

Lompoc City Council Agenda Item



City Council Meeting Date: April 15, 2014

TO: Patrick Wiemiller, City Administrator

FROM: Donald A. Deming, Captain
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SUBJECT: Proposal for New Computer-Aided Police and Fire Dispatch/Records Management System/Jail Management System Vendor

Recommendation:

Staff recommends the City Council:

- 1) Approve funding to upgrade the Lompoc Police Department's Computer-Aided Dispatch/Records Management System/Jail Management System (CAD/RMS/JMS), via contract with sole-source vendor; and
- 2) Approve Interact as the provider of CAD/RMS/JMS software; and
- 3) Approve AT&T Capital Services to provide the financing; and
- 4) At a future time, approve a resolution for the supplemental revenue of \$453,742 from financing proceeds, and supplemental appropriation of \$453,742 of capital outlay (including prepaid maintenance services). The resolution would also include budget adjustments to provide for the principal and interest payments from the existing maintenance accounts in the 11150 Program. (The Fire Department has no money to provide this year, but can be included in cost sharing in the FY 2015-17 Budget cycle); and
- 5) Authorize the issuance of a purchase order to Interact; or
- 6) Provide alternate direction.

Background:

The Lompoc Police and Fire Departments, like all modern public safety agencies, rely heavily on technology to deliver emergency services to our community. As we have witnessed in recent years, the cost of this technology can be high. Some of this technology comes in the form of Computer-Aided Dispatch (CAD), Records Management Systems (RMS), and Jail Management Systems (JMS).

Comprehensive, state of the art CAD systems allow a Dispatch Center to receive incoming calls for emergency services, identify available units and their location, assign and monitor the unit's response, and update additional incoming information and relay that to responding units. Many CAD systems will allow the Dispatch Center to integrate information it has received with an agency's RMS to pre-populate various reports and databases. This allows a public safety entity to effectively manage and share data to maximize the service provided to the public.

An effective RMS allows for paperless reporting of crimes and arrests, compiles searchable databases for crime statistics, enables storage and retrieval of reports, and otherwise facilitates data-sharing from both internal and external systems. It also streamlines the process of report writing, with maximum data collection from CAD systems. This reduces the time required of an officer to prepare reports, allowing them to spend more time in the field.

Management of custody operations is performed via a JMS system. This system tracks the housing of inmates, records their identifying information in a searchable database, maintains a searchable record of booking photos, and tracks the location of inmate property and money. It can be an effective method of reducing liability in jail operations and to insure the safety of those in police custody.

The City of Lompoc contracted with Cyrun in 2002, to install and maintain a CAD/RMS/JMS system. This system performed satisfactorily in the earliest years, but failed to adapt to emerging technologies. This failure to sufficiently update its capabilities has resulted in the Department's existing CAD/RMS/JMS system becoming insufficient to meet the needs of both the Police and Fire Departments. Attempts to work with Cyrun to address deficiencies in their product have not been successful, and frequent outages of the Department's CAD/RMS/JMS system have become common. Other agencies using Cyrun's products voiced similar concerns with their CAD/RMS/JMS systems, and expressed frustration with Cyrun's failure to be responsive to requests for upgrades and support.

In addition to inadequate service and support to the needs of the Police Department, Cyrun's CAD/RMS/JMS system fails to provide service to many of the Fire Department's technological needs. This impedes the Fire Department's efforts to meet the City Council's adopted goals and objectives of the Fire Department Master Plan. In an effort to be responsive to the City Council's priorities of public safety and of greater efficiencies, the Police and Fire Departments have collaborated to find a CAD/RMS/JMS system that meets the changing needs of both agencies.

Discussion:

The deficiencies of the Departments' existing CAD/RMS/JMS system are many. Dispatchers utilizing the CAD system report the three dispatch terminals often lose sync

with each other, and are then unable to share information or coordinate resource response. The terminals randomly cease to function until rebooted, and data entered by Dispatchers will occasionally auto-delete. On an almost daily basis, 9-1-1 calls fail to automatically populate with the associated address, costing precious time to obtain this and other vital information from callers. Almost as frequently, the Department's CAD system fails to sync with the RMS, causing assigned reports to be lost. This can result in delays in follow-up investigations, in turn, compromising the ability to solve the crime.

Shortcomings in RMS are not as severe, although they do reduce the efficiency of Department personnel. The ability to extract crime statistics is limited, and requires considerable staff time to compile. This prevents any thoughtful analysis of crime patterns and trends, which is crucial to informed decisions on resource assignments. Further, any additional reporting features beyond the basics require new programming by Cyrun, resulting in additional costs for each type of report.

The flaws of the Department's JMS have existed for an extended period, with no resolution in sight. The Jail module is slow to load, and booking photos are often stored as hidden files, which make them difficult to locate within the system. In fact, the booking photo module (which is designed to take the photographs) stopped working entirely. The only solution Cyrun provided was the suggestion to purchase a third-party application to integrate into their system. Booking photos are presently being taken by a digital camera, downloaded to a computer in the jail, and imported into the JMS system. This results in inefficiencies in the jail and it takes more time for the Officer and Jailer to process the arrest.

In addition to the deficiencies specific to the Police Department, the Lompoc Fire Department runs limited Cyrun programming, with minimal data available for the Fire Department. Consequently, the service that the Dispatch Center provides to the Fire Department is limited to simple dispatching of calls for service, and the tracking and recording of basic information related to those calls via CAD.

Universal to all the above modules are failure of the systems to print reports and failure to work at all on newer computers. Newer applications that are increasingly being used by law enforcement often will not interface effectively, preventing access to new tools that have been shown to help reduce crime.

In August 2013, the Lompoc Police Department was approached by a competing vendor seeking to expand its West Coast presence. Interact recognized the Lompoc Police Department as a smaller law enforcement agency, which contained all the elements of an agency that Interact could provide the full-range of their services to. This made the agency a very appealing client to contract with and to demonstrate the full-range of services they provide. In September 2013, sales representatives from Interact conducted an extensive webinar demonstrating the capabilities of their CAD/RMS/JMS system. This webinar was attended by members of the Lompoc Police

and Fire Departments. Specific system requirements were addressed by Interact staff, which would address existing and future needs of the City's Police and Fire Departments.

A careful review of Interact's CAD/RMS/JMS system capabilities proved promising as a solution to the needs of both the Police and Fire Departments. In addition to this review of their product, the Police Department's CAD Administrator, Jim Brown, and Property/Records Supervisor, Jennifer Chastain, visited several agencies utilizing various modules of Interact's CAD/RMS/JMS system. The Sweetwater Combined Communications Joint Power Board, which is the countywide Public Safety Dispatch Center, utilizes the Dispatch module to provide dispatching services to all law enforcement, fire and Emergency Medical Services (EMS) in Sweetwater County, Wyoming. They also utilize Interact's "SafeTown" program, which provides crime mapping and community alerts of real-time public safety matters such as fires, mass casualty incidents or other major events.

Brown and Chastain also visited the Green River Police Department (which utilizes the RMS) and the Rock Springs Police Department (which utilizes the Jail Management System).

All three agencies visited reported high levels of functionality in their respective systems, and expressed a high level of satisfaction in the service provided by Interact representatives.

In addition to on-site evaluation, other agencies served by Interact's systems were contacted. All agencies reported high levels of satisfaction with the product and services provided by Interact. Those agencies included:

- Presidio of Monterey (CA) Directorate of Emergency Services;
- Deschutes County (OR) Sheriff's Office – Detention Center;
- Modoc County (CA) Sheriff's Office;
- Harrison County (MS) Sheriff's Office;
- State of Indiana – Integrated Public Safety Commission; and
- Forsyth County (GA) Sheriff's Office and 9-1-1 Center.

A transition from Cyrun's CAD/RMS/JMS system to that provided by Interact would eliminate most, if not all, of the shortcomings the Police and Fire Departments are experiencing in our existing system. In addition to resolving these shortcomings, Interact would provide additional functionality and efficiencies that Police and Fire presently do not have.

In addition to the benefits to the Police Department, the transition to Interact CAD/RMS/JMS system would provide substantive service capability to the Fire Department. As previously mentioned, present service to the Fire Department is limited

to radio dispatching of calls for service, and the basic tracking and recording of those calls. New, enhanced efficiencies will be realized by the new system, to include:

Fully capable Police, Fire, and EMS dispatching modules: These modules can be configured to possess separate dispatch qualifications, such as apparatus, closest unit, station, beat, etc., with tools to assist the Dispatcher in each protocol. In addition, Interact's product "SafeTown" allows citizens to register with the Dispatch Center, which in turn, can provide pertinent first responder information, such as oxygen tank storage, medications, physical or medical disabilities, etc., that would assist any first responder in the event there is an emergency at a specific location. SafeTown also includes PulsePoint integration, in which a citizen volunteer certified in Cardio Pulmonary Resuscitation (CPR) can be alerted via a smart phone application if someone in need of CPR is nearby.

Capability to capture incident latitude and longitude coordinates: Interact's Next Generation (NG) CAD validation service is able to capture latitude/longitude coordinates, pinpoint it on a map, validate the jurisdiction, and provide the Dispatcher with a physical address if one is associated with those coordinates.

Capability to link in-cab computer systems, providing full call information and allowing in-cab computer initiated unit status changes: Interact is the Police Department's current in-cab/Mobile Digital Computer (MDC) software provider. By interfacing with their own CAD/RMS/JMS system (rather than via a "patch" with a competitor's product), Interact will seamlessly enable full capability for the Fire Department's onboard computers. This will provide Fire personnel with updated call comments, prior history and information on the premises to which they are responding.

Capability to dispatch the closest unit(s) based on travel time rather than by assigned station: Interact's Automated Vehicle Locator (AVL) and mapping capabilities are NG ready. Provided ESRI data supplied to Interact's maps has cost-routing and AVL is activated, Dispatchers will be able to use this feature and select the closest unit for emergency response.

Integration with Police and Fire RMS systems: The proposed contract entails purchase of the Police RMS module. Interact's CAD product seamlessly sends information to and receives information from their RMS product. The Dispatcher will not have to do anything for CAD to forward calls, report numbers, narratives, etc. The Fire Department presently uses the "FireHouse" program, which can be fully-integrated with the similar capabilities as the Police RMS module.

Integration with Santa Barbara County's Public Safety Dispatcher's (SBCPSD) CAD system: SafeTown allows the agency to partner with their citizens, media and all surrounding agencies to automatically notify them of calls currently being handled by the agency. Consequently, Dispatchers at the SBCPSD would be able to see on a

map, and in list form, all events taking place within the City of Lompoc. Should a catastrophic system failure in Lompoc result in the Dispatch Center losing connectivity to 9-1-1, SBCPSD would be able to handle all incoming emergency calls.

Fiscal Impact:

The FY 2013–15 Budget includes Program 11150 – Police-CAD/RMS Operations, which provides for costs associated with the CAD/RMS/JMS. The appropriations include \$112,972 for software maintenance costs and \$32,100 for hardware maintenance costs, for a total budgeted appropriation of \$145,072 for the two fiscal years of the budget. The year-to-date expenditures in Program 11150 are \$48,990, which includes the FY 2013-14 annual maintenance costs for the Police Department's existing CAD/RMS/JMS software and maintenance support with Cyrun of \$42,600 and \$6,015 for Interact's "MobileCop" (which the Department presently uses to feed data to vehicle computers).

Interact's proposal, utilizing financing available through AT&T Capital Services, provides for the purchase of their CAD/RMS/JMS software product for a total of \$234,015.20. By utilizing AT&T Capital Services, quarterly payments for the system can be spread over five years at \$11,700.72 per quarter. Interact's proposal also provides for the prepayment of the annual maintenance service for their CAD/RMS/JMS system using AT&T Capital Services, beginning one year after the installation of the system. The total cost for the five-year maintenance contract is \$248,250.88, or \$15,515.68 per quarter, with payments starting one year after the installation of the system.

By utilizing AT&T Capital Services, the initial purchase cost of the system can be spread over a reasonable period of time. After the initial purchase costs are repaid, all system updates and maintenance issues would be covered by the ongoing annual maintenance contracts.

If the recommendation to award the contract to Interact using AT&T Capital Services financing is approved, it is likely the first installment will be due prior to the end of the current FY 2013-14 Budget cycle. In addition, four additional payments will be due on the software purchase and the initial maintenance contract payment will be due as part of the FY 2014-15 Budget cycle. The six payments will total \$74,020, with approximately \$96,000 remaining in appropriations for CAD/RMS/JMS costs through the end of the FY 2013-15 Budget cycle. Remaining appropriations, after providing for the Interact software installation, should be approximately \$22,000, which would be available for regular and ordinary repair, maintenance and ongoing operational costs of CAD/RMS services.

As with any lease financing, future appropriations will be required to fund payments beyond June 30, 2015, the end of the City's current budget cycle. The combined payment obligations for FYs 2015-17 are anticipated to be \$217,731 and for

FYs 2017-19, \$206,031 with the payments reverting to about \$62,000 per year for maintenance after FYs 2017-19. These costs will be considered with all other budgetary requests in each of the budget preparation cycles as they occur.

By utilizing AT&T Capital Services, the City will likely receive lease proceeds prior to the end of June 30, 2014, for the full amount of the software purchase and the prepaid lease maintenance costs. This transaction was not contemplated as part of the budget process and will need to be recognized as supplemental changes to the budget. It is anticipated the lease financing will require future authorizations prior to the initiation of the conversion project. The required lease authorizations and any additional appropriations (revenue and expenditure) will be brought back at the appropriate time, when the lease financing documentation is available.

Conclusion:

The existing (and aging) CAD/RMS/JMS systems used by the Police and Fire Departments have reached a critical juncture. At best, continued failures of existing systems will continue to impede the efficiency and effectiveness of public safety services in the City of Lompoc. At worst, greater systemic failures could significantly compromise the Police and Fire Departments' abilities to provide anything more than basic services with substantive delays. The transition to a vendor with a state-of-the-art CAD/RMS/JMS system would enable a higher level of service to the community and increase the effectiveness of both Departments.

Respectfully submitted,

Donald A. Deming, Captain

APPROVED FOR SUBMITTAL TO THE CITY ADMINISTRATOR:

Larry A. Ralston, Chief of Police

Kurt Latipow, Fire Chief

APPROVED FOR SUBMITTAL TO THE CITY COUNCIL:

Patrick Wiemiller, City Administrator