

# Homeland Security/Public Safety



## POLICE DEPARTMENT RECORDS MANAGEMENT SYSTEM REPLACEMENT

**Request:** Seek \$15 million in grants to match an equal amount of local funds to replace the Phoenix Police Department's Records Management System (RMS) and follow the standards set forth by the Law Enforcement Information Technology Standards Council.

### Organizational Value:

The Phoenix Police Department's Records Management System (RMS) is an agency-wide computer system consisting of servers and programs. It is designed to store, retrieve, retain, manipulate, archive and view information, records, documents or files relating to law enforcement operations.

The RMS covers the entire life span of a law enforcement record, from initial drafting of the report to completion and dissemination to the various entities that use the information contained in the document. Records that are housed in the RMS include incident and accident reports, arrests, citations, warrants, case management, field contacts and other operations-oriented records. Because of operational needs, such as maintenance of the duty roster, law enforcement personnel records and vehicle fleet maintenance also can be included.

The RMS is the backbone of the Police Department and it is where all critical information is processed. Information that is collected through phone calls, personal contacts and investigations is stored in this system. Information also is tracked, compiled and disseminated from the system. It is critical to all entities interfacing with the Phoenix Police Department to know they can rely on the system in which the information is stored. These entities need to know they can depend on receiving needed information in a timely manner and in a format that is compatible with their systems.

### Background:

The Phoenix Police Department's current RMS is referred to as PACE (Police Automated Computer Entry). PACE supports roughly 6,000 user accounts, provides inbound/outbound feeds to more than 20 external systems, supports real time access to more than 20 law enforcement agencies within the region and is storing four terabytes of information. The system is more than

25 years old and past its end of life. The hardware and software system is no longer supported and requires full-time personnel to keep the system operational.



### Issue:

In 2006, the city of Phoenix estimated an expense of \$15 million to replace PACE and included that amount in a municipal bond election. Because of the downturn in the economy and drop in property values, the project was delayed, making the original estimate insufficient. The \$15 million in local funding is not adequate and matching grant funds are needed to cover the current estimated costs for hardware, maintenance and personnel to support the new system. Maintenance costs alone can run 10 percent of the original purchase price per year.

While it is difficult to estimate the cost of a new system, some agencies report costs ranging from \$20 to \$30 million for all aspects of a new RMS. A new system will require dedicated personnel to work with the chosen vendor to design the system to meet the needs of its users. In addition, hardware and maintenance costs must be factored in to support the system's successful implementation. The city of Phoenix is interested in any opportunity to pursue matching federal grants to replace the Phoenix Police Department's PACE system with a modern RMS.

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