



# Public Safety Software Upgrade



December 4, 2025

Summer Fleming, CGFO  
Director of Finance

# Background



- Fair Oaks Ranch participates in a regional Interlocal Agreement (ILA) with Boerne and Kendall County for centralized public safety and utilities communications.
- Boerne operates the centralized dispatch center and manages the Computer-Aided Dispatch (CAD) system.
- Each agency maintains its own Records Management System (RMS).
- The ILA establishes a Board of Directors to oversee the centralized communications office, and Chief Smith serves as Fair Oaks Ranch's representative.

# Regional Dispatch & RMS Upgrade



- Transitions from on-premises Tyler Pro (CAD & RMS) to cloud-based Tyler Enterprise Public Safety SaaS.
- Each entity is upgrading from Tyler's on-premises Pro system to the cloud-based Enterprise Public Safety RMS.
- Tyler Technologies invoices Boerne for CAD services; Boerne then invoices Fair Oaks Ranch based on cost-sharing in the ILA.
- Fair Oaks Ranch will be billed directly by Tyler for implementation cost to upgrade RMS and annual SaaS fees.

# Key Benefits of Cloud Transition



- Improve system reliability, cybersecurity protection, and disaster recovery
- Enhance integration between CAD, RMS, and mobile field applications
- Real-time data sharing among dispatchers, officers, and partner agencies
- Automatic updates and improved workflow efficiency
- Strengthens regional interoperability

# SaaS Agreement



## Procurement & Competitive Bid

Purchased through  
Sourcewell Contract  
#060624-TTI

Cooperative  
purchasing provides  
pre-negotiated,  
discounted pricing

## SaaS Agreement Term

Initial 3-year term,  
beginning on the first  
full month after  
execution

Automatically renews  
annually thereafter  
unless terminated with  
advance written notice

## Cost to the City

RMS Upgrade  
Implementation:  
\$76,997

Annual RMS SaaS  
subscription: \$45,465  
per year

# Recommendation



- Approve a resolution authorizing the execution of an agreement with Tyler Technologies for public safety software, expenditure of the required funds, and execution of all applicable documents by the City Manager.