



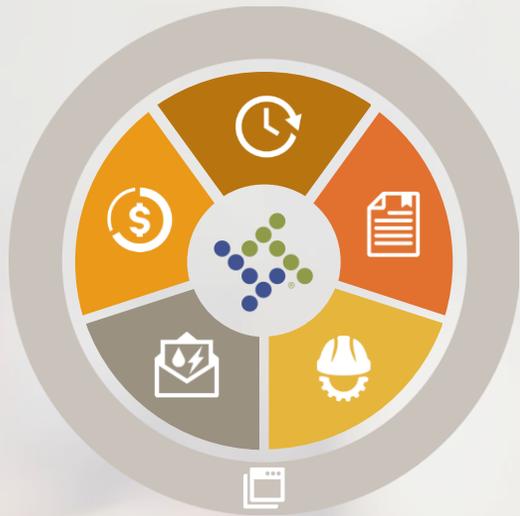
**tyler**  
technologies

**Ariane Schmidt**, Regional Project Manager, City and County of Spokane, WA  
**Erin Miller**, Vice President, Client Success, Tyler Technologies, Public Safety



The largest company exclusively focused on providing software and services to **public sector organizations**, empowering our clients to build **safe, vibrant, and well-run, Connected Communities.**

# Connected Communities: Family of Suites



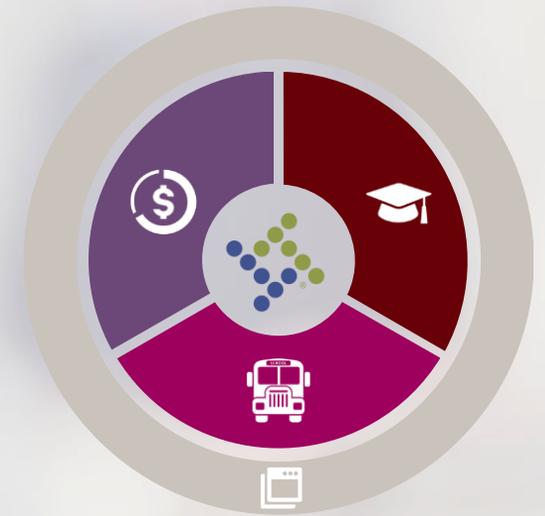
Public Administration



Economic & Community Development



Justice & Public Safety



K-12 Schools

# Connected Communities **for Justice & Public Safety**



**Data-Driven  
Decision-Making**



Apps



Open Data



Crime Map



Dashboards



Data Visualization



Machine Learning



Insights



KPIs



Benchmarks



AI



Courts



Prosecutor



Public  
Defender



Supervision



Tyler  
Corrections



SoftCode  
Civil Process



Brazos  
E-Citation



Police/Fire  
CAD 911



Records



Fire RMS  
& Mobile



EMS Mobile

Systems of Record



# The Four Dimensions of Connected Communities



Operations



Public



Data



Partners

# Spokane County



**Staff:** The County employs over 1,000 employees. For this project, there was one dedicated PM, three leads, and build team members from multiple agencies and disciplines.



**Citizens:** 514,000 residents residing in 1,780 sq mi with ~270,000 within urban core of the City of Spokane. Nine (9) incorporated cities surrounded by unincorporated area.



**Mission:** To enhance and protect the quality of life for all citizens through the pursuit of excellence in responsive, cost-effective, and customer-driven service.



**Collaboration:** The County and City have worked together to set direction, engage stakeholders, and secure organizational buy-in for successful programs.



**Partnership:** A strategic vendor partnership has aided in new system implementations and integrations.

# Spokane's new **Law Enforcement Technology Environment**



## **Old System**

20 year old system

Buying parts on eBay

Federal accreditation and funding risk

Need for better connected agencies and work processes



## **New System**

Supported by Mayor and Commissioners

Saved local government millions

Moved from UCR to NIRBS

County and agency-wide collaboration

# Securing Enterprise Buy-In

Business Case Justification  
Project Charter  
Governance & Stakeholder Management

# CAD & RMS Project

## Project Statement of Work

This project is to replace the current Computer Aided Dispatch (CAD), Records Management (RMS) systems and corresponding mobile components used by Spokane Law Enforcement agencies.

This Project Charter articulates in writing the scope and deliverables by which the entire project will adhere to ensure success of the defined outcomes.

## Business Case Justification

As reviewed and acceptable by the CAD RMS Governance Committee on March 3, 2014, five major criteria comprise the business case justification for the replacement of the Spokane CAD RMS systems. They are defined by the operational need for:

- I. A Geographic Information System (GIS) – centric dispatch (CAD) software that utilizes current technologies available for
- II. Single vendor dispatch system that interfaces disparate systems
- III. National Incident-Based Reporting System (NIBRS) integration between dispatch and RMS
- IV. Single vendor CAD, RMS
- V. System-level capability for

The current Northrup Grumman must be replaced.

### Sponsor Agreement

In signing below, the project sponsors agree to this project charter, its stated objectives, activities and work breakdown structure will be in alignment with this charter. Any item not included in this charter will be brought to the Project Sponsors\Governance Committee for review and approval before implementation (and implementation) before accepted.

Project Management Memorandum of Understanding and Organizational Chart – In Progress  
Vendor Selection for Software Replacement Memorandum of Understanding - Pending

### Sponsor Approval

Spokane CAD RMS Replacement Project Governance Committee Members

July 21, 2014



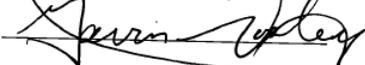
Shelly O'Quinn, Spokane County Commissioner



Marshall Farnell, Spokane County CEO



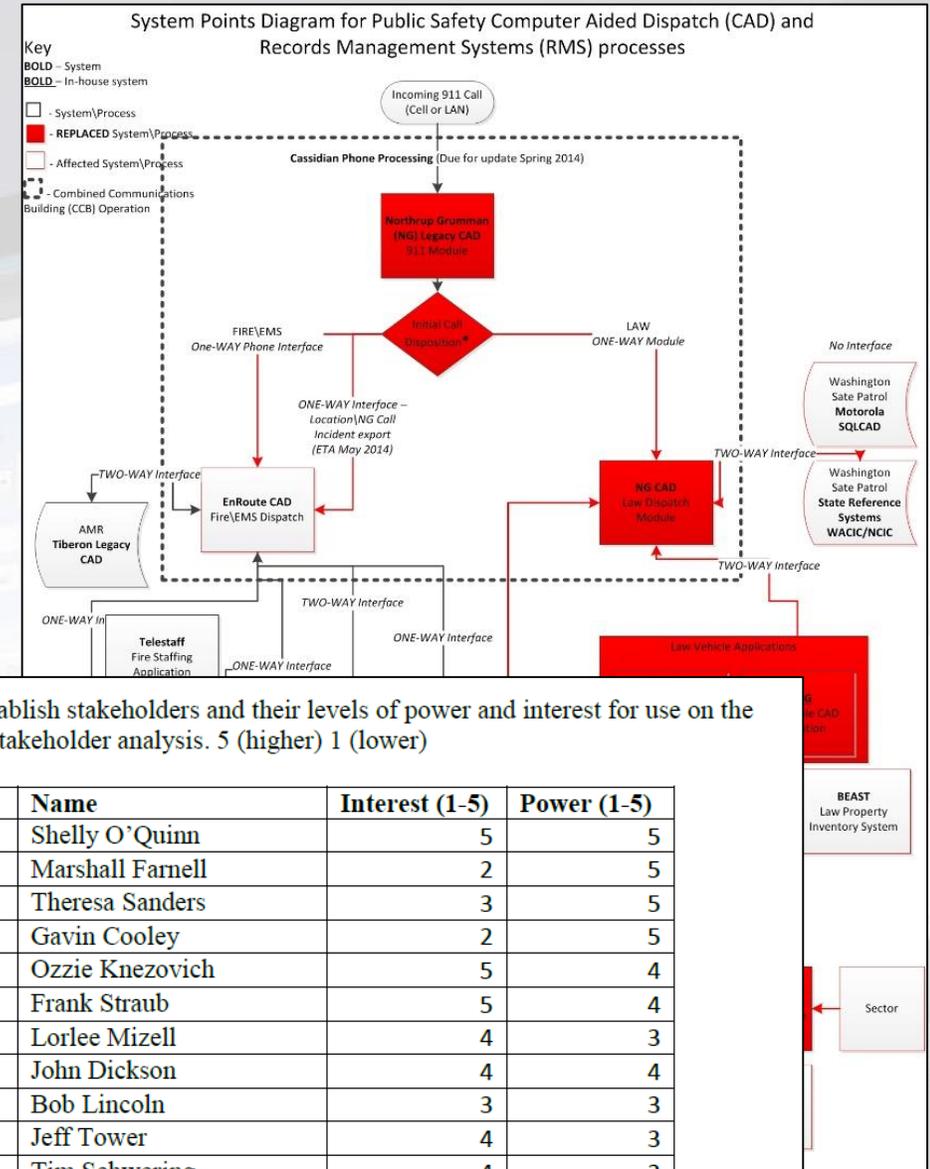
Theresa Sanders, Spokane City Administrator



Gavin Cooley, Spokane City CFO

The chart below will be used to establish stakeholders and their levels of power and interest for use on the power/interest chart as part of the stakeholder analysis. 5 (higher) 1 (lower)

Key	Organization	Name	Interest (1-5)	Power (1-5)
A	Spokane County	Shelly O'Quinn	5	5
B	Spokane County	Marshall Farnell	2	5
C	City of Spokane	Theresa Sanders	3	5
D	City of Spokane	Gavin Cooley	2	5
E	SCSO	Ozzie Knezovich	5	4
F	SPD	Frank Straub	5	4
G	911	Lorlee Mizell	4	3
H	Spokane County	John Dickson	4	4
I	SREC	Bob Lincoln	3	3
J	SCSO	Jeff Tower	4	3
K	SPD	Tim Schwering	4	3
L	Spokane County (ISD)	Becky Gehret	5	3





# Spokane's Outcomes

Cost and Performance Index

Federal Compliance

Quality assurance and Quality Control Workflows

Analytics

A grid of light bulbs is shown against a light blue background. The bulbs are arranged in a regular pattern. The bulb in the foreground, on the right side, is illuminated and glowing with a warm yellow light. The other bulbs in the background are unlit and appear as soft, out-of-focus shapes.

Thank you!  
Questions?