



BOARD OF SUPERVISORS  
AGENDA LETTER


Agenda Number:

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

Submitted on:  
(COB Stamp)

**Department Name:** Sheriff-Coroner  
**Department No.:** 032  
**Agenda Date:** April 1, 2025  
**Placement:** Administrative Agenda  
**Estimated Time:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**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

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**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) 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, 2026, to not exceed \$239,132; 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 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, 2025 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 \$239,132.

This request was originally presented to the Board at the February 25, 2025 meeting as item A-25 recommended action b (Attachment E). However, that request had a typo that stated the software support and maintenance term was from April 1, 2025 to March 31, 2025. This letter is to clarify the authority of the Board was to pay for software support and maintenance from April 1, 2025 to March 31, 2026.

**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.

**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:**

<b>Funding Source</b>	<b>Contract Year 2 (April 1, 2025 – March 31, 2026)</b>	<b>Total</b>
General Fund	239,132.00	<b>239,132.00</b>
State		
Federal		

Fees		
[Other Source]		
<b>Total</b>	<b>239,132.00</b>	<b>239,132.00</b>

Narrative: Because the contract spans multiple fiscal years, the contract year 2 cost with Central Square Technologies is included in the Sheriff's Office Adopted Budget for FY 2024-25 and proposed budget for FY 2025-26. The Support Agreement has a 5% increase in cost each year after the March 1, 2026 contract ends subject to future Board approval.

**Special Instructions:**

Please email a copy of finalized minutes with approval the Sheriff's Finance Office at [finance@sbsheriff.org](mailto:finance@sbsheriff.org) when available.

**Attachments:**

**Attachment A** – Central Square Solutions and Support Agreement

**Attachment B** – Certificate of Liability Insurance

**Attachment C** – Invoice #428349- General Invoice April 1, 2025 to March 31, 2026

**Attachment D** – Board Contract Summary Form

**Attachment E** – A-25 Approval from February 25, 2025 Meeting

**Authored by:**

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