

RAPID CITY POLICE DEPARTMENT

MEMORANDUM

July 8, 2011

MEMO TO: Mayor Sam Kooiker and Council Members

FROM: Chief of Police Steve Allender

SUBJECT: Edward Byrne Memorial Justice Assistance Grant Application

The Rapid City Police Department and Pennington County Sheriff's Office are writing an application for a grant. The Edward Byrne Memorial Justice Assistance Grant is designed to assist law enforcement with purchases to improve operations or efficiency.

In our case, we receive this grant annually. If successful, this grant will be awarded jointly to Rapid City/Pennington County in the amount of about \$79,000. The grant will actually be administered by the Sheriff's Office so in my opinion, you do not have to approve the application or award of the grant since the administration is being done by the County.

I do want to make you aware of our plans on how we intend to spend the money if, and when we receive it. Your feedback is welcomed and encouraged.

About six years ago the City and County made a joint purchase of our main computer software program. It is essentially our operating system. It includes:

- Computer-aided Dispatch
- Records Management System
- Mobile Field-Reporting
- Jail Management
- Juvenile Services Center Management
- Civil Process Administration
- Fire Records Interface
- State NCIC (National Crime Information Center)
- Medical Dispatch Module
- Case management
- Property Room (Evidence) Management
- Many other essential functions

The vendor we purchased from is New World Systems housed in Troy, Michigan. To make a long story short, there have been insurmountable problems with the system. I have personally spent hundreds of hours over the past three years trying

to get these issues resolved, to no avail. I have had numerous conference calls with New World staff including the company CEO.

The Sheriff and I believe it is our obligation to pursue new vendors in an effort to resolve this issue. It seems only prudent to direct any grant money that is available to this purchase which will likely occur in 2012. Here is a brief list of issues we believe we can resolve or improve by switching software companies:

- Currently the City and County have two FTEs who work to keep New World running-every day. This is outrageous and can be improved.
- Currently, Field Reporting of incidents is so unstable and cumbersome, we do not do it. This was one of the main selling points originally. This can be improved.
- The New World database is made of an outdated software platform and they have no plans to change it. This can be improved.
- Since I have been Chief, and probably before, we have had an average of between 100 and 110 warranty items with New World on an on-going basis. Even with all of our efforts this apparently cannot be resolved. We receive updated versions of the software, complete with fixes, and many more items are broken upon installation. After the dust settles, we are told “there’s always going to be some warranty items” by New World. This is unacceptable and can be improved.
- New World has the worst customer service I have ever experienced. I have spent numerous hours complaining, threatening, and working with them to resolve the issue to no avail. They have sent at least four different company VP’s to Rapid City who were all going to fix things. Didn’t happen. This can be improved.
- And the worst part – we spend (system-wide, City and County) between \$240,000 and \$305,000 per year. That is \$800 per day for support. This is one of, if not the highest rates for support in the industry.

In summary, we need a new system. The up-front cost will be nearly one million dollars so pooling what available money there is seems like the logical use of the money.

In the near future I will be speaking with you in more detail about the need and the process to be used to search for new vendors.

Until then, let me know if you have any questions about this grant award and use of funds.