



**City of Dallas**

# **Overview of the Modernization of Public Safety Technology**

**Public Safety Committee  
December 8, 2025**

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City of Dallas

# Presentation Overview



- Overview of Current Record Management (RMS) and Computer Aided Dispatch (CAD) Systems
- CAD/RMS Replacement and Selection
- Current Systems
- Possible Consolidation of Applications
- System Governance
- Hexagon Extension Option
- Contract and Project Timelines
- Questions



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# Current Records Management (RMS) and Computer Aided Dispatch (CAD) Systems

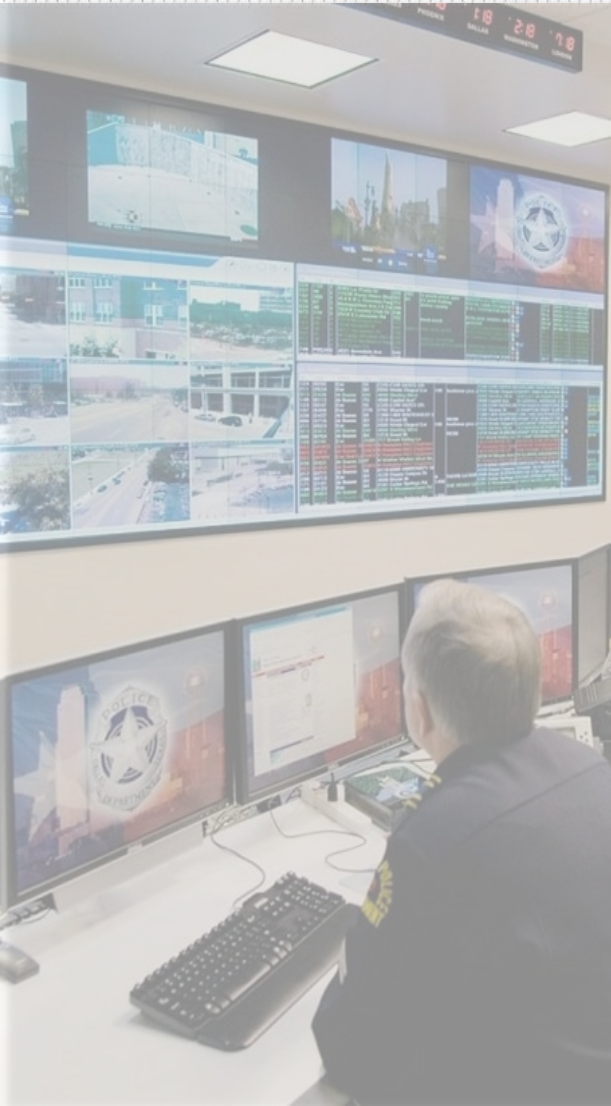


- Current Record Management System (RMS)
  - System implemented in 2014
  - On-Premise servers
  - Last Upgraded 2023
  - System is made up of two components
    - \* Field Base Reporting (FBR) Records Management System (RMS) used by detectives
  - 2023 DPD made operational decision to replace RMS
  - Current RMS version is end of life, support expires Jan 2027
- Current Computer Aided Dispatch System (CAD)
  - System was rolled into production in 2008
  - On-Premise servers
  - Last upgrade in Nov 2025
  - Current CAD and RMS must be downloaded onto city devices
  - RMS and CAD are provided by separate vendors





# CAD/RMS Replacement and Selection



## Process and Requirements

- During a Request for Proposal (RFP) evaluation vendor Mark43 was selected
- Cloud Native
  - \* System is completely internet browser based (Chrome or Edge)
  - \* Only need an internet connection
- Adaptive and Scalable
- A single vendor for both CAD and RMS
- Unified, cloud-native CAD/RMS platform for streamlined operations
- Secure and CJIS-compliant with automatic updates
- Native cloud applications which, once fully vetted, may provide expanded accessibility compared to today's environment



# Modernizing Operation Norms:



## Current Challenges



- **Redundant Data Entry**
  - ❖ Officers re-enter same info across multiple systems. Time-consuming and delays report completion
- **Limited Field Mobility**
- **Static Mapping and No Traffic Data**
  - ❖ Maps lack real-time traffic or live updates slow routing in congested areas
- **Fragmented Reporting**
  - ❖ Multiple systems needed for basic reporting and tasks

## Mark43 Advantage



- **Proximity-Based Dispatching**
  - ❖ Reduces drive time and speeds up officer arrival
  - ❖ Embeds real-time traffic into routing
- **Streamlined Data Workflows**
  - ❖ Eliminates duplicate entry across systems, reducing report time.
- **Mobile-Capable CAD/RMS**
  - ❖ Enables full reporting from mobile devices
- **Automated Officer Accountability**
  - ❖ Flags extended on-scene durations
- **Embedded Compliance Reporting**
  - ❖ Captures reporting and data in workflow
- **Live Dashboards**
  - ❖ Real-Time man-power metrics



# Strategic Solution: Consolidations



## Applications that Modules Exist in Mark43

- Automatic Vehicle Locator
- Confidential Informant Management
- IAPro/BlueTeam
- Texas Law Enforcement Telecommunications System (TLETS)
- C.R.I.M.E.S
- InPursuit Records Management System
- Patrol Activity Database
- Sex Offender Database
- Traffic Stop Database
- Vehicle Checkout System

In addition to these applications, potentially nine other applications may be consolidated under the Mark43 system in the future.



MARK43



# New Application Cost:



## Funding Sources

Fund	Amount
Data Service Fund	\$25,407,265.83
911 System Operations Fund	\$20,848,160.40
FY23 COPS Technology and Equipment Program Grant Funds	\$935,000.00
Total 10-year cost	\$47,190,426.23

## Annual Average Cost

Subscription Cost	\$4,522,761.58

 MARK43





# Operational Partnership: Governance Committee



## Operational Partnerships

- Police, Fire-Rescue, and IT to provide structured oversight and direction for the shared CAD platform.
- 2 members each from Police and Fire, 1 from IT, ensuring the platform reflects operational priorities and technical feasibility.
- Plan to use a consultant to oversee project management, integrations, and testing.
- Interdepartmental Communication and Transparency:
  - Monthly meetings to facilitate proactive dialogue, reduce misalignment, and ensure that IT changes align with public safety needs.
  - Document platform issues, track resolutions, and recommend enhancements.



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# Hexagon Certification and Support 18 months



## Records Management System (Buying Time)

- **Extend:** Current Support Contract with Hexagon for 18 Months
- **Upgrade:** RMS server operating system to same version as Computer Aided Dispatch System. Which will be supported until Jan 9th, 2029.
- **Certify:** At a cost vendor will certify City's version of RMS keeping city compliant through Jan 2029.
- **CJIS Compliance:** Yes
- **Budgetary Estimate:**

Certification	\$100,000.00
Maintenance Renewal (18 mo.)	<u>\$1,561,932.30</u>
Total:	\$1,661,932.30



# Timeline:



- **2023 – Mid 2024:** ITS and DPD conducted an assessment of the current system environment against other system available on the market
- **June 2024:** DPD decided that one holistic solution was most advantageous for the City
- **October 2024:** Request for Offers (RFO) was sent to prospective solution providers
- **November 2024:** Responses to RFO received from 6 providers
- **March 2025:** Evaluations completed, and the most advantageous provider identified
- **March 2025 – Present:** Contract negotiations



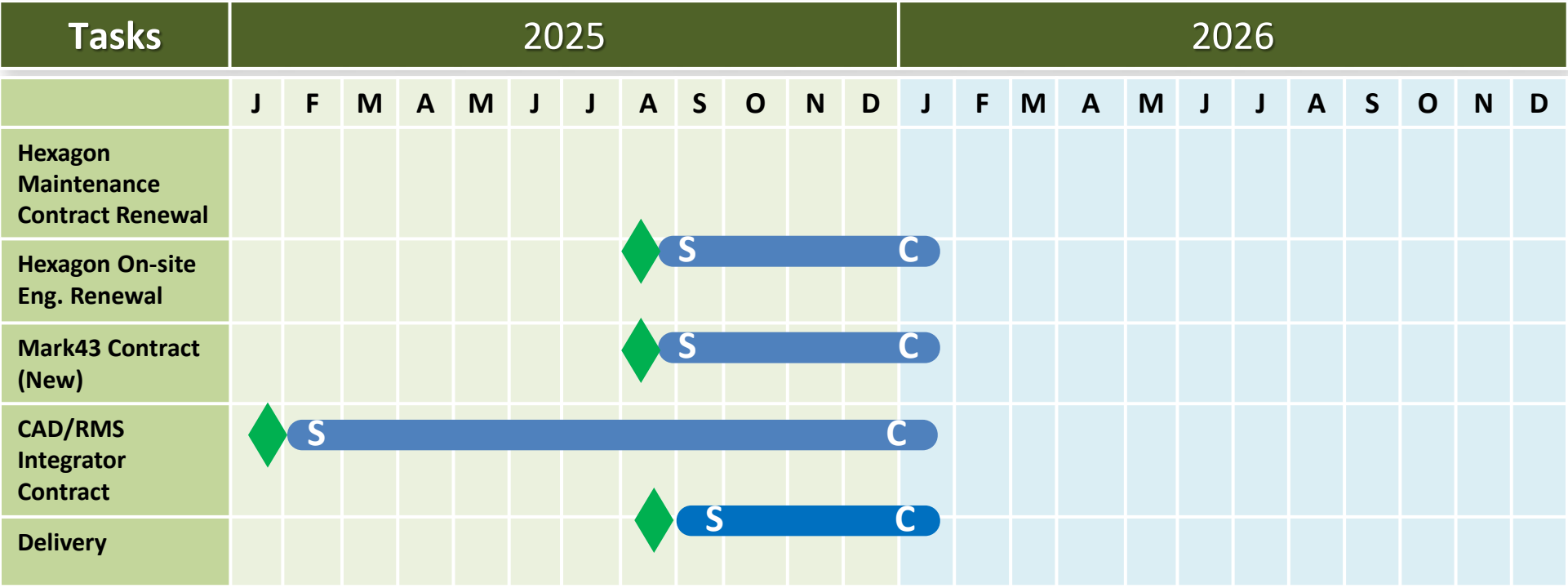
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# CAD/RMS Contract Timelines



## Timelines for Contract Completion



S = Start

Status

Milestones

C = Contract Complete



Activity Started and On Track



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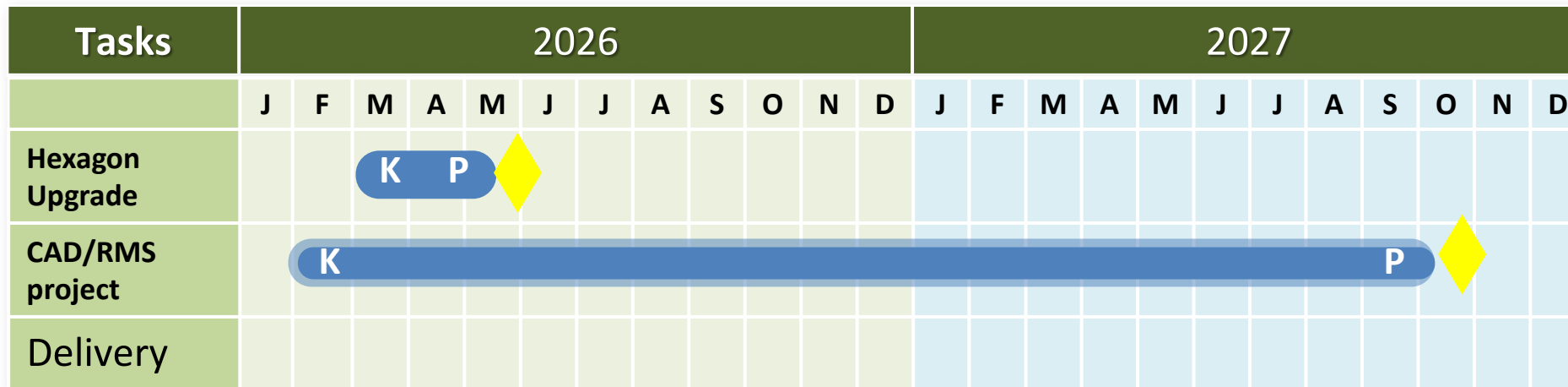




# CAD/RMS Project Task Timelines



## Timelines for Project Completion



Milestones

Status

Task bars (length = duration)

K = Kick-off

P = Production



Activity End

Status



# Implementation Timeline:



- **24 Month Implementation:** Gartner Consulting indicated that a 24-month implementation for both a CAD and an RMS system is tight but achievable.
- **Documented processes:** Before any configuration of the system, Mark43 will conduct extensive mapping of City business processes
- **Configuration and Data Migration:** Mark43 will spend most of its time configuring the new systems to meet the City's needs and processes, and will conduct several migrations of CAD and RMS data
- **Integrations:** 10 integrations with current City applications will be built to consolidate the City's application footprint
- **System Testing:** Implementation includes rigorous testing of the system ensure they conform to the City's needs



# QUESTIONS?





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