



Memorandum

Date: 5/21/2024
Meeting of: City Council

File No. AM No. 24-073
Type: Consent Item

TO: Members of the City Council
FROM: Mayor Angela Birney
DEPARTMENT DIRECTOR CONTACT(S):

Police	Chief Darrell Lowe	425-556-2521
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DEPARTMENT STAFF:

Police	Brian Coats	Deputy Chief
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TITLE:
Approval of 2-year Contract with ForceMetrics

OVERVIEW STATEMENT:

The Police Department is seeking Council’s approval to enter into a licensing agreement with ForceMetrics for a total cost of \$120,000.00 over 2 years. As requested during the April 9, 2024, Council Study Session, the contract has a two (2) year term, with the automatic option to renew up to a total of five (5) years.

ForceMetrics provides a software platform that integrates with the department’s Computer Aided Dispatch (CAD), Records Management System (RMS), and other databases to quickly search and locate important information for Officers responding to calls. Officers benefit from having as much information as possible before arriving. This system enables dispatchers and officers to find what they’re looking for without having to jump between and search multiple databases saving crucial time.

This software searches the Redmond Police Department’s CAD and RMS databases using parameters such as addresses, names, vehicles, etc. located in reports previously documented by Redmond officers. This platform DOES NOT access any outside sources. It is essentially an Internal search engine. These searches can be done in a matter of seconds, providing officers with critical information whether enroute to the location or on scene conducting an investigation. relative information is obtained at the touch of a button using only internal data sources.

Additional Background Information/Description of Proposal Attached

REQUESTED ACTION:

Receive Information Provide Direction Approve

REQUEST RATIONALE:

- Relevant Plans/Policies:
N/A

- **Required:**
N/A
- **Council Request:**
N/A
- **Other Key Facts:**
N/A

OUTCOMES:

The software provides access for high-speed search, insights, and analytics platform anytime and from anywhere. It provides access to ForceMetrics Data analytics for complex research and pattern of activity reports.

Officers responding to calls often ask dispatch for history about the location or involved parties. The current practice entails officers and dispatchers manually searching both our RMS, CAD, and other databases as well as reading or skimming officer reports from previous calls. Critical information gleaned from these searches include history involving the use or presence of weapons, history of subjects who have fought officers or resisted arrest, and previous reports of domestic violence. Having this type of information provides greater situational awareness for officers and provides supervisors with data to consider for the adequate deployment of resources.

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**
N/A
- **Outreach Methods and Results:**
N/A
- **Feedback Summary:**
N/A

BUDGET IMPACT:

Total Cost:

Year 1 \$45,000.00 (\$80,580.00 discount for being the first in State to use this product)
Year 2 \$75,000.00

Total: \$120,000.00

Approved in current biennial budget: Yes No N/A

ForceMetrics has the functionality to automatically compile 9-1-1 data, identify non-emergent vs follow-up calls for service, and identify 9-1-1 calls that did not necessarily warrant a uniformed police response.

The next year of the contract is proposed to be paid through the Business Technology Investment Program. Within 2-3 years the Police Department will have a project to replace its Computer Aided Dispatch (CAD) and Records Management System. In addition to the immediate benefit provided to Officers, the ForceMetrics software can also be used to facilitate the implementation of the new system by transferring existing CAD and RMS data into the new platforms. This will significantly reduce staff time, risk of data corruption and will save approximately 1 to 1.5 million dollars on the CAD/RMS replacement cost.

Budget Offer Number:

228 Criminal Justice

Budget Priority:

Safe and Resilient

Other budget impacts or additional costs: Yes No N/A

If yes, explain:

N/A

Funding source(s):

2023-2024 Contingency Funds, future funding through BTIP

Budget/Funding Constraints:

N/A

Additional budget details attached

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
3/19/2024	Committee of the Whole - Public Safety and Human Services	Provide Direction
4/9/2024	Study Session	Provide Direction

Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	None proposed at this time	N/A

Time Constraints:

Current pricing is valid until June 30th, 2024

ANTICIPATED RESULT IF NOT APPROVED:

The department will not pursue a contract with ForceMetrics. \$1 to 1.5 million dollar added to cost to the future CAD/RMS replacement project.

ATTACHMENTS:

Attachment A: Redmond WA Enterprise License Agreement (Force Metrics)

Attachment B: Agenda Memo