



# CITY of CYPRESS

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Honorable Mayor and Members of the City Council:

First introduced as a part of the Strategic Plan in Fiscal Year 2015-16, the Technology Master Plan (Plan) marks the fifth year of providing a multi-year technology investment blueprint for the City and Recreation and Park District. Much like the Capital Improvement Program, the Plan categorizes and prioritizes projects that provide high quality and high value services to the community. The Plan provides a five-year forecast for anticipated technology needs, and is updated annually and presented to the City Council in conjunction with the Budget.

Over the past four years, the City Council's ongoing commitment to allocate the resources necessary to support the Plan has resulted in great improvements to the City's technology infrastructure, cybersecurity, and customer services. These investments have upgraded nearly every major component of the City's hardware infrastructure and completed more than 30 individual projects identified in the Plan, notably:

- Fiber Optic Network Connectivity of all City Facilities
- New Centralized Data Center at City Hall
- Replaced all Desktop and Laptop Computers
- Replaced the 20-year old Telephone System
- Renamed, redesigned and refreshed the City's Website
- Online Streaming of City Council Meetings
- Replaced the Council Chamber Audiovisual System
- Credit Card Processing at City Hall
- Online Business Licensing System
- Replaced Mobile Data Computers in all Police vehicles
- Replaced the In-Car Video Systems in Police vehicles

Cypress now has a solid foundation to support and build further technology improvements. The Technology Master Plan's emphasis is shifting from investing in hardware infrastructure to major customer service projects and improving internal processes. These projects will bring better and more valuable tools to the public and the City's employees.

**Stacy Berry**, Mayor

**Rob Johnson**, Mayor Pro Tem

**Jon E. Peat**, Council Member

**Paulo M. Morales**, Council Member

**Mariellen Yarc**, Council Member

Prominent projects planned included in the Plan include:

- Electronic Permit/Plan Review System
- City Public Mobile App
- Online Form Submission & Payment System
- Electronic Timesheets
- Maintenance Management and Asset Software System
- Enhanced Capital Project Management Software

Focusing on customer service and process improvement projects will advance the City Council's Strategic Plan goal to *Maintain High Quality and High Value Services for the Community*. These projects will remove time consuming and costly paper processes for both the public and employees, reduce unnecessary trips to City facilities by having more services available online, and improve workflows for project management, asset management, and plan review. Future year projects will further improve customer service, process improvement, and efficiency.

With the City Council's continued support of the strategic technology investments outlined in the Technology Master Plan, we look forward to enhancing Cypress' reputation as a great place to live, work and play.

A handwritten signature in black ink, appearing to read 'Adrian Smith', with a long horizontal flourish extending to the right.

Adrian Smith  
IT Manager

# City of Cypress Technology Master Plan



For the Five Years of  
FY 2019-20 through FY 2023-24

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## INTRODUCTION

Honorable Mayor and Members of the City Council

We are pleased to present the City's five-year Technology Master Plan. The Plan provides a blueprint for technology investments; much like the Capital Improvement Program (CIP) does for facilities and infrastructure. It also aims to enable the City to enhance the delivery of core municipal services to our community and to promote organizational effectiveness.

The Technology Master Plan projects are funded through a variety of sources including the City's Technology Investment Fund, which was established to provide start-up capital for new technology projects. Additionally, there are accumulated replacement funds set aside (largely from the General Fund) and some restricted monies (such as grants) which are available for the replacement of existing technology. The proposed Technology Master Plan for FY 2019-2020 calls for investing \$130,600 from the Technology Investment Fund and \$177,900 from accumulated replacement funds.

The technology projects are classified into four categories:

- Customer service projects, which enhance the City's abilities to serve its customers
- Organizational efficiency/transparency projects, which provide internal process efficiencies and enhance access to records and information through the City's website
- Technology infrastructure projects, which provide for the replacement of vital existing equipment and invest in future needs
- Unfunded future projects (if any) are of interest for staff and may be submitted to the City Council for consideration at a later time. These possible future projects have significant funding, legal or other barriers to overcome prior to being included as a funded project in the first year of future Technology Master Plans.

We appreciate the City Council's vision and ongoing commitment to the investment in the Technology Master Plan.

FIGURE 1: TECHNOLOGY PROJECTS INITIAL OUTLAY INVESTMENTS

Project Description	2019-20	2020-21	2021-2022	2022-2023	2023-2024	5-Year
<b>CUSTOMER SERVICE PROJECTS</b>						
Electronic Building Permit/Plan Review System	\$ 49,000	\$ -	\$ -	\$ -	\$ -	\$ 49,000
Online Form Submission & Payment Acceptance	-	20,000	-	-	-	20,000
Public Access Mobile App	15,000	-	-	-	-	15,000
<b>Customer Service Subtotal =</b>	<b>\$ 64,000</b>	<b>\$ 20,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 84,000</b>
<b>ORGANIZATIONAL EFFICIENCY/TRANSPARENCY PROJECTS</b>						
HVAC Central Building Automation System Upgrade	\$ -	\$ 75,000	\$ -	\$ -	\$ -	\$ 75,000
Maintenance Mgmt & Asset Software System	-	179,000	-	-	-	179,000
Project Mgmt Software Upgrade for Capital Projects	8,000	-	-	-	-	8,000
Storm Water Pump Station System Upgrade	55,000	-	-	-	-	55,000
<b>Org Efficiency/Transparency Subtotal =</b>	<b>\$ 63,000</b>	<b>\$ 254,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 317,000</b>
<b>TECHNOLOGY INFRASTRUCTURE PROJECTS</b>						
City Wide Copier Fleet Replacement*	\$ -	\$ 80,000	\$ -	\$ -	\$ -	\$ 80,000
Community Center AudioVisual Enhancements	-	25,000	-	-	-	25,000
Data Center Infrastructure Replacement*	-	-	-	300,000	-	300,000
Data Center Memory Addition	3,600	-	-	-	-	3,600
Desktop/Laptop Computer Replacements	-	-	-	-	250,000	250,000
Email Security Appliance Replacement*	5,000	-	-	-	-	5,000
Firewall - Network Security Appliance Replacement*	-	40,000	-	-	-	40,000
In-Car Video Replacement for Police Vehicles*	-	-	-	250,000	-	250,000
Maintenance Yard Wi-Fi Replacement*	-	1,500	-	-	-	1,500
Network Switches Replacement*	-	-	-	-	25,000	25,000
Police Department Building Access System Replacement*	84,000	-	-	-	-	84,000
Police Department CCTV System Replacement *	85,200	-	-	-	-	85,200
Police Department WiFi Replacement*	3,700	-	-	-	-	3,700
Police Vehicle Mobile Data Computers Replacement*	-	-	250,000	-	-	250,000
Senior Center Lab Computers*	-	-	7,200	-	-	7,200
<b>Infrastructure Subtotal =</b>	<b>\$ 181,500</b>	<b>\$ 146,500</b>	<b>\$ 257,200</b>	<b>\$ 550,000</b>	<b>\$ 275,000</b>	<b>\$ 1,135,200</b>
<b>TOTAL =</b>	<b>\$ 308,500</b>	<b>\$ 420,500</b>	<b>\$ 257,200</b>	<b>\$ 550,000</b>	<b>\$ 275,000</b>	<b>\$ 1,536,200</b>

\*Funded in whole or in part by accumulated replacement and/or restricted monies

FIGURE 2: TECHNOLOGY PROJECTS ONGOING MAINTENANCE COSTS

Project Description	2019-20	2020-21	2021-2022	2022-2023	2023-2024	5-Year
<b>CUSTOMER SERVICE PROJECTS</b>						
Electronic Building Permit/Plan Review System	\$ -	\$ 28,000	\$ 28,000	\$ 28,000	\$ 28,000	\$ 112,000
Online Forms Submission & Payment Acceptance	-	10,000	10,000	10,000	10,000	40,000
Public Access Mobile App	-	7,000	7,000	7,000	7,000	28,000
<b>Customer Service Subtotal =</b>	<b>\$ -</b>	<b>\$ 45,000</b>	<b>\$ 45,000</b>	<b>\$ 45,000</b>	<b>\$ 45,000</b>	<b>\$ 180,000</b>
<b>ORGANIZATIONAL EFFICIENCY/TRANSPARENCY PROJECTS</b>						
HVAC Central Building Automation System Upgrade	\$ -	\$ 5,000	\$ 5,000	\$ 5,000	\$ 5,000	\$ 20,000
Maintenance Mgmt & Asset Software System	-	27,000	27,000	27,000	27,000	108,000
Project Mgmt Software Upgrade for Capital Projects	-	8,000	8,000	8,000	8,000	32,000
Storm Water Pump Station System Upgrade	-	15,000	15,000	15,000	15,000	60,000
<b>Org Efficiency/Transparency Subtotal =</b>	<b>\$ -</b>	<b>\$ 55,000</b>	<b>\$ 55,000</b>	<b>\$ 55,000</b>	<b>\$ 55,000</b>	<b>\$ 220,000</b>
<b>TECHNOLOGY INFRASTRUCTURE PROJECTS</b>						
City Wide Copier Fleet Replacement	\$ -	\$ 1,300	\$ 1,300	\$ 1,300	\$ 1,300	\$ 5,200
Community Center AudioVisual Enhancements	-	-	-	-	-	-
Data Center Infrastructure Replacement	-	-	-	20,000	20,000	40,000
Data Center Memory Addition	-	-	-	-	-	-
Desktop/Laptop Replacements	-	-	-	-	-	-
Email Security Appliance Replacement	-	5,000	5,000	5,000	5,000	20,000
Firewall - Network Security Appliance Replacement	-	6,000	6,000	6,000	6,000	24,000
In-Car Video Replacement for Police Vehicles	-	-	-	-	-	-
Maintenance Yard Wi-Fi Replacement*	125	125	125	125	125	625
Network Switches Replacement	-	-	-	-	-	-
Police Department Building Access System Replacement	-	5,000	5,000	5,000	5,000	20,000
Police Department CCTV System Replacement	-	13,000	13,000	13,000	13,000	52,000
Police Department WiFi Replacement	375	375	375	375	375	1,875
Police Vehicle Mobile Data Computers Replacement	-	-	-	-	-	-
Senior Center Lab Computers	-	-	-	-	-	-
<b>Infrastructure Subtotal =</b>	<b>\$ 500</b>	<b>\$ 30,800</b>	<b>\$ 30,800</b>	<b>\$ 50,800</b>	<b>\$ 50,800</b>	<b>\$ 163,700</b>
<b>TOTAL =</b>	<b>\$ 500</b>	<b>\$ 130,800</b>	<b>\$ 130,800</b>	<b>\$ 150,800</b>	<b>\$ 150,800</b>	<b>\$ 412,900</b>

FIGURE 3: TECHNOLOGY PROJECTS BY FUNDING SOURCE

Project Description	2019-20
<b>TECHNOLOGY INVESTMENT FUND</b>	
<b>Customer Service Projects</b>	
Electronic Building Permit/Plan Review System	\$ 49,000
Project Mgmt Software Upgrade for Capital Projects	8,000
Public Access Mobile App	15,000
<b>Oranizational Efficiency/Transparency Projects</b>	
Storm Water Pump Station System Upgrade	55,000
<b>Technology Infrastructure Projects</b>	
Data Center Memory Addition	3,600
<b>Technology Investment Fund Subtotal =</b>	<b>\$ 130,600</b>
<b>ACCUMULATED REPLACEMENT MONIES</b>	
<b>Technology Infrastructure Projects</b>	
Email Security Appliance Replacement	\$ 5,000
Police Department Building Access System Replacement	84,000
Police Department CCTV System Replacement	85,200
Police Department WiFi Replacement	3,700
<b>Accumulated Replacement Monies Subtotal =</b>	<b>\$ 177,900</b>
<b>TOTAL =</b>	<b>\$ 308,500</b>



## CUSTOMER SERVICE PROJECTS

**Project Title:**                   **Electronic Building Permit/Plan Review Software System**  
**Requesting Dept.:**           Community Development  
**One-Time Cost:**               \$49,000  
**Ongoing Cost:**                \$28,000 Annually  
**Recommended Year:**       FY 2019-20  
**Funding Source:**            Technology Investment Fund & General Fund

A building permit and electronic plan review software will significantly improve the customer service abilities of the Community Development department, as well as provide increased productivity and better document management capabilities. The electronic system would streamline and accelerate the permitting and plan review process which is currently managed with paper plan submittals and an internal database maintained by staff. A professional electronic plan review system would remove the reliance on paper, satisfy increasing demands by the development market, and increase overall efficiency in the permitting and plan review process. A digital plan review workstation will be included to allow plans to be reviewed digitally to accompany the plan review process and keep the entire review workflow digital.

**Project Title:**                   **Public Access Mobile App**  
**Requesting Dept.:**           Community Development  
**One-Time Cost:**               \$15,000  
**Ongoing Cost:**                \$7,000 Annually  
**Recommended Year:**       FY 2019-20  
**Funding Source:**            Technology Investment Fund & General Fund

This technology is a mobile civic engagement platform that will offer residents useful information including news, contact information, links, as well as empower residents to issue service requests, and identify maintenance and code enforcement issues and report them to the City for quick resolution via a smart phone or tablet. The system will provide more accurate information to City staff, including exact locations and photographs, which will allow for quicker response times. It will also streamline business procedures and eliminate trips to City Hall.

## CUSTOMER SERVICE PROJECTS (cont.)

**Project Title:**                   **Online Form Submission & Payment Acceptance**  
**Requesting Dept.:**           Finance & Administrative Services  
**One-Time Cost:**               \$20,000  
**Ongoing Cost:**                \$10,000 annually  
**Recommended Year:**       FY 2020-21  
**Funding Source:**            Technology Investment Fund & General Fund

The City's website displays miscellaneous forms online that are viewable and printable; staff recommends a software system that will allow these forms to be completed online and submitted electronically to the appropriate City department with the ability to make any associated payments online as well. By converting online forms for electronic submission, residents will be able to conduct business with the City without having to make a trip to City Hall.

## ORGANIZATIONAL EFFICIENCY/TRANSPARENCY PROJECTS

**Project Title: Project Management Software Upgrade for Capital Projects**

Requesting Dept.: Community Development  
 Ongoing Cost: \$8,000 Annually  
 Recommended Year: FY 2019-20  
 Funding Source: Technology Investment Fund & General Fund

The Engineering Division currently utilizes Microsoft Project 2003 to manage capital improvement projects. While the current software has many of the requisite features, it is an outdated version and lacking many of the task management, collaboration, and sharing features present in a newer version of the software. Updating the existing software will allow staff to better plan and manage capital improvement projects. The new software will also allow multiple team members to access several different projects, which will increase functionality.

**Project Title: Storm Water Pump Station SCADA System Upgrade**

Requesting Dept.: Community Development  
 One-Time Cost: \$55,000  
 Ongoing Cost: \$15,000 Annually  
 Recommended Year: FY 2019-20  
 Funding Source: Technology Investment Fund & General Fund

The existing SCADA (Supervisory Control and Data Acquisition) system for the pump stations is over seven years old. It was initially installed in 2011 when Pump Station 2 was rebuilt and will be evaluated for system upgrades in 2018-19. The “brains” of the pump stations will need upgrades to various system and hardware components such as the router and main workstation in order to operate effectively and securely. This system is critical for flood management.

## ORGANIZATIONAL EFFICIENCY/TRANSPARENCY PROJECTS (cont.)

**Project Title: HVAC Central Control Building Automation System Upgrade**

Requesting Dept.: Community Development  
 One-Time Cost: \$75,000  
 Ongoing Cost: \$5,000 Annually  
 Recommended Year: FY 2020-21  
 Funding Source: Accumulated Replacement Fund/ General Fund/ Central Services Fund

The existing HVAC central control building automation system hardware and software will be 25 years old in FY 2020-21. This technology controls HVAC systems located at the Police Department and City Hall. It was initially installed in 1995. The “brains” of the HVAC central control building automation system will need upgrades to various system and hardware components such as the software and main workstation in order to operate effectively and securely. This system is critical to maintain and monitor our energy efficient heating and cooling systems that contain numerous comfort zones throughout.

**Project Title: Maintenance Management & Asset Software System**

Requesting Dept.: Community Development  
 One-Time Cost: \$179,000  
 Ongoing Cost: \$27,000 Annually  
 Recommended Year: FY 2020-21  
 Funding Source: Technology Investment Fund & General Fund

The City currently uses outdated software for its work order tracking system. This software system is not directly linked to any infrastructure assets. New integrated software for both work orders and asset management would provide both cost and tracking efficiencies and increase productivity. This software could also be configured to allow City contractors to input data into the system to create accountability and allow staff to manage the productivity of contractors. Staff would recommend a cloud based system that would not require the utilization of City servers. Staff envisions this software to integrate with a public mobile app for 311 reporting by the public.

## TECHNOLOGY INFRASTRUCTURE PROJECTS

**Project Title:**                   **Data Center Memory Addition**  
 Requesting Dept.:           Finance & Administrative Services  
 One-Time Cost:               \$3,600  
 Recommended Year:       FY 2019-20  
 Funding Source:             General Fund

With the addition of several new applications and systems, and migration of existing systems not previously stored on legacy servers, the Datacenter memory is near capacity. Sufficient memory is allocated for current systems but will not allow for much growth or addition of new systems or applications. Additional memory will allow for such future growth and addition of systems and applications.

**Project Title:**                   **Email Security Appliance Replacement**  
 Requesting Dept.:           Finance & Administrative Services  
 Ongoing Cost:               \$5,000 Annually  
 Recommended Year:       FY 2019-20  
 Funding Source:             Accumulated Replacement Funds & General Fund

The City's email security appliance will reach end-of-life and no longer be supported by the manufacturer in 2020 and will need to be replaced. The email security appliance is responsible for scanning every piece of incoming and outgoing mail for viruses and policy violations. The appliance is also responsible for blocking spam messages and maintaining junk mailboxes for employees.

**Project Title:**                   **Police Department Building Access System Replacement**  
 Requesting Dept.:           Police  
 One-Time Cost:               \$84,000  
 Ongoing Cost:               \$5,000 Annually  
 Recommended Year:       FY 2019-20  
 Funding Source:             Accumulated Replacement Funds & General Fund

The Police Department's existing building access system controls all access points of the department and gated parking lots using PIN codes and biometrics. This system has reached its end of life, and the vendor for ongoing maintenance or software updates no longer supports the system. A new building access system will be installed incorporating PIN/keycard/biometrics to secure all existing access points and potentially harden some sensitive internal office areas.

## TECHNOLOGY INFRASTRUCTURE PROJECTS (cont.)

**Project Title: Police Department CCTV System Replacement**

Requesting Dept.: Police  
 One-Time Cost: \$85,200  
 Ongoing Cost: \$13,000 Annually  
 Recommended Year: FY 2019-20  
 Funding Source: Accumulated Replacement Funds

This project is the proposed replacement and expansion of a closed circuit television system in place at the Police Department. The current CCTV system is used to provide building, vehicle, and parking lot security and monitoring at the Police Department. It is also used to monitor prisoners that may be in custody in the jail facility. This system will be replaced in conjunction with the seismic retrofit and modernization project of Police Department.

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**Project Title: Police Department Wi-Fi Replacement**

Requesting Dept.: Police  
 One-Time Cost: \$3,700  
 Ongoing Cost: \$375 Annually  
 Recommended Year: FY 2019-20  
 Funding Source: Accumulated Replacement Funds & General Fund

The Police Department's existing Wi-Fi utilizes consumer grade equipment that does not support multiple networks for public or guests. This project would involve replacing all existing wireless access points with a single Wi-Fi system that would offer completely segregated guest and public Wi-Fi networks for security, but would also offer the benefit of central management, improved range and data throughput, granular public/guest Wi-Fi user control, and advance reporting and analytics on usage.

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**Project Title: City Copier Fleet Replacement**

Requesting Dept.: Finance & Administrative Services  
 One-Time Cost: \$80,000  
 Ongoing Cost: \$1,300 Annually  
 Recommended Year: FY 2020-21  
 Funding Source: Accumulated Replacement Funds & General Fund

The City's copier fleet will reach end-of-life and no longer be supported by the manufacturer in June 2021. These copiers provide high volume scanning, copying, scan to email, and scan to fax capabilities as well as advanced printing functionality throughout all city offices.

## TECHNOLOGY INFRASTRUCTURE PROJECTS (cont.)

<b>Project Title:</b>	<b>Community Center Audiovisual Enhancements</b>
Requesting Dept.:	Recreation & Community Services
One-Time Cost:	\$25,000
Ongoing Cost:	N/A
Recommended Year:	FY 2020-21
Funding Source:	CRPD General Fund

The audiovisual technology in the ballroom of the Community Center has not been updated since the remodel of the facility in 2008. This room has the ability to be partitioned into three rooms, but the current audiovisual technology in this room was not designed to accommodate this three-room configuration. Additionally, the current audiovisual technology is out of date with current technology standards and does not allow for new digital connection types such as HDMI. This project will make enhancements by adding connections for new digital connection types, and incorporate a zoned system to allow for separate audiovisual functions in each of the three distinct ballroom spaces, or to be used as one whole system.

<b>Project Title:</b>	<b>Firewalls – Network Security Appliance Replacement</b>
Requesting Dept.:	Finance & Administrative Services
One-Time Cost:	\$40,000
Ongoing Cost:	\$6,000 Annually
Recommended Year:	FY 2020-21
Funding Source:	Accumulated Replacement Funds & General Fund

The City's firewalls will reach end-of-life in June 2021. These appliances provide defense from unauthorized inbound access and allows for outbound communication. The appliances also protect the sensitive data in the Police Department from the rest of the City's local area network to insure compliance with the California Law Enforcement Telecommunications System (CLETS).

## TECHNOLOGY INFRASTRUCTURE PROJECTS (cont.)

**Project Title:** Maintenance Yard Wi-Fi Replacement  
**Requesting Dept.:** Community Development  
**One-Time Cost:** \$1,500  
**Ongoing Cost:** \$125 Annually  
**Recommended Year:** FY 2020-21  
**Funding Source:** Accumulated Replacement Funds and General Fund

The Maintenance Yard existing Wi-Fi utilizes consumer grade equipment that does not support multiple networks for staff or guests. This project would involve replacing all existing wireless access points with a single Wi-Fi system that would offer completely segregated staff and guest Wi-Fi networks for security, but would also offer the benefit of central management, improved range and data throughput, granular staff/guest Wi-Fi user control, and advance reporting and analytics on usage.

**Project Title:** Police Vehicle Mobile Data Computers Replacement  
**Requesting Dept.:** Police / Finance & Administrative Services  
**One-Time Cost:** \$250,000  
**Ongoing Cost:** N/A  
**Recommended Year:** FY 2021-22  
**Funding Source:** Accumulated Replacement Funds & Asset Seizure Funds

The Cypress Police Department will need to replace its mobile computers, whose hardware warranty expires in 2021. These devices are necessary to transmit criminal information to the mobile police units, maintain communication with dispatch, run plates, check identification, map the location of the police cruisers, check for warrants, etc.

**Project Title:** Senior Center Lab PC Replacements  
**Requesting Dept.:** Recreation & Community Services  
**One-Time Cost:** \$7,200  
**Ongoing Cost:** N/A  
**Recommended Year:** FY 2021-22  
**Funding Source:** CRPD General Fund

The Senior Center offers computer and internet access to its patrons in the form of eight all-in-one desktop computers located in the computer lab. These computers were installed in 2015 and will reach the end of their useful life by the year 2022 due to their aging operating system and hardware components. These PCs will be replaced with new all-in-one PCs with the latest operating system and current hardware technology.



## TECHNOLOGY INFRASTRUCTURE PROJECTS (cont.)

**Project Title:**                   **Data Center Server and Storage Replacement**  
**Requesting Dept.:**            Finance & Administrative Services  
**One-Time Cost:**                \$300,000  
**Ongoing Cost:**                 \$20,000 Annually  
**Recommended Year:**        FY 2022-23  
**Funding Source:**             Accumulated Replacement Funds & General Fund

The City's servers and storage appliances will reach end-of-life in 2022 and will need to be replaced. Servers and storage appliances are used to house the City's data, backups, host printing services, manage file permissions, and run applications for all departments

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**Project Title:**                   **In-Car Video Replacement for Police Vehicles**  
**Requesting Dept.:**            Police / Finance & Administrative Services  
**One-Time Cost:**                \$250,000  
**Ongoing Cost:**                 N/A  
**Recommended Year:**        FY 2022-23  
**Funding Source:**             Accumulated Replacement Funds

The Cypress Police Department will need to replace its in-car video equipment, whose hardware warranty expires in May 2022. In-car video recordings are necessary to chronicle police activity and are activated by vehicle speed, the initiation of lights and siren or manually activated by a Police Officer.