

CITY OF CORAL GABLES

- MEMORANDUM-

TO: Frank Fernandez
Assistant City Manager / Public Safety Director **DATE:** January 6, 2017

FROM: Raimundo Rodulfo
Interim Information Technology Director **SUBJECT:** NC4 Street Smart
System Review

Raimundo Rodulfo

The following is a technical review from the Information Technology Department of the proposed Street Smart solution from NC4 for the City of Coral Gables Police Department.

The I.T. Department met with Coral Gables Police Chief Edward Hudak and Assistant Chief Michael Miller to assess business and customer requirements in relation to this product, and later met NC4 management and technical teams to obtain and discuss functional and technical specifications of their system as well as the details in their proposal's options (1. Software as a Service, and 2. Miami Add-on option). I.T. also contacted other agencies using their product (Miami and Tampa) to learn from their experience. The following are I.T.'s review findings:

Product Features Summary and Benefits: This system is a Public Safety collaboration tool with real-time crime reporting and data integration and aggregation features. One of the advantages of having this system is that it allows the officers to view unverified reports as soon as they are entered in CAD, without having to wait for them to be approved and transferred to RMS through their current approval workflow, which improves the officers' situational awareness. It also allows data sharing and collaboration with neighboring agencies that participate in the system. This system would be useful aggregating data and information from different systems (e.g.: CAD, RMS, Message Switch, CCTV, access control, etc.) in one platform and centralizing visualization at a given location, i.e.: at the Crime Intelligence Center (CIC).

Feedback from other Agencies:

- Tampa PD is very satisfied with the product. They published a YouTube video with two other agencies explaining the benefits they have derived from the use of this system (up-to-the-minute reporting and analysis, crowdsourcing, access to camera feeds and multiple information in one place, etc.) Video: <https://www.youtube.com/watch?v=LA5IX5ctTb0>.
- City of Miami stated that their system is still on testing phase and they have not placed it on production yet.

Service Level Agreement (SLA): 98% total availability of software and customer service, with 48-hour notice of scheduled maintenance.

- For the Software as a Service (SaaS) option: 24/7 support, within 2-hour response time for critical issues, with their team working continuously until resolution. Lower priority issues to be responded Mon through Fri from 8 am to 8 pm.
- For the Miami-based option: all support calls have to go through City of Miami PD technical support, and will be subject to their hours of operation and staff availability.

Business Continuity, Redundancy, and Disaster Recovery: Provided via two data centers (East Coast, and West Coast) with redundancy and data replication.

Information Security:

- Data extracted from the customer is encrypted in transit and at rest with a 256 bit of encryption, which exceeds the minimum required by FDLE standards. Data is transmitted to their “Street Smart” hosted data centers and processed through their database integration services.
- Access to their hosted service on the Web is provided via a secured site with encryption and username and password requirements. They also integrate with the agency’s own Active Directory for authentication.
- The vendor indicated that their system is CJIS compliant.
- The data extraction and synchronization from OSSI CAD and RMS to NC4 is performed by a local software agent installed in one of the agency’s servers. To ensure that this configuration won’t impact the City’s network security and systems performance, the City’s I.T. Department would have to isolate this server and its network traffic from other critical resources.

Technology Platforms: NC4 currently uses Microsoft SQL Server 2012 for database management, SharePoint Server 2013 for collaboration, and Microsoft Visual Studio .Net for software development. Those platforms are currently hosted by NC4 on their own data centers. They have plans underway to move to a Microsoft Azure cloud platform in the near future, contingent to FDLE/CJIS approval.

Software as a Service (SaaS) Proposal Option Review:

- The City owns the license, and have direct control over its functions and agency configuration.
- \$72,900 one time, \$55,900 recurring Year 2 on.
- The system integrates with IP CCTV camera feeds inside the network (they are already doing it in Tampa), and with AVL. They don’t have an LPR integration at this time, but are going to work on one.
- Data sharing with bordering agencies. Coral Gables controls the data being shared.
- Crime-Fighting Blog: managed by Coral Gables
- Bulletin Board Management: bulletins, notifications and alerts managed by Coral Gables
- Case Management: online notebooks where information is passed from shift to shift in real-time.
- Map-viewer that integrates with Coral Gables’ GIS.

Miami Add-on Proposal Option Review:

- The City uses one of Miami PD licenses, and relies on them for configuration and access to functionalities.
- \$47,340 one-time, ~\$30,340 recurring from Year 2 on.
- Crime-Fighting Blog, Bulletin Boards and Case Management: managed by Miami
- Map viewer that integrates with Miami's GIS.
- Data sharing with Miami and their associated agencies, as controlled by Miami.

Conclusions and Recommendations from the I.T. Department:

Technical Compliance: The I.T. Department considers that the above SLA, information security, disaster recovery and technology platform provisions from the vendor are acceptable and consistent with industry standards and best practices.

Proposal Option Recommendation: The I.T. Department recommends selecting the SaaS option and pursue partnerships with neighboring agencies such as West Miami, South Miami, and others to share data and recover additional costs. Reasons:

- Data will be Coral Gables-centric, which will give the officers on the field the ability to display incidents and generate reports on specific incident/crime categories that will not be constrained by Miami's configuration.
- Integration with Coral Gables CCTV cameras and other feeds (LPR, AVL, etc.)
- Direct access to the service provider for 24/7 support, SLA, incident response, maintenance planning, and other support services.
- Direct integration with the City's Geographic Information Systems (GIS), i.e.: ESRI.
- Direct control over data sharing, crime-fighting blogs, bulletins, alerts, notifications, and other features.
- Direct data requests to the vendor.

Attachment:

- Correspondence
- NC4 Street Smart Service Level Agreement (SLA)
- NC4 Implementation Process

CC:

- Edward Hudak, Police Chief
- Michael Miller, Assistant Police Chief

FGF/rr

