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## Apache Junction Police Department Memorandum

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DATE: September 12, 2017

TO: Jeff Serdy, Mayor  
Chip Wilson, Vice Mayor  
Gail Evans, City Councilmember  
Robin Barker, City Councilmember  
Christina Rizzi, City Councilmember  
Jeff Struble, City Councilmember  
Dave Waldron, City Councilmember

FROM: Thomas E. Kelly, Chief of Police

SUBJECT: Trittech Software Systems

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In 1999, the City of Apache Junction purchased public safety software from a company named Visionaire. The software included Computer Aided Dispatch (CAD) and mobile (MDT); Records Management Software (RMS), and Field Based Reporting (FBR). Visionaire was not a widely distributed software at that time and a limited number of agencies were using it. The Police Department began experiencing problematic issues with the software. The software could only be described as marginally effective and both our Senior Records Clerk and our City IT department spent numerous hours and days resolving issues that seemed continuous in nature.

Visionaire was purchased in 2011 by Trittech Software Systems, a public safety software company that services very large metropolitan agencies. Trittech met with our staff on several occasions and Visionaire has been corrected as best that the software will support. Visionaire is now approaching twenty (20) years with our agency and potentially end of life cycle based on newer software technology and hardware in the current IT environment.

Trittech's most current innovation public safety software "Inform," is a web based solution that eliminates the need for individuals workstation updates and presents a CAD/Mobile, RMS, and FBR solution that is currently in use by some of the largest public safety agencies in Arizona as well as across the nation. Staff recommends the purchase of Trittech Inform product based upon the presentation and documents including System Purchase Agreement and Software Support Agreement.

The total cost of this project is \$349,332.40 with 50% budgeted from Public Safety funds and 50% budgeted from Information Technology funds.

This project was developed in collaboration between the following City departments:

Public Safety  
Records Section  
911 Communications  
Information Technology  
Finance Department