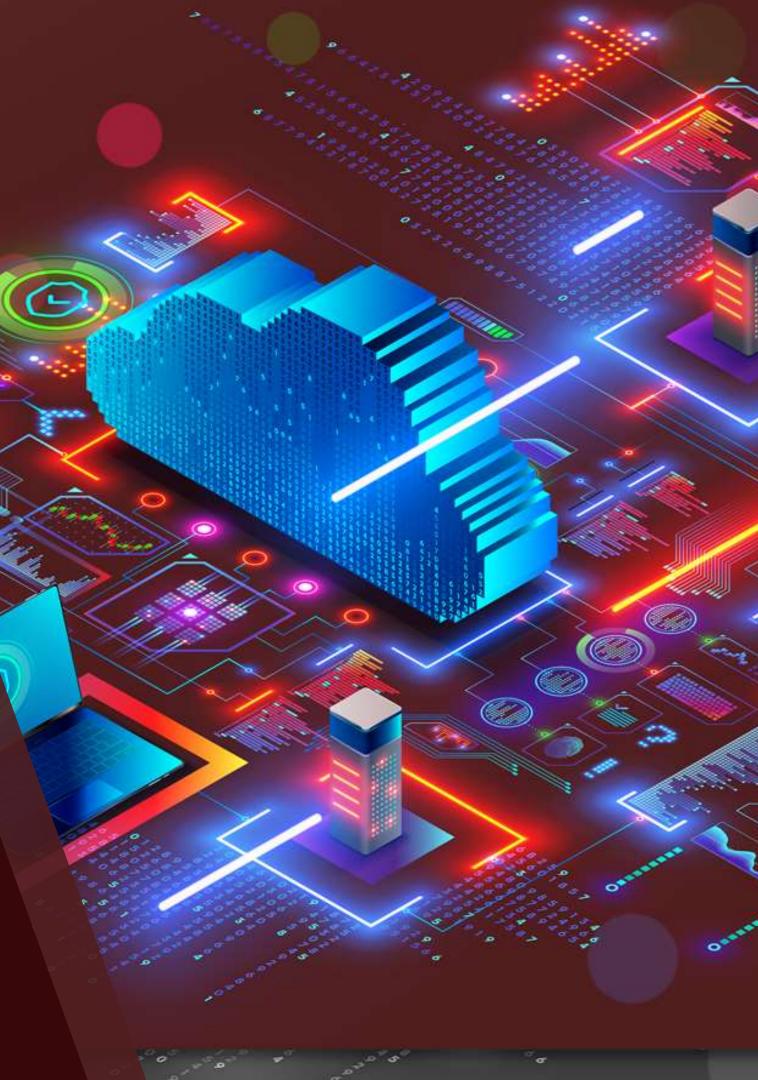# CAD Implementation

Strategy Update

THE CITY OF
BURLESON
TEXAS

Information Technology

History

In 2021, BTX-IT and Public Safety leadership began planning for the modernization of the City's Computer-Aided Dispatch (CAD) and Records Management System (RMS).

At the time, CentralSquare Technologies (CST) informed the City that the OSSI platform, which supports both CAD and RMS, would no longer receive major feature enhancements and would only receive mandated updates to maintain regulatory compliance.

As a result, the City conducted a formal RFP and selected CST's Enterprise CAD and RMS solution as the path forward.

History

Since that time, CST has reversed its position, committing over $1 million toward the continued enhancement of the OSSI platform, and positioning OSSI as its primary CAD and RMS solution for mid-sized public safety agencies.

CST has committed to maintaining and evolving the platform for at least the next five years, ensuring a stable and scalable option for Burleson's needs.

Deployment Update

As part of our Agile and continuous improvement mindset, BTX-IT regularly reevaluates projects in progress to ensure alignment with business needs and evolving vendor capabilities.

With only limited implementation work completed on CAD Enterprise, and with CST's strategic shift, we saw this as the ideal opportunity to pivot toward a more efficient, scalable, and future-ready solution.

Complexity of CAD Enterprise

Another item of note is the significant size and complexity of the CAD/RMS Enterprise solution, designed primarily for large-scale, multi-agency organizations like Dallas or Fort Worth.

BTX-IT convened meetings with key stakeholders from Police, Fire, and Dispatch to reassess Burleson's operational needs.

With OSSI now as an option for the City, it was determined that all challenges with OSSI could be resolved through targeted enhancements using Technician on Demand (TOD) hours.

Complexity of CAD

With the dissolution of the multi-agency CAD consortium, BTX-IT refocused on a streamlined solution purpose-built for Burleson, reducing long-term complexity and infrastructure overhead.
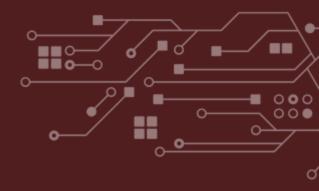
As remaining consortium members transition to a different platform, this further validates the City's decision to move forward independently.

Following this evaluation, three viable options emerged for consideration, each offering a distinct balance of cost, support, and scalability.

Modernization Options Overview

Option	Hosting	Learning Curve	Cost Outlook	Infrastructure Impact	Key Benefits
1. CAD/RMS Enterprise	Locally Hosted	High (18–36 months)	~$988,000 implementation + high recurring licensing fees Additional Hardware Requirements	40+ servers for full stack 1/3 of total IT server infrastructure	Complex, resource-heavy solution Better suited to large agencies
2. OSSI CAD/RMS Enhanced	Locally Hosted	None	Avoids $988,000 implementation Cost $60K/year reoccurring savings $580K infrastructure/licensing savings	Node count drops from 16 → 12 Reduced local footprint Reduces Microsoft Licensing	Familiar system Targeted enhancements Limited staff disruption
3. OSSI CAD/RMS Cloud *(Recommended)*	Cloud Hosted	None to Minimal	Avoids $988,000 implementation $580K infrastructure/licensing savings Same annual cost as Enterprise with credits	Eliminates local infrastructure burden All benefits of enhanced as well	High availability, Disaster Recovery 24/7 Security Operations Center licensing efficiencies

Benefits of OSSI Cloud

The OSSI Cloud platform presents the strongest combination of stability, scalability, and support for Burleson's public safety technology needs:

Unified CAD and RMS Platform: Provides end-to-end functionality for dispatch and law enforcement operations, without introducing new systems or retraining needs.

Web-Based Architecture: Accessible from any authorized device, improving mobility and continuity of operations.

Benefits of OSSI Cloud

High Availability and Resiliency: Includes built-in disaster recovery, failover capabilities, and secure hosting managed by CentralSquare's 24/7 Security Operations Center.

Reduced Operational Overhead: Offloads patching, hosting, and infrastructure responsibilities from BTX-IT, allowing staff to redirect efforts toward other City initiatives.

Long-Term Scalability: Supports future integrations, including CAD-to-CAD capabilities with agencies like Fort Worth, and positions Burleson for continued modernization.

Benefits of OSSI Cloud

User Continuity: Retains the familiar OSSI interface and workflow, ensuring smooth adoption and no loss of institutional knowledge.

These benefits make OSSI Cloud the most strategic solution for Burleson.

Fortunately, recent vendor developments and negotiations have made this path immediately viable.

Key Development: Cloud Upgrade

During this reevaluation, BTX-IT successfully negotiated with CentralSquare Technologies to offer the fully cloud-hosted OSSI CAD and RMS solution with a multi-year payment structure, supported by a $225,000 credit issued should we cancel the original Enterprise implementation.

This credit fully offsets the City's upfront implementation costs and enables OSSI Cloud's five-year cost structure to remain in alignment with the Enterprise project budget.

Key Development: Cloud Upgrade

While annual subscription payments may appear to increase slightly over time, the applied credit ensures that our total cost does not exceed the original Enterprise agreement, while still delivering greater value and operational benefits.

This strategic timing allows the City to modernize responsibly, preserve continuity of service, reduce technical debt, and align with the vendor's long-term roadmap, without absorbing the full costs of a reimplementation.

Re-Allocation of ARPA Funding

Implementation of the CAD was funded with ARPA funds.

Approximately $988,000 of these funds can be re-allocated to other contracts or obligations within the scope of approved ARPA projects.

Obligated projects include technology improvements, public safety equipment, and public safety personnel costs.

All ARPA funding must be spent by December 2026.

Staff Recommendation

BTX-IT and Public Safety leadership recommend Option 3: Transitioning to OSSI Cloud, supporting both CAD and RMS operations.

Although the five-year reoccurring cost structure slightly exceeds Enterprise's reoccurring cost structure, the City:

- Avoids $988,000 in implementation expenses.
- Applies a $225,000 credit toward cloud transition costs
- Gains superior system resiliency, scalability, and future readiness
- Offloads internal infrastructure and support responsibilities
- Aligns with CentralSquare's renewed commitment to OSSI for mid-sized agencies

Recommendation

If Council approves the recommendation to discontinue CAD Enterprise:

- A new contract will be brought forward in June 2025 for OSSI, based on the project team's ongoing evaluation.

- BTX-IT is conducting a deeper review of OSSI Cloud functionality to ensure it meets end-user needs and long-term operational requirements.

- CAD Enterprise contract will be cancelled.

- Full implementation of the OSSI would be completed by October

Thank you for your time!