



**4 B . October 27, 2025**

**CONSIDER RESOLUTION NO. 2025-R78; A RESOLUTION AUTHORIZING THE CITY MANAGER TO ENTER INTO AND MANAGE A CONTRACT BETWEEN THE CITY OF BOERNE AND TYLER TECHNOLOGIES FOR PUBLIC SAFETY SOFTWARE SOLUTIONS FOR AN AMOUNT NOT TO EXCEED \$1,006,000.00 OVER A THREE-YEAR CONTRACT.**

# City of Boerne Strategy Map



We are building an exemplary Hill Country Community by delivering high-quality, customer-focused essential services to all who live, work, and play in Boerne.

THE CITY OF BOERNE IS A MODEL OF AN **ENGAGED** AND **DYNAMIC** COMMUNITY CENTERED ON THE TENETS OF:



Safety & Security



Fiscal Excellence



Community Charm



Environmental Responsibility

WE SERVE OUR CUSTOMERS

We pursue this by

- C1 Offering quality customer experiences.
- C2 Seeking customer-driven feedback.
- C3 Collaborating with community partners to enhance quality of life.

WE PROVIDE FINANCIAL STEWARDSHIP

We pursue this by

- F1 Committing to strategic, responsible, and conservative financial management.
- F2 Investing in and maintaining high-quality infrastructure systems and public assets.
- F3 Maintaining a balanced and diversified economy.

WE ACHIEVE BEST-IN-CLASS STATUS

We pursue this by

- B1 Utilizing data to drive smart decision making.
- B2 Advancing master plan recommendations.
- B3 Providing streamlined and efficient processes.

WE ASPIRE TO BE AN EMPLOYER OF CHOICE

We pursue this by

- L1 Promoting learning and growth.
- L2 Fostering a strong culture of employee engagement.
- L3 Emphasizing a values-centric work culture.



# City of Boerne Public Safety Software Upgrade

Procured via Sourcewell Contract #060624-TTI as member #142017

Transition from on-premises Tyler Pro (CAD & RMS) to cloud-based Tyler Enterprise Public Safety SaaS

## Current Pro System vs. Enterprise Suite

- **Current Pro:** Basic CAD for dispatch/mobile, RMS for arrests/incidents/reporting (NIBRS/UCR); reduces paperwork, quick setup, basic inter-agency sharing – ideal for smaller ops
- **Enterprise:** Advanced CAD (NG911 compliant, text-to-911); RMS as centralized repository with inquiries/reporting/investigations; integrates with courts/justice systems for seamless data sharing
- Supports Boerne & Fair Oaks Ranch Police, Boerne and Kendall County Fire/EMS, Kendall County Sheriff's Office with real-time info access and intelligence-led responses.



# Key Benefits of Upgrade

- Improved Integration: Seamless CAD/RMS/GIS/mobile connectivity via Tyler Alliance; real-time sharing across dispatchers/officers/fire/command
- Enhanced Awareness: AVL, GIS layers, unit tracking, intelligence routing for faster responses; Fire/EMS pre-plans/hazards/hydrants
- Data Analytics: Identify crime hot spots/trends; actionable intelligence from arrests/reports/citations
- Mobile Capabilities: Enforcement Mobile for e-citations; real-time call details/report submission on devices
- Scalability & Compliance: Multi-jurisdictional; secure data access, SOC 1/2, state/federal mandates
- Cloud Benefits: Anytime access, auto updates, minimal downtime/IT burden, predictable fees, enhanced security/performance
- Focus on community protection over infrastructure; aligns with modern demands for collaborative ops
- Agreement: 3-year term (auto 1-year renewals, 60-day notice); includes costs (Exhibit A), SLA, SOW; ensures compliance/security/IP protection
- Lower maintenance cost per year – current RMS annual maintenance is \$ 80,000, New software maintenance cost will be \$50,372.



# Financial Cost Breakdown

- Total Investment Cost: \$1,006,000 over 3 years.
- ONE-TIME Cost - Funded via FY 2025-2026 Public Safety/IT Budgets; **CAD/911 Communications** reserve funds will cover implementation \$332,894, includes travel accommodations for Tyler Technologies Implementation and training teams \$72, 000. (Air, & ground transportation, lodging, and meals & incidentals.)
- **CAD/911 Share (Interlocal Agreement):** Boerne, Kendall County, Fair Oaks – \$149, 154 year 1, \$149, 154 year 2, and \$149,154 year 3 as determined by their respective call volumes, in accordance with the cost-sharing methodology outlined in the Interlocal Agreement for Public Safety and Utilities Communication Services, as referenced in Resolution No. 2024-R65.
- City of Boerne **RMS/Mobile Solution** – Implementation \$76,997 Year 1 – \$50, 372 Year 2 - \$50,372 Year 3
- Kendall County and Fair Oaks Ranch **RMS/Mobile Solution** – Invoiced and paid for by each KCSO & FORPD under separate contracts.
- 5% for Optional modules for RMS or CAD and any fluctuation in travel expenses or further data conversions



# **MDR SERVICES RENEWAL**

## Questions ?

**Approve Resolution No. 2025-R78; A Resolution Authorizing The City Manager To Enter Into And Manage A Contract Between The City Of Boerne And Tyler Technologies For Public Safety Software Solutions For An Amount Not To Exceed \$1,006,000.00 Over A Three-Year Contract.**



**INTEGRITY • COLLABORATION • RESPECT • SERVICE • EXCELLENCE**