful in fixing this issue.

While we continue to search for solutions, DFR has incorporated a strategy that allows us to monitor the system to prevent delays when dispatching emergency response units from our fire stations. In the interim, an additional dispatcher has been dedicated to manually monitor units city-wide to prevent delays in response. When a potential delay occurs, the dispatcher manually notifies the station/unit to respond.

DFR is working with ITS to have our station alerting system evaluated by Locution Systems Incorporated. This assessment will provide the department with a baseline condition of the system and the solutions needed to make it fully operational. ITS has arranged for a representative from Locution to conduct these tasks on Monday, October 18, 2021. This will allow DFR to discuss with ITS and Locution representative's methods and maintenance programs that will prevent the reoccurrence of system issues.

Lastly, funding for a new system is in place for fiscal year 2022. We will be working with ITS to identify and implement a new station alerting system as soon as possible for a long-term solution to this problem.

Jon Fortune
Assistant City Manager

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