



MEMORANDUM

To: Mayor and City Council

From: Mario Canizares, Deputy City Manager

Date: February 14, 2017

Reference: Discussion regarding the Information Systems Needs for the Coppell Police and Fire Departments through the North Texas Emergency Communication Center (NTECC).

2030: Sustainable City Government

Introduction:

In March 2016, the combined public safety dispatch center between the cities of Addison, Carrollton, Coppell, and Farmers Branch better known as the North Texas Emergency Communications Center (NTECC) became operational. Since the go live date, there has been a constant need for Information Systems support by Coppell staff for the Police and Fire Departments. The support is related to continual software updates, hardware upgrades, security implementation and overall management and upkeep of the mobile data computers (MDDs) and other hardware located within the patrol vehicles, fire apparatus, and ambulances. This is a constant effort as the rolling stock is connected 24/7/365 to the NTECC system located in Carrollton. The same can be said about NTECC operations because of the heavy IT needs to support their operations.

The NTECC Executive Director and Albert Gauthier recently met to discuss alternatives to deploying this support to not consume so much of a Coppell's employee's time. Our Information Systems Department has dedicated nearly 75% of one employee's time to support Coppell Public Safety since before the NTECC "go live".

Based on the conversation it was proposed that NTECC hire an IT Application Specialist and split the position 50/50 between Coppell and NTECC. This would provide a direct support between the two entities and allow this person to handle all things IT for NTECC related issues. It would also release our employee to support IT issues city wide.

Analysis:

This person would be employed by NTECC and the City of Coppell would reimburse 50% of the costs through a contractual arrangement or Interlocal Agreement (ILA). The Fire and Police Departments have been working with NTECC to determine hours and days this person would be available and provide them with the appropriate credentials to access facilities, vehicles and apparatuses. Coppell's cost for the remainder of 2016/17 fiscal year would be approximately \$35,000. The cost for Coppell for the full fiscal year starting on October 1, 2017, would be

approximately \$52,500. This is all inclusive of salary and fringe benefits. The terms of the ILA would be for the remainder of this year and then two full fiscal years into the future. There would also be an annual review to determine the amount of work conducted for each entity. Based on the complexity of managing the Center and our IT support needs in Coppell it appears to be a win/win for both entities. It also returns our IT employee to utilize his skills in other areas needed citywide.

Legal Review:

The City Attorney's Office is preparing the necessary documents for the City Council to consider at a future City Council meeting.

Fiscal Impact:

The City's cost for this effort should be approximately \$35,000 for the remainder of the FY 2016/17 fiscal year. If this proposal is approved, the Finance Director will bring forward a budget amendment for the City Council's consideration at a future meeting. The future costs will be administered through the FY 2017/18 budget planning process. The funds for this program would be paid for out of the Coppell Crime Control District.

Recommendation:

This item is informational and no action is needed at this time.