

TOWN *Of* **PARADISE VALLEY**



STAFF REPORT

TO: Mayor Bien-Willner and Town Council Members

FROM: Jill B. Keimach, Town Manager
Freeman Carney, Chief of Police
James Bailey, Chief Information Officer

DATE: January 26, 2023

DEPARTMENT: Police Department
Freeman Carney, 480 948-7410

AGENDA TITLE:
Discussion of Agreement with Tyler Technologies for Cloud-Hosted Public Safety Software Services

SUMMARY STATEMENT:

The Tyler Technologies public safety platform is the system that the police department uses for computer-aided dispatch, mobile operations, law enforcement records, and crime analytics.

Under the current model, maintaining the infrastructure that hosts the Tyler Technologies Public Safety platform creates variable overhead in the form of recurring capital expenditures and personnel investment. Maintaining the Tyler system is not an efficient use of staff's time, and the current platform is more vulnerable to cyber-attacks than the cloud solution.

Going with Tyler Technologies Cloud Hosting Services will move the department to a state-of-art system, help mitigate cyber-attacks, increase reliability, and decrease the time staff spends on maintaining the system.

BUDGETARY IMPACT:

Moving to Tyler's Cloud Hosting solution will be a yearly cost of \$108,000.

ATTACHMENT(S):

- A. Staff Report
- B. Tyler Project outline
- C. Tyler Quote
- D. Contract/Agreement