
City Council Special Meeting

DEPARTMENT: Information Technology
FROM: James Grommersch, Chief Technology Officer
MEETING: May 27, 2025

SUBJECT:

Receive a report, hold a discussion, and provide staff direction regarding the CAD Implementation Strategy. (*Staff Contact: James Grommersch, Chief Technology Officer*)

SUMMARY:

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.

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.

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 in light of CST's strategic shift, we saw this as the ideal opportunity to pivot toward a more efficient, scalable, and future-ready solution.

Combined with the dissolution of the multi-agency CAD consortium, this reevaluation enabled BTX-IT to focus on a system tailored specifically to our operational needs, without unnecessary complexity or added long-term infrastructure burden.

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 savings +\$580K infra/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 Same total cost as Enterprise with credits +\$580K infra/licensing Savings	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.
- **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.
- **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 Funded by Enterprise Cancellation

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. While annual subscription payments increase slightly over time, the added value and operational advantages far outweigh the incremental cost.

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.

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 Enterprises' reoccurring costs, the City:

- Avoids \$988,000 million in implementation expenses for CAD Enterprise.

- 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

REFERENCE:

N/A

FISCAL IMPACT

Estimated Payment Schedule

	Products	Costs	CS Credit	Notes
Contract Execution	Services	\$62,830.00	\$(225,000.00)	Due at Execution
	Unify	9,253.13		Due at Execution
	Freedom	17,228.44		Due at Execution
	Execution Total:	\$89,311.57		
	Applied Credit:	(89,311.57)	(135,688.43)	
	Execution Total Due:	\$-		
F26/Yr 1	Software Subscription	\$380,778.55		Increase from
	Applied Credit:	(8,928.27)	(126,760.16)	Previous Year
	F26 (10/1/25) Payment:	\$371,850.28		N/A
F27/Yr 2	Software Subscription	\$419,477.92		
	Applied Credit:	(45,067.71)	(81,692.45)	
	F27 (10/1/26) Payment:	\$374,410.21		\$2,559.93
F28/Yr 3	Software Subscription	\$432,062.26		
	Applied Credit:	(34,018.40)	(47,674.05)	
	F28 (10/1/27) Payment:	\$398,043.86		\$23,633.65

F29/Yr 4	Software Subscription	\$453,665.37	
	Applied Credit:	(27,414.18)	(20,259.87)
	F29 (10/1/28)		
	Payment:	\$426,251.19	\$28,207.33
F30/Yr 5	Software Subscription	\$476,348.64	
	Applied Credit:	(20,259.87)	(0.00)
	F30 (10/1/29)		
	Payment:	\$456,088.77	\$29,837.58

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