



Public Safety Communications

CentralSquare Enterprise

Computer-Aided Dispatch

Mobile Data System

Law Enforcement Records Management System

Public Safety Communications

The *first*, first responders

- Answer 9-1-1 and non-emergency calls for assistance
 - 19,626 emergency 9-1-1 calls received in 2022
- Operate Computer-Aided Dispatch (CAD) system
 - Dispatch Police and Fire units via radio
 - 37,381 total calls for service processed in 2022
- Ensure safety of fellow first responders
 - Maintain status of Police and Fire units
 - Communicate and provide vital information to responders
- Query National Crime Information Center (NCIC) database

CAD / MDS / LERMS

Computer-Aided Dispatch (CAD)

- Utilized by Public Safety Communications
 - Enter calls for service and create call records
 - Query NLETS (National Law Enforcement Telecommunication System)

Mobile Data System (MDS)

- Utilized by Police and Fire Departments
 - Review and modify calls for service
 - Query NLETS
 - Access Records Management System
 - Maps and navigation

Law Enforcement Records Management System (LERMS)

- Utilized by Police Department and Public Safety Communications
- Repository for local law enforcement records
 - Reports, historical records, mugshots, offense codes for state reporting

Current CAD

Currently, the City is utilizing CentralSquare ONESolution for CAD

The solution was purchased in 2008 under a consortium model comprising nine other Johnson County Agencies

The City of Burleson hosts the production servers and provides technical support with the system to the other agencies

Consortium Members provide funding to the City to contribute with licensing and support costs

Why should we purchase a new system?

Current system is nearing “end of life”

- Legacy configuration
- Lack of future enhancements
- No longer marketed or sold
- Current system is inefficient and cumbersome to operate
- Poor analytics to review our operations

Benefits of new systems on the market

- Ability to interface with different technologies
 - Direct closest responders to the scene more quickly
- Better reporting and analytics
- Better operability between other organizations
- Improved system & network security configuration

Consulting the experts

Council approved a professional services agreement in the amount of \$159,247 on 10/4/2021 to engage a consulting firm to assist with procurement

Mission Critical Partners

- Specialists in Public Safety
- Experience in managing similar implementations

Services they have provided

- Operational and Functional Needs Analysis
- Specification Writing / RFP Development
- Procurement Guidance
- Contract Negotiations

Consortium

The City offered to partner with the consortium members to share the new system

The Johnson County Commissioner's Court provided direction for the County to proceed with a contract with SOMA Global for their public safety software suite

The door remains open for the County and/or other agencies to join at a later date

While we will be on separate systems after implementation, the agencies will continue to partner and share information

- Unify hub for bi-directional communication

Burleson and the other consortium members will continue to have access to the current system until it is no longer needed

Responses to RFP

The City received three proposals

- CentralSquare Technologies – Enterprise
- Integrated Computer Systems – Athena
- Tyler Technologies – Enterprise

Proposals were evaluated and scored by stakeholders from Police, Fire, Information Technology and Public Safety Communications

- Demonstrations were requested from CentralSquare Technologies and Tyler Technologies
 - Integrated Computer Systems was not requested to provide a demonstration
 - Responses to RFP indicated they did not have several interfaces desired by the City
- Stakeholders provided feedback and added scoring based on demonstrations
- Staff unanimously selected CentralSquare Technologies - Enterprise

Why CentralSquare?

Proven platform

- Utilized by leading organizations throughout the country
- CentralSquare is the provider of our current system

Designed for multiple disciplines – Police, Fire, EMS

Continuous upgrades and enhancements

- CentralSquare's flagship product – ongoing enhancements

Integrations with other City-owned systems

- G2 Fire Station Alerting System
- Eventide telephone and radio logging recorder
- ProQA Emergency Medical Dispatch
- Brazos ticket writer (Police)
- ImageTrend Records Management System (Fire/Medical)
- Tyler Incode (Court)

Why CentralSquare?

Ability to coordinate response and information sharing between agencies

- Unify CAD-to-CAD hub permits resource sharing with other organizations
 - Johnson County
 - MedStar
 - Fort Worth
- Bi-directional information and resource sharing
 - Allows communications centers to request units from other jurisdictions
 - Information sharing for criminal justice purposes

Coordinated responses for different disciplines

- Response plans built off static and location-based recommendations
 - Closest unit recommendations for high-priority calls
 - Static, sector-driven recommendations for routine calls
- Navigation for responding units

Technology Needs

The new CAD system will require a significant technological backbone to utilize the application and exceeds the server and network capacity available within the city's existing IT infrastructure

As part of the CAD project, there are required hardware and networking costs associated with the system's implementation

BTX-IT recommends to install the production data for CAD at the police station and to establish a third data center in the hardened former emergency operations center at the city service center

- The site will provide additional redundancy and service as a fail over site for the City Hall and Police production data, as well as for the CAD
- The site will also house the production environment for the future Intelligent Traffic Center and the Traffic Management Center

Technology Needs

Central Square provided the city with pricing to purchase the hardware and networking equipment necessary to run CAD a part of their proposal

BTX-IT compared the Central Square pricing with vendors available through cooperative pricing agreements, and were able to find better pricing with superior maintenance warranties

As a result, there are various items from multiple cooperative pricing vendors that accompany the CAD software contract, which include:

- Server hardware, licensing and rack equipment
- Firewall licensing and cyber security equipment
- New internet subscription services for the third data center
- Additional Microsoft licensing

The cost of technology for the IT infrastructure to support CAD over the next five years is \$1,439.965.44

Implementation Costs

The City budgeted \$2,000,000 in ARPA funding for the implementation of the new CAD system

- During the January 18, 2022 City Council Meeting, an ARPA update was provided
 - Council indicated support of funding the CAD system with ARPA funds rather than GO or CO bonds
- Central Square Enterprise Implementation: \$1,293,966.54
 - Five-percent contingency of full contract: \$124,394.08
 - Staff recommends including the contingency to assist with any unexpected expenses during the initial implementation
- IT Hardware and Networking Components: \$1,044,544.78
- Total Implementation Cost: \$2,462,905.40

There is an existing \$225,000 budgeted for the conversion of the former emergency operations center to a new third data center

The remaining \$237,905.40 required to implement CAD (\$2,462,905.40, less \$2,000,000 ARPA funding and \$225,000 data center funding) will be funded through the IT Support Services Fund

Five Year Costs

	Central Square Enterprise	Technology	Total Cost
Year 1	\$1,418,360.62	\$1,044,544.78	\$2,462,905.40*
Year 2	\$296,543.56	\$75,306.72	\$371,850.28
Year 3	\$296,675.19	\$77,735.02	\$374,410.21
Year 4	\$299,204.69	\$117,619.40	\$416,824.09
Year 5	\$301,491.67	\$124,759.52	\$426,251.19
Total Costs	\$2,487,881.65	\$1,439,965.44	\$4,052,241.17

*Total implementation costs for Year 1

- CentralSquare: \$1,293,966.54 + \$124,394.08 (5% contingency of full contract) = \$1,418,360.62
- Technology: \$1,044,544.78
- Total: \$2,462,905.40

Five Year Costs

The city's current budget for annual maintenance of the existing CAD system is \$212,650, with a five and one half percent escalator annually

During the implementation of the new system, which is anticipated to take approximately two years, the city will continue to pay for maintenance associated with the existing CAD

Once CentralSquare Enterprise is implemented, the funds budgeted annually for maintenance of the current system will offset a portion of the new system (approximately \$750,000 through contract years 3-5)

Ongoing annual support costs associated with CAD will be incorporated into the annual budget and will be funded through the IT Support Services Fund

Recommendation

Approve a five-year contract with CentralSquare Technologies for the purchase of a public safety software suite in the amount of \$2,612,275.73, including a five percent contingency

Questions / Comments