



CITY COUNCIL CONSIDERATION ITEM

CITY OF FAIR OAKS RANCH, TEXAS

AGENDA TOPIC: Consideration and possible action approving a resolution authorizing the execution of an agreement with Tyler Technologies, Inc. for public safety software solutions, expenditure of the required funds, and execution of all applicable documents by the City Manager

DATE: December 4, 2025

DEPARTMENT: Public Safety

PRESENTED BY: Summer Fleming, CGFO, Director of Finance
Todd Smith, Chief of Police
Brian LeJeune, IT Manager

INTRODUCTION/BACKGROUND:

The City of Fair Oaks Ranch (City) participates in a longstanding Interlocal Agreement (ILA) with the City of Boerne and Kendall County to share the costs of a centralized public safety and utilities communications office. Under this agreement, Boerne provides public safety and utilities communications services to the City, through a centralized dispatch center. This center provides 24/7 support for all three jurisdictions. The ILA also establishes a Board of Directors to oversee the centralized communications office, and Chief Smith serves as Fair Oaks Ranch's representative on that Board.

While the ILA establishes the operational and cost-sharing framework for the centralized dispatch center, the technology that supports dispatch – specifically the Computer-Aided Dispatch (CAD) system – is procured under the attached Software as a Service (SaaS) Agreement with Tyler Technologies (Tyler). Under this SaaS Agreement, Tyler invoices the City of Boerne directly for the CAD software and related cloud services, and Boerne subsequently invoices Fair Oaks Ranch and Kendall County for their proportional shares as defined in the ILA.

While CAD is centralized, each agency, including Fair Oaks Ranch, maintains its own Records Management System (RMS). The City currently operates Tyler's on-premises "Pro" RMS platform. As part of a coordinated regional modernization initiative, all three entities are transitioning their public safety technology to Tyler's Enterprise Public Safety suite, delivered as a cloud-based SaaS solution. Fair Oaks Ranch's portion of this upgrade focuses on replacing its on-premises RMS with the cloud-hosted Enterprise RMS platform.

Staff is seeking authorization to procure its upgraded RMS solution through Tyler's Sourcwell cooperative contract #060624-TTI, for which the City is an eligible member (member #231991). This Sourcwell-based procurement enables the City to acquire the upgraded software at competitively bid cooperative pricing. The SaaS Agreement outlines the terms under which Tyler will provide cloud-based RMS services, including hosting, security, maintenance, and ongoing support for the Enterprise Public Safety platform.

POLICY ANALYSIS/BENEFIT(S) TO CITIZENS:

Migrating from the legacy on-premises system to the cloud-based SaaS model will:

- Improve system reliability, cybersecurity protection, and disaster recovery
- Enhance integration between CAD, RMS, and mobile field applications
- Provide real-time data sharing among dispatchers, officers, and partner agencies
- Ensure automatic updates, improved workflow efficiency, and long-term sustainability

This upgrade aligns with regional interoperability goals, supports operational efficiency, and ensures Fair Oaks Ranch officers have access to modern, secure, and fully supported public safety technology.

LONGTERM FINANCIAL & BUDGETARY IMPACT:

Total Investment Cost: \$213,392 over three years.

Fair Oaks RMS/Mobile Solution: Implementation cost of \$76,997 and SaaS fees of \$45,465 in Year 1, \$45,465 in Year 2, and \$45,465 in Year 3.

This reflects an annual increase of \$21,465 compared to the City's current on-premises RMS cost of approximately \$24,000 per year. While this represents a notable cost increase, the cloud-based SaaS model eliminates the need for internal management of system updates, security patches, and server maintenance. Tyler Technologies will manage these functions directly, providing more frequent improvements, enhanced cybersecurity, and proactive support.

Funding for the City's RMS/Mobile Solution is available within the FY 2025-26 Public Safety and IT Budgets.

LEGAL ANALYSIS:

The SaaS Agreement has been approved by legal, and the resolution has been approved as to form.

RECOMMENDATION/PROPOSED MOTION:

I move to approve a resolution authorizing the execution of a Software as a Service Agreement with Tyler Technologies, Inc. for public safety software, expenditure of the required funds, and execution of all applicable documents by the City Manager.