



# Managed Public Safety Service (MPSS) (APD / NAPD)

September, 2022

# Executive Summary

**Managed services** is the practice of outsourcing the responsibility for maintaining, and anticipating need for, a range of processes and functions, ostensibly for the purpose of improved operations and reduced budgetary expenditures through the reduction of directly-employed staff.

- ▶ The City of Aurora Police Dept (APD) implemented the Hexagon public safety systems including CAD in 1/2017 and RMS in 01/2020.
- ▶ The Village of North Aurora Police Dept (NAPD) seeks to join APD's Hexagon RMS and operate off a single system for CAD and RMS. Currently, NAPD utilizes a different RMS solution.
- ▶ The APD is proposing a **MPSS model** that supports multiple public safety agencies at a fraction of the total cost.
- ▶ Benefits include:
  - ▶ Increased public safety and potentially response time for both PDs to work from a single system with the same set of information regardless of village/city boundaries
  - ▶ Increased information sharing across PDs
  - ▶ Increased quality of data if both PDs can access and update records
  - ▶ Lower total cost of ownership across both agencies in near and long term
  - ▶ Provide greater operational efficiencies

# Cost Model & Intergovernmental Agreement (IGA) Process

- ▶ The APD has worked through a process to define shared costs for the new MPSS model, along with desired tiered service levels (Silver or Gold), and accompanying service level agreements. This model will be included as part of the IGA for both agencies to agree and execute.
- ▶ Assumptions
  - ▶ APD is the lead agency contracting directly with Public Safety platform vendors and delivers the managed services to NAPD.
  - ▶ APD pays vendors directly and will chargeback to NAPD for agreed-upon services per the tiered level of services.
  - ▶ All costs are based on specific inputs such as number of users, service levels, and desired functionality. (Source: Gartner IT Financial Model (ITFM) & Service Costing | James M. Anderson).
  - ▶ Certain components of the model include service costs that were not previously paid by NAPD but had been provided by APD to NAPD at no cost. These costs are shown in slide 7.












# MPSS Model Advantages

- ▶ Sharing in APD's larger contracts provides:
  - ▶ Lower per officer costs for Hexagon Licenses – both CAD and RMS
  - ▶ Lower per officer costs for L3Harris Network Licenses
  - ▶ Shared LEADS costs
  - ▶ Economies-of-scale savings
  - ▶ Increased financial transparency
- ▶ Silver & Gold Tiers of this MPSS Model allows NAPD to select appropriate support model from APD for Police RMS services as well as APD IT Support Services.
  - ▶ Silver Tier supplies equivalent of
    - ▶ 2,080 hours from APD for RMS governance & support
    - ▶ 2,080 hours from APD IT for technical support
  - ▶ Gold Tier supplies equivalent of
    - ▶ 5,160 hours from APD for RMS governance & support
    - ▶ 5,160 hours from APD IT for technical support


# MPSS Model (Tiers)

- ▶ NAPD has proposed a model of support hours of 260 for Silver and 520 for Gold
  - ▶ APD believes these hours will not be enough to fully support NAPD services based on experience
  - ▶ The IGA will be structured to review these costs annually through a service level review.
- ▶ Silver & Gold Tiers of support were developed to provide NAPD with
  - ▶ IT support
  - ▶ Business-side NAPD data governance support via APD coordinator staff.
- ▶ For IT support, APD will be the primary support contact for the agreed upon public safety solutions (Ex: Hexagon and L3Harris)
  - ▶ Support will be available 24x7 via a centralized support phone number and eMail address.
- ▶ For business-side NAPD support, APD will provide:
  - ▶ Centralized RMS management and governance. This will provide secure, controlled, and auditable access to records and capabilities within the RMS system.
    - ▶ This includes record correction, consolidation and reporting for agreed upon RMS data.
  - ▶ This business-side support can also be supplied by NAPD personnel. However, it is important that the function is maintained across both agencies so data can be properly maintained and shared.












# MPSS Model includes:


Service	Status	Description
NG911 + Recording		Next Gen 911 & Recording
CAD		Computer Aided Dispatch
L3 Harris Radio Network		Over-the-air radio network
LEADS		Law Enforcement Agencies Data System
APD Dispatch Support		Cost per 911 call
RMS		Records Management
CAD / RMS System Admin		CAD / RMS Support
Evidence Module		Hexagon Evidence Module
Image Management		Booking Image Management
APD RMS Coordinator		RMS Support
CAD / RMS System Admin		CAD / RMS IT Support


 Currently utilized by NAPD

 New service requested by NAPD

# MPSS Model includes:

Service	Status	Unit Cost	Cost Based On (Unit Cost)
NG911 + Recording		37,530.00	License Fee
CAD		43,275.00	License Fee
L3 Harris Radio Network		2,384.62	Per Officer / User
LEADS		1,500	License Fee
APD Dispatch Support		18.00	Per Call
RMS		887.69	Personnel Cost
CAD / RMS System Admin		82.13	Per Officer / User
Evidence Module		TBD	Per Officer / User
Image Management		33.02	Per Officer / User
APD RMS Coordinator		53.59	Personnel cost
CAD / RMS System Admin		82.13	Personnel cost

 Currently utilized by NAPD

 New service requested by NAPD

# Proposed Next Steps

- ▶ Finalize cost model
- ▶ Review and revise Hexagon Software Agreements Merge NAPD licenses with APD licenses.
  - ▶ Capture credits from both agencies within merged agreement
- ▶ Review additional third party vendor agreements for consolidation
  - ▶ Example: L3Harris, etc.
- ▶ Formalize IGA
  - ▶ Finalize annual governance model, terms and conditions with legal
- ▶ Council Approval
  - ▶ Project plan implementation between APD & NAPD



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# Questions

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