



Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

BOARD OF SUPERVISORS AGENDA LETTER

Department Name:

Sheriff-Coroner

Department Number:

032

Agenda Date:

July 7, 2026

Placement:

Administrative Agenda

Estimated Time:

Continued Item:

No

If Yes, date from:

Vote Required:

Majority

TO: Board of Supervisors

FROM: Department Director: Bill Brown, Sheriff-Coroner

BB

CONTACT: Susan Farley, Communications Dispatch Manager

SUBJECT: First Amendment to the Software Support & Maintenance agreement with Central Square Technologies for the Computer Aided Dispatch System

Concurrences:

County Counsel Concurrence:

As to form: Yes

Auditor-Controller Concurrence:

As to form: Yes

Other Concurrence: Risk Management; ITD

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve, ratify, and authorize the Sheriff, or his designee, to execute a First Amendment with Central Square Technologies, LLC for Computer Aided Dispatch (CAD) System software and maintenance from April 1, 2026 through March 31, 2027, to not exceed \$223,700, and;

- b) Determine that the activity is not a "Project" subject to California Environmental Quality Act (CEQA) review per CEQA Guideline Section 15378(b)(5), since the activity is an organizational or administrative activity of government that will not result in direct or indirect physical changes to the environment.

Summary Text:

This item is before for your Board to approve a contract renewal with Central Square Technologies for Computer Aided Dispatch (CAD) System software support and maintenance. On June 26, 2006, the Board of Supervisors approved the purchase of the TriTech CAD System for use in the County Public Safety Dispatch Center run by the Sheriff's Office. The CAD system has been operational for nearly twenty years. The payment is for the annual maintenance and license fees from April 1, 2026 to March 31, 2027. The vendor has continued uninterrupted services while awaiting the completion of security forms required by ITD and the contract requires that payment be rendered. These forms were completed by the Department Information Security Officer and the renewal was approved by EITC on May 27, 2026.

Since as a county, the total amount paid to Central Square Technology for various services exceeds the authority of the County Purchasing Agency, your Board is requested to authorize the Sheriff to renew and pay the annual support and maintenance agreement at a cost up to \$223,700.

Background:

The Santa Barbara County Public Dispatch Center provides dispatching services to Santa Barbara County Sheriff upon receipt of 9-1-1 telephone calls. The Dispatch Center also provides law enforcement dispatching services for several contract cities in Santa Barbara County. The CAD system provides immediate resource recommendation based on the jurisdiction and type of emergency (or non-emergency).

In January 2005, the Board of Supervisors entered into an agreement with AMR for contract ambulance services. That agreement stipulated that the Sheriff's Office purchase and implement the TriTech CAD System. TriTech has since been rebranded as Central Square Technologies. The CAD system was installed in 2006.

In June 2021, the Board of Supervisors approved an additional feature, Unify CAD-to-CAD, that allows the Santa Barbara Sheriff's Office CAD to send information to other agencies, assuming they have the same or similar product within their center. The intent of this feature is to help information sharing as close to real-time as possible with the Regional Fire Communications Center (RFCC). While not yet functional, Central Square is assessing the requirements to make this integration operational. Central Square believes the issue will be resolved by the next CAD update which is anticipated to occur during the fourth quarter of 2026. The fee related to this feature as outlined in Exhibit 1 of the Central Square Solutions and Support Agreement is included in the total amount requested but will not be paid unless and until the feature is operational.

With the RFCC becoming fully operational on June 30, 2025, some CAD features are no longer needed at the Sheriff's Office. To capture these changes, an amendment to the agreement has been made (Attachment B) with full feature description listed in the renewal order (Attachment D).

Performance Measure:

CAD is a critical piece of software that is used to enter all emergency, non-emergency, and self-initiated calls for service for tracking, mapping, recommendations, and historical data. Technical support response times and service level commitments are defined within Exhibit 2 and Exhibit 5 of the Agreement (Attachment A). If service availability targets are not met, the monthly fee for the subsequent service period will be reduced by up to 20% according to the specified thresholds. Payment credits must be requested by the Sheriff’s Office within 60 days of the failed target. Since the initial contract in 2006, Central Square has never failed a service target requiring a credit.

Contract Renewals:

This contract allows for optional annual renewals through March 31, 2028, with renewal rate increases of 5% each year. In the amendment presently before your Board, changes were made to Exhibit 1 of the contract since the Sheriff’s Office was able to discontinue some features now that the Regional Fire Communication Center (RFCC) is fully operational. The County has the option of adding these features back if they become necessary. As indicated above and in Exhibit 1, the CAD to CAD feature is not yet functional, and the County will not begin paying any additional costs related to this feature. However, the present contract includes the CAD to CAD fee to ensure the feature is funded and can be utilized when operational for better communication with the RFCC.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Funding Source	(April 1, 2026- March 31, 2027)	Total
General Fund	223,700	223,700
State		
Federal		
Fees		
[Other Source]		
Total	223,700	223,700

Narrative: The contract with Central Square Technologies is included in the Sheriff’s Office Adopted Budget for FY 2025-26 and the 2026-27. The Support Agreement has a 5% increase in cost each year after the March 1, 2027 contract ends at the term’s conclusion, subject to future Board renewal and approval.

Special Instructions:

Please email a copy of finalized minutes with approval the Sheriff’s Finance Office at finance@sbsheriff.org when available.

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Attachments:

Attachment A – Central Square Solutions and Support Agreement

Attachment B – First Amendment to CAD Agreement

Attachment C – Certificate of Liability Insurance

Attachment D – Invoice 457792: General Invoice April 1, 2026 to March 31, 2027

Attachment E – Board Contract Summary Form

Contact Information:

Susan Farley

Communications Dispatch Manager

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