

To	Marchell Adams-David, City Manager
Thru	Niki Jones, Assistant City Manager
From	Dominick Nutter, Director
Department	Emergency Communications
Date	September 16 <sup>th</sup> , 2025
Subject	Council Agenda: Contract Services-Computer Aided Dispatch Software-CentralSquare-Amendment No. Seven

The Raleigh-Wake Emergency Communications Center is responsible for answering 9-1-1 calls throughout the majority of Wake County. The City and Wake County have an existing interlocal agreement (ILA) for the Computer Aided Dispatch (CAD) and mobile data system for interoperable public safety communications. The City and Wake County jointly own the CAD system that is managed by the Raleigh Wake Emergency Communication Center (RWECC) to process 9-1-1 calls and dispatch appropriate public safety resources.

The ILA agreement, adopted in May 2017, covered the initial acquisition of ongoing hardware replacement for, and upgrades to the infrastructure software and professional services that constitute the core CAD and mobile data system. Beginning Fiscal Year 2023, the initial ILA was amended that made the City the financially responsible party for hardware and software maintenance costs for the CAD system. This was due to the City serving as the Primary Service Answering Point (PSAP) for Wake County. The City as the primary PSAP is entitled to receive reimbursement for eligible expenses from the NC 911 Board. The recommended actions provide structure that aligns in the most efficient way for NC 911 Board staff to review expenditures by RWECC. In Fiscal Year 2024, the Second Amendment ILA went into effect that made the City the financially responsible party for annual maintenance or software assurances. The term of the ILA is through August 1, 2027, auto-renewing at one-year intervals.

CAD software maintenance for Fiscal Year 2026 has been quoted at \$979,438.08. This amount is cost shared over the fiscal year with our partner municipalities and public safety agencies.

**Recommendation:**

Authorize the City Manager to execute the contract amendment with CentralSquare Technologies Inc. in the amount not to exceed \$990,000.00

and authorize continuous renewals as needed as long as the software is in use by the City, contingent upon the annual budget appropriation of funds for this purpose.