



# Staff Report

**CITY OF UPLAND**  
"The City of Gracious Living"

DATE: March 23, 2026  
TO: MAYOR AND CITY COUNCIL  
FROM: MICHAEL BLAY, CITY MANAGER  
PREPARED BY: STEPHEN PARKER, ASSISTANT CITY MANAGER  
RICHARD JEGANATHAN, INFORMATION TECHNOLOGY MANAGER  
SUBJECT: CONSIDER APPROVAL OF AN AMENDMENT TO THE AGREEMENT FOR SOFTWARE UPGRADES TO POLICE DEPARTMENT COMPUTER AIDED DISPATCH AND RECORDS MANAGEMENT SYSTEM

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## RECOMMENDED ACTION:

It is recommended that the City Council: 1) approve an amendment to the System Purchase Agreement for upgrades to the Police Department's Computer Aided Dispatch and Records Management System (CAD/RMS); 2) authorize the City Manager, subject to City Attorney review, to approve non-substantive modifications to the amendment without increasing the City's financial obligations or liability; and 3) appropriate \$412,004.25 from the COPS Unreserved Fund Balance to COPS Data Processing Services Account No. 2163201-5254 for the first-year costs of the upgraded CAD/RMS, to be reimbursed from receipt of federal Community Project Funding, subject to federal obligation, receipt, eligibility and applicable grant requirements.

## GOAL STATEMENT

The proposed action supports the City's goal of providing safe, efficient and effective law enforcement for the citizens of Upland.

## BACKGROUND

Tritech Software Systems, a CentralSquare Technologies Company(CentralSquare) is the current vendor of the Police Department's Computer Aided Dispatch and Records Management System (CAD/RMS) used for basic operations, including dispatching and 9-1-1 services, data collection, workflow, and real-time reporting.

The City applied for and received approval for FY26 Congressional Project Funding (CPF) from Congresswoman Judy Chu in the amount of \$1,236,895 to support the costs of upgrading the Police Department's CAD/RMS products. This CPF was appropriated by Congress but funds have not yet been obligated and disbursed to the City by the administering federal agency. Staff anticipates funding will be disbursed by December 2026, and no later than the end of FY27.

## ISSUES AND ANALYSIS

CentralSquare provided the Police Department with an option to upgrade both the CAD and RMS products. The solution provided includes a complete migration of CAD/RMS to a cloud-based solution and includes all trainings, data conversions, and other associated costs. A complete migration to a cloud-based solution will provide the following:

- CAD Enterprise
- Mobile Enterprise
- Records Enterprise
- Cloud-based solution
- Resolution of outstanding issues
- Full CJIS compliance
- CIBRS and NIBRS certification
- Maintenance, upgrades, and troubleshooting managed by CentralSquare
- Relieves City IT staff

## **ENVIRONMENTAL DETERMINATION**

The proposed action is not subject to the California Environmental Quality Act (CEQA). Section 15378 of the CEQA Guidelines defines a project subject to CEQA. The proposed action is not included within the definition of a “project” and thus is exempt.

## **FISCAL IMPACTS**

The three-year cost of the upgrade is \$1,165,263, broken out as follows: Year 1 \$412,004.25, Year 2 \$371,064.00, Year 3, \$382,195.92. The Year 1 cost includes a \$241,130.75 discount, which will expire should the amendment not be executed before March 31, 2026.

The current annual cost of the existing on-site CAD/RMS system is \$172,573.94. Therefore, the first-year increase in annual cost for the upgraded system is \$239,430.41. The entire 3-year cost of the upgrade is anticipated to be funded through the FY26 CPF received from Congresswoman Chu with no planned impact to the General Fund.

Because CPF funding has not yet been received, first year costs of the upgraded CAD/RMS may be appropriated from the COPS Unreserved Fund Balance to COPS Data Processing Center Account No. 2163201-5254. COPS Fund Balance has sufficient funds available and is a law enforcement funding source generally eligible for technology-related expenditures of this nature. In the event no CPF funding is received, this account currently has sufficient available funds to support project costs, if necessary, subject to City Council appropriation and compliance with applicable funding restrictions.

## **ALTERNATIVES**

Provide alternative direction to staff.

**CEQA:** Not a Project.