

Question Number: 40 (cont.)

**FY 2021-2022 Virginia Beach Budget
Response to Council Questions**

Question Number: 40

Question: Where are we with the implementation of e-ticketing? Where is that in terms of completion?

Date Requested: 4/6/21

Requested By: Councilmember Moss

Department: IT

Response:

City of Virginia Beach Police Department Integrated Public Safety Police Records and e-Ticketing Subsystem Timeline

Sept 2013: The City included e-Ticketing functionality in the requirements for the Request for Proposals for the Integrated Public Safety Project (IPS). The City required that the selected IPS Vendor serve as a general contractor to the e-Ticketing vendor, and be responsible for fully integrating the proposed e-Ticketing vendor solution with the IPS vendor's Police Records Management (PRMS) system.

July 2014: The City developed a spending plan for e-Ticketing to the amount of \$831,000, which included the anticipated cost of the IPS vendor e-Ticketing software application, and also included \$440,000 for hardware to include printers, and handholds. The project also anticipated the need to request additional funding as the implementation of e-ticketing progressed.

June 2015: The selected IPS vendor, Motorola, included Brazos e-Ticketing system at a cost of \$391,000, to include the application, interfaces with Police RMS, and implementation services.

December 2015: Motorola requested that the City allow a no-cost change of the e-ticketing vendor from Brazos to Aptean Advanced Public Safety (APS) e-ticketing system. The City approved the change of e-Ticketing vendors.

September 2016: Motorola, the Police Department and IT began the Police RMS Fit and Gap Phase of the subproject. The purpose of Fit and Gap was to validate and verify the alignment of the Motorola Police Records Management System and e-Ticketing to the City's IPS requirements.

Question Number: 40 (cont.)

December 2017: City sent a cure letter to Motorola regarding identified Gaps with the PremierOne Records product identified during the Fit and Gap Phase.

January to April 2018: Police Department and Department of IT held workshops and demo sessions with Motorola Police RMS Subject Matter Experts to review system functionality and determine possible gap solutions.

February 2018: The City completed the cut-over and migration of the Computer Aided Dispatch system for emergency response call taking and dispatching functions.

April 2018: Motorola submitted to the City their final revised response to the City's P1 Records Fit and Gap findings.

November 2018: The City notified Motorola of its intent to modify the IPS contract to remove the Police RMS subproject (to include e-Ticketing) from the contract. The City and Motorola began negotiations on the terms of the settlement to remove Records Management from the IPS contract.

June 2020: City completes negotiations and signs modification of IPS contract with Motorola to terminate the Police Records and e-Ticketing subsystem of the IPS contract.

February 2021: City completes its review and update of all the Police Records and e-Ticketing requirements and business process mapping.

April 2021: City identifies replacement Police RMS vendor, Axon, and begins contract negotiations.

May 2021 (Tentative): – City completes contract signing with Axon for Police Records and e-Ticketing and begins implementation of the Axon Police Records system.

December 2021 (Tentative): – City migrates to live productive use of the Axon Police Records System, to include e-Ticketing functionality.