



BOARD OF SUPERVISORS
AGENDA LETTER

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

Agenda Number:

Submitted on:
(COB Stamp)

Department Name: Sheriff-Coroner
Department No.: 032
Agenda Date: February 25, 2025
Placement: Administrative Agenda
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: Department Director(s): Bill Brown, Sheriff- Coroner, 805-681-4290
Contact Info: Susan Farley, Communications Dispatch Manager, 805-692-5730
SUBJECT: Updated Contract for Software Support & Maintenance with Central Square Technologies for the Computer Aided Dispatch System

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve, ratify, and authorize the Sheriff, or his designee, to execute a contract with Central Square Technology, LLC for the Computer Aided Dispatch (CAD) System software and maintenance from April 1, 2024 through March 31, 2025, to not exceed \$251,969;
- b) Authorize the Sheriff, or his designee, to execute the optional renewal period with Central Square Technologies, LLC for CAD System software and maintenance from April 1, 2025 through March 31, 2025, to not exceed \$239,132, subject to appropriations and concurrence from County Counsel and Auditor-Controlled; and
- c) 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 on the agenda 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 over 17 years and the payment for the annual maintenance and license fees from April 1, 2024 to March 31, 2026, is now due.

Since the cost of the annual maintenance exceeds the authority of the County Purchasing Agency, your Board is requested to authorize the Sheriff to execute this amendment and pay the support and maintenance agreement cost of \$491,101.

Background:

The Santa Barbara County Public Dispatch Center provides dispatching services to Santa Barbara County Sheriff, Santa Barbara County Fire, and American Medical Response (AMR) upon receipt of 9-1-1 telephone calls. The Dispatch Center also provides 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. This feature was added to help keep information sharing as close to real-time as possible when the Regional Fire Communications Center (RFCC) becomes operational.

Negotiations for the new contract began in September 2023 and took over a year to complete. Subsequently, the contract was required to be approved by the Executive IT Committee (EITC), which was completed in December 2024. Along with the other needed approvals, this resulted in the current delay in bringing this contract renewal to your Board for approval. In the future, the Sheriff's Office will allow additional time for contract negotiations and approval to avoid such delay whenever possible.

Performance Measure:

This 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, respectively, 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.

Contract Renewals:

This contract allows for optional annual renewals through March 31, 2028, with renewal rate increases of 5% each year. Keeping these as optional annual renewals will allow the Sheriff's Office to make changes to what is supported in future years, including discontinuing some features once the Regional Fire Communication Center (RFCC) is fully operational.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Funding Source	Contract Year 1 (April 1, 2024 – March 31, 2025)	Contract Year 2 (April 1, 2025 – March 31, 2026)	Total
General Fund	251,969.00	239,132.00	491,101.00
State			
Federal			
Fees			
[Other Source]			
Total	251,969.00	239,132.00	491,101.00

Narrative: Due to drawn-out negotiations, the FY 2023-24 funding was rolled over to FY 2024-25, and the support and maintenance service contract with Central Square Technologies for FY 2024-25 is budgeted in the Sheriff's Office budget

The total two-year cost of \$491,101 is broken down (and rounded to the nearest dollar) as follows:

- Support Agreement effective from April 1, 2024 to March 31, 2025: \$217,741.
- Additional Field Ops Subscriptions prorated from August 9, 2024 to March 31, 2025: \$4,703. Field Ops Subscriptions allow for officers and staff on cell phones to see 911 call information. The Sheriff's Office initially had 20 subscriptions and needed to add 55 more.
- Additional Field Ops Subscriptions prorated from June 26, 2024 to March 31, 2025: \$2,125. Field Ops Subscriptions allow for officers and staff on cell phones to see 911 call information. The Sheriff's Office had 75 subscriptions and needed to add 22 more.
- Unify CAD-to-CAD initial fee and annual subscription: \$27,400.
 - Note: Feature is still being built; the future annual subscription for this feature will not be charged until SBSO can utilize the subscription, once the RFCC becomes operational.
- Support Agreement effective from April 1, 2025 to March 31, 2026: \$239,132. The Support Agreement has a 5% increase in cost each year after the FY 2024-25 contract year, which is subject to further approval.

Special Instructions:

Please return two fully executed copies of the contract and minute order to Hope Vasquez, Chief Financial Officer, Sheriff's Office.

Attachments:

Attachment A – Central Square Solutions and Support Agreement

Attachment B – Certificate of Liability Insurance

Attachment C – Invoice #406040- General Invoice April 1, 2024 to March 31, 2025

Attachment D – Invoice #409562- Field Ops Subscriptions

Attachment E – Invoice #413260- Field Ops Subscriptions

Attachment F – Invoice #428349- General Invoice April 1, 2025 to March 31, 2026.

Attachment G – Board Contract Summary Form

Authored by:

Susan Farley, Emergency Number Professional (ENP)
Communications Dispatch Manager

