

Town of Windsor

Memorandum

December 13, 2022

TO: The Honorable Mayor and Town Council

FROM: William G. Saunders, IV, Town Manager WGS IV

SUBJECT: Isle of Wight County Emergency Communications – CAD/RMS System Update – Invoice in excess of \$5,000

Background

The current Computer Aided Dispatch (CAD) and Records Management Software (RMS) utilized by the Isle of Wight County (IOWC) Emergency Dispatch service has been in use since 2004 and consists of largely 90's-era software. Further, support for the software has been diminishing over time. It has become clear that Emergency Communications should invest in a new system with better services and support. From town and county staff, a subcommittee was created to explore other CAD/RMS options.

Specifics

A company called 365Labs was the winning bidder and IOWC Emergency Communications has moved to use their product. The Isle of Wight County Board of Supervisors voted at their November 17, 2022 meeting to approve funding the initial costs for the 365Labs product, contingent upon the towns also being on-board with it.

The Town of Windsor's portion (6.48% of the total) of the initial startup costs is \$6,091.

The Town of Windsor's portion moving forward will be \$14,256 for the FY2024 budget year; however, all of that is not new cost, as a portion was paid by the town for the old system.

Enclosures

Materials regarding the system update

Recommended Motion

Recommend approval

E-911 Board Computer Aided Dispatch (CAD) Project



E-911 Board Computer Aided Dispatch (CAD) Project



Current Software Package Concerns

- Outdated Systems and Programming
 - Unresponsive Vendor
 - Redundant Operations
 - Disjointed Structure
 - Limited Capabilities
 - Increased Errors
 - Limited Effectiveness
- Expensive hardware, purchases, maintenance

E-911 Board Computer Aided Dispatch (CAD) Project



Replacement Vendor Search Committee

- Chief Pat Humphries, Isle of Wight County Emergency Management
- Chief Brian Carroll, Isle of Wight Rescue Squad
- Chief Rodney Riddle, Windsor Police Department
- Deputy Chief Chris Meier, Smithfield Police Department
- Captain Ron Bryan, Sheriff's Office and ECC Director
- Deputy Sheriff Paul Nash, Sheriff's Office

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E-911 Board Computer Aided Dispatch (CAD) Project



Benefits of 365Labs Suite

- NextGen 911 / ESInet Compatibility (CAD)
- Built in GPS/unit locations (CAD)
- Enhanced Information Access (CAD/RMS)
- Full Database in Field (CAD/RMS)
- Instant Live Updates on Unit/Call Status to Users (CAD/RMS)
- Eliminates Redundant Data Entry and Related Errors (CAD/RMS)
- Reduce/Eliminate Paper Form (CAD/RMS)
- Field Patrol Time Increase (CAD/RMS)
- Intuitive Analysis Tools (CAD/RMS)
- Eliminates costly server hardware/software/maintenance (CAD/RMS)

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E-911 Board Computer Aided Dispatch (CAD) Project



Budget Information

Currently pay almost \$100,000 per year on maintenance

First year startup/hardware/training/data conversion est. \$94,000

Annual Costs est. \$220,000

Approved Procurement Contract in place from existing RFP