

City of Culver City, California
City Council Agenda Item Report

Meeting Date: 11/14/07		Item Number: <u>A-2</u>	
AGENDA ITEM: Approval of a Contract with New World Systems to Provide Software (Computer Aided Dispatch, Fire/Police Records Management, Fire Emergency Medical Services and Mobile Technology) and Implementation Services to Support and Enhance Public Safety Operations; and Approval of a Budget Amendment to Provide Funding for this Project.			
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Fiscal Impact: Yes ☒ No ☐		General Fund: Yes ☒ No ☐	
Public Hearing: ☐		Action Item: ☒ Attachments: ☒	
Public Notification: E-mail Master Notification List on 11/07/07, New World Systems on 11/01/07			
Department Approval: Jeff Eastman 11/01/07 Don Pedersen 11/01/07 John Richo 11/01/07		City Attorney Approval: Carol Schwab (by H. Iker) (11/06/07)	
Fiscal Impact Review: Marlee Chang (by M. Noller) (11/08/07)		City Manager Approval: Jerry B. Fulwood (11/08/07)	
<u>RECOMMENDATION:</u> Staff recommends the City Council: 1. Approve a contract with New World Systems (Troy, Michigan) to obtain Public Safety Software (Computer Aided Dispatch, Fire/Police Records Management, Fire Emergency Medical Services and Mobile Technology) and implementation services to support and enhance Public Safety Operations. 2. Approve a budget amendment to provide funding for this project. (This budget amendment requires a 4/5th vote of the City Council.) <u>BACKGROUND:</u> In October 1998, City Council approved the purchase of public safety software from either Synergetic Systems or VisionAir Inc (attachment 1). The vendor selection was constrained for budget reasons to the amount of available funding (\$410,000) from the Asset Seizure Forfeiture Fund. Shortly after City Council's approval, staff's first choice vendor (Synergetic Systems) went out of business. Staff proceeded to			

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contract with and install software from VisionAir. The application included computer aided dispatch (CAD) for Fire and Police and a Police records management system (RMS).

While staff have made the system work, the VisionAir software (mainly the reporting module) has numerous technical issues which have not been resolved. The system is built on older technology and as a result, is unstable and prone to introducing program errors when hardware or software is updated. The system also does not provide much flexibility for customization. As a result, staff must perform many manual tasks to ensure compliance with reporting standards such as Uniform Crime Reporting (UCR).

The Fire Department uses software from another vendor (LANCET) for their records management however, there is no integration between the Fire CAD calls and Fire RMS which results in duplicate data-entry. Additional quality control efforts have also been introduced to ensure that data between the systems remains in-sync and consistent across the various softwares. Additionally, the lack of an integrated public safety system has impacted the Fire and Police Departments' ability to efficiently implement technology which would enhance operations such as mobile computing.

Approximately two years ago, IT began working with Police to develop a Police RMS which would interface with the CAD system. After a year of in-house development, the project was abandoned due to a lack of IT programming resources.

DISCUSSION:

In July 2007, a project team was established which included staff from Fire, Police and Information Technology Departments to determine a course of action. The team evaluated options for replacing the City's public safety software components. Three options were identified:

- Resume developing a solution in-house using IT programming staff
- Upgrade the current system (retain current vendor)
- Select another vendor to replace the existing software

Resuming in-house development was quickly eliminated as an option due to the fact that the necessary IT resources would not be available in the foreseeable future. It should also be noted that a completely integrated solution would be an extraordinary lengthy and complex project requiring additional IT resources.

Vendor Assessments

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The project team established a plan to identify a vendor that supplied an integrated public safety solution which would meet the City's requirements. Five vendors were identified: VisionAir (current software vendor), Intergraph, New World Systems, Spillman Technologies, and Versaterm. These vendors were invited to provide staff with a half-day presentation of their respective software solution. One vendor, Versaterm, declined to provide a presentation. Staff from various operational areas of Fire and Police attended the demonstrations. Each vendor was evaluated by staff in the following areas:

- Software User Interface (appeared intuitive and user friendly)
- Ability to meet City's operational public safety requirements
- Ability to comply with regulatory reporting requirements
- Flexibility for interfacing with third-party software
- Quality of presentation
- Responsiveness to staff questions

Staff's re-examination of VisionAir determined that while the vendor had made significant improvements in their product it was not in the City's best interest to continue this relationship for the following reasons:

- VisionAir's Fire EMS product did not meet the City's requirements
- Vendor does not offer various ancillary components such as a police property module, fire hazardous materials tracking, and false alarm billing
- Ongoing concerns regarding the vendor's commitment to California public safety installations (The vendor has not sold their product to a California site in over eight years).
- Ongoing concerns related to limited customer support

The results of the evaluation (attachment 2) revealed that New World Systems offered the most suitable solution. Staff began taking a closer look at the software solution offered by New World Systems. Numerous meetings were held to examine the software and to determine if the solution met the City's requirements. New World Systems also held an advantage over the other vendors with their strong California public safety presence. They have a total of 22 installations and four regional offices in California. Below is a list of their Southern California installations:

- Downey
- Whittier
- Montebello
- Monterey Park
- Bell Gardens
- Viejas Tribal Security

Additionally, the City of Berkeley recently awarded a contract to New World Systems to support their public safety operations (attachment 3).

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The City of Berkeley released a RFP for an integrated public safety solution with operational requirements very similar to Culver City. That competitive bid resulted in four responses from the following vendors:

- Intergraph
- Motorola
- New World Systems
- Tiburon (Compudyne Systems)

The contract for services was awarded to New World Systems in September 2007. Berkeley's selection criteria were based on RFP responses, on-site demonstrations, vendor references, and site visits. In all areas New World Systems far exceeded the other vendors.

Staff obtained references from agencies using New World and all of the responses have been very positive. A site visit to Bell Gardens was conducted to obtain their experience with the New World Product. Bell Gardens has been using New World Systems' software for over four years. They are very pleased with the product and find the most useful module is field reporting using the mobile technology.

Staff from Fire and IT also participated in a site visit to Troy, Michigan to assess New World's corporate facilities. Additionally, a user site visit was made to the City of Flint, Michigan to view their installation of CAD, RMS and Mobile. Police staff were scheduled to attend this site visit but due to personal impacts from the recent California Fires, had to cancel. Again, the references and reports from this visit were very positive.

Sole Source Contract Award

Staff's research has revealed that there are very few vendors who offer a fully integrated public safety solution. Staff has performed due diligence to identify a vendor that offers a solution that will meet the City's needs. It has been determined that New World Systems is the only vendor that provides a solution which meets the operating requirements of the Police and Fire Departments. Of most concern was EMS for the Fire Department because there are very few vendors that offer this module. Throughout the demonstrations it was noted that most vendors have a strong focus on law enforcement but have deficiencies in the area of Fire EMS reporting. Of the four vendors demonstrating their product, New World Systems was the only vendor who captured inherently in their product all but nine of the required EMS reporting fields. New World Systems also agreed to modify their Fire EMS product to accommodate these additional fields.

Staff recommends that City Council approve a sole source contract award to New World Systems. to provide an integrated public safety solution that will service the

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operational requirements of Fire and Police. The following primary modules will be supplied:

- Computer Aided Dispatch (CAD)
- Police Records Management
- Fire Records Management and EMS
- Mobile Data Software

New World Systems is a privately owned corporation based in Troy, Michigan. They have been providing application software for local government and public safety agencies since 1981. The corporation is very stable and has never been acquired or merged. New World Systems employs about 300 employees with regional offices throughout the US. They are also a certified Microsoft Gold Partner and an ESRI (leading GIS software provider) partner.

Mobile data terminals (MDTs) in public safety response vehicles will provide staff with quick access to critical information such as response plans and historical records. Mobile data also facilitates field data queries which provide alerts and supplemental information that can be invaluable while in the field. Mobile technology also expands public safety operations by offering the opportunity to complete incident reports while in the vehicle keeping officers in the field. It is estimated that the cost of the terminal and installation would be between \$5,000 and \$7,000 per vehicle. Fire and Police estimate a combined vehicle fleet of 58 units which would require mobile installations. Staff had hoped that a formal quote for the Mobile Data hardware component would be available for this report. However, the staff member who is taking the lead in obtaining the quote was diverted by tasks related to the recent fires. We do have an estimate of \$400,000 that would cover Mobile Data Terminals for the city's fleet of 58 public safety vehicles. We have included this amount in the budget for this project. We are requesting budget appropriation for this expenditure. Staff will return to Council for approval of the vendor contract after completing the purchasing process required by the Municipal Code.

Positive Impacts and Efficiencies of New Public Safety System

- The Police Department anticipates with officers writing reports in the field rather than responding to the station, there will be a decrease in overtime. The Police Department already decreased its overtime budget by \$50,000 in FY 07-08 and has committed to cut the overtime budget by an additional \$50,000 in FY 08-09 in anticipation of obtaining this system.
- It is anticipated this system will decrease the police response time. By allowing officers to remain in the field and do most of the work on MDTs rather than inside the station, officers will be able to respond more quickly, thus reducing response time.

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- It is also anticipated there will be a much greater amount of visibility of marked police units in the field as officers will be able to write reports and do criminal investigations from their patrol unit rather than the police station.
- The CAD system in conjunction with MDTs will cut down on unnecessary "air-time" making records and warrants checks more efficient and effective.
- This system will eliminate the duplication of data entry by police officers, dispatchers and records technicians. With one person inputting information all fields and reports will be populated as opposed to the current method of each section inputting identical information.
- The information retrieved will be more accurate. This will allow for more accurate and timely reporting of various statistics to state and federal entities. It will also allow investigators to do more thorough and timely investigations as they will readily be able to extract information from the records management system.
- This system will allow police officers to share confidential information without transmitting that information over the radio.
- MDTs will allow for greater safety to the public and the officers. Officers will be able to instantly acquire information regarding wanted persons, access building plans and blueprints of buildings and instantly check the status of a vehicle or person. The public will realize greater safety with increased visibility, faster response times and with officers having the information they need to quickly assess a situation i.e.- an active shooter at a school, the officers will be able to have blue prints of the school's layout and quickly develop a tactical deployment.
- The system will improve speed and accuracy in dispatching. Along with voice notification, the new CAD system will print out incident response information at a designated printer at the fire station (Rip 'n Run), and also prominently display the information on the MDT screen in the fire engines and paramedic rescue vehicles.
- Fire personnel will have improved response information for buildings/structures. The Pre-fire Plans currently carried on the apparatus is in a hard copy format. Through CAD and Fire RMS, pre-fire plans would be displayed on the MDT screen, giving accurate and high quality data on the business/building.

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- Incident reporting through the field reporting system at the fire stations would greatly enhance the efficiency of data entry. Currently, incident data entered into LANCET has to be done manually, as there is no connection to the current CAD. This means that incident number, incident times, personnel, locations, etc. all have to be entered by the firefighter. With CAD, all of the specific incident data would be pre-populated into the appropriate fields, leaving only the details of the incident that needs to be entered (reducing incident data entry by ~50%).
- The Fire department currently uses a myriad of unrelated software programs for all of its RMS needs, e.g. Lancet (incident reporting), Firehouse (training and activity records), Permits Plus (business/occupancy info., hydrant info.), Excel spread sheets (fire hose records), Word docs (apparatus inventories), and Telestaff (staffing/personnel). Implementing an integrated system would eliminate the need for the above mentioned software (with the exception of Telestaff). Generating comprehensive staff/city/department reports from our current RMS is impossible. Because the new RMS combines all of these databases into one, our ability to generate meaningful reports will be greatly increased.

FISCAL ANALYSIS:

The authorization to contract with New World Systems (Troy, Michigan) to obtain public safety software components would result in an expenditure of \$1,187,098. Additionally staff recommends the authorization of an expenditure not to exceed \$35,000 for server hardware to support fault tolerant/redundancy specifications that are required for a critical public safety system. The estimate for mobile data terminals is \$400,000. The authorization to initiate this project would result in a total expenditure not to exceed \$1,622,098.

Description	Amount
New World Systems Software and Implementation (attachment 4)	\$1,187,098
Server Hardware to Support Fault Tolerant / Redundancy Specifications	\$ 35,000
Mobile Data Terminals (Hardware and Installation)	\$ 400,000
Total Project Expenditure	\$1,622,098

The need for this project was brought to the attention of the City Manager and City Council during the budget sessions. However, at that time, staff had not completed

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enough research to provide a required funding estimate. Staff was advised to provide a report/recommendation to City Council before mid-fiscal year.

Staff requests that Council approve a budget transfer from the General Fund Unappropriated Reserve to a Capital Improvement Project (to be determined 42000XXX) in the amount of \$1,622,098 to provide funding for this project. This is a budget amendment and requires a 4/5 vote of City Council.

Future Budget Year Impacts

Software support annual maintenance fees are included in the purchase for the first year. Beginning in fiscal year 2008-09, annual maintenance fees would be \$135,500. New World Systems has agreed to lock this annual maintenance fee at this price without increase for five (5) years. Additionally, the City would incur annual maintenance fees for the mobile data terminals which are estimated at \$54,000 per year.

Funding in the amount of \$184,025 was approved in the fiscal year 2008-09 Police Department budget for the purchase of mobile data terminals. This funding could be used to off-set the maintenance fees in fiscal year 2008-09.

The annual maintenance fees for the existing CAD system are \$20,000. Once the new system has been implemented, these fees could be applied to the maintenance fees for the new system. It is anticipated that the system would be operational within 9-12 months.

ATTACHMENTS:

1. City Council Staff Report of October 12, 1998
2. On-site Demonstration Evaluation Results
3. Press Release – City of Berkeley Selects New World Systems to Provide Public Safety Software
4. New World Systems Quote

MOTION:

That the City Council:

1. Authorize a budget transfer from the General Fund Unappropriated Reserve to a Capital Improvement Project (to be determined - 42000XXX) in the amount of

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\$1,622,098 to provide funding the public safety software replacement project
(This budget amendment requires a 4/5 vote of the City Council.);

2. Approve the sole source contract with New World Systems to provide an integrated public safety software for an expenditure not to exceed \$1,187,098;
3. Authorize the City Attorney to review/prepare the appropriate documents and the City Manager to execute such documents on behalf of the City.