





Memorandum

TO: Kevin J. Jackson, Village Manager 

FROM: Shatonya Johnson, Chief of Police 

FOR: Village President and the Board of Trustees

DATE: July 18, 2024

SUBJECT: Computer-Aided Dispatch System (CAD)/Records Management System (RMS) Project Update

Purpose

The purpose of this memorandum is to provide an update on the Computer-Aided Dispatch System (CAD)/Records Management System (RMS) project.

Background

Originally located with the Oak Park Police Department in the basement of Village Hall, the West Suburban Consolidated Dispatch Center (WSCDC) serviced only the Oak Park Police Department. On May 2, 2002, the WSCDC was established and relocated to River Forest. At that time, WSCDC purchased a new Computerized Aided Dispatch (CAD)/Records Management System (RMS) from Sungard. Eventually, the WSCDC expanded and formed a consortium to include River Forest, Forest Park, Park Ridge, and Elmwood Park, although Park Ridge and Elmwood Park are no longer members.

The current version of the RMS was implemented in 2015, and over the years, the vendor was sold several times. In 2017, it was sold to FIS Public Sector. In mid-2018, FIS Public Sector was sold to Superior, and in 2019, Superior was sold to Central Square. Since acquiring the RMS, Central Square indicated it would provide support and maintain the current RMS/CADS, but would not enhance or continue the product in the future. Central Square suggested that the WSDCS migrate to a new system within its portfolio.

Update

While conducting an assessment of police operations in 2022, BerryDunn identified the RMS as an emergent issue that required immediate attention, largely due to multiple limitations and the system's inability to support operational needs. BerryDunn recommended the acquisition of a robust RMS capable of supporting the operations and

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data needs of the Police Department. The Board allocated \$2,950,000 from ARPA funds for the CAD/RMS project: \$2,000,000 for CAD and \$950,000 for RMS.

In response to BerryDunn's recommendations, Mission Critical Partners (MCP) were enlisted to procure a new CAD/RMS and provide project management support throughout its implementation. In 2023, MCP completed a comprehensive needs assessment with the three communities' public safety agencies. A detailed Request for Proposal (RFP) was developed to meet the agencies' current needs with capacity for future growth and operational changes. The RFP was released to all vendors in early May 2024. WSCDC received return bids from six vendors: (1) Caliber, (2) Central Square, (3) Motorola, (4) ProPhoenix, (5) True North, and (6) Tyler.

Next Steps

Next steps are as follows: (1) The six vendors will be reduced to a final list of three based on the specifications, pricing, and proposals that were submitted. (2) The final three vendors will take part in specific use case demonstrations to determine which vendor can provide the most comprehensive solution for the CAD/RMS. (3) Upon final selection and a signed contract, the implementation phase will begin in the third quarter of 2024. (4) The implementation period will take approximately 18-24 months and completion is anticipated in early to mid-2026.

MCP will provide project management support through implementation to ensure success. Implementation activities include a complete hardware refresh, system programming, data migration, and end-user training. Hardware in the dispatch center, police and fire vehicles, and records divisions will also be replaced. A bulk of the implementation time will be system programming to ensure that operations and reporting are tailored to WSCDC and the agencies' needs. Next, historical data will be migrated to ensure that dispatch and responding officers have all data at their disposal for use with the new system. Finally, end-user training will be provided to all dispatch, police, fire, and records personnel.

Forecasted Timeline of Events:

1. Develop a final list from the six vendors
2. Vendors will provide demonstrations – July 2024
3. Final vendor selection/contract negotiation – August-September 2024
4. Full Implementation - Q2 of 2026

The Board will be provided periodic updates as the project progresses. The first update will detail the proposed budget for the project.

For questions, please contact Shatonya Johnson, Chief of Police, via email at sjohnson@oak-park.us or by phone at (708) 358-5503.

cc: Lisa Shelley, Deputy Village Manager
Ahmad Zayyad, Deputy Village Manager
Erin E. Baynes, Assistant to the Village Manager

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Ronald Kobyleski, Fire Chief
Christina M. Waters, Village Clerk