

Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Scott P. Johnson
Robert L. Davis

SUBJECT: SEE BELOW

DATE: June 5, 2006

Approved

Deanna Sabre

Date

6/5/06

SUBJECT: EXERCISE SECOND OPTION TO RENEW THE SOFTWARE MAINTENANCE AGREEMENT FOR COMPUTER AIDED DISPATCH (CAD) SYSTEM AND REPORT ON SYSTEM PERFORMANCE

RECOMMENDATION

1. Adoption of a resolution authorizing the Director of Finance to:
 - a. Exercise the second of three options to renew the software maintenance agreement with Intergraph Public Safety, Inc. (Intergraph) for the Computer Aided Dispatch (CAD) System in an amount not to exceed \$319,509 for the period July 1, 2006 through June 30, 2007
 - b. Exercise the remaining one-year option to renew the software maintenance agreement without further Council action other than the appropriation of funds.
2. Accept the Status Report on System Performance for the Computer Aided Dispatch (CAD) System.

OUTCOME

Provide continued maintenance of mission critical CAD System to ensure 24/7 operations for public safety.

BACKGROUND

On June 28, 2005 (Item 2.21), Council approved the first of three remaining options to renew the CAD software maintenance agreement with the direction for staff to return to Council before exercising any additional options to renew maintenance with Intergraph. The current term of the software maintenance agreement with Intergraph expires on June 30, 2006. At the Council meeting, the Council expressed concerns about the performance of the system.

ANALYSIS

The current software maintenance must be renewed with Intergraph since the CAD system consists of proprietary software that can only be maintained by Intergraph. Intergraph will be able to support and address the most complex maintenance requirements. The required software maintenance includes product upgrades and 24/7 help desk support.

The requirement for extended maintenance and support was included with the initial Request for Proposal (RFP) process which resulted in an agreement with Intergraph for the purchase, installation and integration of the CAD System. Pursuant to the negotiated agreement, future increases to maintenance fees are limited to annual CPI increases and in no event can exceed 5% per year.

When the CAD system was implemented in 2004, several deficiencies were identified and have since been addressed by staff. Below is summary status on previously identified system deficiencies:

1. Dispatcher & Police Officer Training

One of these identified deficiencies was the training of end user personnel. Additional training of the Dispatchers and Police Officers was undertaken late in 2004 and early in 2005 to ensure the end users are thoroughly familiar with all aspects of the software. In addition, the dispatchers receive regular updates during the Continuous Professional Training (CPT) courses. The next update will be in late fall/early winter 2006 with the training of user personnel on version 8.0 of the software. This version is due to go live late winter, early spring of 2007.

2. User Friendly

Another deficiency identified was the lack of user friendly features. Shortly after go-live in 2004, staff and user personnel identified key changes required to make the system more user friendly. These changes were implemented late in 2004 and were well received by the users. Additional changes to the mobile data terminal software continued until the latest update which occurred in April 2006. This version of software is equivalent to version 8.0. In addition, user friendly features have been expanded with version 8.0 of the system. Additional functionality contained in this version includes: multiple event windows; ability to search event remarks/text; and enhanced location entry/verification. In addition, previous enhancements are now incorporated in the core software for future updates. Intergraph implemented many of these enhancements at the request of the City of San Jose. Some of these include the ability to dispatch units across dispatch groups, the ability to dispatch units while assigned to other events and the ability to enter lengthy event comments via the command line.

3. Electronic Mapping

The Information Technology, Police, Fire and Public Works Departments continue to work together to enhance, maintain, update, and correct the geographic information system data for

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CAD on an on-going basis. Data is refreshed regularly and recent statistics have shown the system's map/geo-file error rate to be less than 0.1% for the last eight months.

Public Works has also provided new data layers to enhance the system as they become available. To date, layers showing parks, schools, and railroad tracks have been added. This additional data provides better context when emergency events are viewed on the system's map, and thus provides better decision making capability to the dispatchers. Further, a speed limit data layer for city roadways was added to improve the response routes that the CAD system identifies for patrol officers. This data provides officers with better options for the most direct route to respond to calls for service. Other data, such as the fire hydrant layer has been recently added. Most importantly, a new street name text layer has been added to the system. The previous text layer was not designed for use in the CAD system, and was incorrectly oriented, cluttered, and difficult to read.

Finally, there are plans to use even more of the system's capability to locate emergency events. The current system relies upon the street address ranges in the street centerline dataset to locate emergency events. This works well, but special address locations such as mobile homes, shopping centers, industrial parks, cell phone towers, etc. can be better defined at the source data level. Public Works has completed the spatial adjustment of the parcel layer, including individual address points. These new layers will substantially improve incident location upon integration into the CAD system. In essence, parcels will become the primary address verification tool. In cases where an address is not found, the system will default to the street address ranges as the secondary source. However, a good amount of integration and verification/validation work needs to be carried out prior to making this system upgrade. Until this occurs, the layers will be used as a reference only. In addition, Public Works will take on additional responsibility of maintaining special address points, common-place name locations, and making the changes to its existing data model.

4. System Documentation

Complete documentation of the programs including the data base schema have been provided by IPS. New documentation of version 8.0 will be delivered when the software is received, currently scheduled for late summer 2006.

ALTERNATIVES

Not applicable.

PUBLIC OUTREACH

Not applicable

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COORDINATION

This memorandum has been coordinated with the Fire and Information Technology Departments, the City Manager's Office, and the City Attorney's Office.

COST IMPLICATIONS

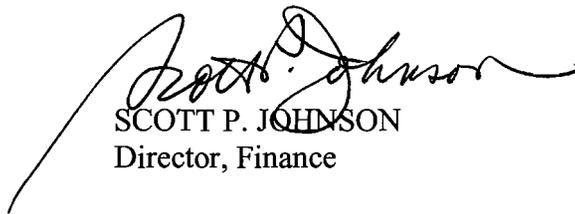
This council item is consistent with Council approved Budget Strategy General Principle #2, "We must focus on protecting our vital core city services," and General Principal #7 "We must continue to Streamline, innovate, and simplify our operations... so that we can deliver services at a higher quality level, with better flexibility, at a lower cost."

BUDGET REFERENCE

Fund #	Appn. #	Appn. Name	Total Appn.	Amount of Contract	2006-2007 Proposed Budget (Page)	Last Budget Action (Date, Ord. No.)
001	0432	Non Personal/Equip Information Technology	\$5,540,993	\$319,509	Operating, Page VIII-74	

CEQA

Not a project.


SCOTT P. JOHNSON
Director, Finance


ROBERT L. DAVIS
Police Chief

For questions, please contact Walter C. Rossmann, Chief Purchasing Officer at (408) 535-7051.