
City Council Regular Meeting

DEPARTMENT: Information Technology


FROM: James Grommersch, Chief Technology Officer

MEETING: December 15, 2025

SUBJECT:

Receive a report, hold a discussion, and provide staff direction regarding the Computer Aided Dispatch (CAD) implementation for Burleson Public Safety. (*Staff Contact: James Grommersch, Chief Technology Officer*)

STRATEGIC PRIORITY AND GOAL(S):

Strategic Priority	Strategic Goal
 Beautiful, Safe, & Vibrant Community	3.3 Enhance emergency response services 3.4 Ensure public safety equipment and personnel needs are being met

SUMMARY:

The City originally planned to transition to CentralSquare's cloud-hosted OSSI environment to improve redundancy, resiliency, and high availability for our first-responder applications. This transition was scoped as a two-month implementation; however, after more than five months of work, extensive technical review, and feedback from Police, Fire, and Public Safety Communications, BTX-IT has determined that CentralSquare's cloud platform is not yet mature enough to reliably support Burleson's operational requirements.

This process began because the legacy hardware reached end-of-life, creating an urgent need to modernize and ensure long-term reliability. Due to the implementation timeline expanding it has increased the risk associated with continuing to operate on aging, unsupported hardware. To ensure continuity of operations and reduce the likelihood of instability or service interruption for our first responders, the City started transitioning OSSI to new on-premises hardware beginning on December 2, 2025. This hardware, originally purchased for our Enterprise environment, provides a stable and predictable platform necessary to support Police, Fire, and Communications.

The OSSI software itself remains a viable solution for the City. Once this new hardware approaches its end of life, we will revisit a cloud migration. This approach allows CentralSquare additional time to mature and stabilize their cloud offering before the City considers adopting it.

While operating on the new on-premises hardware, BTX-IT will continue advancing capabilities that align with a future cloud strategy. This includes evaluating and implementing cloud-compatible modules such as Unify CAD-to-CAD and Centerline AI, and leveraging Technician-on-Demand hours to complete long-requested configuration improvements for the Fire Department that were not previously possible under the consortium model.

RECOMMENDATION:

N/A

PRIOR ACTION/INPUT (Council, Boards, Citizens):

N/A

REFERENCE:

N/A

FISCAL IMPACT:

N/A

STAFF CONTACT:

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