

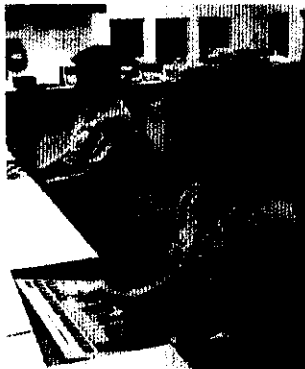


Presentation to:

# City of Fort Collins and Larimer County Colorado

For:

# Computer Aided Dispatch System, Records Management System & Jail Management System



October 14, 2002



## **Presentation to Fort Collins and Larimer County Tiburon Presentation Personnel**

### ***Carmen Batman - CAD Specialist, Tiburon, Inc.***

Carmen started with Tiburon over six years ago. She has held various positions, such as senior CAD tester/trainer and resource team leader. Prior to joining Tiburon, Carmen worked for the Greeley, Colorado Police Department for 12 years as a dispatcher, lead dispatcher, and dispatch supervisor. Carmen is involved in product demonstrations, specification reviews, documentation efforts, testing, training, go-live support, and refresher training.

### ***Don Billstone - Project Manager, Tiburon, Inc.***

Don has been with Tiburon for four years. Prior to Tiburon he was with Unisys and SCC (now Intrado) as a project manager. Before joining the private sector, Don spent 14 years with the Thornton, Colorado, Police Department, where one of his assignments as a Lieutenant was involvement in their implementation of a new CAD and Records system.

### ***Rod Brown - Vice President, Central Region, Tiburon, Inc.***

Rod manages the Central Region and is responsible for all project activity within the Central and Mountain Time Zones. Rod has built a staff of project managers and project teams based in Austin that are responsible for installation activities in the Central Region. He has over twenty-one years of experience in the telecommunications and data processing environment. Additionally, Rod performed a major role in the development of the fire and EMS components of CAD/2000 and the unit suggestion components used by police, fire and EMS.

### ***X Lisa DeBerg - Application Specialist, RMS/Ti and CMS/Ti, Tiburon, Inc.***

Lisa, as a Records Management Application Specialist, provides demonstrations on the Tiburon RMS products, as well as responding to proposals and providing end-user training. Prior to joining Tiburon, she was employed at the Santa Cruz County Sheriff's Office for fifteen years. Nine of those years were spent in the Records Division where she was the Project Manager for the installation of a Tiburon RMS system in 1991. She worked as the Sheriff's Property and Evidence technician for two years and spent four years working in the Administration Bureau as a Crime Analyst. She has been with Tiburon since 1999.

### ***Aaron DeClute - Account Manager, Tiburon, Inc.***

Aaron came to Tiburon three years ago after a diverse public safety background in Wisconsin. He was a paramedic for two years, a dispatcher in Winnebago County for 12 years, and a Public Safety support specialist in the same county for two years. During that time he supported a countywide CAD, RMS, Jail, and Mobile system. Aaron's main duty at Tiburon is the ongoing client services support of existing Tiburon customers. In order to remain in touch with the end user community in the state, he remains active in the Wisconsin chapters of both NENA and APCO.

### ***X Kelli Erskine - Applications Specialist RMS/Ti, Tiburon, Inc.***

Kelli is a newcomer to the Tiburon Team and brings with her several years of experience in the Public Safety Industry as a product specialist for biometric products. Kelli's background will lend itself well for her responsibilities at Tiburon performing RMS/Ti demonstrations and responses to customer requests for proposals. Her experience includes sales functions, sales tools development, product demonstration and training, as well as market analysis.

## **Tiburon Presentation Personnel - 2**

***John Isbell - Regional Operations Manager, Tiburon, Inc.***

John has over 25 years of public safety experience both with criminal justice agencies and Tiburon, Inc. Since coming to Tiburon in 1988, John has held numerous positions from senior account manager to director of information technologies. Besides fulfilling his current responsibilities as an operations manager, John also works with the Sales Organization on large, complex opportunities.

***Rose Nath – CMS Product Trainer, Tiburon, Inc.***

Rose has 20 years of public safety experience as a dispatcher, sheriff's deputy, and corrections administrator. She joined Tiburon in 1995 as a resource team member and is currently responsible for product development, documentation and training for the Corrections Management System (CMS).

***Ken Peters – Senior Account Executive, Tiburon, Inc.***

Ken has worked in the Sales Division for the last six years. As a Senior Account Executive, Ken specializes in Tiburon's Justice products for Corrections (CMS), Probation (APS), Prosecutor (PIMS), and Integrated Justice (JDL). Before joining Tiburon, Mr. Peters worked in the public sector for 15 years at a variety of criminal justice posts.

***Joseph Riquelme - Technical Support Specialist, Tiburon, Inc.***

Joe has over twenty years of law enforcement experience. His career started with the New York Police Department as a reserve officer. He spent 10 years as an agent for Office of Special Investigations in the United States Air Force, specializing in anti-terrorism. He has been with Tiburon for 5 years, working in customer support and system installation in the Sales Organization.

***David Souza – Application Specialist, PRMS/Ti FRMS/Ti and CMS/Ti, Tiburon, Inc.***

Dave has over sixteen years of experience in the field of public safety automation. Mr. Souza, an expert on Tiburon's Records Management Systems, serves on several database product steering committees, including the PRMS, FRMS and CMS committees. Prior to joining Tiburon, Mr. Souza spent thirteen years as a police officer with the Sacramento Police Department and four years with the California Department of Forestry. He has been with Tiburon since 1985.



## **EXECUTIVE SUMMARY**

Tiburon, Inc. is pleased to demonstrate our Public Safety Information Systems to the City of Fort Collins, Larimer County, and the other participating agencies. Tiburon offers the City and County the latest, state-of-the-art products from a complete and integrated suite of public safety applications. The foundation of our solution is our Computer Aided Dispatch (CAD/2000) system, Mobile Data System (MDS), Law Records Management System (PRMS/2000), and Corrections Management System (CMS/2000). These applications, operating on a UNIX and Oracle platform, will form the foundation of the City and County's public safety automation program. It is noteworthy that all of the primary products proposed have been developed from the ground-up by Tiburon. Project risks are also greatly minimized by the fact that each of the core applications is in production at the version level proposed.

The Tiburon solution is enhanced by ancillary products from our business partners. We are pleased to offer these integrated products and superior services:

- 911 Mapping - Maverick status and mobile mapping
- TeleStaff - Automated staffing system
- IBM - RISC/6000 Servers

Collectively, the proposed applications, supporting components, and third party products and services will equip the City and County with a complete and fully integrated public safety system.

## **Product Solution**

Because the City and County and participating agencies require a high availability Computer Aided Dispatch and Records Management System, Tiburon is recommending its UNIX solution. UNIX is unquestionably the proven operating system in a client server environment and will be supported by Tiburon for many years to come. Oracle is Tiburon's recommendation for a proven and reliable database.

## **Computer Aided Dispatch**

CAD/2000 provides all of the functionality and flexibility the public safety community has come to expect from CAD applications. These attributes, combined with a unique, distributed-processing architecture, virtually eliminating downtime, result in the most advanced CAD application in the marketplace today. The system provides a unique method of control and communications providing fully distributed, server-independent processing of all critical CAD functions. No other vendor is able to offer such a powerful and reliable product. Unlike systems based on ordinary client/server architecture, Tiburon's CAD/2000 solution effectively places a complete desktop CAD system in front of each, providing automatic and efficient synchronization for each workstation. This way, if any component fails, even the entire network, CAD continues to function. Each dispatch position/location automatically becomes a redundant, real-time backup for the other while recovery from the failure is automatically managed.

## **Law Records**

RMS/2000 supports the records processing requirements of the modern law enforcement agency. It has been designed as an integrated yet modular solution, providing the foundation to fully automate law enforcement operations. From incident tracking to crime analysis and case management to records processing and state reporting, RMS/2000 provides the functionality required. The system is also equipped to handle the City and County's civil paper processing requirements. Our latest version 7 product includes a variety of new technologies and integration options, such as e-mail notification, browser and image integration, enhancing the capabilities of the baseline system. Integration of external

tools and facilities is integral to this application, including interfaces to property and evidence bar coding equipment and the proposed TIPS Mug Shot System.

### **Corrections Management**

CMS/2000 will support the City and County's jail operation. The system provides complete jail management facilities, including intake, release and facility operation. Seamless integration between the systems allows the transfer of booking data entered into CMS/2000 to transfer to PRMS/2000. This reduces redundant data entry and increases access to critical data.

Optional, supporting applications enhance the capabilities of the Tiburon systems. These include Maverick Mapping, Tiburon's Mobile Data System (MDS), the CAD Activity Reporting System (CARS), our Automated Reporting System, Geographic Presentation and Analysis and WebQuery/2000.

### **Maverick Mapping**

CAD/2000 dispatch and status monitoring functions are enhanced through Maverick Mapping. This third-party product dynamically displays CAD incidents and units on the dispatch display. Maverick includes standard map capabilities, such as pan and zoom functions, supplemented by an interactive CAD/2000 interface. The interface currently supports incident and unit placement on the map with drop down menu capability for the display of detailed incident information.

### **Mobile Data System**

Tiburon's Mobile Data System (MDS) extends CAD/2000 capabilities to the field through digital dispatching. Officers are electronically dispatched to incidents, perform status changes and run state/local queries in-car via MDCs.

### **CAD Activity Reporting System**

The CAD Activity Reporting System (CARS) will allow the City and County to jointly and separately analyze CAD/2000 data in list format or as part of statistical groups, facilitating resource allocation and leading to improved public safety responsiveness.

### **Automated Reporting System**

Tiburon's Automated Reporting System (ARS) is a comprehensive police incident reporting package featuring complete audit capabilities. ARS captures all relevant incident data for subsequent upload to the PRMS/2000 database. All reports are tracked by individual status, allowing the Department to ensure that all reports are completed.

### **Geographic Presentation and Analysis (GPA)**

Tiburon's GPA offers a complete graphic map presentation and analysis tool for the City and County. GPA will quickly identify crime and incident patterns and effectively communicate those concerns to internal personnel, the public, or other agencies. It is an excellent tool for disaster planning or managing stakeouts. The graphic maps help decision-makers visualize crime clusters, see high-activity incident areas and monitor the results of targeted operations with impressive before-and-after views.

### **Photo Imaging**

Fully integrated with Tiburon's database systems and WebQuery/2000, TIPS is used to capture and display images. Booking, property, crime scene, and scars/marks/tattoos images can be retrieved and displayed from within the RMS system and WebQuery/2000. The system features multiple image capability for historical review, multiple images per booking and a host of printouts and reports.

## WebQuery/2000

WebQuery/2000 completes Tiburon's proposed product suite. This powerful web-based inquiry and reporting tool will allow any authorized user to quickly and easily access CAD/2000, PRMS/2000, CMS/2000 and ARS data, regardless of skill level. Extensive drill-down capabilities are supported, enabling the user's movement from summarized to detailed data.

## The Benefits of a Tiburon Solution for the City of Fort Collins and Larimer County

### Single Vendor Solution

Tiburon offers the City and County a suite of software applications from a single vendor. This comprehensive selection of products is highly integrated, the result of twenty-two years of continual upgrade and expansion, and targeted for complex public safety environments. Tiburon's applications share a common look and feel and have been developed, by the company, to meet exacting standards. This cohesion will provide the City and County and participating agencies with system components that work together and are not simply tied together. Clearly, the City and County's users will benefit most from this integration, accessing shared information seamlessly from the applications. Tiburon's ability to provide its own, natively developed, integrated product suite is commensurate with the City and County's specific goals. This approach also provides a level of consistency across the applications, providing users with the added benefit of familiarity and reducing the time required to take full advantage of the Tiburon applications.

### Experience

Few organizations within the public safety community have Tiburon's depth of experience. This experience applies specifically to the City and County's goals in a number of ways. First, Tiburon has provided systems supporting multi-jurisdictional operations for over twenty years. This environmental experience will ease the City and County's transition to the new system and assure an effective and efficient technology improvement. The second result of Tiburon's tremendous experience is a proven track record of mature and effective delivery of functional, utile interfaces used by hundreds of clients. The City and County will likely not find a more experienced partner than Tiburon to enlist for the implementation of the required interface functionality. This critical issue will play a role of great importance in the City and County's new system and Tiburon looks forward to providing its proven, flexible solutions. In total, Tiburon's experience puts the company in a unique position to offer the City and County the functionality requested. The strength of Tiburon's experience will ultimately benefit the City and County's users and, most importantly, the community served.

### Value

Beyond being among the most fully-functional suites of integrated products available, Tiburon's proposed system is remarkably cost effective. This consideration is extremely important in nearly every competitive procurement in the public safety industry and, as a result, Tiburon's commitment to providing great value and unmatched functionality and integration is reflected in this proposal. In selecting the Tiburon system, the City and County can be assured that its investment will be maximized.

# **Tiburon's Proposal Summary**

## **Fort Collins and Larimer County Computer Aided Dispatch, Records Management, and Jail Management System**

### **CORE SYSTEM APPLICATIONS:**

- Computer Aided Dispatch System (CAD/2000)
- Law Records Management (RMS/2000)
  - Civil Process
- Field Automation System (FAS)
- Corrections Management System (CMS/2000)
- Message Switching System (MSS/2000)

### **SUPPORTING SYSTEMS and SERVICES:**

- WebQuery/2000
- Tiburon's Imaging for Public Safety System (TIPS)
- Geographic Presentation Analysis (GPA)
- Geographic Conversion Toolkit (GCT)
- Crystal Reports
- Comprehensive Training
- Data Conversion
- Complete Installation Services Including:
  - Business Practice Review
  - Tailoring and Customization
  - Hardware Installation
  - Software Integration, Testing, and Certification
  - On Site Go-Live Support

### **INTERFACES:**

- E911
- Phase II
- Master Time
- Paging
- Fire Alerting
- ProQA
- TDD/TTY
- Inmate and Property Barcoding
- Livescan Fingerprints
- SIRE Document Imaging
- FileNet Document Imaging
- Municipal Court
- VOICE
- Check Writing
- Swanson Commissary
- Sunpro FRMS

**SERVER HARDWARE, OPERATING SYSTEM and DATABASE:**

- Primary CAD Server (Installed at FCPD)
  - IBM pSeries 660 rack-mountable UNIX server, Model 7026-6H1
- Secondary CAD Server (Installed at LCSO)
  - IBM pSeries 660 rack-mountable UNIX server, Model 7026-6H1
- Primary Records Management/Corrections Management Server (Installed at LCSO)
  - IBM pSeries 660 rack-mountable UNIX server, Model 7026-6H1
- Secondary Records Management/Corrections Management Server (Installed at FCPD)
  - IBM pSeries 660 rack-mountable UNIX server, Model 7026-6H1
- AIX and Oracle Platform









# Computer Aided Dispatch System

for Law Enforcement, Fire and EMS Agencies



CAD/2000

Featuring high reliability and flexibility, CAD/2000™ supports dispatching and incident control for law enforcement, fire protection and emergency medical services in single and multi-jurisdiction environments. Reliable collection of accurate information is critical to the efficient operation of a modern Communications Center. This system is the proven, effective response to these public safety challenges, providing quick and easy access to critical information. CAD/2000 is designed with the busy dispatcher in mind, making this challenging job easier, less stressful and more accurate.

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## Product Highlights

- Fast, accurate incident processing and control
  - Provides detailed location information
  - Automates unit recommendation operations
  - Extensive geographic processing and map displays
  - User-configurable display formats and sort sequences
  - Builds a permanent record of incident and unit data
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## Command and Control

Automatically verifies locations against an on-line geographic file; dynamic map displays continuously show the location of units and incidents. Incidents are automatically routed to the proper dispatch position for resource recommendation and the status of equipment and personnel assigned is constantly monitored.

## Command Line and Function Key Processing

Designed to allow the user to operate the system using a command line, mouse and/or function keys. The flexible command line supports a variety of capabilities routinely encountered during high-activity dispatching including multiple commands lines, word wrap and access to a complete command history.

## Location Validation

Incorporating an on-line geographic file, CAD/2000 automatically verifies that the location entered is accurate and within the jurisdiction of the responding agency. Based upon the verified address, CAD/2000 automatically displays strategic supporting information including nearest cross-streets, associated place names, potential duplicate calls, prior incidents at that location and premise or hazard information.

## Mapping

Working in conjunction with CAD/2000, a dynamic mapping system displays geographic and status information to call takers and dispatchers. The map can also be used as a location input medium for the call-taking process automatically generating incident location information, as well as providing map-based functions during the dispatch process.

## Dynamic Unit Recommendation

Unit recommendation is based on incident type and priority, incident location, quantity and type of units required, current unit status, fire alarm levels and existing unit assignments. Dispatchers can easily accept or modify the system-generated unit recommendation.

## Unit and Incident Status Monitor

Dynamically displays up-to-the-second unit and incident status information, such as location, type of incident, assigned units, current unit status and time in status. Users can dynamically adjust the presentation layout, status codes and colors, unit and incident groupings as well as the sequence of the displayed information.

# Records Management System

for Law Enforcement Agencies



Supporting law enforcement organizations from small agencies to large multi-jurisdiction environments, Tiburon's Records Management System (RMS) provides a department-wide solution for information capture, control, dissemination and retrieval. With over 20 independent, yet highly integrated functional modules, Tiburon's RMS records all key operational information and includes tools for analysis and management functions.

## Product Highlights

- Creates comprehensive incident and person records
- Integrated Master Name and Master Location Indexes
- Flags alerts on persons and locations of interest
- Reduces data entry and minimizes errors
- Manages property and evidence tracking

## Master Name Index

Working in conjunction with the online name verification facility to automatically link subjects, consolidate information and create aliases, the Master Name Index (MNI) stores extensive subject information, including addresses, phone numbers, hazards, warrants and special registrants.

## Location System

Keeps a comprehensive history of activities at locations of interest, including location summaries, common place names, alarm permits, crime watch reports and hazards.

## Incident Tracking

Collects, stores and processes comprehensive information related to offenses and incidents.

## Property and Evidence Management

Retains information on property of interest, evidence and pawned property. Supports inquiries by tag number, serial number, owner-applied number, case number and description. An interface to a bar code subsystem enhances the entry tracking and management of the property room.

## Special Flags

Flags, checked and displayed during inquiries, are used to highlight selected persons and locations of interest. An audit trail records users accessing flagged records.

## General Inquiries

Provides a set of standard inquiries and reports, including names with Soundex processing, diminutive variations of first name, last name only, dates, date ranges, number series, partial keys, phrases and key words.

## Warrant Tracking

Tracks warrant activity and produces status and aging reports of summaries of active warrants, cleared warrants, transportation scheduling and officer activity.

## Criminal Records

Supports local, county- and state-level criminal identification and record-keeping functions, including the transmission of rap sheet information and a dissemination log. This module meets the Federal Interstate Identification Index standards.

## Juvenile Records

Records juvenile information regarding family, home life and peers. For minors' confidentiality, the Juvenile Records module is completely isolated, with restricted access, from all other modules.

## Traffic Management

Provides a comparative analysis of accident and citation activity, generates a variety of user-defined reports and retains multiple years of statistical summary information. The Traffic Management module supports input from automated citation processing devices.

## Investigative Case Management

Tracks cases, automatically schedules investigative follow-up and records officer activity. Changes to persons, property, vehicles, etc. pertaining to a case automatically notify the investigating officer via email.

## UCR/IBR Statistics

Supports the online entry and printing of Part I and Part II reports. It can also be used to classify and count offenses not included in state-level UCR/IBR reporting. An option is available that automatically updates state and NCIC warrant, property and vehicle records without re-keying data.



# Corrections Management System



# CMS

An effective automation system is essential to the day-to-day operation of a modern corrections facility. Tiburon's Corrections Management System (CMS) automates the collection, control and generation of all important operational and management information; provides correctional administrators the power to track the status of all inmates; manages housing and population information; and generates an audit trail for legal protection. Tiburon's CMS is flexible enough to support small jails as well as large, multi-campus correctional institutions.

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## Product Highlights

- Accurately controls, schedules and tracks inmate movement
- Displays inmate photos for positive identification
- Integrated Master Name Index; including visitors
- Objective inmate classification
- Enhances staff security

## Event Processing

Controls, schedules and tracks all critical activities in the corrections facility. A dynamic event reminder, or "Nag List," tracks pending and past due events.

## Facility Management

A central point for collection and control of all facility-related data, Facility Management maintains a detailed record of every housing location in one or multiple corrections facilities, and tracks inmate populations by facility, floor and cell.

## Intake Processing

Tracks various types of inmate information, as well as schedules key booking related events.

## Release Processing

Maintains a composite sentence record for each booking and continually recalculates the most feasible release date. The data used to maintain the composite sentence record is also used to generate an inmate release list.

## Special Alert Flags

Posts a variety of user-defined inmate condition and hazards flags for any inmate including, medical and mental conditions, separation orders, suicidal tendencies and dietary restrictions.

## Medical Processing

Records medical and mental conditions of an inmate at intake and tracks the inmate's health related information throughout incarceration.

## Classification

Based on a points-based objective model or a decision tree model to collect and evaluate inmate data, the Classification module processes, records and tracks a variety of information on any inmate in custody.

## Court Tracking

Tracks scheduled court events and their dispositions.

## Visitor Control

Controls and tracks visitors received by every inmate, indicating the identity of the visitor and the actual number of visits and the date and time of their entry and exit. The Visitor Control module automatically conducts warrant checks for all people making visits at the institution.

# Field Automation System

for Mobile Dispatch and Automated Reporting



Tiburon's Field Automation System (FAS) integrates a flexible Mobile Dispatch System (MDS) and an Automated Reporting System (ARS) into a simple, easy-to-use package that operates on both mobile computers and desktop workstations to meet the demands of law enforcement operations. MDS utilizes private and public radio frequency communications to receive dispatch information, send status changes, and run remote inquiries. ARS supports the collection of incident data from automated dictation systems, transcription units, and field officers and detectives on laptop or desktop workstations. With ARS, the report writing effort is simplified, the quality of reporting is enhanced and reports are available quickly on a department-wide basis.

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## Product Highlights

- Integrates digital dispatch, field reporting and report control
  - Flexible inquiry forms
  - Centralizes access to reports and supplements
  - Increases accuracy of reports
  - Automates workflow and approval process
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## Mobile Dispatch System (MDS)

The MDS application is a series of forms used for communication and viewing of dispatches, status changes, messages, forms, and images sent or received from message switch, Computer Aided Dispatch and Records Management Systems. The MDS uses function keys and status windows to interact with external systems. The status window notifies the user of inbound messages, displays the function key buttons, and shows current date and time, unit ID and unit status. MDS provides the following functions:

- Digital dispatching
- Emergency notification
- Unit and incident status inquiries
- Local message storage
- Lists of all received messages for a shift
- Remote workstation display facility
- Message viewing facility
- File transport facility
- Up to 48 configurable function keys
- Up to 9 windows of easily viewable information
- Icons for quick access to system functions
- Sound files (\*.wav) can be linked to dispatch, status change, error and new messages

## Automated Reporting System (ARS)

The Automated Reporting System utilizes a series of graphical forms plus narrative processing to prepare a report, supplement or citation. ARS provides the same "look and feel" as Tiburon's Records Management System (RMS) product by using the same data elements, code tables and data edits. Data collection is simplified by providing pick-list code tables for most data fields, minimizing errors and maximizing data accuracy. Data entry forms are logical and simple to use. Names and addresses can be verified against the RMS database from the field. Officers can prepare a report directly on a mobile computer or a network attached workstation or, mobile users can transfer an incomplete report to the station for completion. ARS provides the following functions:

- Remote name and address verification
- Graphic forms with narrative fields
- Secured access to reports
- Narrative and supplement report storage
- Fast narrative text searches