



City Council Special Staff Report

Subject: Call Processing Equipment Maintenance Agreement with AT&T

Date: November 18, 2025

Submitted By: Myra Salazar, Communications Manager
Chad Morris, Captain
Rustin Banks, Police Chief

Department: Police

Recommendation:

Adopt a Resolution of the City Council of the City of Rocklin Ratifying a Multi-Service Agreement with AT&T, Inc. and Authorizing the City Manager to Sign the Agreement and Subsequent Amendments.

Background:

The City through its Police Department Communications Center is required to maintain a Public Safety Answering Point (PSAP), 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. 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. The future CPE will be designed and built to operate independently of the other PSAPs.

In the interim and as of May 1, 2025, staff requested and began receiving support services from AT&T, a contracted vendor with the state, to maintain the existing CPE emergency system utilizing funding from the state of California on a reimbursement basis. The retroactive service agreement is valid from May 1, 2025 through April 30, 2026.

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. There is no current date for implementation of the upgraded CPE from the vendor.

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.

This contract requires ratification by the City Council because the service agreement was effective May 1, 2025.

Fiscal Impact:

There is no 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 \$62,300 in both revenues and expenditures.

ATTACHMENTS:

1. [Resolution](#)
2. [Resolution Exhibit A - AT&T Service Agreement](#)