



Date: May 12, 2026

Honorable Mayor and Council Members:

Author and title: Danny Renfrow, Chief of Police

Title: Contract Authorization for Police Records Management System

Jen Callaway, Town Manager

Recommended Action: That Council authorize the Town Manager to execute a five-year contract with Sun Ridge Systems, Inc. in an amount not to exceed \$464,889 for a new Police Records Management System and support for five years.

Executive Summary:

The Truckee Police Department (TPD) uses a Records Management System (RMS) and Computer Aided Dispatch (CAD) software that is designed for public safety agencies to manage records and coordinate emergency dispatch and response. The Police Department has used its current RMS/CAD vendor since the department's inception in 2001, with that software now having reached end of life with aspects no longer being supported.

In 2018, the Police Department created a Capital Improvement Project (C1821) for the sole purpose of planning ahead for the modernization of this technology to a newer system that will better meet the department's evolving needs. Replacing the current RMS is necessary to ensure continued compliance with California law, improve operational efficiency, and will better position our agency to meet current and future legal mandates while supporting effective, data-driven policing. The implementation of a new CAD/RMS software was also identified as a Police Department recommendation within the Town's recent Baker-Tilly assessment.



Discussion:

Over the past two decades of using our current RMS vendor, minimal system updates and declining product support have failed to keep pace with the rapid advancements in technology and the increasingly growing regulatory and reporting requirements for California law enforcement.

Currently, TPD staff is forced to utilize several different standalone platforms to document incidents, book evidence, report on required Racial and Identity Profiling Act (RIPA) data, and relay traffic collision data to the appropriate governmental entities. While modern RMS vendors provide products that allow all these functions to be incorporated into one system, our current vendor does not provide these functions seamlessly. This fragmented approach not only complicates workflow but also requires the purchase of additional software to address these other needs.

The implementation of a new RMS/CAD system represents an opportunity to streamline these disparate processes into a cohesive and integrated solution. By consolidating these functionalities

within a single platform, the department aims to eliminate the need for supplementary software purchases, thereby enhancing operational efficiency and reducing administrative burden on staff.

As a result, TPD has worked in conjunction with Grass Valley Police Department, Nevada City Police Department, and the Nevada County Sheriff's Office (NCSO) for all Nevada County law enforcement agencies to transition to Sun Ridge Systems as our new RMS/CAD vendor. With all law enforcement within the county using the same vendor, it will better enable all agencies to seamlessly operate through the Nevada County Sheriff's Regional Dispatch Center for any coordinated emergency response. All agencies being on the same software will also allow continuous integration with the District Attorney's Office for criminal prosecutions.

After receiving product demonstrations by a variety of different vendors, Sun Ridge Systems Inc. was selected as the software which best meets the needs of TPD, as well as the needs of the other aforementioned Nevada County Law Enforcement agencies. Sun Ridge Systems Inc. has a strong reputation for efficiency and customer satisfaction with its other approximate 240 California law enforcement customers.

The Sheriff's Office collaborated with the County's Purchasing Department to source a competitively awarded agreement issued by Yuba County's Administrative Services Department, RFP 901639 with Sun Ridge Systems, Inc. Through Nevada County purchasing rules, NCSO received Board of Supervisor approval to execute a contract with Sun Ridge Systems, Inc. on April 7, 2026.

NCSO's contract approval with Sun Ridge Systems Inc. has now allowed for the benefit of a group discount to take place for TPD, as well as for the other two Nevada County law enforcement entities seeking the same RMS vendor. Through the Nevada County's governmental purchasing, our department has received favorable pricing from Sun Ridge Systems resulting in significant cost savings.

Priority:

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| <input type="checkbox"/> Enhanced Communication | <input type="checkbox"/> Climate and Greenhouse Gas Reduction | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Infrastructure Investment | <input type="checkbox"/> Emergency and Wildfire Preparedness | <input checked="" type="checkbox"/> Core Service |

Fiscal Impact:

This is a five-year contract with year one of implementation being \$337,296.00. Years two through five will contain a single annual fee for on-going support and updates to the system which is capped to no more than an 8% increase year after year. The five-year total cost will be no more than \$464,889

Public Communication:

Chief's Advisory Committee

FY 2026/27 Budget Workshop Council Meeting April 28, 2026

Attachments:

Attachment 1 - Sun Ridge Contract