

# City of Los Alamitos

## Agenda Report Consent Calendar

August 19, 2013  
Item No: 8F

**To:** Mayor Warren Kusumoto & Members of the City Council

**Via:** Gregory D. Korduner, Interim City Manager

**From:** Todd Mattern, Chief of Police

**Subject:** CAD/RMS Replacement Project

**Summary:** This report provides information to City Council regarding the exploration and assessment of a replacement Computer Aided Dispatch (CAD) and Records Management System (RMS) for the Police Department and the West-Comm Joint Powers Authority.

**Recommendation:** Receive and file.

### Background

The Los Alamitos Police Department and West-Comm Joint Powers Authority (JPA) contract with the West Covina Services Group for a Computer Aided Dispatch (CAD) and Records Management System (RMS). Earlier this year, staff received news from the West Covina Services Group that several of their key staff members were going to retire and it was unclear as to whether the City of West Covina would authorize replacement of the personnel. Since no permanent West Covina staff had been assigned to oversee the Services Group, the vacancies and lack of formally assigned leadership were issues for our staff. Also in question was the stability of the Services Group and its ability to continue providing a viable software solution. These concerns were further exacerbated as the La Palma and Fountain Valley Police Departments announced that they would be leaving the West Covina Services Group in favor of more progressive software.

These concerns were shared by our West-Comm JPA partners, so the Chiefs met informally to discuss those issues as well as to identify some dissatisfaction regarding cost, service and the delayed release of certain modules. The Chiefs discussed the availability of CAD/RMS products which could improve statistical reporting, promote greater efficiency and streamline workflows, while reducing annual maintenance costs.

Most recently, the West Covina Services Group contracted with Scientia, our IT service provider, to assist with maintenance and improvements in the CAD/RMS System. The

Group also hired a new programmer and other staff to ensure adequate support for their customers. Although Scientia is confident in the stability of the West Covina System, it is questionable what will happen to the West Covina Services Group if the migration away from their product continues.

Several years ago, a committee representing the JPA agencies reviewed several vendors with consideration to changing CAD/RMS products. At that time, the committee determined it would be cost prohibitive to purchase a new system. Now, with La Palma's recent announcement that they would save money by replacing the West Covina System, there is a renewed interest in exploring new CAD/RMS options. The City of La Palma estimates they will save \$60,000 per year in maintenance fees by changing from the West Covina System to Spillman Technologies, Inc. for CAD/RMS.

## **Discussion**

In the West-Comm JPA, all participating cities must agree to use the same CAD/RMS product. This was not an issue when West-Comm was established because Los Alamitos, Cypress and Seal Beach were already using the West Covina System. The compatibility of the CAD/RMS systems will be a factor in determining the feasibility La Palma contracting for dispatch services with West-Comm.

During the last West-Comm Board Meeting, consideration was given to assigning this CAD/RMS replacement project to Steve Ditmars, West-Comm's Interim Administrator; however, a procurement of this magnitude requires more time than can be committed by the part-time Interim Administrator. Although no formal action has been taken by the Administrative Oversight staff, the City of Cypress is recommending that West-Comm retain a consultant to research possible alternatives to the West Covina System and ultimately manage the implementation project. Before proceeding, the Administrative Oversight Staff wanted to make sure that the cities are open to changing systems if another vendor is selected.

Changing CAD/RMS systems will require a substantial, currently undetermined, capital investment. At this juncture, it is not known if a change will result in a more expensive product or a reduction in the annual maintenance. Although the West-Comm JPA cities can increase their buying power through a joint procurement, each city would be responsible for the cost of their own system. The costs for the West-Comm portion would be divided according to the JPA's cost sharing formula, which is 24.4% for the City of Los Alamitos.

## **Fiscal Impact**

The fiscal impact of changing CAD/RMS products is not known at this time. Cost is a factor in consideration of alternative vendors, but efficiency and automation are also important. Following the initial capital expenditure, a reduced annual maintenance fee could make the product cost efficient enough to pay for itself within a few years.

Currently, our annual maintenance fee, without the desired Field Reporting Module and Digital Evidence Solution, for the West Covina System is \$80,360.

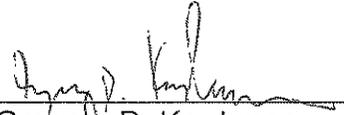
Submitted By:



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Todd Mattern  
Chief of Police

Approved By:



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Gregory D. Korduner  
Interim City Manger

*Attachments:* None