



City Council Staff Report

Subject: Call Processing Equipment Maintenance Agreement - Amendment 1

Date: June 23, 2026

Submitted By: Chad Morris, Captain
Rustin Banks, Police Chief

Department: Police

Recommendation:

Adopt a Resolution of the City Council of the City of Rocklin Ratifying and Approving the Support Agreement Amendment 1 with AT&T and Authorizing the City Manager to Take Steps Necessary to Effectuate the Agreement.

Background:

The City through its Police Department Communications Center is required to maintain a Public Safety Answering Point (PSAP), which is a 9-1-1 call center for emergency services. The Communications Center infrastructure and operation is funded mainly through surcharges collected by telecommunication providers from its customers and paid to the state. On October 31, 2024 the Police Department was notified it met the qualifications to receive a fixed allotment of \$369,000 to be used to purchase an on-premise solution for Call Processing Equipment (CPE) to replace the legacy 9-1-1 system at the PSAP (Attachment 3). The existing legacy 9-1-1 system is out of warranty and the selected replacement system is not currently available for installation from the vendor. The present CPE used at all Placer County PSAPs was built as a collaborative system, which requires all PSAPs to maintain their system or upgrade simultaneously.

On August 25, 2025 the Police Department received an updated notification that the allotment was increased to receive a fixed allotment of \$530,000 to be used to purchase an on premise solution for CPE (Attachment 4). There is no current date for implementation of the upgraded CPE from the vendor.

On November 18, 2025 the Department presented a maintenance agreement with AT&T for ratification by the City Council to provide service coverage of the CPE for the period of time from May 1, 2025 through April 30, 2026. As of April 30, 2026 the Placer County PSAPs have not executed a purchase agreement for the new CPE replacement assets; as such, staff recommends the City Council ratify an extension of the maintenance agreement with AT&T to provide service coverage retroactively from May 1, 2026 through April 30, 2027.

The full cost of the support service agreement is reimbursable from the state of California; however, a budget amendment will be required to increase revenues and expenses. In the event the new CPE is purchased and installed prior to April 30, 2027, AT&T will cancel any unused service time and refund a prorated share of the agreement cost.

Fiscal Impact:

There is no direct General Fund fiscal impact from this recommendation, as the costs will be reimbursed by the state. However, a budget amendment is necessary to increase the appropriations by \$40,516.54 in both revenues and expenditures.

ATTACHMENTS:

1. [Resolution](#)
2. [Resolution Exhibit A](#)
3. [Exhibit B CALOES Allotment letter Oct 2024](#)
4. [Exhibit C CALOES Allotment letter Aug 2025](#)