INFORMATIONAL MEMORANDUM

TO: **Mayor Haggerton**
               Finance and Safety Committee

FROM: **Chief Mike Villa**

BY: **Trina Cook**

DATE: **11/5/2015**

SUBJECT: **Records Management System Purchase**

ISSUE

The Police Department needs to update its records management system (RMS), and the Request for Proposals process as well as our internal process resulted in the recommendation to purchase the Spillman Technologies, Inc. Sentryx product. This project will require a significant investment of both financial and staff resources.

BACKGROUND

The RMS being used, Justice by Custom Micro, Inc., has been in place for nearly 20 years. The overall functionality of the system is basic and limited. Inefficiency restricts our ability to effectively create mandatory state reports, respond to public disclosure requests, and investigate criminal networks. Officers turn in hand-written reports which are then entered into the RMS by Records staff and photocopied for distribution to the major crimes unit and/or prosecutor – Tukwila is the only valley agency still processing cases in this outdated and inefficient manner.

Tukwila is also unable to implement an online reporting option for citizens, which is available in every other valley city. This option allows citizens the option of reporting certain types of property crimes online, which gives officers more time to focus on preventing crime or community outreach.

The police department has been talking about updating the RMS for many years. Around 2010, Chief Dave Haynes started looking at new systems in earnest and realized it would have a significant financial impact, and then started allocating funds each year in order to offset the initial purchase price.

Strategic Plan
A goal was published in the 2014 Police Department Strategic Plan to "Implement a New Records Management System," which supports the goal to "Effectively Manage Our Resources." A new RMS will also support the strategic plan goals of targeting hot spots and key offenders, strengthening investigations and timely arrests, improving responsiveness to the community, and establishing a system for equipment management. The new RMS would also support the City's strategic plan. Goal Four is "A High-Performing and Effective Organization" – Section E.2. directs us to "Focus City expenditures on community priorities and maximize efficiencies in service delivery," and specifically, "Establish policies and process to adopt technology that improves City services and makes them more efficient."

In the summer of 2014, an internal project manager was assigned, and a project team established. The team created a needs assessment by surveying all department members, and the project manager began researching RMS vendors. A variety of options were explored, such as establishing a regional RMS and partnering with another local jurisdiction for cost savings.

Both were rejected. No other local agencies are planning to change their RMS, which would be required for a regional RMS, and local jurisdictions using Spillman are not using the features Tukwila has selected.

Vendors were invited to do on-site demonstrations, which were scheduled in March of 2015, and were scored on 122 objective needs, 15 short answer questions, and five subjective categories. In April 2015, representatives of the project team conducted site visits to user agencies, in order to see how local agencies used the systems.

The Technology Council was briefed on this project and is in support of an updated RMS for the department.

Vendor Selection
A Request for Proposals was published in October of 2015. Spillman Technologies, Inc., based in Salt Lake City, Utah, was the only vendor to respond, and based on this as well as our previous research, Spillman was selected as the vendor of choice. Spillman has shown they will be an excellent partner for our department. They have police, sheriff, dispatch, and jail customers numbering over 150 in Washington, and a local user group (Spillman Northwest User Group - SNUG) that advocates for Spillman customers in this region. The relationship between SNUG and Spillman is unsurpassed by any other user group across the country, and SNUG also works very closely with the Washington Association of Sheriffs and Police Chiefs (WASPC). Tukwila will benefit greatly by joining this network of Spillman agencies.

DISCUSSION
Once Spillman was selected, the department needs assessment was analyzed to determine which suite of modules should be purchased. Spillman also did an on-site visit to Tukwila to see how the software could benefit the department. These two assessments were combined - the recommended modules and their primary features will be detailed. The lists here follow Exhibit B in the Purchase and License Agreement.

System Features
The System Core is a central repository for all system information, and prevents users from duplicating data entry. Its features include: address verification, link analysis, preformatted reports, digital file storage in multiple formats, warrant tracking, case management, in-system instant messaging, and view-only workstations.

Law Records – primary location for all case report information
Imaging – easily creates photo montages
Traffic – tracks collision and citation data to make informed decisions
Pin Mapping – plots data for quick analysis on trends
CompStat Dashboard – presents statistics in an easy-to-analyze format, user-defined dashboard display for special project tracking by time period and geographic area
Vehicle Impound – maintains detailed records of vehicles impounded to the city yard
Sex Offender Tracking – assigns, schedules, and records address verification duties, tracks distance of residence from restricted locations
Personnel Management – serves as a central repository for all personnel data including training records
Equipment Maintenance – tracks location and condition of department-issued equipment and vehicles, provides simple inventory for issued items
Inventory Management – manages inventory of non-issued items, prevents unexpected shortages

Mobile modules meet goals of the department strategic plan by giving officers full access to the RMS while working in the field. Officers will use driver's license scanners to automatically populate name and date of birth information in the system. Querying the state and national systems will also allow officers to import name returns to their case reports. The field reporting option is optimized for mobile use, making the case report entry process more convenient when officers are not in the station.

Several interfaces are written for use in the RMS. Because of Spillman's extensive customer base in Washington, every interface has already been written, tested, and is in use with other agencies in Washington. Tukwila will not be beta-testing any interface, which is an enormous benefit. Interfaces of note include:

Spillman Touch – allows for RMS access from smart phones or tablets, as well as attaching photos to case reports via smart phone/tablet
Spillman InSight – enhances regional information sharing; Tukwila would be a regional leader for InSight and also share data with other InSight agencies around the state
Spillman Analytics– visualizes crime patterns, identifies trends, supports proactive policing efforts, maps hot spots, and creates scheduled reports for regular dissemination
CrimeMonitor Interface – share map-based case report information with the public; Seattle Police Department also shares with this system so Tukwila cases and Seattle cases are on the same map

Data Conversion
In order to maintain historical files, data from the current RMS and the training database will be converted into Spillman. The Records division is auditing case reports in order to ensure the transferred data has high integrity. Converting the training database meets the strategic plan goal of integrated systems, and will also allow all employees to see their own training record, as well as allow for better response to subpoenas for training records.

Licensing
Spillman offers site licensing, which means we pay for the system and it will accommodate as many users and devices (desktop, laptop, tablet, and/or smartphone) as we need. Site licensing ensures stable pricing, means we never limit access to a maximum number of users, and eliminates a need to purchase additional licenses if staffing levels change.

Professional Services
The project management and training services offered by Spillman are top-notch. Tukwila will be assigned a dedicated Project Management Professional certified project manager to see the 12-16 month implementation through. Spillman staff will be onsite for many weeks throughout the process, including 13 weeks of hands-on end-user training prior to go-live. Spillman staff will also be on-site when the department goes live to help with the transition and any needed troubleshooting.

Support Fees
Annual support fees are included for the first year, and include all software upgrades and enhancements for the life of the contract. Standard business hours phone support is also included, and outside of business hours calls are charged on a per hour basis. All customer support is handled from Spillman corporate headquarters, located in Utah. In 2014, 54% of support calls were resolved in one phone call. Also available and included in the cost is Spillman's online classroom education website, which contains a training and tutorial video library, quizzes, documentation, and discussion forums, as well as a training database.

Prepaid Services

Attendance at Spillman's annual user conference is included in prepaid services. This fee will cover two employee registration fees (subject to increase) each year, and unused fees are rolled over in Tukwila's account with Spillman. Spillman requires a certified Spillman Application Administrator at each agency, and certification classes are offered at the conference. Spillman also offers certification in its Records system, which would benefit power users in Tukwila's Records division.

FINANCIAL IMPACT
A project with such a wide reach also has a significant financial impact. The project requires not only the software purchase from Spillman, but also additional hardware infrastructure and overtime costs for training.

Cost Savings Options
Several options for cost savings were considered. As mentioned previously, partnering with a neighboring agency was not an option. While there are several valley agencies using Spillman, none are using the system as fully as Tukwila intends. Savings were found by using the handheld driver's license scanners from a preexisting vendor rather than through Spillman. To effectively track vehicle assignments, the department will use the equipment maintenance module instead of purchasing the fleet maintenance module – fleet maintenance offers features more suited toward the way the City Shops manages the fleet rather than how the police department needs to track them.

The package and structure listed in Exhibit B will ensure a robust, but fiscally smart, system.

Payment Schedule
Payment milestones with Spillman allow for payments to occur over three budget years. In 2015, upon contract signing, 20% of the purchase price is due. Throughout 2016, the infrastructure hardware and 50% of the purchase price will be paid. In 2017, the final 30% of the purchase price is due, and the driver's license scanner hardware will be purchased.

Additional Staff
Implementing a new RMS, especially one with such an increase in technological capacity, will require additional technology support. This purchase includes a 0.5 FTE staff position to offer additional support through the implementation and go-live process, as well as for regular on-going system maintenance after go-live. This position would be hired in 2016 and continue in the budget until 2018, at which point it would be assessed for any needed changes.

Funding Unexpected Increases
In order to safeguard against needing funds beyond those currently quoted, a 10% contingency increase was added across the board. While Spillman has an unsurpassed success rate of never failing an implementation, and always meeting not only the go-live timeline but also the budget as set, this increase in budgeted funds will allow for unexpected price increases for internal infrastructure needs or future hardware replacements. For example, the FBI Criminal Justice Information Services (CJIS) requirement to have advanced authentication to access criminal justice information when using remote systems required the purchase of advanced authentication tokens. These tokens are on a three-year replacement schedule and unused funds in this contingency amount could be allocated for the eventual replacement.

One-Time and Ongoing Costs
For the contract-signing year through one year past go-live, one-time versus ongoing costs are detailed. Also included is $9,350 starting in 2018 for yearly refresher training. Spillman staff would come on-site and offer specific training for the department, in areas identified, such as field training officer refresher training (to ensure new officers are being trained correctly),

records-specific training like public disclosure request training, or update training (focusing on changes from upgrades and enhancements).

	2015	2016	2017	2018	Total
One-Time	$ 136,841.54	$ 405,542.06	$ 245,924.45	$ -	$ 788,308.00
Ongoing	$ -	$ 74,800.00	$ 74,800.00	$ 84,150.00	$ 233,750.00
Total	$ 136,841.54	$ 480,342.06	$ 320,724.45	$ 84,150.00	$ 1,022,058.00

A total of $350,000 has been allocated already and the remainder cost through 2017 is being requested through the budget process.

RECOMMENDATION
The Council is being asked to approve the contract and consider this item at the November 23, 2015 Committee of the Whole meeting and subsequent December 7, 2015 Regular Meeting.

ATTACHMENTS
Spillman Technologies, Inc. Purchase and License Agreement
Spillman Technologies, Inc. Company and Product Fact Sheet
October 20, 2015 Finance and Safety Meeting Minutes