



AGENDA ITEM SUMMARY

Agenda Date	October 27, 2025
Requested Action	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.
Contact Person(s)	Steve Perez, Chief of Police Cody Lackey, Assistant Chief of Police Mike Raute IT, Director
Background Information	The City of Boerne, as a member of Sourcewell (member #142017), seeks to procure public safety software from Tyler Technologies, Inc. via their competitively bid contract #060624-TTI. This upgrade transitions the City's public safety operations from Tyler's on-premises Pro products—specifically Public Safety Pro for Computer-Aided Dispatch (CAD) and Records Management System (RMS)—to the cloud-based Enterprise Public Safety suite, delivered as a SaaS solution. The current Pro system provides fundamental tools for law enforcement, including integrated CAD for dispatch and mobile access, RMS for arrest/booking tracking, incident logging, and standardized reporting (e.g., NIBRS, UCR). It emphasizes reducing paperwork, enabling quick implementation, and supporting basic inter-agency data sharing, making it suitable for smaller operations. Upgrading to Enterprise Public Safety offers significant enhancements tailored for scalability and advanced functionality. Key benefits include: • Improved Integration and Workflow Efficiency: Seamless connectivity across CAD, RMS, GIS mapping, mobile computing, and criminal justice systems via Tyler Alliance, reducing data entry, streamlining reporting, and enabling real-time information sharing between dispatchers, officers, firefighters, command staff, and civilian employees. • Enhanced Situational Awareness and Response Times: Advanced features like built-in Automatic Vehicle Location (AVL), customizable GIS map layers, real-time unit tracking, and intelligence-led routing to dispatch the fastest and most

	appropriate units, accelerating emergency responses and improving safety for first responders and citizens. • Data-Driven Analytics and Insights: Powerful tools to analyze data for identifying crime hot spots, trends, and resource redeployment, supporting proactive policing, crime reduction, and effective patrolling. • Scalability for Growth: Configurable for single or multi-jurisdictional operations, accommodating the City's expanding needs without the limitations of the Pro version's more focused scope. • Mobile and Specialized Capabilities: Enforcement Mobile for electronic citations to reduce roadside time, Fire Prevention Mobile for inspections and risk reduction, and Fire & EMS tools for better-prepared responses. • Compliance and Security: Ensures adherence to state/federal mandates with secure data access and built-in safety features, such as emergency backup alerts. Shifting to SaaS from on-premises deployment further amplifies these benefits by providing cloud-based accessibility from anywhere, automatic software updates with minimal downtime, reduced IT maintenance burdens, cost savings through predictable subscription fees, enhanced security monitoring, and improved performance without the need for local hardware management. This aligns with modern public safety demands, enabling the City to leverage data for collaborative, efficient operations while focusing resources on community protection rather than infrastructure. The agreement includes a 3-year initial term starting from the first day of the month following the effective date (last signature date), with automatic 1-year renewals unless terminated with 60 days' notice. It incorporates exhibits for investment summary (costs), invoicing/payment policy, service level agreement, and statement of work, ensuring SOC 1/2 compliance, data security, and intellectual property protections. This procurement leverages Sourcewell's RFP process for competitive pricing and efficiency.
Strategic Alignment	• Safety & Security Tenet: Enhancing emergency response, situational awareness, and data-driven policing to protect residents and first responders. • Customer Objectives (C): Offering quality customer experiences (C1) via reliable, efficient public safety services; seeking customer-driven feedback (C2) through improved analytics; and collaborating with community partners (C3) for enhanced quality of life through real-time inter-agency data sharing.

	• Financial Objectives (F): Committing to strategic, responsible financial management (F1) by utilizing cooperative purchasing for cost-effective solutions; investing in high-quality infrastructure (F2) with scalable, cloud-based technology that reduces long-term maintenance costs; and maintaining a balanced economy (F3) by supporting operational efficiency. • Business Objectives (B): Utilizing data to drive smart decision making (B1) with advanced analytics and insights; advancing master plan recommendations (B2) for technology modernization; and providing streamlined and efficient processes (B3) through integrated workflows and automation. • Learning & Growth Objectives (L): Promoting learning and growth (L1) by equipping staff with modern tools; fostering employee engagement (L2) through user-friendly SaaS interfaces; and emphasizing a values-centric culture (L3) focused on excellence in public service. Overall, this upgrade bolsters community safety, operational resilience, and fiscal stewardship.
Financial Considerations	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, totaling \$332,894, including travel accommodation for Tyler Technologies Implementation and training teams (\$72,000 for air and ground transportation, lodging, and meals/incidentals). CAD/911 Share (Interlocal Agreement): \$149,154 in Year 1, \$149,154 in Year 2 and \$149,154 in Year 3, paid by City of Boerne, Kendall County, and Fair Oaks Ranch based on their respective call volumes, as determined by 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 cost of \$76,997 in Year 1, with \$50,372 in Year 2 and \$50,372 in Year 3. Kendall County and Fair Oaks Ranch RMS/Mobile Solution: Invoiced and paid for separately by Kendall County Sheriff's Office (KCSO) and Fair Oaks Ranch Police Department (FORPD) under their respective contracts. Additional Costs: Up to 5% for optional RMS or CAD modules, fluctuations in travel expenses, or further data conversions, to be managed within the approved budget or reserve funds as needed. The City's share is a currently budgeted item within the FY 2025-2026 Public Safety and IT budgets, with reserve funds allocated for implementation costs, ensuring no additional appropriations are required. All approved in the FY 2025-2026 Adopted Budget.

Citizen Input/Board Review	No direct citizen input solicited; item aligns with ongoing public safety initiatives discussed in prior Council meetings. Reviewed by Communications Board on October 15, 2025, with recommendation for approval.
Legal Review	Reviewed and approved by City Attorney; agreement complies with Texas procurement laws, Sourcewell cooperative requirements, and includes standard indemnification, warranties, and termination provisions.
Alternative Options	1. Direct RFP procurement: Would increase time and costs without guaranteed better terms. 2. Maintain current systems: Risks outdated technology, reduced efficiency, and non-compliance with modern security standards. 3. Delay approval: Could postpone implementation, impacting public safety operations.
Supporting Documents	Resolution No. 2025-R78 Sourcewell Contract (Tyler Technologies) Resolution No. 2024-R65 Public Safety Interlocal PowerPoint Presentation