



Public Safety Communications

Eventide Recording System

Public Safety Communications

The *first*, first responders

- Answer 9-1-1 and non-emergency calls for assistance
 - 20,341 emergency 9-1-1 calls received in 2021
- Operate Computer-Aided Dispatch (CAD) system
 - Dispatching of Police and Fire units via radio
 - 36,672 total calls for service processed in 2021
- Query National Crime Information Center (NCIC) database

Recording System

Phone call and radio recordings

- Retention period of one year
 - Complies with Freedom of Information Act
 - All 9-1-1 emergency and administrative line phone calls processed in Public Safety Communications Center
 - All radio communications that transmit on Burleson public safety talk groups
- Reviewed by Police Department Detectives for Criminal Investigations
- May be released by Police Records Division for open-records requests
- Utilized by Public Safety Communications, Police and Fire Departments for incident reviews

Justification

Current recording system is obsolete

- Motorola/NICE Inform V6
 - Software is three releases behind current version
 - End of support for integration with current radio system release
 - Hardware is considered “end of life”

Upgrade vs Replace

- Upgrade with current vendor
 - Hardware and software failures with the current system
 - Poor support provided by the vendor
 - No Screen Capture
 - Lower up-front cost, higher recurring cost
- Replace with new vendor
 - Improved reliability
 - Better support
 - Screen Capture
 - Higher up-front cost, lower recurring cost

Recommendation

Research

- Stakeholders from Public Safety Communications, Police, Fire, Information Technology
- Attended demonstrations, reviewed quotes, visited neighboring agencies

Eventide

- Endorsed by many Public Safety Communications organizations
- Customized solution to meet our needs
- User-friendly application
- Reputation for reliability
- Interfaces with other systems
 - Computer-Aided Dispatch (CAD)
 - Compatible with current system
 - Integrates with leading CAD solutions
 - Motorola Vesta 9-1-1 phone system
 - Motorola P25 radio system
- Screen Capture
- Advanced Analytics and Reporting

Considerations - Cost

	Motorola/NICE <i>Current V6</i>	Motorola/NICE Upgrade to V9	HigherGround	Eventide	Equature
One Time Costs	N/A	\$141,699	\$141,776	\$146,454	\$145,705
Recurring Annual Costs	\$27,577	\$15,847	\$10,253	\$15,324	\$20,223

Eventide will be purchased from Vista Com through an interlocal agreement with Houston-Galveston Area Council

Additional Considerations

Financial assistance provided by Tarrant County 9-1-1 District

- Emergency Communications Center (ECC) Assistance Program
 - \$18,765 approved toward this project
 - Will be reimbursed to the City
- Radio Assistance Program
 - \$36,110
 - Applied – Awaiting potential award
- Assistance received will partially offset first year costs

Costs listed do not consider funds that will be reimbursed

Additional Costs

Motorola will configure connectivity and provide access to their Archiving Interface Server (AIS) for the radio system

CentralSquare will permit access to the CAD database to interface with the recording system

- There will be a comparable integration cost with a new CAD vendor

Existing contracts with Motorola and CentralSquare will be amended

- Recurring costs for NICE will be removed from Motorola service agreement

	One time	Recurring
Eventide	\$124,904	\$13,724
Motorola configuration	\$10,625	\$0
CentralSquare CAD Interface	\$10,925	\$1,600
Total	\$146,454	\$15,324 / year

Questions / Comments