

Office of the City Manager

City of Richland Hills, Texas

Memorandum

To: Honorable Mayor Bill Agan and members of the Richland Hills City Council
From: Eric Strong, City Manager
Date: September 2, 2014
Subject: Police Software Update

Council Action Requested:

Discussion regarding shared services software upgrade

Background Information:

As you are aware, the City of Richland Hills shares our dispatch and jail services with the cities of North Richland Hills, Haltom City and Watauga. When the four cities started working together on this project, some of the cities (us included) were using a software called CRIMES to manage the dispatch and jail activities. We continued using that software when the cities merged operations.

However, all the cities have realized the CRIMES software, while acceptable for low call volumes, has struggled significantly with the volume of calls that are generated by all the cities combined. Deficiencies are numerous, and I won't list them all here. However, if you would like a list, I can send you one that outlines the issues (we have established a list that is approximately 1.5 pages long in bullet point format).

As such, the four cities have been discussing transitioning to a new software system. So far, it has been narrowed down to one of three options. All three options currently handle agencies with similar or larger call volumes than ours.

The conversation regarding this issue will likely be brief, but I wanted to bring you up to speed on what is happening because there might be a budget impact. We currently pay approximately \$15,000 per year per crimes (it is wrapped up in our total fee we pay for

the joint services). New software could potentially cost \$10,000-35,000 more (my current opinion is that it will cost no more than \$15,000 more per year), so I wanted you to be aware that this is something we will be discussing in the future. Any potential budget impact is not likely to be realized until the 2015-2016 budget year.

We can discuss in a little more detail at the meeting, although I don't anticipate this being a detailed conversation, but more of an overview of what is happening.

Board/Citizen Input: N/A

Financial Impact: Currently Unknown

Staff Contacts:

Eric Strong
City Manager
estrong@richlandhills.com

Attachments: