



STAFF REPORT

DATE: 07/02/2025
TO: Honorable Mayor and City Council Members
FROM: Police Department

2025-277

REQUEST FOR CITY COUNCIL ACTION

SUBJECT:
EXTENSION OF VESTA 911 SYSTEM MAINTENANCE AGREEMENT

EXECUTIVE SUMMARY:

This staff report asks the City Council to approve an extension to the maintenance agreement for the City of Corona's VESTA 911 System. The City's Emergency Communications Center relies on the VESTA 911 system to manage all 911 emergency calls. The proposed extension ensures continued functionality and support for this critical infrastructure while the State of California, through California Governor's Office of Emergency Services (CalOES), reorganizes its Next Generation 911 (NG-911) vendor management process. The City is required to pay the maintenance cost upfront, with full reimbursement from CalOES. This temporary funding model is necessary due to delays in the NG-911 upgrade implementation. Approval will ensure uninterrupted 911 service and public safety communications continuity.

RECOMMENDED ACTION:

That the City Council:

- a. Authorize the City Manager, or his designee, to approve the extension of the VESTA 911 System maintenance agreement.
- b. Authorize the City Manager, or his designee, to issue a purchase order in the amount of \$90,362.21, valid from January 29, 2026, through January 28, 2027.

- c. Authorize the City Manager, or his designee, to negotiate and execute any non-substantive extensions, amendments, and change orders up to \$9,036.22 or 10% of the original purchase order amount as provided by the Corona Municipal Code (CMC) Section 3.08.060(j).
- d. Authorize an appropriation in the amount of \$90,362.21 from General Fund 110 to the Emergency 911 Phone System Replacement Capital Improvement Project No. TC-2016-01 and an estimated revenue increase by the same amount for the anticipated revenue reimbursement from CalOES.

BACKGROUND & HISTORY:

The Corona Police Department's Communications Center utilizes the Motorola VESTA 911 System to manage both emergency and non-emergency calls. This critical system was last upgraded in 2016 and has exceeded its original five-year lifecycle due to an extended maintenance agreement.

Although the long-planned transition to the state-funded NG-911 digital, IP-based platform is being managed by CalOES, delays in the rollout have made it necessary to continue maintaining the current system to ensure uninterrupted 911 service. At the conclusion of the original five-year contract, CalOES granted the City of Corona a two-year extension, which was reimbursed and carried system support through 2023. In December 2023, CalOES notified Public Safety Answering Points (PSAPs) that AT&T had agreed to provide an additional two-year maintenance period on all Customer Premise Equipment (CPE) at no cost to the PSAP.

CalOES committed to funding this extended maintenance period through 2025, including any necessary hardware replacements to keep existing systems operational while the NG-911 transition remains underway. Due to continued delays in the implementation of NG-911, another one-year extension is now required to ensure the VESTA 911 system remains fully functional and supported.

ANALYSIS:

While the VESTA 911 system remains technically functional, it requires continued support and maintenance to mitigate risks of failure. The CalOES current maintenance agreement with the City is set to expire before the NG-911 upgrade project can be initiated. Without an extension, the system would be left unsupported, posing significant operational and public safety risks.

To address this, CalOES has agreed to fully reimburse agencies that must extend legacy system maintenance. This arrangement requires the city to make the payment upfront of \$90,326.21 and submit for reimbursement. Although not typical of City procurement, this interim process is the result of the State's realignment and is consistent with the experiences of other jurisdictions across California. The proposed extension ensures the Corona Police Department retains uninterrupted 911 functionality while avoiding exposure to system downtime or degraded performance.

FINANCIAL IMPACT:

Approval of the recommended actions will result in an appropriation in the amount of \$90,362.21 from General Fund 110 to the Emergency 911 Phone System Replacement Capital Improvement Project No. TC-2016-01 and estimated revenue increase by the same amount. The City will incur an upfront cost for the VESTA 911 System maintenance agreement, the amount of which will be reimbursed in full by CalOES.

ENVIRONMENTAL ANALYSIS:

This action is exempt pursuant to Section 15061(b)(3) of the Guidelines for the California Environmental Quality Act (CEQA), which states that a project is exempt from CEQA if the activity is covered by the commonsense exemption that CEQA applies only to projects that have the potential for causing a significant effect on the environment. Where it can be seen with certainty that there is no possibility that the activity in question may have a significant effect on the environment, the activity is not subject to CEQA. This action of extension for the VESTA 911 System maintenance agreement is minimal and there is no possibility this will have a significant effect on the environment. Therefore, no environmental analysis is required.

PREPARED BY: MATTHEW WINDISH, PUBLIC SAFETY COMMUNICATIONS MANAGER

REVIEWED BY: ROBERT NEWMAN, CHIEF OF POLICE

ATTACHMENTS:

1. Exhibit 1 – ATT Vesta Quote Extended Maintenance
2. Exhibit 2 – ATT Vesta 911 Contract