

FY 2023-2024 BUDGET QUESTION
Response to Request for Information

DEPARTMENT(S): Communications and Technology Management

CBQ NO.: 138

REQUESTED BY: Alter (D5)

DATE REQUESTED: 07/26/2023

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REQUEST: Please provide details on the \$1.8m set aside for improved records management at the Police Department. What will these funds be used to accomplish?

RESPONSE:

APD currently has five major RMS projects that are either in progress or in development to address data quality issues as well as to enhance the department's ability to share data publicly. In some cases, the projects include contract staffing to facilitate the work. Each of the projects is outlined below.

Project 1: Case Service (status: In progress). This project consists of three phases. Phase one is the replacement of the previous resident online reporting system, (CopLogic) with Case Service (status: complete; Cost \$60k). Phase two is to reduce the number of reports submitted through 311 and increase submissions through Case Service as a supplemental resident reporting mechanism (status: in progress; projected cost \$220k). Phase three is to reduce the number of reports submitted through 911 that meet non-emergency reporting criteria and increase submissions through Case Service a supplemental resident reporting mechanism (status: in planning; projected cost \$220k). Estimated total project cost is \$500k.

Project 2: Data Quality and Data Warehouse Project (status: in progress). This project consists of two phases. Phase one of this project is the migration of the database structure/language from Oracle to SQL prior to migration which is critical to RMS modernization (status: in progress). Phase two is the construction of a new data warehouse which is required for RMS modernization (status: in planning). Projected cost: \$200k.

Project 3: RMS Cloud Migration (status: in development). Migrating the RMS from an on-premises server to a cloud-based solution assists in addressing challenges the department has in resolving data quality issues as well as increasing the department's ability to share data. The project also facilitates the deployment of level two and level three reporting servers to comply with legal requirements for data reporting, accessibility, and storage. The project will facilitate efficient data analysis and public accessible data while ensuring information integrity. After cloud migration is complete, APD plans to solicit contractor support to evaluate and address current data integrity issues. The project will be administered by the department's Research and Planning Unit with the assistance of the department's Information Technology Unit. Given resource limitations, this project includes funding for contract resources to assist with implementation. Projected cost: \$800k.

In addition to the above projects funded with the \$1.8 million in question, the following details two more projects related to records management work being performed by the department.

Project 4: Electronic ticketing system (status: in development). A request for information (RFI) is currently open for vendor response. The period for vendor response closes August 2, 2023. After cloud migration is complete, APD plans to seek a new electronic ticketing system for issuing citations which will replace the current technology. The current technology exhibits a variety of data integrity issues that the vendor cannot address and does not integrate with the department's RMS. A new solution that addresses these issues is available. Projected cost: \$1,000,000.

Project 5: Public-facing data platform (status: in development). After cloud migration and the data integrity project have been completed, APD will collaborate with CTM to review the current data sharing platform to assess if it meets APD reporting requirements. The conclusion of the analysis will assist APD in determining the need to for a new public-facing platform. Any platform will need to provide the functionality to share data via dashboards as well as provide information for public download. The system will be maintained by the APD's Information Systems Unit and will allow the department to more actively share data. Projected cost: \$1,000,000.