



City of Emeryville

CALIFORNIA

MEMORANDUM

DATE: July 10, 2018

TO: James Holgersson, Interim City Manager

FROM: Jennifer G. Tejada, Chief of Police
Michael Parenti, Information Technology Manager

SUBJECT: **Resolution Of The City Council Of The City Of Emeryville Authorizing The City Manager To Enter Into A Purchasing And License Agreement With Sunridge Systems, Inc, Inc. For Software, Services, And Hardware Necessary To Implement A New Computer Aided Dispatch And Records Management System In The Police Department In An Amount Not To Exceed \$299,254 And Appropriate \$167,254 From The Technology Fund To The Fiscal Year 2018-19 Budget**

RECOMMENDATION

Staff recommends that the City Council approve the attached resolution authorizing the City Manager to enter into a Purchasing and License Agreement with Sunridge Systems, Inc. Integrated Public Safety Software (RIMS) in an amount not to exceed \$299,254.00 for software, services, and hardware necessary to implement a new Computer Aided Dispatch and Records Management System (CAD/RMS) for the Police Department.

BACKGROUND

City Council Resolution No. 16-114 authorized the City Manager to enter into various agreements with Spillman, Inc. (Spillman) to acquire new CAD/RMS software for the Police Department. On September 2, 2016, the parties entered into the Agreement in which Spillman agreed to provide software in exchange for payment. On November 10, 2016, Motorola Solutions announced it had completed acquisition of Spillman.

Spillman has acknowledged the rollout of the Software “wasn’t handled very well” by Spillman. The issues have been well-documented in emails from the City’s Information Technology Manager, Michael Parenti, and with submitted help tickets. Some of those issues have been resolved, but at this time, there are several significant issues that remain unresolved. Perhaps the most significant issue involves the StateLink (CLETS Direct Connect or Alameda County Message Switch) (referred to as “CLETS”) and the Mobile State and National Queries (CLETS) (referred to as “MSNQ”) (collectively referred to as “Statelink Package”). The queries do not work; masks were not created properly. In addition to the Statelink Package, Spillman did not deliver a fully functioning Mobile Mapping and AVL (“MMA”) module. The module provides

inconsistent results on the map of where vehicles were located. Finally, there are still modules that have not been delivered. Neither Spillman Touch (Smartphone/Tablet) and Online Citizen Reporting Including Citizen Reporting App have been delivered.

All of the foregoing modules mentioned are critical to Emeryville Police Department fulfilling its mission to protect the public's safety. Law enforcement agencies require information that is reliable, accurate and easy to decipher so they have the confidence to deploy resources and take action in the field to protect the public safety. This information is necessary to ensure that lawfully abiding individuals are not erroneously deprived of their freedom, and that individuals who pose a threat are apprehended as quickly as possible. Furthermore, accurate and reliable information is critical to protecting the officers' safety in any given situation. The fact that some of these modules, namely the Statelink Package and MMA, have been delivered, but do not provide reliable access to accurate and easily deciphered information, means that Emeryville Police Department cannot depend upon the Software to do fulfill their mission.

DISCUSSION

Although Spillman has indicated it will deliver fixes for some of the identified issues at through July, staff is recommending that the Council move forward with the acquisition of new software now.

After evaluating several systems for suitability to the needs of Emeryville Police Department, on-site visits, and conducting reference checks, RIMS demonstrates that it meets the needs of the Police Department. The deployment of RIMS will ensure calls for service are answered, recorded and dispatched more efficiently. Data will not be lost and data analysis will be more accurate. The new system will allow us to discontinue many manual functions and ensure better response to both emergency and non-emergency calls.

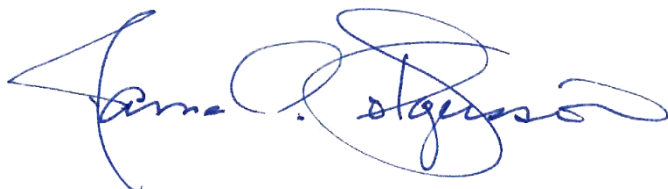
FISCAL IMPACT

As part of the mid-cycle budget review in March 2018, the City Council approved a contribution to the Technology Fund to fund a future ERP system. A portion of the money earmarked for the ERP system will be used to fund the new CAD / RMS system. Money will be replaced into the Technology Fund for the future ERP project with end of year adjustments (if excess funds are available), remaining funds from the original CAD / RMS project, potential money recovered from the current CAD / RMS vendor, and a downward adjustment to the annual maintenance budget for the software (the current CAD / RMS maintenance is \$20,000 per year more than RIMS system).

In order to fund this project, Staff recommends the City Council also appropriate \$167,254 from the Technology Fund to the fiscal year 2018-19 budget.

PREPARED BY: Jennifer G. Tejada Chief of Police

**APPROVED AND FORWARDED TO THE
CITY COUNCIL OF THE CITY OF EMERYVILLE:**

A handwritten signature in blue ink, appearing to read "James Holgersson", is written over a horizontal line.

James Holgersson, Interim City Manager

Attachments:

1. Resolution
2. Proposed Contract with Sunridge