



COUNTY OF ERIE

MARK C. POLONCARZ

COUNTY EXECUTIVE

September 5, 2025

Erie County Legislature
92 Franklin Street, 4th Floor
Buffalo, New York 14202

RE: Central Police Services Authorization to Enter into Phase Two of Computer Aided Dispatch (CAD) and Records Management System (RMS) Replacement

Dear Honorable Members:

Please find enclosed a resolution from the Department of Central Police Services seeking legislative authorization to enter phase two with Hexagon in the amount of \$3,800,000 for implementation, configuration, and replacement of Computer Aided Dispatch (CAD) and Records Management System (RMS) for Central Police Services.

Should your Honorable Body require further information, I encourage you to contact Commissioner Brian G. Ross. Thank you for your consideration on this matter.

Sincerely yours,

Mark C. Poloncarz, Esq.
County Executive

MCP/tcc

cc. Brian G. Ross, Commissioner of Central Police Services

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Department of Central Police Services
Re: Central Police Services Authorization to enter phase two for Computer Aided Dispatch (CAD) and Records Management System (RMS)
Date: September 5, 2025

SUMMARY

The resolution requests authorization to enter phase two with Hexagon to install, configure, and replace Computer Aided Dispatch and the Records Management System

FISCAL IMPLICATIONS

Central Police Services currently has a total of \$3,800,000 in existing funds for phase two implementation, configuration, and replacement of Computer Aided Dispatch (CAD) and Records Management System (RMS) for Central Police Services.

REASONS FOR RECOMMENDATION

The CAD and RMS systems, which are maintained by Central Police Services, are outdated and unable to keep up with modern technological advances.

BACKGROUND INFORMATION

The Department of Central Police Services maintains a comprehensive law enforcement records management system, "CHARMS" that is utilized by all local Erie County law enforcement agencies.

CONSEQUENCES OF NEGATIVE ACTION

Failure to approve this request would restrict the ability of the CAD/RMS system to handle future emergency communications in Erie County, thereby not providing the citizens of Erie County with the most up-to-date emergency communication system.

STEPS FOLLOWING APPROVAL

Central Police Services will work with Hexagon and the local PSAP's to implement the new CAD and RMS systems throughout Erie County. Certified copies of the resolution shall be sent to the County Executive's Office, Bureau of Purchase, Division of Budget & Management, Comptroller's Office and Central Police Services, attention: Antonio Morreale.

COMPTROLLER'S OFFICE REVIEW

The proposed legislation has been reviewed by the Comptroller's Office and is related to an authorized capital project for which there are sufficient appropriations for the action proposed.

*This will be a cash advance from the
2025 bond sale. A.25011
Timothy C. Callan 7/15/25*

Timothy C. Callan
Deputy Comptroller Comptroller's Office

RESOLUTION SUBMITTED BY:
DEPARTMENT OF CENTRAL POLICE SERVICES

RE: Authorization to enter phase two with Hexagon

WHEREAS, Erie County Central Police Service has the responsibility of maintaining the countywide Computer Aided Dispatch (CAD) and Records Management System (RMS); and

WHEREAS, Computer Aided Dispatch (CAD) and Records Management System (RMS) are critical parts of the overall public safety operation of Erie County; and

WHEREAS, Central Police Services issued RFP 2023-002VF for Software Replacement for Public Safety Services, and Hexagon was selected to replace the existing home-grown CAD/RMS (Charms) system; and

WHEREAS, Central Police Services requests authorization to enter phase two with Hexagon to replace the CAD and RMS system including Professional services; and

WHEREAS, there are sufficient funds received in Capital Projects Fund, A.25011 for \$3,800,000 (Replacement of Computer Aided Dispatch and Record Management Systems) and the Central Police Services/E-911 budget to provide the initial launch of phase two.

NOW, THEREFORE, BE IT

RESOLVED, that the Erie County Legislature hereby authorizes the County Executive or Deputy County Executive to enter into the phase two contract with Hexagon for the proprietary installation, configuration, and maintenance of the CAD/RMS system replacement in the amount of \$3,800,000; and it be further

RESOLVED, that sufficient funds to cover the cost of this implementation already exist in Central Police Services' Capital Project A.25011, Fund 410, Fund Center 16500; and be it further resolved

RESOLVED, that the Clerk of the Legislature shall forward certified copies of this Resolution to the County Executive's Office, Comptroller's Office, Division of Budget and Management, Division of Purchase, and Department of Central Police Services, attention: Antonio Morreale

TO: COMPTROLLER'S OFFICE

PROPOSED RESOLUTIONS REQUIRING RULE 55

CONTRACT APPROVAL CHECKLIST
CONFIRMATION OF AVAILABILITY OF FUNDS IN CAPITAL PROJECTS


REQUESTING DEPARTMENT

COMPLETE ITEMS 1 THROUGH 5

- | | |
|-----------------------|--|
| 1. CONTRACTOR'S NAME | <u>Hexagon</u> |
| 2. AMOUNT OF CONTRACT | <u>\$3,800,000</u> |
| 3. PROJECT NUMBER | <u>A.25011</u> |
| 4. PROJECT TITLE | <u>Replacement of the Police, Fire, and
Medical Computer Aided Dispatch and Record
Management System</u> |
| 5. DEPARTMENT CONTACT | <u>Brian G. Ross (CPS Commissioner) and/or
Anita <u>Ingram</u> (Accountant)</u> |

COMPTROLLER'S OFFICE

COMPLETE ITEMS 6 AND 7

- | | |
|------------------------------------|---|
| 6. AVAILABILITY OF FUNDS | \$ <u>3,800,000</u> |
| 7. PERFORMED BY | <u></u> |
| Date Sent to Comptroller's Office: | <u>July 15, 2025</u> |

OFFICE OF THE COMPTROLLER REVIEW

DATE: 7/15/2025

PROJECT TITLE: A.25011 2025 Repl Poli. Fire. Med Cmp Sys Part 2

1) IS THE REASON FOR THIS CONTRACT CONSISTENT WITH THE PURPOSE
OF THE PROJECT: YES X NO

IF NO, RETURN THIS REQUEST TO THE DEPARTMENT
IF YES, COMPLETE THE FOLLOWING VERIFICATION

2) PROJECT AVAILABLE APPROPRIATION

Total Project Revenues	\$ <u>3,800,000.00</u>
Total Project Appropriations	\$ <u>3,800,000.00</u>
Less: Total Expenditure To Date	\$ <u> </u>
Less: Total Commitments	\$ <u> </u>
Available Appropriations As Of Date Of Request	\$ <u>3,800,000.00</u>
Less: Contract Amount	\$ <u>3,800,000.00</u>
Net Available Appropriations	\$ <u> </u>

Comments:

This will be a cash advance
against the 2025 bond sale.

Request Approved: T. C. C. C.

Request Denied:

Date: 7/15/25

Projects Budget Consumption Report Date: 07/28/2018				Page: 1	
Fund Group Funds Center Funded Program A.CS011 2015 Repl Poli, Fire, Med Emp Sys Part 2					
Commitment Item	Original Budget	Adjustments	Current Budget	Commitment	Actuals
475000 Gen Oblig Bond Proc	3,800,000.00		3,800,000.00		
Revenue	3,800,000.00		3,800,000.00		
CAPITALPROJECTS Capital Project Exp	3,800,000.00		3,800,000.00		
Expense	3,800,000.00		3,800,000.00		
Commitment Item					

Projects Budget Consumption Report Date: 07/28/2018				Page: 2 /	
Fund Group Funds Center Funded Program A.CS011 2015 Repl Poli, Fire, Med Emp Sys Part 2					
Commitment Item		Consumable Bud	Consumed Budget	Available Budget	
475000 Gen Oblig Bond Proc		3,800,000.00		3,800,000.00	
Revenue		3,800,000.00		3,800,000.00	
CAPITALPROJECTS Capital Project Exp		3,800,000.00		3,800,000.00	
Expense		3,800,000.00		3,800,000.00	
Commitment Item					



DEPARTMENT OF CENTRAL POLICE SERVICES

Recommendation for RFP 2023-002VF: Replacement of the Police, Fire, and Medical Computer Aided Dispatch and Record Management System.

Date: 7/15/2025

The review panel has completed its task of evaluating the proposals for the above-named RFP. The proposals were graded individually by each panel member as well as by the Administration as to compliance with the RFP requirements and fiscal compliance/soundness.

Response Alphabetical order	Functionality	Interoperability	Interface and Report Writing tools	Mapping	Configurability	Data Conversion/ Warehouse	Total Scoring
Agency	Max Possible=5	Max Possible=5	Max Possible=5	Max Possible=5	Max Possible=5	Max Possible=5	Max Possible=5
Hexagon	4.25	4	4.5	5	5	4	26.75
Motorola	4.25	3	3.5	3	4	3.75	21.50
Tyler	4	3.25	3.5	5	3	4	22.75

It is recommended that Hexagon provide Computer Aided Dispatch and Records Management System services to Central Police Services. Supporting documentation is included in this packet.

Central Police Services has complied with all applicable provisions of Section 26.08 of the Erie County Administrative Code.

Director of Information Services Signature	Printed Name	Date
	Marlaine Hoffman	7/15/2025
Director of 911 Communications Signature	Printed Name	Date
	Lisa Sears	7/15/2025
Commissioner of Central Police Services Signature	Printed Name	Date
	Brian G. Ross	7/15/2025
Deputy County Executive Signature	Printed Name	Date
	Lisa Chimera	7/15/2025

Once reviewed and approved, please return to Brian G. Ross, Commissioner of Central Police Services, at Brian.Ross@erie.gov for processing. Thank you.