



# STAFF REPORT

DATE: 11/05/2025  
TO: Honorable Mayor and City Council Members  
FROM: Police Department

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**2025-417**

## REQUEST FOR CITY COUNCIL ACTION

### SUBJECT:

CONTINUATION OF COMPUTER-AIDED DISPATCH AND RECORDS  
MANAGEMENT SYSTEM (CAD/ RMS) AGREEMENT (5-YEAR TERM)

### EXECUTIVE SUMMARY:

This staff report asks the City Council to approve a new five-year agreement with Motorola Solutions' FLEX for the Corona Police Department's Computer-Aided Dispatch (CAD) and Records Management System (RMS). Approving this agreement ensures continued system support, allows critical hardware to be updated including off-site redundancy systems at City Hall, enhances operational efficiency, and maintains compliance with public safety requirements. The proposed five-year contract is expected to provide significant cost savings and long-term budget stability.

### RECOMMENDED ACTION:

That the City Council:

- a. Approve the five-year support and maintenance agreement with Motorola Solutions for the FLEX CAD system at a total contract value of \$1,265,659.75 over five years.
- b. Authorize the City Manager, or his designee, to issue a purchase order to Motorola Solutions in the amount of \$1,265,659.75.

- c. Authorize the City Manager, or his designee, to negotiate and execute any non-substantive extensions, amendments, and change orders up to \$126,565.98 or 10% of the original purchase order amount as provided by the Corona Municipal Code (CMC) Section 3.08.060(j).

### **BACKGROUND & HISTORY:**

The Corona Police Department utilizes Motorola Solutions' FLEX Computer-Aided Dispatch (CAD) and Records Management System (RMS) as essential components of its public safety technology infrastructure. The previous multi-year support and maintenance agreement for these systems has expired, and the City has been operating under a one-year annual support agreement during Fiscal Year 2025.

### **ANALYSIS:**

The Motorola FLEX CAD/RMS system is a mission-critical platform that supports the City's public safety operations, including 9-1-1 dispatch, records management, and officer field reporting. Ongoing system maintenance and hardware upgrades are essential to ensure reliability, compliance, and the safety of both the community and first responders.

To evaluate the long-term viability of the system, the Police Department conducted a comprehensive CAD/RMS Needs Assessment through an outside 3rd party consultant. The assessment included feedback from system users, a review of operational workflows, an analysis of system performance, and other vendor options. While the assessment identified several functional gaps and limitations with the FLEX system, it also highlighted the lack of viable replacement options currently available.

As a result, the Police Department has determined that continuing with the Motorola FLEX system, paired with a hardware refresh and a new five-year support and maintenance agreement, represents the most practical and cost-conscious path forward. This approach will maintain continuity of operations, provide a framework for lifecycle management, and support incremental improvements while preserving critical public safety functions.

Remaining on the current one-year agreement has allowed time to complete the evaluation and plan for a more stable and sustainable solution. Moving to a long-term agreement now ensures operational reliability while aligning with budget realities and public safety priorities.

### **FINANCIAL IMPACT:**

For Fiscal Year 2026, partial funding in the amount of \$419,322 is available in the Police CAD/RMS System, Capital Improvement Project No. TC-2017-02, and the remaining \$93,344 is available in the Police Department's Communication Services Division operating budget within the General Fund 110.

The five-year agreement, reviewed and approved by the City Attorney’s Office and the IT Department, locks in annual costs, providing budget predictability and protection against inflationary increases.

The total cost of the Flex/RMS Support and Maintenance contract is \$1,265,659.75, inclusive of the optional services (Flex Application Monitoring) in section 4.1.1 in the amount of \$96,402 and further broken down in section 5.2 of the maintenance agreement. This is a five-year, multi-year contract spanning Fiscal Years (FY) 2026 through 2030.

For FY 2027 to FY 2030, funding will be requested through the annual budget process.

YEAR	FY	AMOUNT	OPERATING BUDGET	CIP BUDGET	FUNDS NEEDED
1	FY26	512,666.35	93,344.48	419,321.87	-
2	FY27	188,248.35	-	-	188,248.35
3	FY28	188,248.35	-	-	188,248.35
4	FY29	188,248.35	-	-	188,248.35
5	FY30	188,248.35	-	-	188,248.35
<b>TOTAL</b>		<b>1,265,659.75</b>	<b>93,344.48</b>	<b>419,321.87</b>	<b>752,993.40</b>

**ENVIRONMENTAL ANALYSIS:**

This action is exempt pursuant to Section 15061(b)(3) of the Guidelines for the California Environmental Quality Act (CEQA), which states that a project is exempt from CEQA if the activity is covered by the commonsense exemption that CEQA applies only to projects that have the potential for causing a significant effect on the environment. Where it can be seen with certainty that there is no possibility that the activity in question may have a significant effect on the environment, the activity is not subject to CEQA. This action of direct enforcement is minimal and there is no possibility this will have a significant effect on the environment. Therefore, no environmental analysis is required.

**PREPARED BY:** MATTHEW WINDISH, PUBLIC SAFETY COMMUNICATIONS MANAGER

**REVIEWED BY:** ROBERT NEWMAN, CHIEF OF POLICE

**ATTACHMENTS:**

1. Exhibit 1 – CONTINUATION OF CAD/RMS SERVICES AGREEMENT (5-YEAR TERM)