

# FY21 COMPUTER AIDED DISPATCH (CAD) CIP APPROPRIATION



Lisa Kent, CIO

Summer Xiao, Deputy CIO – Enterprise  
Applications/PMO



# COUNCIL ACTION SUMMARY

Council Action Request	CIP Appropriation
<b>Purpose</b>	<p><b><i>Appropriate CIP funding</i></b> from the adopted FY21 Capital Improvement Program to begin the multi-year project to replace the City's Computer Aided Dispatch (CAD) system.</p> <p>Funding is for Phase 1 professional services including:</p> <ul style="list-style-type: none"><li>• Assess the current CAD environment. May include recommendations and implementation of near-term enhancements for the current CAD system.</li><li>• Define the future requirements and develop scope of work for CAD replacement Request for Proposals (RFP).</li></ul>
<b>Total Appropriation Requested</b>	\$1,000,000
<b>Primary Department Users</b>	Houston Emergency Center, HPD & HFD



# Computer Aided Dispatch (CAD) Background – “looking back”

- **What is CAD?** It’s the software application used to document and track citizen 911 emergency calls for law enforcement, fire and EMS.
- **Who uses CAD?** The primary users of the CAD system are the 911 call takers at the Houston Emergency Center, the HPD dispatchers, and HFD/EMS dispatchers.
- **Facts about the current CAD system:**
  - Implemented in September 2003 (over 18 years ago) when the HEC first opened
  - The application was designed and implemented by Northrop Grumman
  - The application is *highly customized* and cumbersome to upgrade. While it has been upgraded over the years (both hardware and software), the software features have not kept up with next generation CAD requirements
  - Northrop Grumman recently sold their CAD platform to another company (Peraton)
  - Current maintenance agreement with Northrop Grumman (Peraton) expires 02/20/2025.



# Computer Aided Dispatch (CAD) “looking forward”

## What is the City seeking in a “next generation” CAD system?

- Less customization / more standard features with more frequent feature updates
- Improved / more intuitive user interface for HPD/HFD/EMS dispatchers
- Next-gen features to accommodate 911 by TEXT MESSAGE and ability to incorporate MULTI-MEDIA FILES such as videos and pictures
- More resilient design with true disaster recovery (DR) capabilities
- Funding & Time! This is a major, multi-year project that is only *partially* funded. The City is pursuing additional funding sources from grants and Greater Harris County 911 fees but must start the project planning now. We need at least 3 years to implement the project.
  - Have: \$ 1M (Phase 1 planning/assessment only; approved for FY21)
  - Need: \$17M (estimated need for design and implementation phases 2 & 3)
- Phase 1 will explore collaboration opportunities with other area local governments



# Q&A

